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DELL(TM) CLIENT MANAGEMENT PACK 4.0 FOR MICROSOFT(R)
SYSTEM CENTER OPERATIONS MANAGER 2007 and MICROSOFT(R)
SYSTEM CENTER ESSENTIALS 2007 - README

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Version 4.0
Release Date: October 2009

This readme provides information on the Dell Client Management Pack
version 4.0, which can be imported into Microsoft(R) System Center
Operations Manager (SCOM) 2007 SP1/R2 and System Center Essentials
(SCE) 2007 SP1.

This readme contains updated information for the Dell Client
Management Pack Version 4.0 for Microsoft System Center Operations
Manager 2007 SP1/R2 and System Center Essentials SP1 User's Guide
and any other technical documentation included with the Dell
Management Pack for Operations Manager.
All references to Operations Manager are also applicable to System
Center Essentials.

NOTE: You cannot apply Dell Client Management Pack 4.0 as an upgrade
over Dell Management Pack 3.x or any other previous versions of Dell
Management Pack. Importing the Dell Client Management Pack v4.0 over
the Dell Management Packs v3.x is not a supported configuration.

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The Dell Client Management Pack v4.0 enables SCOM to discover and
monitor the status of Dell Client computer systems on a defined
network segment. This improved representation, which includes the
receipt of failure and pre-failure alerts, allows you to assess,
respond to, and ensure the availability of Dell Client systems
monitored in the SCOM environment. In addition to improved
availability, the management pack enhances the ability to monitor
and manage the hardware in a single management solution.

This readme contains the following sections:

* Criticality

* Minimum Requirements

* Release Highlights

* Installation/Un-Installation

* Operating System Support

* User Notes

* Known Issues

##
CRITICALITY
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- Recommended

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MINIMUM REQUIREMENTS
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This section provides information about the minimum requirements for
installing and using the Dell Client Management Pack version 4.0 for
Microsoft System Center Operations Manager SP1/R2 and System Center
Essentials SP1.

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Requirements
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* Dell(TM) OpenManage(TM) Client Instrumentation:
The recommended version of Dell OpenManage Client Instrumentation
(OMCI) is 7.7

NOTE: If the OMCI version on a client system that is less than 7.6, it
will be grouped under the "UnManaged" group and monitoring will be
disabled.The Dell Client Management Pack also groups the client
systems without OMCI and Dell Vostro systems under the "UnManaged"
group.

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Supported Dell Devices
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* Supported Systems: All Dell Optiplex, Precision and Latitude
systems which are supported by Dell OpenManage Client Instrumentation
version 7.6 and above can be managed using the Dell Client
Management Pack v4.0

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RELEASE HIGHLIGHTS
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* Dell Client Management Pack v4.0 edition provides detailed
management of Dell Client computer systems and ensures scalability
across the SCOM environment.

* Base folder utility, which holds the root folder for Dell hardware
and views for other management packs to group under.

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############################################################################
INSTALLATION/UN-INSTALLATION
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Installation
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For information on installing the Dell Client Management Pack v4.0
for SCOM 2007 SP1/R2 and SCE 2007 SP1, see the "Dell(TM) Client
Management Pack Version 4.0 For Microsoft(R) System Center Operations
Manager 2007 and System Center Essentials 2007 User's
Guide".


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Un-Installation
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For information on uninstalling the Dell Client Management Pack v4.0,
see the "Dell™ Client Management Pack Version 4.0 For
Microsoft® System Center Operations Manager 2007 and System
Center Essentials 2007 User's Guide".



