Dell OpenManage Essentials
Version 1.1
Release Notes

Dell OpenManage Essentials provides a central point of access to monitor and manage systems on a local area network (LAN). By allowing an administrator a comprehensive view across the enterprise, Essentials can increase system uptime, reduce repetitive tasks, and prevent interruption in critical business operations.

What's New in OME 1.1?

- Support for Dell clients, PDU, UPS, and Dell Force10 switches.
- CLI support for automation of server discovery and grouping.
- Schedule views for tasks.
- Filtering groups on portal pages.
- Discovering Linux-based servers using SSH.
- Updating servers using iDRAC.
- Ability to forward alerts in the original format.
- Custom URL launch point.

Hardware and Software Requirements

NOTE: For more information on Operating system, Browser & Consoles, and Minimum Hardware Configuration, see Dell OpenManage Essentials Version 1.1 Support Matrix on support.dell.com/manual. To access the Support Matrix, on the **Manuals** page, click **Software** > **Systems Management** > **Dell OpenManage Releases** > **Dell OpenManage Essentials**. Select the relevant Dell OpenManage Essentials release version, and click **Support Matrix**.

Recommended Minimum Hardware Configuration for Essentials

Small (up to 100 Managed Systems):

- Processor: 2 (1.8 GHz minimum)
- Memory: 4 GB
- Disk Space: at least 6 GB
- Database: SQL Server Express
- Database location: Local

Medium (up to 500 Managed Systems):

- Processor: Quad Core (1.8 GHz minimum)
- Memory: 6 GB
- Disk Space: at least 6 GB
- Database: SQL Server Express
- Database location: Local

Large (up to 2000 Managed Systems):

- Processor: 8 Core (1.8 GHz minimum)
- Memory: 8 GB
- Disk Space: at least 10 GB
- Database: SQL Server Standard
- Database location: Supports Remote SQL installation

NOTE:

- The disk space needed may increase based on the:

    o Number of Dell Update Packages you import for software update.
    o Number of MSI files you import for software deployment

- If **Dell SupportAssist** is installed along with OpenManage Essentials, you require 2 GB RAM, Dual core processors in addition to the minimum requirements described in the above table. If you are using SQL Server Standard or Enterprise

Editions, the maximum SQL Server memory must be configured within SQL Server to prevent it from using the entire system memory. It is recommended that you use a maximum of 4GB for a 6 GB RAM configuration.

- For large number of managed systems, see OpenManage Essentials user's Guide.

Operating System (Standard and Enterprise Editions)

- Microsoft Windows Server 2008 Standard and Enterprise (x86/x64) Editions
- Microsoft Windows Server 2008 Server SP2 Standard and Enterprise (x86/x64) Editions
- Microsoft Windows Server 2008 Server R2 Standard and Enterprise Editions
- Microsoft Windows Server 2008 Server R2 SP1 Standard and Enterprise Editions

NOTE: OpenManage Essentials is a 32 bit application and therefore requires the Wow64 component to be enabled on an R2 or x64 bit operating system.

Database (Microsoft SQL Server – Local or Remote)

- Microsoft SQL Server 2012

Also supports:

- SQL Server 2008 Express R2 SP1 (Bundled with Essentials Installer media).
- SQL Server 2005 Express SP3/SP4
- SQL Server 2005 SP3/SP4
- SQL Server 2008 SP1
- SQL Server 2008 R2

Notes:
- It is recommended that you install the latest SQL Server Service pack. SQL Server 2005 SP2 and lower are not supported.
- OpenManage Essentials supports 32 bit and 64 bit SQL Server. It is recommended that you install the 64 bit SQL Server.

Other Minimum Requirement (Many of these can be installed from the prerequisites window)

- Internet Explorer 8, Internet Explorer 9, and Internet Explorer 10 (32 bit)
- Mozilla FireFox 11 and 12
- IIS 7.x
- Microsoft SilverLight 5.0
- Microsoft .Net Framework 4.0
- Microsoft ASP.Net
- Microsoft Visual C++ 2008 Runtime 9.0
- Dell OpenManage DRAC Tools
- Dell OpenManage IPMI Utilities

- For Dell/EMC storage arrays inventory, ensure that your array is FLARE(R) version 19 or above. You must also install Navisphere(R) Secure CLI (version 19 or above) on your management station.

NOTE: This CLI software is part of the OpenManage Essentials installer media and can be installed from the prerequisites window.

Installation

(A) First-time Installation of OpenManage Essentials 1.1

See the Dell OpenManage Essentials Version 1.1 User's Guide" for instructions on setting up OpenManage Essentials for the first time on a system.

(B) Upgrade from IT Assistant 8.x to OpenManage Essentials 1.0.1, and then to OpenManage Essentials 1.1.

ITAssistant 8.x can be upgraded to Essentials 1.0.1. IT Assistant user data will be consumed during upgrade. After the upgrade IT Assistant is removed from the system.

(C) To upgrade from OpenManage Essentials 1.0 to OpenManage Essentials 1.1, upgrade to OpenManage Essentials 1.0.1 and then to OpenManage Essentials 1.1.

