Dell EMC OpenManage Installation and Management Release Notes Version 9.3

Topics:

This document describes the new features, enhancements, and fixed issues in OpenManage Installation and Management 9.3.

Release Type and Definition

Version:

9.3

Release Date:

April 2019

Previous Version:

9.2

Importance:

RECOMMENDED: Dell recommends applying this update during your next scheduled update cycle. The update contains feature enhancements or changes that help keep your system software current and compatible with other system modules (firmware, BIOS, drivers, and software).

What's new in this release

- Supported network cards:

    - Emulex LightPulse LPe35002-M2 2-Port 32 Gb Fibre Channel Adapter
    - Broadcom 57414 Dual Port 25 GbE SFP28 OCP Mezzanine Adapter
    - NVME TOSHIBA CD5 drives
- Supported operating systems:

    - Red Hat Enterprise Linux 7.6
    - VMware ESXi 6.7 U1
    - Ubuntu 18.04.02
    - Client OS support on R7910 and R7920- Red Hat Enterprise Linux 7.5 workstation
    - Client OS support on R7910 and R7920- Win 10RS5 Pro
- Supported web browser versions:

    - Google Chrome version 68
    - Google Chrome version 67
    - Mozilla Firefox version 62

- Mozilla Firefox version 61
- Safari version 11.x

(i) NOTE:

- **For the list of supported operating systems and Dell servers, see the** *Dell EMC OpenManage Software Support Matrix* **in the required version of OpenManage Software at** www.dell.com/OpenManageManuals**.**
- **For more information about any features, see the** *Dell EMC OpenManage Server Administrator Online Help.*
- *For 11th generation of Dell EMC systems, it is recommended to use Remote/Local RACADM from OpenManage version 8.5.*

Installation

- To install Server Administrator on Windows Server 2008 R2 SP1 Core and Windows Server 2012 Core, Windows-on-Windows (WOW) mode must be enabled.
- On the Red Hat Enterprise Linux and SUSE Linux Enterprise Server operating systems, to perform an **Express Install**, run `srvadmin-install.sh -x` from the `SYSMGMT/srvadmin/linux/supportscripts` directory.

For more information about installation instructions, including silent installation options, see the *Dell EMC OpenManage Server Administrator Installation Guide* at www.dell.com/openmanagemanuals.

User Notes for Supported Microsoft Windows Operating Systems

In the Prerequisite checker screen, you may get the following message: **An error occurred while attempting to execute a Visual Basic Script. Please confirm that Visual Basic files are installed correctly**. This error occurs when the Prerequisite checker uses the **vbstest.vbs** (a Visual Basic [VB]) script to verify the installation environment and fails for some reason.

The possible causes are:

Issue Description: Incorrect Internet Explorer **Security** settings.

Resolution: Ensure that **Active Scripting** is enabled. Click **Tools** > **Internet Options** > **Security** > **Custom Level** > **Scripting** > **Active Scripting** > **Enable**.

Ensure that **Scripting of Java Applets** is enabled. Click **Tools** > **Internet Options** > **Security** > **Custom Level** > **Scripting** > **Scripting of Java Applets** > **Enable**

Issue Description: Windows Scripting Host (WSH) has disabled the running of VB scripts.

Resolution: By default, WSH is installed during the operating system installation. WSH can be configured to prevent the execution of .VBS scripts. On the desktop, right-click **My Computer**, and then go to **Open** > **Tools** > **Folder Options** > **File Types**. Look for the extension VBS and verify that the **File Types** is set to **VBScript Script File**. If not, click **Change** and select **Microsoft Windows Based Script Host** as the application to run the script.

Issue Description: WSH version is wrong, or is corrupted, or is not installed.

Resolution: By default, WSH is installed during the operating system installation. To download the current WSH version, go to: **http://msdn2.microsoft.com/en-us/library/ms950396.aspx**

Issue Description: The **Scrrun.dll** file may not be registered.

Resolution: Register it manually by running the following command: **regsvr32 Scrrun.dll**

- After an **Unattended Installation** has completed, a new console window must be opened to run CLI commands. It is not possible to run CLI commands from the same console window on which Server Administrator is installed.
- If Server Administrator is being installed or uninstalled on a system where the Web download version of Server Diagnostics (version 2.x) or Server Update Utility is running, the Windows Installer service may display a message stating that specific files required by Server Administrator are in use by diagnostics or by the Server Update Utility. Click **Ignore** and continue. (62159)
- On the Microsoft Windows 2008 SP2 SBS operating system, the listener creation link on the Prerequisite checker screen does not work. See the *Dell EMC Server Administrator Installation Guide* for creating the HTTPS listener using the **winrm** command line utility. (332601)

User Notes for Supported Red Hat Enterprise Linux, SUSE Linux Enterprise Server, and VMware ESX Operating Systems

