

Dell OpenManage Essentials

Version 1.2

Release Notes



Release Notes

OpenManage Essentials

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, OpenManage Essentials can increase system uptime, reduce repetitive tasks, and prevent interruption in critical business operations.

Version 1.2

Release Date: July 2013

Previous Version 1.1

Importance

OPTIONAL: Dell recommends the customer review specifics about the update to determine if it applies to your system. The update contains changes that impact only certain configurations, or provides new features that may/may not apply to your environment.

Platform(s) Affected

For a complete list of affected Dell systems and supported operating systems, see the Dell OpenManage Essentials version 1.2 Support Matrix at delltechcenter.com/ome or dell.com/OpenManageManuals.

What is Supported

For a complete list of supported devices, operating systems, and web browsers, see the Dell OpenManage Essentials version 1.2 Support Matrix at delltechcenter.com/ome or dell.com/OpenManageManuals.

What's New

- Map View for Dell PowerEdge VRTX devices.
- Addition of Microsoft Windows Server 2012 as a supported operating system for the management station.
- Search functionality.
- Ability to configure OpenManage Essentials to send the warranty status of your devices through email at periodic intervals.
- Ability to configure OpenManage Essentials to generate a warranty scoreboard based on your preference and display a notification icon in the heading banner when the warranty scoreboard is available.
- Enhanced support for Dell Compellent, Dell Force10 E-Series and C-Series, Dell PowerConnect 8100 series, Dell PowerVault FS7500, and PowerVault NX3500 devices.
- Support for installing OpenManage Essentials on the domain controller.
- Ability to view the user information and log on as a different user.
- Device Group Permissions portal.
- Addition of the OmeSiteAdministrators role.
- Availability of the following reports: Asset Acquisition Information, Asset Maintenance Information, Asset Support Information, and Licensing Information.
- Addition of a device group for Citrix XenServers and Dell PowerEdge C servers in the device tree.

- Availability of storage and controller information in the device inventory for the following client systems: Dell OptiPlex, Dell Latitude, and Dell Precision.
- CLI support for discovery, inventory, status polling, and removal of devices from the device tree.
- CLI command for modifying and adding ranges to an existing Discovery Range Group.
- Availability of sample command line remote tasks for uninstalling OpenManage Server Administrator and applying a server configuration on multiple managed nodes.
- Display of a notification icon in the heading banner to indicate the availability of a newer version of OpenManage Essentials.
- Support for enabling or disabling rebooting after system update for out-of band (iDRAC) system updates.
- Support for re-running system update and OpenManage Server Administrator (OMSA) deployment tasks.
- Support for Single Sign-On (SSO) for iDRAC and CMC devices.
- Multiple defect fixes and performance improvements.

Known Issues

System Updates

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.

Before creating an update task for 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.

Issue 1:

Description

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

Issue 2:

Description

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

Issue 3:

Description

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

Issue 4:

Description

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:

1. Disable the Microsoft Windows BitLocker Drive Encryption feature for information on disabling this feature. See the Microsoft documentation at "www.microsoft.com."
2. Update the BIOS.
3. Re-start the system.
4. Re-enable the Microsoft Windows BitLocker Drive Encryption feature.

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

Issue 5:

Description

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.

Issue 6:

Description

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.

Issue 7:

Description

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.

Issue 8:

Description

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

Issue 9:

Description

ActiveX installation is blocked through OpenManage Essentials.

Resolution

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

Issue 10:

Description

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 11:

Description

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 is successful.
2. Re-apply update if required.

Issue 12:**Description**

When quota management is enabled on the management station and a user approaches the quota limit, system update tasks created by the user are not initiated. The Task Execution History Status displays the pause icon. [29773]

Resolution

Increase the quota assigned to the user and then re-run or recreate the system update task.

Issue 13:**Description**

System Update task does not work if the security group policy called Admin Approval Mode for the built-in Administrator account is enabled on the system running OpenManage Essentials. [30884]

Resolution

OpenManage Essentials cannot elevate permissions to copy and execute updates when Admin Approval Mode is enabled on the OpenManage Essentials system. Use the default settings to execute the System Update task.