The followings data/tasks are not migrated during the upgrade to Essentials:

1) System Update: Essentials provides new functionality on the System Update (Software Repository), and OpenManage Server Administrator deployment so your existing packages and tasks in ITA are not migrated to Essentials after upgrade. You have to reimport those packages and re-create those tasks.

2) Performance and Power Monitoring Tasks: OpenManage Essentials 1.0.1 does not provide Performance and Power monitoring.

NOTE: If you used the CIM protocol before an upgrade, then after an upgrade, it is important to verify the CIM credentials. CIM credentials should be qualified with a domain or a local host if no trusted domain is configured (for example, domain\administrator or local host\administrator). You can view the CIM credentials by editing the imported discovery ranges in the "CIM Configuration Pane." If the CIM credentials are not qualified with a domain or local host, devices are not discovered through the CIM protocol.

Open Issues and Resolutions

NOTE: OpenManage Essentials does not support the software update task on the management station. This is because the Software Update task is interrupted and the final results of the update are not known. You can perform software updates using the other Dell Tools.

- In rare cases, inapplicable package may be listed in the compliance report but the updates are not applied to target node if the package is not applicable.

- Intel PCI-E driver package information for a server seen in OpenManage Essentials might be different than driver package information seen in SUU. Package name, Component name, Current Version and Repository Version might be different.[473495]

- Broadcom NetXtreme driver package information for a Server seen in OpenManage Essentials might be different than driver package information seen in SUU. Package name, Component name, Current Version and Repository Version might be different.[473493]

Resolution:

- Before creating an update task for the Non-Compliant systems it is recommended that you update to the latest catalog from ftp.dell.com by clicking the "Get the latest" button under the System Update tab. Make sure that you have Internet connectivity to download the latest catalog.

For systems with a Trusted Computing Group (TCG) 1.2-compliant Trusted Platform Module (TPM) chip, software updates for BIOS fails if all of the following are true:

- The Microsoft Windows BitLocker Drive Encryption feature is enabled.

- The TPM feature is set (using BIOS) to ON with Preboot Measurement.

- For information about TPM security settings, see the "Dell OpenManage Server Administrator Online Help" or the "Dell OpenManage Server Administrator User's Guide" available at "support.dell.com/manuals" and on the appropriate media supplied by Dell.

For software updates for BIOS to function, perform the following steps:

- Disable the Microsoft Windows BitLocker Drive Encryption feature for information on disabling this feature. See the Microsoft documentation at "www.microsoft.com."

- Update the BIOS.

- Re-start the system.

- Re-enable the Microsoft Windows BitLocker Drive Encryption feature.

You can use OpenManage Essentials to view the TPM information in the Device Details page.

- If after successfully running the Software Update Task on Windows HyperV server, the server is still shown under "Non-Compliant" tab, wait for 30-45 minutes. The server is displayed under the "Compliant" Tab.

- While updating PERC using OpenManage Essentials two firmware packages may show up for PERC 4e/Di RAID Controller if you use the 6.5 SUU DVD. You can use either package to update your PERC.

- After creating a system update task to run immediately, it may take several minutes or more to see the task created, as update packages are downloaded in the background before the task is registered.

- When enable downgrades is selected be sure to refresh browser before attempting update/downgrade

- Issue:
  ActiveX installation is blocked through OpenManage Essentials.

  Resolution:
  To resolve this issue, run the Windows update to download the latest certificate sources.

- Issue:
  A warning message "No Compliant updates found in selected repository" is displayed if you have created a bundle for updating iDRAC using Repository Manager Version 1.4.

  Resolution:
  Use FTP or the SUU DVD to update your iDRAC.

- Issue:
  Performing in-Band updates to Broadcom NIC firmware on ESX servers may intermittently see task as failed, even though the update was performed successfully. This is due to the wrong status message that is provided by the update package during execution.

  Resolution:
  1. Reboot target and perform inventory to verify if the update successful.
  2. Re-apply update if required.

Install

- After installing OpenManage Essentials, if you reinstall the database application (which is used by OpenManage Essentials) the OpenManage Essentials database is detached from the database application.

- If you are installing OpenManage Essentials using "Administrators" group user, and UAC is enabled, the Prerequisites installer window is blocked after the reboot. You have to allow setup to proceed with rest of the prerequisites installation using the System tray icon.

- If using the prerequisites link, SQL Server 2008 R2 SP1 does not install on the specific operating system version and service pack, verify the SQL Server 2008 R2 SP1 support matrix. You need Windows Server 2008 x86 (SP2) to install SQL Server 2008 R2 SP1.

- If you have an older version of OpenManage Essentials installation prerequisite application installed on your system and the application is not getting upgraded using the "Install all critical prerequisites" button or the specific prerequisite URL, verify the support matrix of the specific application. You may have to uninstall the previous version and then install the newer one recommended by OpenManage Essentials from its installer prerequisites window.

  Examples:
    - SilverLight
    - Microsoft SQL Server

- It is recommended that you install OpenManage Essentials either using the "Setup.exe" or "Autorun.exe" file.

