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DELL OPENMANAGE(TM) CONNECTION Version 3.3 FOR CA NSM r11.1 SP2 and r11.2 CUM1 READ ME

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NOTE: This readme provides information for Dell OpenManage Connection 3.3 for Computer Associates(CA) NSM r11.1 SP2, r11.2 CUM1. Dell OpenManage Connection for CA NSM is hereafter referred to as the Connection.

For the latest version of this readme, see the Dell(TM) Support website at "support.dell.com".

NOTE: Some procedures described in this document require you to specify file locations(paths) according to an example. All example paths specified in this document refer to the default file location. If you specify paths other than the defaults during the installation, use those paths instead of the examples specified in this document.

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CRITICALITY

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2 - Recommended

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MINIMUM REQUIREMENTS

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This section provides information about the minimum requirements for installing and using the Connection.

\* Microsoft(R) Windows(R) operating system versions supported by CA NSM r11.1 SP2, r11.2 CUM1

#####  
RELEASE HIGHLIGHTS  
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\* The Connection 3.3 supports the new CA NSM r11.1 SP2 and r11.2 CUM1 on systems running Microsoft(R) Windows(R) operating systems.

\* The Connection 3.3 installs English user guide on the localized operating systems. The translated version of the user guide can be found on the Dell support site. Adobe Acrobat Reader should be installed on your computer to view the user guide.

\* The Connection 3.3 does not support Dell OpenManage Array Manager, DRAC II, NAS.

\* The Connection 3.3 supports Dell OpenManage version 5.3 - 6.1.

\* The Connection 3.3 supports PET (Platform Event Traps) for Dell PowerEdge(TM) "x9xx" systems with a Baseboard Management Controller (BMC).

\* The Connection 3.3 supports DRAC 5 , DRAC 4, DRACMC & iDRAC 6

\* The Connection will autogroup modular and non-modular systems under Dell Managed Systems group. Under modular systems group, each chassis will be created with its service tag name and the Modular systems and CMC/DRACMC will be listed under it.

NOTE:

\* The Connection 3.3 for CA NSM r11.1 SP2, r11.2 CUM1 will not support any previous versions of NSM

\* The Connection 3.3 for CA NSM r11.1 SP2, r11.2 CUM1 will not support upgrade from previous versions of Dell OpenManage Connection for CA NSM.

#####  
INSTALLATION  
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For complete installation instructions, see the Dell OpenManage Connection for NSM User's Guide Version 3.3

\* The Connection 3.3 supports only CA NSM r11.1 SP2 and r11.2 CUM1

\* For all the features of Connection 3.3 to work properly on NSM r11.2 CUM1, following fixes to be applied on NSM

- \* RO05367
- \* RO07325
- \* T115993

\* T5MK050

NOTE: Please contact CA for getting fixes T115993 and T5MK050

\* Close all applications before starting the installation of Connection

\* If you have installed CA NSM r11.1 SP2/r11.2 CUM1 in a distributed environment, then install the Connection 3.3 only on the system where the DSM/WorldView/EM components are installed. A message prompts for you to run the "resetdsm" and "awservices start" commands after the installation is complete.

\* To support proper formatting of PET alerts sent from PowerEdge(TM) "x9xx" systems with a Baseboard Management Controller (BMC), modify %AGENTWORKS\_DIR%\SERVICES\CONFIG\AWS\_SNMP\AWWS\_SNMP.CFG as follows:

\* Set aws\_snmp to bind to port 162 to listen for traps by setting the "USE\_MGMT\_API" property to "No" as follows:

```
USE_MGMT_API NO
```

\* Add the following line beneath the corresponding BIN\_OID definitions:

```
BIN_OID 1.3.6.1.4.1.3183.1.1.1
```

\* Make sure that the Windows "SNMP Trap Service" is either not installed or is disabled. Then stop and restart "awservices" by running the "awservices stop" command followed by the "awservices start" command.

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KNOWN ISSUES  
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This section provides information on open issues with this release of the Connection.

NOTE: This section describes only the latest known issues for the Connection. See the "Frequently Asked Questions" section of the "Dell OpenManage Connection Version 3.3 for CA NSM User's Guide" for additional information about resolving possible issues.