Issue 14:**Description**

System Update tasks through iDRAC (out-of-band) do not complete. [30029]

Resolution

1. Delete the job queue in iDRAC.
2. Reset the iDRAC.
3. Re-inventory the iDRAC to get the updated inventory.
4. Re-run the System Update tasks.

Issue 15:**Description**

OMSA deployment task displays success, even if OMSA is not installed on the target system. [26652]

Issue 16:**Description**

OpenManage Essentials only supports system updates on PowerEdge systems. Sometimes PowerVault NX devices may display in the compliance report even though system updates on PowerVault NX devices are not supported by OpenManage Essentials.

Installation

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

Issue 1:**Description**

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.

Issue 2:**Description**

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.

Issue 3:

Description

If using the prerequisites link, and SQL Server 2008 R2 SP1 does not install on a 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.

Issue 4:

Description

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

Issue 5:

Description

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

The 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 the 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 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 1:

Description

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 2:

Description

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.

Issue 3:

Description

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.

Resolution

Provide the user account in the discovery wizard with IPMI admin privileges on the RAC and re-run discovery to get the health status.

Issue 4:

Description

Customizations to the Devices portal layout are deleted on upgrading to OpenManage Essentials 1.2. [18342]

Issue 5:

Description

While upgrading from OpenManage Essentials version 1.0.1 or 1.1 installed with remote SQL Server 2005 to OpenManage Essentials version 1.2, the following message is displayed:

"SQL Server 2005 is detected on the target system. The minimum version of SQL Server supported by Essentials is SQL server 2008." [31161]

Resolution

In this case, you must manually migrate the data from SQL Server 2005 to other supported SQL Server versions, and then upgrade to OpenManage Essentials version 1.2. For more information, see the Frequently Asked Questions section in the OpenManage Essentials version 1.2 User's Guide.

Issue 6:

Description

After upgrading OpenManage Essentials from version 1.1 to 1.2, the Microsoft Hyper-V servers are not grouped under Microsoft Virtualization Servers in the Devices portal's device tree. [31770]

Resolution

The Microsoft Hyper-V servers are automatically grouped under Microsoft Virtualization Servers on the next discovery or inventory, if scheduled. You can also select "Perform Inventory Now" on the respective discovery IP range to resolve the issue manually.

Issue 7:

Description

After upgrading from OpenManage Essentials version 1.0.1 to 1.2, while accessing hardware logs for any server, you start seeing one or more exception in the console.

Resolution

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

Issue 8:

Description

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 the OpenManage Essentials User's Guide or the 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.

Issue 9:

Description

If OpenManage Essentials is added to a domain, the Generic Command Line task fails when the username is provided as localhost\<Username>.

Resolution

Provide the username in one of the following formats:

<Username>
<Hostname>\<Username>
.\<Username>
\<Username>

Issue 10:

Description

The Sample - Linux OMSA Uninstall command line task does not support the uninstallation of OMSA version 6.1 or earlier. [30243]

Issue 11:

Description

The 64-bit Dell Remote Access Controller Admin (RACADM) tool does not support the OpenManage Essentials RACADM Command Line Task. [29703]

Issue 12:**Description**

The Total Targets in the Task Execution History retains the count of the previously executed targets and also the execution history. [29583]

Issue 13:**Description**

OME allows editing and re-run of OMSA deployment tasks. It is recommended that the editing and re-run options are selected only for tasks that have finished execution. [29525]

Issue 14:**Description**

Invalid parameters provided for RACADM command line tools are not validated by OpenManage Essentials, and the tasks status displays that the command was executed successfully as part of the task. [30539]

Issue 15:**Description**

After the successful execution of the Sample - Windows OMSA Uninstall command line task, no details are displayed in the Task Execution History. [30535]

Issue 16:**Description**

The Schedule View calendar allows you to select a date prior to the current date for launching the task creation wizard. OpenManage Essentials validates the date only during the task creation, and displays an error message if the task is scheduled on a date prior to the current date. [27551]