- Issue:
  The OpenManage Essentials installation may stop after a system reboot.
  Cause: This issue occurs because the files are extracted to the %temp% directory and the files get deleted after a system reboot.
  Resolution:
  To resolve this issue, relaunch the OpenManage Essentials executable file again.

Migration

- Following Tasks will not get migrated from ITA:

- Server Software Update
- Client Software Update
- IPMI Command Line
- Power Control Device (via ASF)
- Performance Management
- Import Dell Catalog
- Server Administrator Deployment for Windows
- Server Administrator Deployment for Linux

- While migrating tasks from IT Assistant to OpenManage Essentials, all the 'Run Now' tasks are migrated as disabled.

- While migrating tasks from IT Assistant to OpenManage Essentials, if 'Run Once' tasks have start schedule in the future they will start in the future, if the start schedule is in the past they will not start.

- Migration of IT Assistant to OpenManage Essentials installation using local database to OpenManage Essentials using remote database is not supported.

- While migrating Alerts from IT Assistant to OpenManage Essentials, Alert filters do get migrated but alert actions do not get migrated from ITA.

- While migrating from IT Assistant 8.x to OpenManage Essentials 1.0 to OpenManage Essentials 1.0.1 : if the user encounters a problem during OpenManage Essentials 1.0.1 repair, rename the folder containing OpenManage Essentials 1.0 installation and retry the repair.

- Issue:
  Migrating from ITA 8.9 or updating from OME 1.0.1 silent installation of the "Troubleshooting Tool" and "MIB Import" tool along with any other products selected in the auto run screen fails to install or upgrade on Windows 2008 SP2 32-bit and 64-bit. This occurs when OME asks for system reboot during critical pre-requisite installation.

  Resolution:
  Manually install these components from their respective installers located in the windows folder where OME is extracted to.

- Issue:
  While migrating of tasks from ITA 8.9 to OME, all scheduled task that are configured to "Run Once" appears as "Periodic Daily" and is disabled. This issue occurs because ITA task information is incomplete when sent to OME during the migration process. This does not affect any of the existing tasks that OME has configured.

  Resolution:
  It is recommended that any tasks that are not required must be deleted before starting migration.

- After an upgrade from OME 1.0/1.0.1 or migration from ITA, RAC health status will be unknown if it was discovered using IPMI protocol and user or operator privileges. Provide the user account in the discovery wizard with IPMI admin privileges on the RAC and re-run discovery to get health status.

- Issue:
  After upgrading from 1.0.1 to 1.1, while accessing hardware logs for any server, you start seeing one or more exception in console

  Resolution:
  1. Stop "OmeDAService ", "OmeHostService", "DSM Essentials Task Manager" and "DSM Essentials Network Monitor", services.

2. Restart IIS server.
3. Start "OmeDAService ", "OmeHostService", "DSM Essentials Task Manager" and "DSM Essentials Network Monitor", services.
4. Launch the OME console.

- Issue:
The Deploy Server Administrator task runs forever

Resolution:
Make sure install arguments are valid for Deploy Server Administrator task. For more information about Deploy Server Administrator task and install arguments refer to OpenManage Essential's user guide or to Deploy Server Administrator white paper at http://en.community.dell.com/techcenter/extras/m/white_papers/20069180/download.aspx. If arguments are invalid, stop the task and create a new task with valid arguments.

Discovery and Inventory

- The processor count in OpenManage Essentials differs for managed systems that contain processors with multiple cores or HyperThreading enabled. The count differs based on whether the managed system is discovered using the CIM or SNMP protocol. The systems discovered using SNMP reports physical processors, and the systems discovered using CIM reports logical processors.

- When the name resolution on an IP address to a host name fails using DNS, OpenManage Essentials attempts to resolve the name using the NetBIOS name query. This action may cause the device to appear in Essentials with the NetBIOS name even if it does not have a DNS entry. [138013]

- For Remote Access Controllers (RACs) that have instrumentation installed and that are running on the host operating system, the RAC IP addresses are shown in the "RACDevice" table. [134365]

- For NIC information on systems, Essentials uses the operating system's provider(s) to retrieve data rather than Server Administrator. This behavior can result in discrepancies in reporting NIC information between Essentials and Server Administrator. For example:

    3. On Linux systems, adapters may be named differently between OpenManage Essentials and Server Administrator. For example, OpenManage Essentials may report a NIC adapter as "eth0," while Server Administrator shows the actual manufacturer name of the NIC.

    4. If more than one NIC card is not configured with an IP address, OpenManage Essentials may show only one of the cards with an IP address of 0.0.0.0.

    5. OpenManage Essentials may not report disabled NIC adapters.

- While performing discovery, if a device is discovered using "host name," and if its IP Address changes at a later time, OpenManage Essentials displays two devices after the next discovery cycle. One device displays the old IP address and status as Power Down, while the other displays the new IP Address. This problem is likely to affect systems that have DNS-DHCP IP addressing and for which the IP addresses frequently change. A workaround to eliminate duplicate device is to delete the device with the old IP address. [148069]

- The choice of protocols specified for discovering and managing the devices can result in varying levels of manageability. For instance, if you choose to manage devices in your network using only WMI, the devices with only SNMP agent (example DRAC) are classified under the "Unknown" group and consequently, you may not get application launch (example RAC console) functionality for the device. To avoid such issues, make a careful choice of the protocols while configuring discovery ranges, keeping in mind the devices (and protocols supported by agents running on those devices) that you are going to manage. [153729]

- NIC information is not displayed in the device details screen for Dell/EMC arrays. Use Navisphere Manager to view these details.

