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DELL(TM) MANAGEMENT PACK 2.2 FOR MICROSOFT(R) OPERATIONS MANAGER 2005
SP1 and MICROSOFT OPERATIONS MANAGER 2005 WORKGROUP EDITION SP1
README

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NOTE: This readme provides information for Dell Management Pack
for Microsoft Operations Manager (MOM) version 2.2. Dell
OpenManage Connection for Microsoft Operations Manager is
hereafter referred to as the Connection.

This file contains updated information for your "Dell Management Pack
for Microsoft Operations Manager User's Guide" and any other
technical documentation included with the Dell Management Pack for
MOM.

You can access the documentation from the Dell Support website
at "support.dell.com."

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The Dell Management Pack for MOM enables the Microsoft Operations
Manager to accurately indicate the status of Dell systems on a
defined network segment. This improved representation, which includes
the receipt of failure and pre-failure alerts, allows Dell customers
to assess, respond to, and ensure the availability of Dell systems
monitored in the MOM environment. In addition to improved
availability, the Management Pack enhances the ability to monitor
and manage the hardware in a single management solution. In short,
the Dell Management Pack integrates with MOM to assist the discovery
and status management of Dell systems.

This file contains the following sections:

- * Criticality
- * Minimum Requirements
- * Release Highlights
- * Installation/Upgrade
- * User Notes
- * Known Issue
- * History

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CRITICALITY

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2 - Recommended

MINIMUM REQUIREMENTS
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This section provides information about the minimum requirements for installing and using the Dell Management Pack for Microsoft Operations Manager.

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Managed System Software Requirements
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* Operating system support: Microsoft Windows(R) 2000 Server (SP4 or later), Windows 2000 Advanced Server (SP4 or later), Windows Server(TM) 2003 (Standard, Web, and Enterprise Edition), Windows Server 2003 SP1 (Standard, Web, and Enterprise Edition), Windows Server 2003 SP1 x64 (Standard, Web, and Enterprise Edition), Windows Server 2003 R2 (Standard and Enterprise Edition), Windows Server 2003 R2 x64 (Standard and Enterprise Edition), Windows Small Business Server (SBS) 2000 SP1 and Windows SBS 2003 SP1

* Dell OpenManage(TM) Server Administrator version: 1.6–5.3

* Dell OpenManage Storage Management Service version 1.0–2.3

* Dell OpenManage Array Manager version: 3.4–3.7

NOTE: For receiving alerts from the storage subsystem, you must install either Array Manager or the enhanced Storage Management Service.

* Browser support for Server Administrator-managed systems:

For information on browser support for Server Administrator-managed systems, see the Server Administrator "readme.txt" file.

NOTE: If the "Launch Server Administrator" Task gives you a "Page cannot be displayed" error, ensure that there is network connectivity from the Dell server.

NOTE: If any of the Remote power control or LED Identification control tasks give you errors, ensure that there is network connectivity from the BMC NIC of the Dell server and the BMC is configured with a valid IP Address and is IPMI-enabled. For IPMI Shell errors, see the "Dell OpenManage Baseboard Management Utilities User's Guide" from the Dell OpenManage "Systems Management Consoles CD" or from the Dell Support website at "support.dell.com" for details.
OM 5.3 includes this on the "Dell Systems Console and Agent" CD.

NOTE: If you have a Dell Remote Access Controller (DRAC) installed, you must install the DRAC agent using the "Dell OpenManage Systems Management" CD for Server Administrator versions

1.6 - 1.9 or the "Dell PowerEdge Installation and Server Management" CD for Server Administrator version 2.0 - 5.2. During installation, select "Managed Node"-> "DRAC Agent." OM 5.3 includes this on the "Dell Systems Console and Agent" CD.

NOTE: If the DRAC Console Launch gives you a "Page cannot be displayed" error, ensure that there is network connectivity from the DRAC card, and that the DRAC is configured with a valid IP address.

NOTE: If tooltips do not display for Dell Servers, ensure that the CIM Dell namespace is not corrupted and that the Dell Services are not down. Restart the Dell managed node or reinstall Server Administrator to correct the CIM behavior.

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MOM Management Console Requirements

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- * Microsoft Operations Manager (MOM) 2005 with Service Pack 1 must be installed and running.
- * MOM agent software must be installed on all Dell-managed systems either remotely from the management station or manually on the managed system.
- * For discovered systems to be recognized as Dell devices in the MOM environment, Server Administrator 1.6-5.3 must be installed on all Dell-managed systems.
- * The "MOM Management Server Action Account" must have local Admin privileges on all the agent-managed systems.
- * To run remote power control or LED Identification control tasks on Dell-managed systems, BMC Management Utility 2.0 or above must be installed on the Management Server. BMC Management Utility 2.0 or above is available on the Dell OpenManage 5.0 "System Management Consoles" CD or later. OM 5.3 includes this on the "Dell Systems Console and Agent" CD.

NOTE: Ensure the ipmish binary directory on the MOM management servers containing the "%Management_Group_Name%_bmcServers.xml" file is encrypted for access only by the MOM Agent Action Account and Administrators who will read or change the BMC credentials.

NOTE: When Usernames, passwords or KGKeys for the BMC are changed, the BMC login details of the corresponding server should also be manually updated in the "Individual_BMC_Authentication_Credentials" section of the "%Management_Group_Name%_bmcServers.xml" file, which is present in the ipmish binary directory on the management server.

By default, individual BMC username, password, and KGKey will

be used by the Remote power control and LED Identification control tasks. Global BMC Authentication Credentials are disabled when either BMC_UserName or BMC_Password or BMC_KGKey of the Global Credential section is set to -1 in the XML file.