Issue 17:**Description**

The Sample - Windows Upgrade OMSA command line tasks does not verify if OMSA is installed on the target. After execution of the task, the Task Status displays Successful, even if OMSA is not installed on the target system. [28272]

Issue 18:**Description**

The Sample - Windows OMSA Uninstall and Sample - Linux OMSA Uninstall command line tasks do not verify if OMSA is installed on the target. After execution of the task, the Task Status displays Successful, even if OMSA is not installed on the target system. [30244, 30533]

Issue 19:**Description**

When using a single OMSA deploy task on multiple targets, if one or more task targets are not updated, OpenManage Essentials displays "The task was cancelled for the target device." The Task Execution History displays the Stop status.

Resolution

Re-run the task:

1. In the Task Execution History, right-click the task and click Edit.
2. Deselect all the targets that were successfully updated.
3. Provide the credentials and click Finish.[16585]

Issue 20:**Description**

An existing remote task may be replaced by a newly created remote task. [31534]

Resolution

Restart the DSM Essentials Task Manager service.

Issue 21:**Description**

Deploying OpenManage Server Administrator (OMSA) as a sudo user does not work on a system running SLES 11.

Resolution

Ensure that the directory for the sudo user exists in the /home directory on SLES 11, and then deploy OMSA. If the directory does not exist under /home, create the sudo user using the useradd -m option. The -m option ensures that the directory for the sudo user is created in /home directory.

Launching OpenManage Essentials

Issue 1:**Description**

OpenManage Essentials does not launch or displays an exception when the number of connections to the OpenManage Essentials website is limited in IIS.

Resolution

The OpenManage Essentials console requires constant communication with the web server to ensure that the data is up-to-date at all times. The communication between the console and the web server is performed utilizing web method calls in a multi-threaded environment. As such, multiple, simultaneous connections to the web server are required in order for OpenManage Essentials to operate properly. As a general rule, ensure that your web server is configured for a minimum of 50 active connections.

Issue 2:**Description**

When launching OpenManage Essentials, the following error is displayed: "Client Logon credentials not authorized error". [31507]

Resolution

Restart the DSM Essentials Host service.

Issue 3:**Description**

OpenManage Essentials does not launch when the IP address of the remote database is changed. [31801]

Resolution

Reinstall OpenManage Essentials and target the existing remote database with the new IP address.

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.

Issue 1:

Description

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]

Issue 2:

Description

In case of SNMP discovery, when the name resolution on an IP address to a host name fails using DNS, Essentials attempts to resolve the name using the MIB2 name query. If the MIB2 name query also fails, then Essentials displays the IP address of the device as the device name.

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]

Issue 3:

Description

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:

- 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.
- 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.
- OpenManage Essentials may not report disabled NIC adapters.

Issue 4:

Description

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. [148069]

Resolution

A workaround to eliminate duplicate device is to delete the device with the old IP address.

Issue 5:

Description

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 the 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]

Issue 6:

Description

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

Issue 7:**Description**

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.

Issue 8:**Description**

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]

Issue 9:**Description**

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]

Issue 10:**Description**

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]

Issue 11:**Description**

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]

Issue 12:**Description**

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]

Issue 13:**Description**

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 the "Power Supply Information" section. To display the correct information, discover the server with either SNMP, or both SNMP and CIM protocols. [300080]

Issue 14:

Description

Even after performing inventory on the discovered Linux servers 'N' number of times, the Linux servers are still listed under Non-Inventoried systems'.

Resolution

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 the OpenManage Server Administrator services.
4. Ensure that the 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 systems' or 'Non-Compliant systems'.

Issue 15:

Description

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]

Issue 16:

Description

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

Issue 17:

Description

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.

Issue 18:

Description

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.

Issue 19:

Description

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 20:**Description**

When a Dell PowerConnect 8100 series switch is discovered, the MAC address associated with the management IP in the NIC Information table will be displayed as "N/A" in OpenManage Essentials.

Issue 21:**Description**

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 22:**Description**

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 known to occur with the initial release of the iDRAC7 firmware 1.06.06.

