

DELL CLIENT MANAGEMENT
PACK SUITE FOR
MICROSOFT SYSTEM CENTER
OPERATIONS MANAGER
AND
SYSTEM CENTER ESSENTIALS
2010
Version 5.0

Readme



This readme provides information on the Dell Client Management Pack version 5.0, which can be imported into Microsoft System Center 2012 Operations Manager, System Center Operations Manager(SCOM) 2007 R2 and System Center Essentials(SCE) 2010.

NOTE: All references to OpsMgr in this guide are applicable to Microsoft System Center 2012 Operations Manager, System Center Operations Manager 2007 R2, and System Center Essentials 2010, unless otherwise specified.

The Dell Client Management Pack version 5.0 enables OpsMgr to discover and monitor the status of Dell Client 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 monitored in the OpsMgr environment. In addition to improved availability, the management pack enhances the ability to monitor and manage the hardware in a single management solution.

What's New

- Support for Microsoft System Center 2012 Operations Manager and Microsoft System Center 2012 SP1 Operation Manager
- Support for OpenManage Client Instrumentation (OMCI) v8.1 and v8.1.1
- Support for Microsoft Windows 8 with OMCI v8.1.1
- Support for Windows 2012 as management server.

Software Requirements

List of Operating Systems supported on the Management Server:

Refer to the list of supported configurations for the following OpsMgr versions System Center 2012 Operations Manager technet.microsoft.com/en-us/library/hh205990.aspx SCOM 2007 R2 technet.microsoft.com/en-us/library/bb309428.aspx and SCE 2010 ["technet.microsoft.com/en-us/library/bb422876.aspx"](http://technet.microsoft.com/en-us/library/bb422876.aspx).

List of Operating Systems supported on the Managed Node:

- Windows XP Professional SP2
- Windows XP Professional x64 Edition with SP2
- Windows XP Professional x86 (32-bit) Edition with SP3
- Windows XP Professional x64 (64-bit) Edition with SP3
- 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 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
- Windows 8 Professional x86 (32-bit) Edition
- Windows 8 Professional x86 (64-bit) Edition
- Windows 8 Enterprise x86 (32-bit) Edition
- Windows 8 Enterprise x86 (64-bit) Edition

Installation

For information on installing the Dell Client Management Pack v5.0 for OpsMgr, refer the "Dell Client Management Pack Version 5.0 For Microsoft System Center Operations Manager and System Center Essentials Installation Guide".

NOTE: The Installation Guide (DellIMPv5.0_Client_IG.pdf) is available under the folder where you extracted the Dell Client Management Pack v5.0.

Installation Pre-requisites

This section provides information on the minimum requirements for installing and using the Dell Client Management Pack version 5.0 for Microsoft System Center Operations Manager and Microsoft System Center Essentials.

Requirements for Managed node

Dell(TM) OpenManage(TM) Client Instrumentation: The recommended version of Dell OpenManage Client Instrumentation (OMCI) is v8.1.1

NOTE: If the OMCI version available on a client system is earlier than v8.0, then Client system is grouped under the "UnManaged" group and monitoring is disabled. The Dell Client Management Pack also groups the client systems without OMCI and Dell Vostro systems under the "UnManaged" group.

Supported Dell Devices

Supported Client Systems: All Dell Optiplex, Precision and Latitude systems that are supported by Dell OpenManage Client Instrumentation version v8.0 and later are managed using the Dell Client Management Pack v5.0.

Upgrading From Previous Versions

You can upgrade Dell Client Management Pack 4.x to Dell Client Management Pack 5.0.

For information on upgrade to Dell Client Management Pack v5.0, see the "Dell Client Management Pack Version 5.0 For Microsoft System Center Operations Manager and System Center Essentials Installation Guide".

NOTE: You cannot apply Dell Client Management Pack 5.0 as an upgrade over Dell Management Pack 3.x or any other versions prior to Dell Management Pack 3.x. Importing the Dell Client Management Pack v5.0 over the Dell Management Packs v3.x is not a supported configuration.

Un-Installation

For information on uninstalling the Dell Client Management Pack v5.0, see the "Dell Client Management Pack Version 5.0 For Microsoft System Center Operations Manager and System Center Essentials Installation Guide".

NOTE: The Installation Guide (DelIMPv5.0_Client_IG.pdf) is available under the folder where you extracted the Dell Client Management Pack v5.0.

Open Issues and Resolutions

Issue 1 - DF342472

On few Dell Client platforms, health status does not change to normal after the Dell Client recovers from the Fan Probe error.

Description

On R5400, T7400 and Optiplex 390 systems, Health status does not change to normal after the Dell Client recovers from Fan Probe error.

Resolution

Reboot the Dell Client to clear the status of the Fan probe.

Versions Affected

OpsMgr

Issue 2 - DF484033

Value for attribute "Manufacture Ship Date" for Dell Client Systems are not displayed for Dell Clients with OMCI 8.0.

Description

Value of attribute "Manufacture Ship Date" is not shown for OMCI clients 8.0. Whereas, it is shown for OMCI 8.0.1 and higher versions. This is because the underlying instrumentation layer does not support this feature in OMCI 8.0.

Resolution

Upgrade to the recommended OMCI version

Versions Affected

OpsMgr

Dell Client Management Pack 5.0

OMCI 8.0

Issue 3 - DF499508

When an additional battery is added to the Dell Client, the battery part number for the added battery is not discovered.

Description

On Dell Client Laptops that support multiple batteries, when an additional battery is added, the battery part number for the added battery is not discovered in the subsequent discovery cycles.

Resolution

Reboot the Laptop.

Issue 4 - DF499881

Chassis intrusion health status is not changing even after chassis is removed.

Description

On Optiplex 990(with bios:A05) and 390(with bios:A01), Chassis intrusion health status is not changing even after chassis is removed. BIOS does not have support for these events and hence the OMCI does not expose these health for the above platforms. As a result, Client MP shows the components as healthy.

Workaround

Upgrade to latest BIOS version

Issue 5 - DF501257

FAN health status is not changing even after FAN is stopped

Description

On few Client platforms, FAN health status may not change if fan stops and the status remains unchanged even after the reboot of client system.

Workaround

No known workaround.

Issue 6 - BITS045713

MP Knowledge Base is not displayed on I18N Management Stations

Description

On OpsMgr MS with non-English locale, the Client Management Pack does not display MP Knowledge Base text.

Workaround

No known workaround.

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 on the specific product on the right-side to access the documents.

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