Dell PowerVault MD Storage
Arrays Management Pack
Suite
Version 4.1
Release Notes

DELL

The Release Notes provide information on the Dell MD Storage Arrays Management Pack Suite version 4.1, which can be imported into Microsoft System Center Operations Manager (SCOM) 2007 SP1/R2 and System Center Essentials (SCE) 2007 SP1/2010.

NOTE: All references to Operations Manager are also applicable to System Center Essentials.

The Dell MD Storage Arrays Management Pack Suite v4.1 enables SCOM to discover and monitor the status of Dell PowerVault MD Storage Arrays, 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 MD Storage Arrays monitored in the SCOM environment. In addition to the improved availability, the management pack enhances the ability to monitor and manage the hardware in a single management solution.

What's New

- Scalability and performance improvements over the previous releases.
- Support for the following MD Storage devices: MD3200, MD3200i, MD3220, MD3220i, MD3600i, MD3620i, MD3600f, and MD3620f.
- Revised and updated knowledge articles for recovery failures.
- Launching the Dell Discovery Utility from the SCOM console.
- Option for Scalable or Detailed Monitoring.

Hardware and Software Requirements

List of Operating Systems supported on the Management Station:
Refer to the list of supported configurations for the following SCOM versions -
SCOM 2007 R2 - http://technet.microsoft.com/en-us/library/bb309428.aspx
SCOM 2007 SP1 - http://technet.microsoft.com/en-us/library/dd819933.aspx
SCE 2007 SP1 - http://technet.microsoft.com/en-us/library/ff741762.aspx
SCE 2010 - http://technet.microsoft.com/en-us/library/bb422876

Installation

For information on installing the Dell MD Storage Arrays Management Pack Suite version 4.1 for Microsoft SCOM 2007 SP1/R2 and SCE 2007 SP1/2010, refer the "Dell PowerVault MD Storage Arrays Management Pack Suite Version 4.1 For Microsoft System Center Operations Manager 2007 R2/SP1 and System Center Essentials 2007 SP1/2010 Installation Guide".

NOTE: The Installation Guide (DellMPv41_MDStorageArray_IG.pdf) can be found under the folder where you extracted the Dell MD Storage Arrays Management Pack Suite version 4.1.

Prerequisites

Before installing the Dell MD Storage Arrays Management Pack Suite version 4.1, ensure that your system meets the following minimum requirements:

Requirements for Management Station:

- Microsoft System Center Operations Manager (SCOM) 2007 SP1/R2 or Microsoft System Center Essentials (SCE) 2007 SP1/2010.
- Administrator access on the system, to run the Dell Discovery utility.

- Minimum disk space of 5 GB, for SCOM to run the Array Bridge Broker (ABB) executable file.
- Modular Disk Storage Manager (MDSM) is required to diagnose and resolve recovery failure alerts.

Installation and Configuration Notes

This section provides information about the minimum requirements for installing and using the Dell MD Storage Arrays Management Pack Suite version 4.1 for Microsoft System Center Operations Manager SP1/R2 and System Center Essentials 2007 SP1/2010.

Requirements

* Controller Firmware:

The recommended PowerVault Controller Firmware(CFW) version are:

- 07.35 (for MD3000/MD3000i)
- 07.75 (for MD3200/MD3200i/MD3220/MD3220i/MD3600i/MD3620i/MD3600f/MD3620f)

The supported firmware versions are:

- 07.35 (for MD3000/MD3000i)
- 07.70 (for MD3200/MD3200i/MD3220/MD3220i)
- 07.75 (for MD3200/MD3200i/MD3220/MD3220i/MD3600i/MD3620i/MD3600f/MD3620f)

*Storage Array Host Software:

Install the Modular Disk Storage Manager (MDSM) Client on the server that hosts the PowerVault MD storage arrays to discover the Dell storage device through in-band. The recommended version is - 10.75

The supported versions are:

- 10.70
- 10.75

Supported Dell Devices

*Supported Storage Arrays:

- MD3000
- MD3000i
- MD3200
- MD3200i
- MD3220
- MD3220i
- MD3600i
- MD3620i
- MD3600f
- MD3620f
- MD1000 when daisy chained to MD3000 or MD3000i
- MD1200 when daisy chained to MD3200/MD3200i/MD3220/MD3220i/MD3600i/MD3620i/MD3600f/MD3620f

- MD1220 when daisy chained to MD3200/MD3200i/MD3220/MD3220i/MD3600i/ MD3620i/MD3600f/MD3620f

Upgrade

You can upgrade Dell MD Storage Arrays Management Pack Suite 4.0 to Dell MD Storage Arrays Management Pack Suite 4.1. For information on upgrading the Dell MD Storage Arrays Management Pack Suite version 4.1 for Microsoft SCOM 2007 SP1/R2 and SCE 2007 SP1/2010, refer the "Dell PowerVault MD Storage Arrays Management Pack Suite Version 4.1 For Microsoft System Center Operations Manager 2007 R2/SP1 and System Center Essentials 2007 SP1/2010 Installation Guide".