Resolution:

It is recommended that the iDRAC7 firmware is updated to version 1.20.20 or later.

Issue 23:**Description**

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:

1. Allow the console to complete loading for up to 15 seconds.
2. Do not import individual IP addresses, instead import the IP ranges.

Issue 24:**Description**

While discovering ESXi 5.0 and ESXi 5.0 U1 using WSMAN you may observe that 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:

1. Perform discovery and inventory of ESXi 5 when the servers are not busy.
2. Review the Performance and Scalability white paper at delltechcenter.com/ome for other recommendations.

Issue 25:

Description

When OpenManage Essentials is used to discover and inventory devices of the same category having same name (for example, servers) in different subnets (for example, my_server), then

- The device tree displays the information of the device that was discovered last.
- The device information portal (Details tab) displays the merged data from all devices.

Resolution:

1. Ensure that the correct FQDN is defined for each target device.
2. Set the UI discovery to use the DNS for name resolution.
3. Go to C:\Program Files (x86)\Dell\SysMgt\Essentials\configuration or the path where OpenManage Essentials is installed.
4. Open the dconfig.ini file, and add the following under [DISCOVERY_PARAM]:

NAME_CORRELATION_MODE=value

The possible values are:

0 = Default (OpenManage Essentials works as described in this issue)

1 = Matches device names based on the name resolution method set in the UI.

2 = Matches device names based on the name resolution method set in the UI, but also uses the alternate name if it gives a more optimal match. Setting the NAME_CORRELATION_MODE to 2 helps when you do not want a preferred name resolution method for correlation.

Issue 26:

Description

When a Dell Compellent device discovered using the management IP (virtual IP) address or master controller IP address is rediscovered using a non-master controller IP address, the management IP (virtual IP) address will not be displayed in the NIC Information report. [30191]

Issue 27:

Description

The Service Tag may not be populated in OpenManage Essentials for devices with certain firmware versions. The device list may also display multiple entries for these devices if the hostname of these devices are changed. [29823]

Resolution:

To ensure that the Service Tag is populated, upgrade the firmware of the managed nodes to the latest version.

Issue 28:

Description

When Dell EqualLogic devices are discovered using the group IP, not all NICs of the members are displayed in the Details tab. Alerts from all members, forwarded by the group lead, are not displayed either on the Device Alerts tab or the Alerts portal. [049415]

Issue 29:

Description

When a Dell client device such as Dell OptiPlex, Dell Latitude, or Dell Precision with OMCI 8.x installed is discovered using the WMI protocol, the Agents table in device details page displayed the OMCI version as N/A. [16891]

Issue 30:**Description**

When a XenServer is discovered using SSH, the MAC address is not displayed in the same column for the IP address.

Alerts

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

Issue 1:**Description**

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.

Issue 2:**Description**

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

Issue 3:**Description**

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

Issue 4:**Description**

For large number of alerts, two auto refreshes are required to show the total alerts and 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.

Issue 5:**Description**

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

Issue 6:**Description**

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.

Issue 7:**Description**

While upgrading OpenManage Essentials from version 1.0.1 to 1.2, all the existing Dell Force10 traps are deleted because OpenManage Essentials version 1.2 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 1.2. After upgrading to OpenManage Essentials version 1.2, 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 8:

Description

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

Issue 1:

Description

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".

Issue 2:

Description

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, the 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].

Issue 3:

Description

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://msdn.microsoft.com/en-us/library/aa389286(VS.85).aspx)

["http://support.microsoft.com/kb/875605"](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"](http://msdn.microsoft.com/en-us/library/aa822854(VS.85).aspx)[312918]

Issue 4:

Description

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]

Issue 5:

Description

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. [165393]

Resolution

A workaround to eliminate the changing of start or end time is to set a valid start/end time.

Issue 6:

Description

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 fail. To enable the SSH root login on the ESX Server, set the option "PermitRootLogin=YES" in "/etc/ssh/sshd_conf" file. [174023]

Issue 7:

Description

The 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]

Issue 8:

Description

If the "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.

