

**Dell Server Management Pack Suite Version 5.0.1 For
Microsoft System Center Operations Manager And
System Center Essentials
Installation Guide**



Notes, Cautions, and Warnings



NOTE: A NOTE indicates important information that helps you make better use of your computer.



CAUTION: A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.



WARNING: A WARNING indicates a potential for property damage, personal injury, or death.

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Overview


This guide provides information on software prerequisites and requirements to install and uninstall Dell Server Management Pack Suite version 5.0.1 with Microsoft System Center Operations Manager 2007 R2, System Center 2012 Operations Manager, and System Center Essentials 2010.

The integration of the Dell Server Management Pack Suite version 5.0.1 with System Center Operations Manager 2007 R2, System Center 2012 Operations Manager, or System Center Essentials 2010 environment allows you to manage, monitor, and ensure the availability of your Dell devices.

 **CAUTION:** Perform the procedures in this document only if you have proper knowledge and experience in using Microsoft Windows operating system and the System Center Operations Manager 2007 R2, System Center 2012 Operations Manager, and System Center Essentials 2010, to avoid data corruption and/or data loss.

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

 **NOTE:** The term Dell Remote Access Controller (DRAC) devices in this document is used to refer to DRAC 5, iDRAC 6, and iDRAC 7, unless otherwise specified.

 **NOTE:** The term Chassis devices in this document is used to refer to both DRAC/MC and CMC, unless otherwise specified.

The Management Pack Suite Installer, Installation Guide, and Readme files are packaged in a self-extracting executable **Dell_Server_Management_Pack_Suite_v5.0.1_A00.exe** file. You can download the executable from support.dell.com. Read the Management Pack's readme file, which contains the latest information about software and management server requirements, in addition to information about known issues. The readme file is also posted to the Systems Management documentation page at support.dell.com/manuals.

Monitoring Features Supported By Dell Server Management Pack Suite

The following table lists the monitoring features supported by this version of Dell Server Management Pack suite.

Table 1. Features Supported by Dell Server Management Pack Suite

Feature	Description	Required Management Packs
Feature Monitoring	Importing, upgrading, and removing Server, DRAC, and Chassis Monitoring Features.	<ul style="list-style-type: none"> • Dell Base Hardware Library • Dell Feature Monitoring
Server In-band Monitoring	In-band monitoring and inventory of the Dell PowerEdge and PowerVault systems.	<ul style="list-style-type: none"> • Dell Base Hardware Library • Dell Server Model • Dell Server Operations Library • Dell Server View • Dell Windows Server (Scalable Edition) • Dell Windows Server (Detailed Edition)

Feature	Description	Required Management Packs
		<ul style="list-style-type: none"> • Dell Windows Server Overrides (Informational Alerts On)
Server Out-of-band Monitoring	Out-of-band monitoring and inventory of PowerEdge servers.	<ul style="list-style-type: none"> • Dell Base Hardware Library • Dell Server Model • Dell Server Operations Library • Dell Server View • Dell Common Operations Library • Dell Server (Out-Of-Band) • Dell Server (Out-Of-Band) Detailed Monitoring On - Overrides
DRAC Monitoring	Monitoring and inventory of your DRAC devices.	<ul style="list-style-type: none"> • Dell Base Hardware Library • Dell Common Operations Library • Dell DRAC Model • Dell DRAC View • Dell DRAC Operations Library • Dell DRAC (SCOM 2007/SCE 2010) • Dell DRAC (SC2012 OM)
Chassis Monitoring	Monitoring and inventory of your Dell CMC devices.	<ul style="list-style-type: none"> • Dell Base Hardware Library • Dell Common Operations Library • Dell CMC Model • Dell CMC View • Dell CMC Operations Library • Dell CMC (SCOM 2007/SCE 2010) • Dell CMC (SC2012 OM)
Chassis Blade Correlation	Monitoring and inventory of the blade servers within a chassis.	<ul style="list-style-type: none"> • Dell Chassis Blade Correlation • Dell CMC (SCOM 2007/SCE 2010) • Dell CMC (SC2012 OM) • Dell Server Model • Dell Windows Server (Scalable Edition)

Supported Dell Devices

The following table lists the Dell devices are supported for Dell Server Management Pack Suite.

Table 2. Supported Dell Devices

Devices	Generation	Features
Dell PowerEdge	9G, 10G, 11G	<ul style="list-style-type: none"> • Server In-band Monitoring • Chassis Blade Correlation
	12G	<ul style="list-style-type: none"> • Server In-band Monitoring • Server Out-Of-Band Monitoring • Chassis Blade Correlation
Dell PowerVault	9G, 10G, 11G	<ul style="list-style-type: none"> • Server In-band Monitoring • Chassis Blade Correlation
Dell Remote Access Controller	DRAC 5, iDRAC 6, iDRAC 7	DRAC Monitoring
Dell Chassis Management Controller	CMC, DRAC/MC	<ul style="list-style-type: none"> • Chassis Monitoring • Chassis Blade Correlation

Supported Firmware Versions

The following table lists the supported firmware versions for DRAC, iDRAC, and CMC devices.

Table 3. Supported Firmware Versions For DRAC And CMC Devices

DRAC	CMC and DRAC/MC
iDRAC 7 Modular and Monolithic: version 1.0	CMC: versions 3.1 to 4.0
iDRAC 6 Modular: versions 1.5, 1.6, 3.2, and 3.3	DRAC/MC: versions 1.5 and later
iDRAC 6 Monolithic: versions 1.7 and 1.8	
DRAC 5: versions 1.5 and 1.6	

Management Server (MS) Requirements

Server In-Band Monitoring Requirements

Supported Operating Systems

For the list of supported operating systems for the management server for OpsMgr 2007, see [technet.microsoft.com/en-us/library/bb309428\(en-us\).aspx](http://technet.microsoft.com/en-us/library/bb309428(en-us).aspx), and for OpsMgr 2012, see technet.microsoft.com/en-us/library/hh205990.aspx.