- The OpenIPMI device driver that is used by Server Administrator conflicts with the Intel IMB device driver. Uninstall the IMB driver before installing Server Administrator.
- When Server Administrator is installed on a system, dependency issues that are related to RPMs may occur. To resolve the issues, install the missing RPMs from `SYSMGMT/srvadmin/linux/RPMS/supportRPMS`. If the RPMs are not available in this directory, install them from the operating system media. (341495)
- Conflicting version requirements for `libsmbios` library Server Administrator depends on `libsmbios`. On Linux operating system variants, if there is a mismatch in the version requirement of `libsmbios`, installing Server Administrator results in warnings. Dell EMC recommends uninstalling `libsmbios` versions (and the dependent software) before installing Server Administrator.
- On a Linux Operating Systems with nautilus file manager—Gnome Desktop Environment—launching Server Administrator using the desktop icon displays a pop-up window, **Untrusted application launcher**. The behavior is because of vulnerability fix mentioned in CVE-2017-14604. It occurs only when the Server Administrator is launched for the first time by using the desktop icon. Click **Trust and Launch** to proceed with launching Server Administrator.
- As per PCR-732, systems with Linux operating system, RPMs, and web packs are signed with RSA/SHA512 algorithm.
- On RedHat Enterprise Linux Server operating systems, installing or removing Server Administrator SELinux policy, `srvadmin-selinux` when Server Administrator services are running causes the services to restart.

Known Issues and Workarounds

Issue description: When RACADM (**srvadmin-idracadm8** package) is installed on an Ubuntu VM with OM930 and above, the installation is incomplete with the following error message: *Job for instsvcdrv.service failed because the control process exited with error code. see "systemctl status instsvcdrv.service" and "journal -xe" for details. dkpg: error processing package srvadmin-hapi (--configure): Installed srvadmin-hapi package post-installation script subprocess returned error exit status 1 Errors were encountered while processing: srvadmin-hapi*

> (i) **NOTE:** Local RACADM does not work with VM.

Resolution: To resolve this issue, and to make remote RACADM functional do the following:

1. `chmod +x /opt/dell/srvadmin/sbin/racadm-wrapper-idrac7`
2. `ln -s /opt/dell/srvadmin/sbin/racadm-wrapper-idrac7 /bin/racadm`

Known Issues on Microsoft Windows operating systems

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Issue description: On Microsoft Windows operating system, SNMP walk stops working in a 32-bit to 64-bit upgrade installation.

Issue description: SNMP MIB walk does not display any information in an upgrade from 32-bit to 64-bit version of OpenManage 9.1.

Resolution: To resolve the issue, add this registry entry to the windows registry and restart OS SNMP service

```
[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\SNMP\Parameters\ExtensionAgents]
"SysMgmtDataEngine"="SOFTWARE<\\Dell Computer Corporation\\OpenManage\\DataEngine\\SNMP Agent\
\CurrentVersion>".
```

Issue description: (JIT-80450) On Microsoft Windows operating system, in an upgrade from 32-bit to 64-bit, if SysMgmtx64.msi is directly double-clicked and launched, upgrade fails with a rollback.

Resolution: To avoid the failure, use setup.exe or run SysMgmtx64.msi with elevated rights (run as Administrator).

Issue description: If the uninstall operation is aborted, some of the Server Administrator component tree objects may not be displayed.

Resolution: To resolve this issue, Server Administrator installation must be repaired. Go to **Start** > **Settings** > **Control panel** > **Add Remove Programs**. Select **Repair** on the Server Administrator installation.

Issue description: If the OpenManage 9.1 upgrade installation from 32-bit to 64-bit fails, perform the following steps:

1. Run the `OMCleanup.exe` from the OMDVD to clean the residual Server Administrator installation files from the system.
2. Install Server Administrator again.

   (i) **NOTE: The saved preferences and certificates from the previous installation is stored in** `C:\ProgramData\Dell` `\ServerAdministrator` **folder.**
3. Copy the contents of the folder to the current successful installation folder and restart the webserver. All the preferences and certificate are restored.

Issue description: Server Administrator launch using the desktop icon fails in a remote desktop session. (BITS053605/JIT-95549)

When Server Administrator is deployed to a system with an active remote desktop session, launching Server Administrator in that session fails with the error message: **The program cannot start because libxml2.dll is missing from your computer or The program cannot start because omacs64.dll is missing from your computer. To fix this issue, reinstall the program**.

Resolution: To resolve this issue:

- Log off from the remote session and login again. (or)
- Perform the following steps in the same remote session:

   1. Right-click **My Computer**.
   2. Go to the **Advanced** tab.
   3. Click **Environment Variables**.

      The **Environment Variables** pop-up screen is displayed.
   4. Click **OK** and exit from the screen.