NOTE: The Installation Guide (DellMPv41_MDStorageArray_IG.pdf) can be found under the folder where you extracted the Dell MD Storage Arrays Management Pack Suite version 4.1.

NOTE: If the MD Storage Arrays Management Pack alone is imported, component level monitoring is disabled.

NOTE: You cannot however apply Dell MD Storage Arrays Management Pack Suite 4.0 as an upgrade over Dell Management Pack 3.x or any other previous versions of Dell Management Pack as this is not supported.

Uninstallation

For information on un-installing the Dell MD Storage Arrays Management Pack Suite version 4.1 for Microsoft SCOM 2007 SP1/R2 and SCE 2007 SP1/2010, refer the "Dell PowerVault MD Storage Arrays Management Pack Suite Version 4.1 For Microsoft System Center Operations Manager 2007 R2/SP1 and System Center Essentials 2007 SP1/2010 Installation Guide".

NOTE: The Installation Guide (DellMPv41_MDStorageArray_IG.pdf) can be found under the folder where you extracted the Dell MD Storage Arrays Management Pack Suite version 4.1.

Open Issues and Resolutions

Issue 1- DF310069: Deleting management pack from SCOM console does not delete the MD Storage Array Alerts view and Diagram view. If user clicks any of these views, an error is shown as "Object not found".

Description

After removing the imported management pack, the diagram view and alerts view should get cleaned up. If the Base Management Pack is deleted or if user closes & re-opens the SCOM console then cleanup is happening.

Resolution

After deleting the management pack, you will see the Diagram view still displaying default icons. You need to restart Operations Console with /clearcache option to see new icons.

Versions Affected

Microsoft System Center Operations Manager (SCOM) 2007 SP1/R2, System Center Essentials (SCE) 2007 SP1/2010.

Issue 2: The tooltip for objects in the Diagram view of the SCOM Web console does not display any information related to attributes.

Description

The tooltip shown on selecting the MD storage Array device objects in the Diagram view of the SCOM Web console does not display any information related to attributes.

Resolution

No known resolution. This is a limitation in the SCOM 2007 R2 Web console and SCOM 2007 SP1 Web console.

Versions Affected

SCOM 2007 R2 Web console and SCOM 2007 SP1 Web console.

Issue 3: The Display Name attribute for Dell PowerVault MD Array is not displayed in the tooltip for md array objects in SCOM Operations console.

Description

The tooltip displayed on selecting the MD storage Array device objects in the Diagram view of the SCOM Web console does not display any information related to the Display Name attribute of the device, though other attribute information get displayed.

Resolution

No known resolution. This is a limitation in the SCOM 2007 SP1/R2, SCE 2007 SP1/2010 Operations console

Versions Affected

SCOM 2007 SP1/R2, SCE 2007 SP1/2010 Operations console.

Issue 4 - DF344591: MD Storage Array alerts are not displayed in the Alerts view of the SCOM Web console.

Description

MD Storage Array alerts do not get displayed in the Alerts view of the SCOM Web console. As a result of which customer will not be able to view the resolution KB articles.

Resolution

No known resolution. Web console of SCOM 2007 SP1 does not display alerts from Windows Event Log, which is a known limitation with SCOM 2007 SP1 Web console.

Versions Affected

SCOM 2007 SP1 Web console.

Issue 5 - DF345485: The SCOM 2007 SP1 Web console displays only 15 objects in its Diagram view.

Description

When there are more than 15 objects in a group, the SCOM 2007 SP1 Web console displays only 15 objects.

Resolution

No known resolution. This is a limitation in the SCOM 2007 SP1 Web console.

Versions Affected

SCOM 2007 SP1 Web console.

Issue 6 - DF357269: Removing an IP address from the MD Array IP configuration file, should remove the corresponding alerts for that device in SCOM console.

Description

When you remove IP addresses from the MD Array IP configuration file, their corresponding alerts are retained in SCOM console views.

Resolution

You must manually close the alerts on the SCOM console.