- If you are managing a Dell/EMC storage array, enter the IP address for only one of the storage processors (that is, either SPA or SPB, and not both) in the discovery range. The storage processors are redundant and return the same inventory data to OpenManage Essentials. If you enter both SPs in the discovery range, only one SP will be displayed in the device tree.

- It is not recommended to provide an IP address in multiple ranges, especially when you are using the IPMI Protocol. This could result in duplicate devices being displayed on the device tree. [78710]

- For IPMI-based discovery or inventory, the maximum length for the host operating system name is 62 characters. Any character beyond that limit will be truncated. [91210]

- SNMP connectivity from Essentials may fail if the SNMP ports on the management station and managed system are different. If some management applications change the default SNMP port, it could lead to SNMP connectivity failure from Essentials.[175442]

- If you manually change the host name of the server which has already been discovered in OpenManage Essentials, then duplicate entries appear in the device list corresponding to the IP address of the device whose host name has been changed. The new host name also corresponds to same IP address and the duplicate entry of the earlier host name is not automatically deleted. OpenManage Essentials displays both the new and the old host names.[247879]

- If a server is discovered using both SNMP and IPMI (in-band and out-of-band IP addresses respectively) Essentials will correlate the two and display a single device under the "Servers" group in the devices view. If IPMI is then disabled, a new device would appear under the "Unknown" group, corresponding to the out-of-band interface. The device details under the Servers group continue to display the out-of-band IP address as well. After you re-enable IPMI, the device under Unknown group can be removed by right-clicking it and selecting "Remove". [262869]

- When a "Power Monitoring Capable" Server is discovered through the CIM protocol, on the "Device Details" screen, Essentials may display "No" under the "Power Management" column in "Power Supply Information" section. To display the correct information, discover the server with either SNMP, or both SNMP and CIM protocols. [300080]

- Even after performing inventory on the discovered Linux servers 'N' number of times, the Linux servers are still listed under Non-Inventoried systems'. To resolve this issue perform the following steps:

  For Red Hat Enterprise Linux 5.5, SUSE Linux Enterprise Server 10, SUSE Linux Enterprise Server 11

  1. Mount the OpenManage Server Administrator dvd in the Linux server
  2. Install 'srvadmin-cm' rpm.
  3. Restart OpenManage Server Administrator services.
  4. Ensure OpenManage Server Administrator inventory collector is working fine
     (Run ./invcol -outc=/home/inv.xml from /opt/dell/srvadmin/sbin/invcol location)
  5. Re-inventory the Linux server in OpenManage Essentials.
  6. Now the Linux server will be either listed under 'Compliant sytems' or 'Non-Compliant systems'.

- An exception might be seen in the **OpenManage Essentials** Console, when a discovered virtual machine of a VMware Classic ESX server is selected from the "Unknown" node in the "All Devices" tree.[516274]

- The RAC Console application launch point is available when SNMP protocol is used to discover the DRAC (Dell Remote Access Controller) devices.[515308]

- To properly discover, inventory and classify a Dell server running ESXi 5.0 you must install OpenManage Offline Bundle and VIB 6.5 A02 from support.dell.com. For more information about this, see delltechcenter.com/ome.
- When you create a custom group you have the ability to select a pre-defined device search query or the ability to select individual devices and groups to form your newly created custom group.

If you select a device search query as your basis for your custom group content and you subsequently decide to modify the device search query, the results of the modified device search query is not reflected in the custom group. You will have to delete the custom group and recreate it using the newly modified device search query group.

If you create a custom group using a device search query, you subsequently modify the device search query and then attempt to edit the custom group that used the device search query in question, the original device search query group gets deleted. So, once you create a custom group based on a device search query, do not edit it. If you need to modify it, delete it first and then re-create it.

- When a Dell client device such as Dell OptiPlex, Dell Latitude, or Dell Precision is discovered ,the Agents table in device details page displays the internal version of the Dell OpenManage Client Instrumentation (OMCI) agent instead of actual OMCI version installed in the device. Internal product version may be different from   the actual installer version. For example, if OMCI version 8.1.0 is installed, OpenManage Essentials displays the version as 7.0.

- Issue:
  Discovery and Inventory of servers that have virtual network adapters are not displayed in the "NIC Information" table of the server. This occurs when discovering and inventorying Microsoft Windows servers with SNMP, WMI, or both along with Hyper-V role configured with virtual networks adapters.

  Resolution:
  OME displays only the IP of the network adapter it was discovered on. If it is a virtual network adapter, it displays "Host NIC Adapter". OME displays only the physical network adapters in the "NIC Information" table of the server.