Issue description: Configure HTTPS Listener link page does not time out. (498330). If you click the Configure HTTPS listener link in the Prerequisite page, the page does not time out.

Resolution: To resolve this issue, close and reopen the page.

Issue description: Browser secure site warning message. (134991). When launching the Server Administrator Installation Guide from the Prerequisite checker, a Windows message is displayed indicating that the page is blocked due to enhanced security configuration.

Resolution: Add this site to the **Trusted Sites** list, or minimize the security settings. Versions Affected: 8.3.0 and earlier.

Issue description: MSI reference counts affected for Intel SNMP agent install. MSI reference counting takes effect if you install the Intel SNMP agent using the Intel MSI. Installs the Intel SNMP agent again using the Server Administrator installer.

Resolution: The Intel SNMP agent is not uninstalled during installation of the MSI; Remove both installers from the system to remove the agent.

Issue description: **Insufficient Privilege** error message while uninstallation (241136) (241498)

Error message is displayed when an **Active Directory** user, member of **Domain Admins** , and **Domain Users** group uninstall Server Administrator.

Resolution: To fix this issue, the user can open the command prompt as Administrator and run the command: `msiexec /x <msiname>.msi`

Issue description: On a 13th generation of PowerEdge server if you run the Server Administrator 8.4 installer, the incorrect Software RAID controller driver is being installed. (241203)

Resolution: To fix this issue, go to **http://downloads.dell.com/** and install the correct Software RAID driver for your server.

Issue description: After installing or upgrading to OpenManage 9.1, the following message may be displayed in the event viewer:**Dell EMC OpenManage Systems Management Software (64 Bit). Restart required. The installation or upgrade for the product required a restart for all the changes to take effect. The restart was deferred to a later time.**

Resolution: A system restart is not required, this is only an information message.

Issue description: After upgrading to OpenManage 9.3, the following message may be displayed: **Failed to connect to server. Error: 0x800401F0.**

Resolution: You can ignore the error as it does not impact the functionality of OpenManage 9.3.

Issue description: After upgrading from OpenManage 8.x (32–Bit) to OpenManage 9.3 (64-Bit), the following error message may be displayed: `msiexec.exe`

Resolution: You can ignore the error as it does not impact the functionality of OpenManage 9.3.

Known Issues on Linux operating systems

Issue description: On a system running supported Linux operating system (French), the System Administrator Shortcut is not available. (124261)

Resolution: To connect to the local Server Administrator Web Server, open a web browser and then connect to the URL **https:// localhost:1311** to access Server Administrator. (124261)

Known Limitations and Workarounds

The following subsections list the limitations:

Known Limitations on Microsoft Windows Operating Systems

Issue description: Server Administrator conflicts with the Intel IMB driver.

Server Administrator may conflict with the Intel IMB driver. You may receive an informational message recommending you to uninstall the Intel IMB driver before installing Server Administrator.

You can do it through the "Device Manager" performing the following steps:

1. Open **Device Manager**.
2. Expand **System devices**.
3. Right-click the device with the name `IMB Driver` and click **Uninstall**.
4. Click **OK** to uninstall.

If you choose to install Server Administrator during Intel IMB driver installation, Server Administrator services may fail to start or Server Administrator may have problems accessing sensor data.

Issue description:

Wrong install directory is displayed during OM Installation (71022).

Broadcom/Intel SNMP agent installers are provided by Broadcom/Intel and they do not support installation of these components in the custom directory.

Issue description: On Server Administrator 8.2.0, while running the Repair option from Add/Remove Programs or Uninstall or Change a program window, if an error occurs, use the Repair option in the MSI.

Issue description: Do not specify user profile folders such as a desktop folder (`C:\Users\administrator\Desktop`) as custom installation paths for installing Server Administrator. This is because services running on the system account cannot access such folders.

Known Limitations on Linux Operating Systems

Issue description: After uninstalling the VIB on the ESXi operating system, some INI files may be present in the /etc/cim/dell folder. However, these INI files do not cause any functional limitation.

Contacting Dell

(i) NOTE: **Dell provides several online and telephone-based support and service options. 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. 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. Go to **dell.com/contactdell**.
2. Select your country or region from the interactive world map. When you select a region, the countries for the selected regions are displayed.
3. Select the appropriate language under the country of your choice.
4. Select your business segment. The main support page for the selected business segment is displayed.
5. Select the appropriate option depending on your requirement.

(i) NOTE: **If you have purchased a Dell system, you may be asked for the Service Tag.**

Notes, cautions, and warnings

ⓘ | **NOTE:** A NOTE indicates important information that helps you make better use of your product.

⚠ | **CAUTION: A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.**

⚠ | **WARNING: A WARNING indicates a potential for property damage, personal injury, or death.**