For enabling the use of Global BMC Authentication Credentials (that is, one global BMC_UserName, BMC_Password, and BMC_KGKey for BMCs of all Dell systems), replace the -1 value with the exact login credentials for the BMC_UserName, BMC_Password, and BMC_KGKey in the Global BMC Authentication Credentials Section.

BMC_KGKey entered in the XML file should be a valid hexadecimal.

NOTE: The component name in Dell Services in the Dell State View reflects the corresponding Dell OpenManage Service name for releases earlier to Dell OpenManage version 5.0:

- * DSM SA Shared Services - Dell OpenManage Common Services
- * DSM SA Connection Service - Secure Port Server
- * DSM SA Data Manager - Systems Management Data Manager
- * DSM SA Event Manager - Systems Management Event Manager

NOTE: Remote Power control tasks, LED Identification control tasks and Clear Agent ESM Log will function only for Dell systems on which a Dell Agent is installed.

NOTE: Remote Power control tasks and LED identification control tasks will provide IPMI Shell Task output only on Dell systems with IPMI capability and with Server Administrator installed.

RELEASE HIGHLIGHTS

NOTE: Dell Management Pack version 2.2 is compatible with MOM 2005 and MOM 2005 SP1 only (Full Edition or Workgroup Edition). It does not function with the earlier releases of the MOM product.

- * Support for Dell OpenManage Server Administrator version 5.3.
- * Support for enhanced Storage Management Service version 2.3.
- * Support for new events in Storage Management and disabled alert generation for events that have their severity changed to Informational.
- * Update of Dell Knowledge Base information to support new event processing rules of Server Administrator (including the Storage Management).

INSTALLATION/UPGRADE
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Installation
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For information on installing the Dell Management Pack for MOM 2005 / MOM 2005 SP1 (Full Edition / WorkGroup Edition), see the "Dell Management Pack for Microsoft Operations Manager User's Guide" at the Dell Support website at "support.dell.com."

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Upgrade to Management Pack Version 2.2
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For information on upgrading to the Management Pack Version 2.2, see the "Dell Management Pack for Microsoft Operations Manager User's Guide" at the Dell Support website at "support.dell.com."

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Uninstallation
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For information on uninstalling the Management Pack Version 2.2, see the "Dell Management Pack for Microsoft Operations Manager User's Guide" at the Dell Support website at "support.dell.com."

USER NOTES
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This section provides information to help enhance your experience with the Management Pack in particular implementations and environments.

- When importing the Management Pack, be careful when the "Replace" option is selected, as this will replace all the user-added company knowledge base information, and the user-added custom rules.
- Dell Management Pack 2.2 has alert generation disabled for OpenManage Storage Management events - 2095, 2153, 2188, 2202, 2204, 2205, and 2331 since their severity has changed to Informational in the enhanced Storage Management Service version 2.2.
- Ensure that the MOM Agent is installed on all the managed systems.

KNOWN ISSUE
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This section provides information on open issues with the Dell Management Pack 2.2 for MOM 2005 and MOM 2005 SP1 (Full Edition or Workgroup Edition)

- When the managed system name is a double-byte character string,

for example, Chinese or Japanese, Microsoft Operations Manager Workgroup Edition does not install the MOM Agent on the system or manage the system.

- DRAC launch points will not be displayed for alerts raised from Dell PowerEdge(TM) xx55 systems with modular chassis.

HISTORY
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This section provides historical information about the new features and fixes that were implemented in the previous version of the Management Pack.

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RELEASE HIGHLIGHTS FOR VERSION 2.1 OF DELL MANAGEMENT PACK FOR MICROSOFT OPERATIONS MANAGER

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- * Support for Dell OpenManage Server Administrator version 5.0.
- * Support for enhanced Storage Management Service version 2.0.
- * Support for Dell OpenManage Array Manager version 3.7.
- * Remote power control (Power On, Power Off (graceful and enforced), Power Reset, Power Cycle, and Power Status) and LED Identification On/Off tasks for Dell systems with BMC Hardware and Server Administrator installed.
- * Support for new events in Storage Management and battery events in Server Administrator.
- * State View with Dell OpenManage Services along with Dell hardware agents' status.
- * Additional classification for Dell systems without Server Administrator and a Warning alert for Dell systems where Server Administrator is required to be installed.
- * Additional tooltips for Dell Computers - Server Administrator version, BMC IP Address, IPMI Version, BIOS Version, and RAC Web address.
- * Task to Clear Agent ESM Log.
- * Task to update State Views Dell Services and Dell Hardware agents' status.
- * Update of Dell Knowledge Base information to support new event processing rules of Server Administrator (including the Storage Management) and Array Manager.

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RELEASE HIGHLIGHTS FOR VERSION 2.0 OF DELL MANAGEMENT PACK FOR
MICROSOFT OPERATIONS MANAGER

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The Dell Management Pack 2.0 supported Microsoft Operations Manager 2005.

Features

- * Added Dell State View to display health status for Dell Hardware agents.
- * Added Topology views, Alert views and a Task to update Dell State View.
- * Added Tooltip information - Dell Asset Tag, Dell Service Tag, Operating System name, IP Addresses, Dell Server Model Type.
- * Added new event processing rules for new Dell OpenManage Server Administrator versions 2.1 events under Dell OpenManage -> Server Administrator subprocessing rule group.
- * Added RAC Launch Address to server warning or critical alert description.

Knowledge Base

- * Added Dell Knowledge Base information to the new event processing rules of Server Administrator (including the enhanced Storage Management Service) and Array Manager.

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