- Issue:
  When discovering and Inventorying 12G servers using SNMP, there may be some instances where the device is removed from the device tree and replaced with another 12G server. This issue is due to the initial release of the iDRAC 7 firmware 1.06.06 that causes this issue.

  Resolution:
  It is recommended that iDRAC 7 firmware is updated to version 1.20.20 or later.

- Issue:
  If you import more than 1,500 discovery ranges (each range can have one or more IP addresses) using the Discovery "import CSV" feature, the first time you navigate to the "Manage | Discovery and Inventory" page, you may see a delay of 10-15 seconds until the page loads. After that, subsequent visits to that page will load normally.

  Resolution:
  Do one of the following:
    - Allow the console to complete loading for up to 15 seconds.
    - Do not import individual IP addresses, instead import the IP ranges.

- Issue:
  While discovering ESXi 5.0 and ESXi 5.0 U1 using WSMAN you may observe the discovery task may take about 6 minutes. This issue is due to the enhanced information OME is gathering from the ESXi 5 host and the increased storage and software calls being sent to the OMSA ESXi 5 VIB.

  Resolution:
  Do one of the following:
    - Perform discovery and inventory of ESXi 5 when the servers are not busy.
    - Review the Performance and Scalability whitepaper for other recommendations.

- When a client system is discovered using WMI protocol that has OMCI version 8 or later installed on it, OMCI agent version is displayed as N/A.

- When a client system is discovered using WMI protocol, the "Processor Information" table is not displayed. However, some processor information can be obtained from the FRU table if OMCI is installed.

Alerts

- OpenManage Essentials can receive and process alerts from systems with an IPv4 address format.

- If the intensity of an alert storm increases beyond 5 traps per second, it could take OpenManage Essentials several minutes to process all the alerts. New alerts that are received in the interim are not displayed on the console until all the alerts in the storm are processed.

- Alert Actions: Application Launch alert actions do not show the application in interactive mode if the Microsoft Window's "Interactive Service Detection" service is stopped. To see the applications, you have to start the service.

- Alerts are not received when "SNMP services" are stopped and started. To resolve this issue, restart the "DSM Essentials Network Monitor" service.

- For large number of alerts, two auto refreshes are required to show the total alerts & count on the home page. If the alert count is large, the first refresh fetches and shows only a subset of alerts. The second refresh displays the entire list.

- If you edited sample alert actions in 1.0, you must manually clone them before migration. Those will get overwritten with default sample actions.

- The test trap from PowerVault MD 32xx/32xxi is received in OpenManage Essentials system with IP 0.0.0.0. This is an expected behavior in OpenManage Essentials and any other trap listener.

- While upgrading OpenManage Essentials from version 1.0.1 to 1.1, all the existing Dell Force10 traps are deleted because OpenManage Essentials version 1.1 installs the tested and verified Dell Force10 trap definitions. Also, the Dell Force10 traps from the MIB Import Utility are also removed and the severity of the traps are set as defined in OpenManage Essentials version 1.1. After upgrading to OpenManage Essentials version 1.1, make sure that you update the associated Event view/action filters for these Dell Force10 trap definitions, because the previous OpenManage Essentials version 1.0.1 event filters may not work after the upgrade.

- Issue:
  When creating an alert action for an application launch, OME system path variables which contain % signs are not supported. Examples of unsupported variables are:
  %WINDIR%, %SystemRoot%, %APPDATA%, %HOMEPATH%, %PATH%, and so on.

  Resolution:
  Avoid using the system path variables with % sign and use the full absolute path to the executable file.

Remote Tasks

- If a user from the OmeAdministrators group executes a command that requires system Administrator privileges for tasks such as a command to stop a service, the task status is not displayed correctly. To view the correct status of the task, click the task under "Task Execution History".

- When OpenManage Essentials is installed with a remote database server, the database connection may be lost (due to local network failures, database server reboot, and so on). If this happens, tasks may no longer run as scheduled. When observed, normal operation can be restored by restarting the OME Windows services: "DSM Essentials Network Monitor" and "DSM Essentials Task Manager" [498134].

- Remote Server Administrator command line task may not respond for Server Administrator running on Microsoft Windows Server 2008 and Microsoft Windows Server 2008 R2.

  To enable the successful functioning of remote Server Administrator CLI and software updates/deploy features, ensure the following (applicable to Microsoft® Windows® only)

  The managed system and the management station must be on the same domain or there should be a trust relationship between the two domains.

  If you have a Windows Firewall configured on the management station or the managed system, make the following configuration changes to enable remote Server Administrator CLI and software updates to work successfully.

  Management Station:

  1. Open TCP port 135.
  2. Add the application "omremote.exe" (located in Essentials\bin) to the Firewall exception list.