Versions Affected

Microsoft System Center Operations Manager (SCOM) 2007 SP1/R2, System Center Essentials (SCE) 2007 SP1/2010, Dell PowerVault MD Storage Arrays Management Pack Suite v4.1

Issue 7 - DF350178: An Invalid character is displayed in the Alert description field of Alert Properties pane.

Description

The description displayed in alert description field ends with an invalid character.

Resolution

No known resolution. This is a limitation in SCOM 2007 SP1 and SCE SP1.

Versions Affected

SCOM 2007 SP1 and SCE SP1 Operations Console.

Issue 8 - DF325583: The description under the Management Pack Properties tab contains unknown characters as separators

Resolution

No known resolution.

Versions Affected

Microsoft System Center Operations Manager (SCOM) 2007 SP1, System Center Essentials (SCE) 2007 SP1.

Issue 9 - DF495470: When upgrading to 4.1, MD Storage Arrays may disappear from the MD Storage Array Diagram and State View for few minutes.

Resolution

Once the discovery is complete, the MD Storage Arrays will reappear in the MD Storage Array Diagram and State Views.

Versions Affected

Microsoft System Center Operations Manager (SCOM) 2007 SP1/R2, System Center Essentials (SCE) 2007 SP1/2010, Dell PowerVault MD Storage Arrays Management Pack Suite v4.1

Issue 10 - DF493772 : When Physical Disk is in impending state, SCOM may show the Physical Disk as healthy.

Resolution

You can check for Physical Disk Impending State alerts in MD Storage Array Alerts view and take appropriate action as specified in the Alert Knowledge Article.

Versions Affected

Microsoft System Center Operations Manager (SCOM) 2007 SP1/R2, System Center Essentials (SCE) 2007 SP1/2010, Dell PowerVault MD Storage Arrays Management Pack Suite v4.0/v4.1

Issue 11 - DF473374: When EMM firmware does not match the MD Storage Array, SCOM may show the EMM as healthy.

Resolution

You need to check for EMM Firmware mismatch alerts in MD Storage Array Alerts view and take appropriate action as specified in the Alert Knowledge Article.

Versions Affected

Microsoft System Center Operations Manager (SCOM) 2007 SP1/R2, System Center Essentials (SCE) 2007 SP1/2010, Dell PowerVault MD Storage Arrays Management Pack Suite v4.0/4.1

Issue 12 - DF 492918: Fan position for daisy chained enclosure (MD1000) maybe shown incorrectly when daisy chained to MD3000.

Resolution

You need to launch the Modular Storage Disk Manager (MDSM) to find the actual position of the fan for MD1000.

Versions Affected

Microsoft System Center Operations Manager (SCOM) 2007 SP1/R2, System Center Essentials (SCE) 2007 SP1/2010, Dell PowerVault MD Storage Arrays Management Pack Suite v4.0/4.1

Platforms Affected

MD1000 when daisy chained to MD3000

Issue 13 - DF469943: Un-installation of MD Storage Array management pack fails due to Operations Manager database transaction log getting full.

When there is large amount of data related to the MD Storage Arrays in the Operations Manager database, un-install operation will cause Operations Manager database to delete the data causing the Operations Manager Database transaction log to fill. When the transaction log is full and data deletion is not complete, the un-install operation will fail and report a Database exception to the user with the message: The transaction log for database 'Operations Manager' is full.

Resolution

You need to increase Operations Manager transaction log size (5GB or as desired) temporarily and delete the management pack. You can restore the transaction log size back to original settings after the management pack is deleted.

Versions Affected

Microsoft System Center Operations Manager (SCOM) 2007 SP1/R2, System Center Essentials (SCE) 2007 SP1/2010, Dell PowerVault MD Storage Arrays Management Pack Suite 4.1

Additional Information

MD Storage arrays from SCOM Diagram view will disappear if MD Arrays stop responding. The SCOM console displays a new alert provided by the Management Pack. You must take the corrective actions suggested in the alert to ensure that the storage arrays that have disappeared from the console start responding in the subsequent discovery cycles, and are displayed on the SCOM console.

Corrected Problems

The following problems were reported in earlier releases and have been corrected in this release:

Issue 1 - DF451480: MD Array alerts are triggered by other management packs that log the same event ID into Operations Manager Event log

Global Support

For information on technical support, visit dell.com/contactus.

For information on documentation support, visit support.dell.com/manuals. On the Manuals page, click Software -> Systems Management. Click on the right-side, and select the product to access the documents.

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