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DELL(TM) SMART PLUG-IN VERSION 1.0 FOR HP(R) OPERATIONS MANAGER FOR WINDOWS - README

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Version 1.0

Release Date: January 2010

This readme provides information on the Dell(TM) Smart Plug-in (SPI) for HP Operations Manager (HPOM) version 8.10 for Windows(R), which can be installed on the HP Operations Manager management server.

With the integration of Dell SPI into HPOM, the HPOM console can be used to manage and monitor the availability of Dell devices. These devices are discovered and identified as managed nodes by HPOM.

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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

MINIMUM REQUIREMENTS
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This section provides information about the minimum requirements for installing and using the Dell SPI for HPOM.

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Requirements
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Before installing Dell SPI, make sure that your system meets the following

minimum requirements:

Hardware Requirements

Ensure that you follow the Hardware requirements for Management Server and Console as per the guidelines provided in the HPOM Version 8.10 for Windows Installation Guide.

Software Requirements

Management Server

- * HPOM version 8.10 for Windows with the latest patches.
- * SNMP service.
- * Proper DNS Configuration.

Managed Node

- * Supported Windows operating systems.
- * SNMP service enabled with trap destination configured with management server details for trap communication.
- * OMSA. Supported versions are 5.3 to 6.2.
- * Proper DNS Configuration.

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Supported Dell Devices

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The following Dell devices are supported by the Dell SPI for HPOM:

- * Dell PowerEdge(TM) systems - support for systems ranging from x8xx to xx1x (both inclusive) that have OMSA versions 5.3 - 6.2 installed on them.
- * Dell PowerVault(TM) systems - support for systems ranging from x8xx to xx1x (both inclusive) that have that have OMSA versions 5.3 - 6.2 installed on them.

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RELEASE HIGHLIGHTS

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- * Group all the Dell Systems present among the managed/unmanaged nodes added by the user, running the supported Windows operating systems, under the Dell Managed Systems group in the HPOM console.
- * Process Simple Network Management Protocol (SNMP) traps generated by Dell OpenManage™ Server Administrator (OMSA) and OpenManage Storage Systems (OMSS) running on Dell systems.
- * Periodically monitor the global system health of Dell systems grouped under Dell Managed Systems node group.
- * Launch Dell OpenManage™ Server Administrator (OMSA) web console as a tool from the HPOM console for troubleshooting the alerts.

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INSTALLATION/UN-INSTALLATION

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Installation

For information on installing the Dell SPI for HP Operations Manager version 8.10 for Windows(R), see the "Dell™ Smart Plug-in Version 1.0 for HP Operations Manager Version 8.10 for Microsoft(R) Windows(R) User's Guide".

Un-Installation

For information on uninstalling the Dell SPI for HP Operations Manager version 8.10 for Windows(R), see the "Dell™ Smart Plug-in Version 1.0 for HP Operations Manager Version 8.10 for Microsoft(R) Windows(R) User's Guide".

Repair

The Repair option installs the missing Dell SPI policies and also automatically deploys all the policies as per their default schedules on the management server.

Additionally, if the Dell Server Helper.dll file is missing or corrupted, the repair option replaces the file.

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OPERATING SYSTEMS SUPPORT

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Ensure that you follow the Operating Systems requirements for Management Server as per the guidelines provided in the HPOM Version 8.10 for Windows Installation Guide.

List of Operating Systems supported on the Managed Node:

- Windows Server 2003, Small Business Server Standard x86 Edition
- Windows Server 2003 R2 SP2, Standard x86 Edition
- Windows Server 2003 R2 SP2, Standard x64 Edition
- Windows Storage Server 2003
- Windows Server 2003, Web Edition
- Windows Server 2008, Standard Core x86 Edition
- Windows Server 2008, Small Business Server Standard x64 Edition
- Windows Server 2008, Enterprise x64 Edition
- Windows Server 2008, Datacenter x64 Edition

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USER NOTES

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OMSA web console can be launched from:

- Managed nodes under "Dell Managed Systems" group
- Services of managed and external nodes under "Dell Windows Servers" service
- Messages associated with Dell managed nodes and external nodes

KNOWN ISSUES
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- * When you uninstall the Dell SPI, the following error is intermittently displayed: "The Setup must update files or services that cannot be updated while the system is running. If you choose to continue, a reboot will be required to complete the setup". You can ignore this error as the uninstallation of the Dell SPI is successful.
 - * When you uninstall the Dell SPI, the following error is intermittently displayed on the HPOM console:"MMC has detected an error in a snap-in. It is recommended that you shut down and restart MMC."When this error occurs, you must close the HPOM console and re-launch it again.
 - * The Dell SPI does not support a multi-valued pattern for the fully qualified domain name (FQDN),IP Address, and Node name, for the external nodes.

For example, if you provide an IP address pattern like 10.44.176.* to group and monitor nodes within that range, the Dell SPI does not recognize the pattern.
 - * The uninstallation of the Dell SPI may take more than 2 minutes irrespective of the number of Dell devices you monitor.
 - * You cannot launch the Server Administrator tool from a remote console.
 - * If you uninstall the Dell SPI after uninstalling HPOM, then the following error is displayed: "The current user does not have sufficient privileges to install Dell Smart Plug-in.
- Note: You must always uninstall the Dell SPI first before you uninstall HPOM.
- * Default values that DellSPI uses for SNMP timeout and retries are 500ms and 1 retry respectively. Servers will not be grouped under Dell Managed Systems and their Global System Health will not be updated if they do not respond before the SNMP timeout value expires even after specified retries.
 - * When you monitor a large number of nodes (around 250 managed nodes) and there is a flood of SNMP traps from the nodes, and at the same time the global health status policy runs, then the following error is displayed on the HPOM console: "An Unhandled exception ("System.Management.ManagementException") occurred in Dell_GlobalStatus_WinServer.exe"
 - * The application, object, and message group fields are empty for the messages sent for the traps that are received from Dell systems.
 - * After the installation of Dell SPI, if you manually create Dell Managed Systems Node group, the Dell Servers will not get grouped. To fix the issue, Rename or Delete the group.

* Manual modification of "Dell Managed Systems" group is not supported.

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January 2010