  Managed System:

  If you have the Windows firewall configured, enable remote administration by running the following command in the command prompt:

  "netsh firewall set service RemoteAdmin"

  For more information on connecting through the Windows firewall, see Microsoft's MSDN website for Platform SDK: Windows Management Instrumentation (Connecting through Windows Firewall) at "http://msdn.microsoft.com/en-us/library/aa389286(VS.85).aspx" "http://support.microsoft.com/kb/875605"
  For Windows Server 2008 onwards, see the following link:
  "http://msdn.microsoft.com/en-us/library/aa822854(VS.85).aspx"[312918]

- When creating or updating a task, the stamp for the creation or update time is that of the OpenManage Essentials UI. The "Last Run Time" displayed on the summary report, however, is the time of the Essentials Services system. If there is a significant variation in the UI and Services system time, it is possible that a scheduled task may not execute or show that it was executed before it was created.[137997]

- If you set the task start or end time to a time in Daylight Saving Time (DST) shift period, OpenManage Essentials changes the task start or end time to the closest valid time. A workaround to eliminate the changing of start or end time is to set a valid start/end time. [165393]

- By default, root login through SSH is not enabled on VMware ESX Servers. As a result, all the OpenManage Essentials tasks that use the root account fails. To enable the SSH root login on the ESX Server, set the option "PermitRootLogin=YES" in "/etc/ssh/sshd_conf" file. [174023]

- Server Administrator Deployment task requires dependent components (example libc++) to be installed on the target systems running the Linux operating system. If these components are not installed, the task fails with the following error message:

  "omexec must be installed on the remote node for the task. See the help and ensure that the remote node requirements are met before executing the task." [175296]

- If "Log On" account of "DSM Essentials Task Manager" or "DSM Essentials Network Monitor" services are changed, the following user rights must be assigned for the "Log On" account:

  - "Adjust memory quotas for a process"
  - "Replace a process level token"

If the "Log On" account is missing the above user rights, the Essentials tasks fails to execute.

To assign user rights to an account on the local computer:

1. From the "Start" menu, point to "Administrative Tools," and then click "Local Security Policy."

2. In the "Local Security Settings" dialog box, double-click "Local Policies", and then double-click "User Rights Assignment."

3. In the details pane, double-click "Adjust memory quotas for a Process."

4. Click "Add User or Group," and, in the "Enter the object names to select box type the user or group name" to which you want to assign the user right and click "Ok."

5. Click "Ok" again and double-click "Replace a process level token" in the "Details" pane.

6. Click "Add User or Group" and in the "Enter the object names to select box type the user or group name" to which you want to assign the user right and click "Ok".[239550]

- While creating a "Generic Command Line" Task, "Application requires interaction with desktop" checkbox does not work and executable window is not be visible when Essentials is installed on the Microsoft Windows Server 2008 R2 system. Task runs the executable in the background. If Windows requires input, task may hang and you may need to kill the process for the task to continue.

- After successfully running the "Deploy Server Administrator" Task on the Linux server, if discovery still classifies the server as "Unknown" restart the Linux server and run the discovery again. The Linux server should start showing up under the device tree.

- When trying to run a remote server administrator command against some Linux targets, the "Task Execution History" pane may show the task as complete even though, when the "Execution Details" pane is examined, the "Execution Summary" states: "The task is not supported for the target device."

  This occurs when the Dell OpenManage Server Administrator on the target devices does not properly report the information needed for OpenManage Essentials to determine if the Remote Server Administrator command can run on the system(s). This may mean OMSA is not properly configured, is in an unknown state, or needs to be upgraded.

- If you are a super-user on a system and you do not have full permissions to this path: ~InstalPath\SysMgt\Essentials\SystemUpdate\Packages, you must give the super-user full access to that path before running the OM-Deploy task.

- If a remote task is scheduled to run periodically and system time is changed to the future time, exception may be seen in the console. To resolve this issue, disable all period tasks, stop the "DSM Essentials Task Manager" service then change the system time. After time has been changed, start the "DSM Essentials Task Manager" service and edit each period task schedule.

- If the Remote task is running, it cannot be deleted from "Task Execution History" pane though, it can be deleted by right clicking the task from "Task Tree" pane

- For Deploy Server Administrator Task, after the task is created, the task status may say 'pending' while the task icon shows the 'task complete' icon. This means that the Deploy Server Administrator package i.e msi or msp has been downloaded successfully though the task execution is still pending. Once the task starts execution the 'task complete' icon will change accordingly.

- For 'Remote Task' and 'System Update' multiple selection of task is not supported.

- Even though the task is 'Run Now' task or if the tasks that does not have valid schedule associated with it, Right Click on the task in the left hand side task pane will show the 'Activate Task Schedule' option. Though, activating the schedule will not do anything as there is no schedule associated with the task.

- If you activate schedule for cloned sample tasks without adding targets, it may display a message for entering credentials for targets since schedule cannot be activated without valid targets. To avoid this message, add valid targets for the cloned task before activating the task schedule

- In view mode of the Task, you will be able to see the Task Targets. You will also be able to expand the tree to view sub-targets. Though, any selection made here is not saved, This has been made viewable so that you know all the targets associated with the task.

- Sometimes when editing the remote task the target selection is not seen. To see the targets, cancel or close the edit window and re-edit the task to see the target selection.

- Users can select the type of OpenManage Server Administrator packages depending on whether they want to perform an upgrade(major or minor) or clean install of OpenManage Server Administrator using OpenManage Essentials.