\* When uninstalling the Connection for CA NSM, all the necessary uninstall files are moved from the Dell Program Files folder to the Windows Temp folder. If user aborts the uninstall wizard for some reason, the uninstall files remain in the Temp folder. As long as these files are present in the Temp folder, uninstall of the Connection will work. However, if the Windows Temp folder is subsequently deleted, the user may not be able to uninstall the Connection software. The solution for this problem is to reinstall the software.

- \* After uninstalling the Connection, run the following commands to flush Dell specific class from DSM runtime.
  - \* In command prompt, run "resetsdm"
  - \* Then run "awservices start"
  
- \* If Dell agents pollset values are modified and the Connection is uninstalled without removing Dell agents, objects, and classes, reinstalling the Connection DSM component will create duplicate pollsets. Make sure duplicate Dell pollsets are deleted after reinstalling the Connection.
  
- \* Drac 5, DRAC 4, DRAC MC, iDRAC 6 and CMC devices are classified as DellOOB device class by CA NSM. For discovering Dell OOB devices using Common Discovery Services(NSM11.2), the rule classification file(CmnDscvrClassification.xml) in the CACD\Config directory must be updated manually as said below, and its format is similar to the Unicenter NSM rules file.
 

```
<Device Class="DellOOB" ClassScheme="Hardware Type">
  <Method Name="SNMPGeneric">
    <Filter>(SysOID LIKE "1.3.6.1.4.1.674.10892.2")</Filter>
  </Method>
</Device>
```
  
- \* Discovering and monitoring of Ipv6 devices will work only if proper name resolution of devices happen. Make sure DNS lookup and name resolution of the devices is happening properly before running discovery.
  
- \* Uninstalling and reinstalling Dell agents on the managed systems may not reflect on MCC. To display the Dell Agent objects correctly in MCC, please make sure the agents are rediscovered from NodeView (Options -> Discover) after such changes.
  
- \* iDRAC6 console launch from MCC/Node View/2-D Map will not work when it is configured with only IPV6 address. To enable console launch in NSM, configure IPV4 as well for the IDRAC6.
  
- \* Server Administrator and Storage Management console launch from MCC / Node View / 2D-Map will not work if the managed system is configured with link local address. To manually launch the Server Administrator and Storage Management web console, copy the non-link local URL from "UrlName" property and paste it in browser.
  
- \* Leaf nodes of Dell Agents sometime shows inconsistent color/status with respect to its parent on MCC,in such case please verify the agent status on Node view.An issue has been opened on CA support line.
  
- \* iDRAC6 (with firmware v2.0) on modular systems does not get discovered as DellOOB device and will not be grouped and monitored.
  
- \* MCC may pop up a message "RMI\_Message::buildException()-Failed connecting to the provider: Root/WV(<WV-NAME>)....".This issue is

seen on using MCC over a period of time. An issue has been opened on CA support line.

- \* Deleting a managed node discovered using one IP address and re-discovering the node using another IP address, will no longer group the device under "Dell Managed Systems" group. In this scenario, if the first IP address is not reachable, the Dell agents will not be displayed under the node on MCC or 2D Map. Restarting awsservices may solve this issue. An issue has been opened on CA support line.
- \* The severity of Dell agents for ANY:ABSENT\_ACK status is inconsistent with that of CA agents. While the former shows "Warning", the CA agents will show "Minor".

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 DOCUMENTATION UPDATES  
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- \* In Section 2 "System Requirements" Table 2-1 "Systems Management Software Supported" of the user guide, for Out-of-band DRAC4, In-band RAC(DRAC5, DRAC4), Out-of-band DRAC/MC - all firmware versions mean all the firmware versions supported between Dell OpenManage version 5.3 to 6.1 and for Out-of-band DRAC5 all the firmware version from 1.45 to the firmware versions supported till OM 6.1.
- \* In Section 4 "Using the Connection" in the Table 4-1 of the user guide. DSM and WV Agents, and Class Names - Dell agent for the DSM Class Name DellServerAdmin is Server Administrator and for the DSM Class Name DellStorageManager is Server Administrator Storage Management Service.
- \* In section 5 "Error Messages" of the user guide, for the error message "Dell Openmanage CA Connection is not supported on the NSM installation" - the corrective Action is "Install the correct version of NSM and then install Dell Openmanage CA Connection"

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 HISTORY  
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This section provides historical information about the new features and fixes that were implemented in previous versions of the Connection.