############################################################################
OPERATING SYSTEMS SUPPORT
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List of Operating Systems supported on the Management Station:

- Windows Server 2003 SP2, Standard x86 Edition
- Windows Server 2003 SP2, Standard x64 Edition
- Windows Server 2003 SP2, Enterprise x86 Edition
- Windows Server 2003 SP2, Enterprise x64 Edition
- Windows Server 2003 SP2, Datacenter x86 Edition
- Windows Server 2003 SP2, Datacenter x64 Edition
- Windows Server 2003 R2 SP2, Standard x86 Edition
- Windows Server 2003 R2 SP2, Standard x64 Edition
- Windows Server 2003 R2 SP2, Enterprise x86 Edition
- Windows Server 2003 R2 SP2, Enterprise x64 Edition
- Windows Server 2003 R2 SP2, Datacenter x86 Edition
- Windows Server 2003 R2 SP2, Datacenter x64 Edition
- Windows Server 2008, Standard x86 Edition
- Windows Server 2008, Standard x64 Edition
- Windows Server 2008, Enterprise x86 Edition
- Windows Server 2008, Enterprise x64 Edition
- Windows Server 2008, Datacenter x86 Edition
- Windows Server 2008, Datacenter x64 Edition

List of Operating Systems supported on the Managed Node:

- Windows XP Professional with SP2
- Windows XP Professional x64 Edition with SP2
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- Windows Vista Ultimate SP0
- Windows Vista Ultimate SP0 x64 Edition
- Windows Vista Ultimate SP1
- Windows Vista Ultimate SP1 x64 Edition
- Windows Vista Business SP1
- Windows Vista Business SP1 x64 Edition
- Windows Vista Enterprise SP1
- Windows Vista Enterprise SP1 x64 Edition
- Windows XP Tablet PC Edition
- Windows 2000 Professional SP4
- Windows 7 Professional x86 (32-bit) Edition
- Windows 7 Professional x64 (64-bit) Edition
- Windows 7 Ultimate x86 (32-bit) Edition
- Windows 7 Ultimate x64 (64-bit) Edition

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KNOWN ISSUES
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* After you remove the management pack, close and re-open the SCOM
console for a complete cleanup of cache. (DF310069)

* The description under the Management Pack Properties tab contains
unknown characters as separators. (DF325583)

* Improper display of the "Operating System" attribute in the SCOM
Detailed view is a limitation of the SCOM user interface - The
superscript symbols cannot be displayed in the SCOM attribute view.
(DF337447)

* Alert creation time is displayed differently in the Alerts view
and Windows Event Log report – The timestamp of alerts display a
variation in the Alerts view of SCOM and the Windows Event Log
report. The hours and minutes value of the timestamp match in both
the Alerts view and Windows event log report, but there is a slight
mismatch in the seconds value. (DF342957)

* The tooltip for objects in the Diagram view of the SCOM Web
console does not display any information related to attributes.
This is a limitation in the SCOM Web console. (DF342929)

* The Display Name attribute for Dell Client system is not displayed
in the SCOM Operations Console. (DF340250)

* Health status does not change to normal after the managed system recovers
from the Fan Probe - The Error-Health status of the sensor component does
not reflect the exact status of the Fan probe sensor upon recovering from
the Fan probe error.The correct health status of the Fan probe is shown only
after a system reboot. (DF342472)

* Status inconsistency among client diagram, complete Diagram and State
View - The state rollup is not immediate in SCOM. When a leaf node
changes its state, the change is reflected in the higher nodes after a time
interval. If you refresh the SCOM console, the proper health status is

displayed on the higher nodes immediately after a leaf node state changes.
(DF331875,DF332266)

* Invalid Processor Name and Upgrade Method attributes displayed in SCOM
- The Operating system's System Information Window in Dell Optiplex(TM) 960
client systems displays the processor family as Intel(R) Core(TM)2 Duo processor
instead of Intel(R) Core(TM)2 Solo processor. However, the SCOM console displays the
correct processor family for Optiplex 960 client systems. (DF346082)

* OMCI alerts are not displayed in the Alerts view of the web console.This is a
limitation in the SCOM 2007 SP1 Web console. (DF342938)

* Failure to run "Reboot" task on Precision with Vista ultimate X64 -
The Reboot and Shutdown tasks of the Client Management Pack do not run on client
systems that have Windows Vista Ultimate X64 version and the Windows 7
Professional x86 version operating systems. This behaviour is intermittent.
To run the Reboot and Shutdown tasks, you must disable the User Account Control on the client
systems that have Windows Vista or Windows 7 operating systems.(DF342403)

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