Resolution

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]

Issue 9:

Description

While creating a "Generic Command Line" Task," the Application requires interaction with desktop" check"box does not work and the 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.

Issue 10:

Description

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.

Issue 11:

Description

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.

Issue 12:

Description

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.

Issue 13:

Description

If a remote task is scheduled to run periodically and system time is changed to a future time, an exception may be seen in the console.

Resolution

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.

Issue 14:

Description

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

Issue 15:**Description**

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.

Issue 16:**Description**

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

Issue 17:**Description**

Even though the task is 'Run Now' task or if the tasks that does not have valid schedule associated with it, right-clicking the task in the left 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.

Issue 18:**Description**

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

Issue 19:**Description**

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.

Issue 20:**Description**

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.

Issue 21:**Description**

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

Issue 22:**Description**

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

Issue 23:**Description**

OpenManage Server Administrator deployment on ESXi server:

OMSA cannot be deployed on ESXi server using OpenManage Essentials. For more information, see the white paper [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.

Issue 24:**Description**

To Install OpenManage Server Administrator on 64 bit Linux system, install the following 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

Issue 25:**Description**

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 if 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 26:**Description**

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 27:**Description**

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 28:**Description**

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 29:**Description**

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's Guide available at dell.com/support/manuals.

Resolution:

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

Security

To prevent security issues due to cross frame scripting (XFS) in Internet Explorer, you must disable web frames across different domains:

1. Click Tools→ Internet Options.
2. Click Security.
3. Under Select a zone to view or change security settings, select Local intranet.
4. Under Security level for this zone, click Custom level.
5. Under Miscellaneous→ Navigate windows and frames across domains, select either Prompt or Disable.

Reports

Issue 1:**Description**

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

Issue 2:**Description**

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]

Issue 3:**Description**

Software Components report does not show entries for ESXi servers

Issue 4:**Description**

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

Issue 5:**Description**

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

Command Line Interface (CLI)

Issue 1:**Description**

OpenManage Essentials CLI functionality will not work when a non-default Console Launch port is used for installing OpenManage Essentials. If you want to use the CLI functionality, make sure that the default Console Launch port 2607 is used during installation.

Issue 2:**Description**

OpenManage Essentials CLI does not support deleting nested custom groups. While deleting a child custom group using CLI, OpenManage Essentials deletes the parent custom group as well. You can delete the child custom group using the right-click option in the GUI.

Miscellaneous

Issue 1:**Description**

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

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

Issue 2:**Description**

If the CPU throttles, the following message is displayed in the Hardware System Event Log (SEL) 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]

Issue 3:**Description**

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

Issue 4:**Description**

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]

Issue 5:**Description**

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

Issue 6:**Description**

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

Issue 7:**Description**

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

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

Issue 8:**Description**

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

Issue 9:**Description**

Warranty information will not be displayed for all devices that do not display the Service Tag in the OpenManage Essentials console.

Issue 10:**Description**

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, install/upgrade to Server Administrator version 7.0 or higher.

Issue 11:**Description**

Problems with Dell License Manager Version 1.0.1 cannot be fixed using the "Repair" button.

Resolution:

1. Navigate to the Control Panel→ Programs and Features.
2. Select Dell License manager, and click "Change".

Issue 12:

Description

After the SNMP feature is installed on Windows Server 2008 R2 or Windows Server 2012, the Windows Event Viewer logs an Error with Source: SNMP and Event ID: 1500, under Windows Logs→ System. This SNMP error is also logged whenever the SNMP Service is started. This SNMP error has been determined not to have any influence on the operation of SNMP or the system, and can be ignored. For more information, see the Microsoft knowledgebase article 200203 at support.microsoft.com. [28951]

Issue 13:

Description

On a domain controller (DC) or a system that is part of a domain, only "The Administrator" user can repair Essentials using the Repair option available in the Uninstall or change a program window. Domain Admins or Enterprise Admins cannot repair Essentials using the Repair option. However, they can repair Essentials by launching the Essentials installer and then selecting the Repair option. [31061]