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 DELL OPENMANAGE CONNECTION FOR CA NSM, VERSION 3.2  
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 RELEASE HIGHLIGHTS  
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- \* Version 3.2 of the Connection supports the new CA NSM r11 framework on systems running supported Microsoft Windows operating systems.
- \* Version 3.2 of the Connection also supports CA NSM versions 3.0 and 3.1 on systems running supported Microsoft Windows operating systems.
- \* Version 3.2 of the Connection is a Service Pack for versions 3.0 and 3.1 of Connection.

**NOTE:**

- The Connection version 3.0 must be installed prior to the installation of version 3.2 of the Connection.
- For CA NSM r11, Dell OpenManage Connection for CA NSM version 3.0 is not required.

- \* Version 3.2 of the Connection contains all the fixes and event support provided in patches 3.0.0.0.B, 3.0.0.0.C, and 3.1.
- \* Version 3.2 of Connection supports Dell OpenManage Server Administrator versions 1.6 - 5.0
- \* Version 2.0 of the Storage Management Service 2.0.
- \* Version 3.2 of Connection supports Dell OpenManage Array Manager versions 3.4 - 3.7.
- \* Version 3.2 of the Connection supports PET (Platform Event Traps) for Dell(TM) PowerEdge(TM) "x8xx" systems with a Baseboard Management Controller (BMC).

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 DELL OPENMANAGE CONNECTION FOR CA NSM, VERSION 3.1  
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 RELEASE HIGHLIGHTS  
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- \* Version 3.1 of the Connection is a Service Pack for version 3.0.  
 NOTE: Dell OpenManage Connection for CA NSM version 3.0 must be installed prior to the installation of the Service Pack.
- \* The Service Pack contains all the fixes and event support provided in patches 3.0.0.0.B and 3.0.0.0.C.
- \* The Service Pack only needs to be installed on the Distributed State Machine (DSM) server. The Service Pack does not apply to the Event Manager or WorldView components.
- \* The Service Pack supports CA NSM versions 2.4, 3.0, and 3.1 on systems running Microsoft(R) Windows(R) operating systems.

- \* The Service Pack supports Dell OpenManage Server Administrator versions 1.0 - 1.9 including the enhanced Storage Management Service 1.0.
- \* The Service Pack supports Dell OpenManage Array Manager versions 2.7 - 3.6.
- \* The Service Pack supports DRAC 4 event traps and management of DRAC 4 through the RAC web console.
- \* The Service Pack supports PET (Platform Event Traps) for Dell PowerEdge(TM) "x8xx" systems with a Baseboard Management Controller (BMC).
- \* A DSM policy has been added to format and forward RAC (Remote Access Controller) traps to the Enterprise Management (EM) console. Prior to this release RAC events were only processed using EM policy.
- \* BMC IP addresses are discovered and displayed in the "Object Properties" window.
- \* The fixes in patch 3.0.0.0.B and patch 3.0.0.0.C for the Connection 3.0 are included in this release.
- \* The severity of OpenManage Array Manager event 581 has been changed from "Warning" in CA Connection 3.0 to "Informational" in CA Connection 3.1 Service Pack.

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 DELL OPENMANAGE CONNECTION FOR CA NSM, VERSION 3.0  
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**RELEASE HIGHLIGHTS**

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- \* Dell CA NSM Monitor Service was removed as part of the Connection Version 3.0 and secondary discovery of Dell agents was performed by Distributed State Machine (DSM).
- \* Event message formatting was no longer performed by the Enterprise Management (EM) console and was performed by DSM. Remote access controller (RAC) and DRAC II events were formatted by EM Message Records.
- \* Dell objects discovered by CA NSM were no longer populated into the IT Assistant database. One-to-one management was performed using Server Administrator.
- \* The Connection no longer installs Dell OpenManage systems management software applications. Applications had to be installed separately to be launched by the Connection.

\* Supports only Windows version of CA NSM version 2.4 and CA NSM 3.0.

\* Server Administrator support and RAC console launch have been added.

\* A Business Process View (BPV) was created in WorldView that included all Dell managed systems.

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