  Use .msi package for clean install /major upgrade/minor upgrade of OpenManage Server Administrator
  Use .msp package for minor upgrade
  Use .exe package for major/minor upgrade

- OpenManage Server Administrator deployment on XEN server:

  OpenManage Server Administrator cannot be deployed on XEN server from OpenManage Essentials. OpenManage Server Administrator needs to be installed manually on the managed node. Dell OpenManage is available for XenServer as a Supplemental Pack. The supplemental pack can be downloaded from support.dell.com

- OpenManage Server Administrator deployment on ESXi server:

  OMSA cannot be deployed on ESXi server using OpenManage Essentials. For more information, see the whitepaper How to setup and configure ESXi 5 for use in OpenManage Essentials and the video Installing OpenManage Server Administrator on ESXi4 with OpenManage Essentials at delltechcenter.com.

- To Install OpenManage Server Administrator on 64 bit Linux System, e install below mentioned 32 bit rpms and their dependent packages before running OpenManage Server Administrator Deploy task from OpenManage Essentials.

- compat-libstdc++-33.i686
- libxml2.i686
- pam.i686
- glibc.i686
- zlib.i686
- libgcc.i686

- In task device selection, device capabilities are not taken into account. Hence, if the target node is not capable of running the task, the task might fail.

- Issue:
  While creating an OpenManage Server Administrator update deployment task; the task may stay "In-progress" state for 6 hours. This occurs in certain scenarios where OpenManage Server Administrator was not properly uninstalled prior to running the update deployment task. This may also occur is the task was interrupted during the deployment process.

  Resolution:
  Before running the update deployment task, make sure that OpenManage Server Administrator is uninstalled from the target server and then create and OpenManage Server Administrator deployment task.

- Issue:
  Creating a Remote Server command task with the command "omreport system alertlog" may take longer than expected to complete. This occurs if the alert logged on the target system is unusually large, the task may fail to complete.

  Resolution:
  Review the alert log on the system to determine if the log can be cleared.

- Issue:
  When Server Administrator deployment task is performed on more than 20 Linux targets, the task may fail. This issue is due to the limitation on the number of simultaneous Server Administrator deployments task OpenManage Essentials is capable of.
  Resolution:
  It is recommended to deploy Server Administrator on up to 20 targets for each task.

- Issue:
  When creating a Command Line task and selecting Remote Server Administrator command for a Linux target using a command other than omreport and omconfig, the task status indicates the task as completed and displays a green status. This occurs because the Remote Server Administrator command supports omreport and omconfig commands.

  Resolution:
  While creating a Remote Server Administrator command, make sure to use only omreport and omconfig commands for the task to return correct data. You can get the complete list of these commands at support.dell.com.

- Issue:
  If you select an MSP package to update major versions of OpenManage Server Administrator,(for example, version 6.x to version 7.x) the task displays the status as successful and the details indicate that software update is complete. However you can notice that the update was never completed. This occurs because the MSP is only supported while updating minor versions. For example, 6.3 to 6.5 or 7.0 to 7.1. For more information about the valid packages that can be used to update OpenManage Server Administrator, see OpenManage Server Administrator User Guide available at support.dell.com/manuals.

  Resolution:
  While updating major versions of OpenManage Server Administrator make sure that the MSI package is used.

Security

Reports

- "Device Name" is a default field and is present in all reports. [134260]

- The time displayed in the reports generated by Essentials and the "Device Summary/Details" page are in the time zone corresponding to the management station. [75603]

- Software Components report does not show entries for ESXi servers

- To populate 'Modular enclosure reports' CMC should have firmware version 4.0 and above

- Windows Server 2008 R2 and Windows 7 will not let you add the Administrators and Users group to the OmeUsers and OmeAdministrators groups using computer management. If you want to add the Administrators and Users group use the command prompt or delete the Ome groups to have them reset.

  Command to list your local groups:
  net localgroup

  Command to add Users to OmeUsers:
  net localgroup "OmeUsers" Users /add

  Command to add Administrators to OmeAdministrators
  net localgroup "OmeAdministrators" Administrators /add

Miscellaneous

- You may not get appropriate privileges in the OpenManage Essentials GUI if:

    A. You are part of an Active Directory group, which is in turn part of another group
    B. You launch Server Administrator using the desktop icon and Single Sign-on is enabled. [167801].

- If the CPU throttles, the following message in the Hardware System Event Log (SEL) is displayed with an unknown severity:

  System Board Power Optimized: Performance status sensor for System Board, unknown event. This would be displayed in the "Hardware Logs" tab when you select the system in the Devices view.[175331]

- If after reboot, "DSM Essentials Network Monitor" or "DSM Essentials Task Manager" services are not up automatically, you have to manually start those.

- When you launch Dell OpenManage Server Administrator for managed systems with Server Administrator agent only installations, a remote web server is used for which you must provide the user name and password of the managed system. [390431]

- The "Contact Information" for a device may display the firmware version instead of the technical support contact information.

- Dell Force10 devices display MAC address for ports that are not configured under "NIC Information" instead of "N/A".