Troubleshooting

Installation

- 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 OpenManage Essentials:

- 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 OpenManage 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 "OME Essentials" 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:**Description**

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

Resolution

If Windows is not activated, activate the Windows license, run Windows update and reboot the system. On inactivated system, OME services will not start 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:****Description**

- 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 OpenManage Essentials 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.
- Exporting data from a grid in OpenManage Essentials using Internet Explorer 10:
Under certain circumstances, when you attempt to export data from OpenManage Essentials by right-clicking and selecting the Export menu item from any grid control, if you select the .csv format, the exported data is actually saved in html format even though the file generated is a .csv suffixed file. This behavior seems to be related to the security settings associated with Internet Explorer 10. If you reset the security settings to the default set, this behavior is no longer observable. [31647]

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.

Limitations

- 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.
- For Dell EqualLogic devices, the model information is displayed as N/A in the Details tab. [30478]
- The Warranty notification scoreboard icon does not appear in the OpenManage Essentials heading banner until the browser is refreshed. [31026]
- For Dell PowerEdge M I/O Aggregator, the Application Launch option does not open the web console. [31059]
- Multiple simultaneous logins are not supported in OpenManage Essentials version 1.2. Multiple users cannot login using the Sign in as Different User feature on the same browser. [31131, 31132]
- The health status of disks displayed in the iDRAC7 console does not match with the health status of disks displayed in the OMSA console. [31383]
- On a domain controller only domain administrators are automatically added to OmeAdministrators and OmeUsers roles. Enterprise administrators must be manually added to the OpenManage Essentials roles. [31506]

Installation Prerequisites

Recommended Minimum Hardware Configuration for OpenManage 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:

- Number of Dell Update Packages you import for software update.
- 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 the OpenManage Essentials User's Guide.

Operating System (Standard and Enterprise Editions)

- Microsoft Windows Server 2008 R2 SP1
- Microsoft Windows Server 2008 SP2 (x64)
- Microsoft Windows Server 2012

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)

- SQL Server 2012 Express SP1 (Bundled with Essentials Installer media).

Also supports:

- SQL Server 2008 SP1
- SQL Server 2008 R2
- SQL Server 2008 R2 SP1

NOTES:

- It is recommended that you install the latest SQL Server Service pack.
- 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 7, Internet Explorer 8, Internet Explorer 9 (32 bit)
- IIS 7.x
- Microsoft SilverLight 5.1.20125
- Microsoft .Net Framework 3.5 SP1
- Microsoft ASP.Net
- Dell OpenManage DRAC Tools
- Dell OpenManage IPMI Utilities

Additional Software Required to Run Some Features of Essentials

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 Instructions

First-time Installation of OpenManage Essentials version 1.2

See the Dell OpenManage Essentials Version 1.2 User's Guide for instructions on setting up OpenManage Essentials for the first time on a system.

Migrating IT Assistant to OpenManage Essentials

Direct migration from IT Assistant to OpenManage Essentials version 1.2 is not supported. However, you can migrate IT Assistant to an earlier version of OpenManage Essentials, and then upgrade to OpenManage Essentials version 1.2.

For information about migrating IT Assistant to an earlier version of OpenManage Essentials, see the appropriate Dell OpenManage Essentials User's Guide at dell.com/OpenManageManuals.

NOTE: The OpenManage Install dialog box displays a notification if the latest version of OpenManage Essentials or Dell SupportAssist is already installed on the system. For Dell Repository Manager and Dell License Manager, this notification may not be displayed, even if the latest versions are already installed. [28109]

Contacting Dell

 NOTE: If you do not have an active Internet connection, you can find contact information on your purchase invoice, packing slip, bill, or Dell product catalog.

Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area. To contact Dell for sales, technical support, or customer service issues:

1. Visit **support.dell.com**.
2. Select your support category.
3. If you are not a U.S. customer, select your country code at the bottom of the **support.dell.com** page, or select **All** to see more choices.
4. Select the appropriate service or support link based on your need.

For information on documentation support, visit **dell.com/OpenManageManuals** or **delltechcenter.com/ome**.

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