- OpenManage Essentials may not display the correct warranty date and time of the device. It displays the warranty date and time based on:

    o The warranty start time.
    o The location of the managed server or the request originator.

- If OME uses WMI protocol to discover a server, the RAC information table is not displayed.

- Issue:
  OME shows power supply health as Normal when the redundant power supply has lost AC power source.

  Resolution
  This is the issue with Server Administrator version 6.x. To avoid this issue, please install/upgrade to Server Administrator version 7.0 or higher.

Troubleshooting

Install:

- Ensure the latest SQL server service packs are installed on the system. You can run the following command on the command prompt to verify the SQL version.

    – sqlcmd -Q "print @@version"

- For typical install, ensure that the current user has "sysAdmin" rights to the SQL Server. For custom install, ensure that the provided authentication credentials have "sysAdmin" rights.
- Try to use the custom install with different authentication method if typical install fails.
- Collect the logs from the temp folder. Search for the latest MgmtSt_*.log and InstallUtil_Install.log files. Try to quickly analyze (if possible) InstallUtil_Install.log.

Launching:

- When an Internet proxy server is configured on the system, the site must be added to the exception list to bypass the proxy. This should be configured with GPO's by a domain administrator.
- If you are using certificates, ensure that you use the domain certificates and those are added in IIS manager for the "DellSystemsEssentials" website.
- If you are seeing unauthorized messages on the console, ensure that the user with the error has been added to the "omeAdministrators or "omeUsers" windows user groups.
- If shortcuts to launch the Essentials are not working, try to use the IP/hostname/localhost directly (replace XXXXXX) in the following URL to launch the Essentials.

    – https://XXXXXX:2607/Web/Default.aspx

Services:

- Ensure that the "OMEEssentials" database is present and accessible by running the following command on the database server command prompt.

    – sqlcmd -E -d OMEssentials -Q sqlcmd -E -d OMEssentials -Q "select * from sys.databases where name = 'OMEssentials'"

- If the above command works, enable the logs using the dconfig.ini file and collect the logs from the specified folder location.

- Issue:
  OME services do not start automatically on the OME host if the Windows license is activated after a system reboot.

  Resolution:
  If a windows is not activated, activate the windows license, run windows update and reboot the system. On inactivated system, OME services will not up automatically. On such a systems, services need to be restarted manually.

Protocol Specific Discovery Issues:

- Use Dell troubleshooting tool (gets installed with Essentials) to verify the specific protocol test.

- Ensure services are working, and protocol specific ports are not blocked by firewall.

- Manually restart the services

Microsoft Internet Explorer:

- Issue:
    - Unable to open OpenManage Essentials using Internet Explorer.
    - Internet Explorer displays certificate errors.
    - Internet Explorer displays a message to approve the certificate.
    - Unable to browse the file system to deploy Server Administrator and system update.
    - Unable to display the Device tree for devices.
    - Unable to install active components.

  Resolution:
    1. Open OpenManage Essentials on the client server using Internet Explorer.
    2. Click "Tools" → "Internet Options" → "Security".
    3. Enter "Local Intranet" and click "Sites".
    4. Click "Advanced".
    5. Enter the fully qualified name of the server where OpenManage Essentials is installed.
    6. Click "Add".

  If the issue persists, there may be an issue with the DNS server resolving the name of the OpenManage Essentials server. To resolve the DNS server issue:
    1. Contact your system administrator and add the OpenManage Essentials system name added to the DNS server.
    2. Edit your host file to resolve the IP of the OpenManage Essentials server. The host file is located at %windir%\System32\drivers\etc\hosts
    3. Add the IP of the OME server to the Local intranet sites in Internet Explorer.
    NOTE: You cannot remove the certificate errors unless you use the fully qualified name of the OpenManageEssentials server.

  If a certificate error is displayed:
    - Contact your system administrator to add the OpenManage Essentials certificate published to the 'Trusted Root Certificate Authorities' and 'Trusted Publishers' on domain systems.
    - Add the OpenManage Essentials certificate manually to your 'Trusted Root Certificate Authorities' and 'Trusted Publishers' certificate stores using Internet Explorer.

Miscellaneous:

- If OpenManage Essentials is installed using domain user and if discovery/inventory fails after install, verify the domain controller is responsive, a slow domain controller might cause discovery/inventory to fail.

Known Limitations and Workarounds

- If you are launching OpenManage Essentials installer from an UNC/shared path, you will not be able to install prerequisites from the OpenManage Essentials Prerequisites window. You must copy the installer files to the system or mount the shared folder path to assign a drive to it.

- A 32-bit system with OpenManage Essentials may display an error message while applying system updates using iDRAC. To resolve this issue, make sure that you update the version of Windows Remote Management (WinRM) currently installed on the system to version 2.0 using the Windows updates.
- If you are unable to schedule system update tasks using iDRAC, check your credentials and access rights. You must have Administrator rights to update a system using iDRAC.

Global Support

For information on technical support, visit **www.dell.com/contactus**.

For information on documentation support, visit **support.dell.com/manuals.** On the **Manuals** page, click **Software** ->**Systems Management.** Click the specific product on the right-side to access the documents.