Software Requirements


The following table lists the software requirements in the Management Server for using the features of the suite.

Table 4. Pre-Requisites For Software

Software	Purpose
DRAC Tools OR	To discover Chassis Slot Summary and Server Modules for CMC and DRAC/MC Chassis.

Software	Purpose
OpenManage Server Administrator (Server Administrator)	
Dell OpenManage Power Center	Install Dell OpenManage Power Center on the management server. For more information, see <i>Dell OpenManage Power Center Installation Guide</i> at support.dell.com/manuals .
BMC Management Utility	To run the Remote Power Control tasks or the LED Identification Control tasks on Dell-managed systems.
Dell License Manager	To deploy licenses and collect reports from the management server. To launch Dell License Manager console, install Dell License Manager on the management server. For more information, see <i>Dell License Manager User's Guide</i> at support.dell.com/manuals .

 **NOTE:** Access BMC Management Utility, OpenManage Server Administrator (Server Administrator), and DRAC tools from the *Dell Systems Management Tools and Documentation* media, or download it from support.dell.com/manuals.

 **NOTE:** To discover managed systems with IPv6 attributes, enable and configure IPv6 in the management server.

Management Server Action Account

The following table lists the software requirements in the Management Server for using the features of the suite.

The Management Server Action Account needs the following additional privileges on Dell systems for the following features.

Table 5. Management Server Action Account Privileges

Feature	User Privilege
Dell Server In-band DRAC discovery and the corresponding DRAC console launch	Admin or Power user
Clear ESM log	Admin or Power user Alternatively, if the Management Server Action Account has normal user privileges, operators can, instead of selecting Use the predefined Run as Account , enter task credentials with Power User (or higher) privileges to run the Clear ESM Logs task.

Server Out-of-Band Monitoring Requirements

Table 6. Pre-Requisites For Software

Software	Purpose
System Center 2012 Operations Manager (required)	The Server Out-of-Band monitoring feature is available only on management servers running System Center 2012 Operations Manager. For details on how to download and install OpsMgr 2012, see technet.microsoft.com .
Microsoft's Out-Of-Band SMASH Library MPB (required)	Install Microsoft's Out-Of-Band SMASH Library MPB file on the management server to perform an out-of-band

Software	Purpose
	discovery of your systems. For more information, see Installing the Out-Of-Band Monitoring Template .
Dell Connections License Manager (required)	Install and configure the licensing server. For more information, see <i>Dell Connections License Manager Installation Guide</i> at support.dell.com/manuals .
Dell License Manager Console Launch	To deploy iDRAC 7 licenses and collect reports from the management server. To launch Dell License Manager console, install Dell License Manager on the management server. For more information, see <i>Dell License Manager User's Guide</i> at support.dell.com/manuals .
Dell OpenManage Power Center	To launch Power Center console, install Dell OpenManage Power Center on the management server. For more information, see <i>Dell OpenManage Power Center Installation Guide</i> at support.dell.com/manuals .
Warranty Information	The management server should have access to the Internet to view the warranty information of your managed systems.

Installing the Out-Of-Band Monitoring Template

1. Download the SMASH Library MPB file from go.microsoft.com/fwlink/?LinkID=244308 to a temporary location.
2. Launch the **OpsMgr 2012** console.
3. From the navigation pane, click **Administration**.
4. Expand **Administration**, right-click **Management Packs**, and select **Import Management Packs**.
5. Click **Add** → **Add from disk**.
6. Type the location details or navigate to the location where you downloaded the **Microsoft's Out-Of-Band SMASH Library MPB** file.
7. Select the MPB file and click **Open**.
The **Import Management Packs** screen appears with the template displayed in the **Import List**.
8. Click **Install**.

Chassis Monitoring Requirements

- Enable RACADM on CMC devices for slot discovery and correlation to work. For more information, see the *RACADM Command Line Reference Guide for iDRAC7 and CMC* available at support.dell.com/manuals.
- To discover Chassis Slot Summary for CMC and DRAC/MC, configure **Run As Accounts** and associate it to the profiles **Dell CMC Login Account** or **DRAC/MC Login Account** Run As Profiles. Also, enable the CMC and DRAC/MC Slot Discoveries from Operations Console. For more information, see [Configuring Dell Chassis Management Controller Feature For Correlating Server Modules With Chassis Slot Summary](#).

Configuring Dell Chassis Management Controller Feature For Correlating Server Modules With Chassis Slot Summary


Create **Run As Accounts** and associate it to Run As Profiles to populate chassis slot summary.

1. Create a **Run As Account** of type Simple Authentication that has privileges to connect to the CMC, DRAC/MC, or both. Also, use **Basic** or **Digest** Run As Account types for configuring the user credentials. Select the **More**

Secure option in **Run As Account** configuration, so that you can selectively distribute the configuration to specific management servers.

 **NOTE:** Add the **Server Management Action** account to the OpsMgr administrator group.

2. Associate the just created Run As accounts with the profiles **Dell CMC Login Account** and/or **Dell DRAC/MC Login Account** and select the appropriate class, group, or object on which you can configure the profile.
3. To enable slot summary discovery for CMC, override the enable property to **True** in **Dell CMC Slot Discovery**. It is disabled by default.
4. To enable slot summary discovery for DRAC/MC, override the enable property to **True** in **Dell DRAC/MC Slot Discovery**.

 **NOTE:** After the slot discovery, if you remove the link between **Run As Account** with **Run As Profile**, or disable the slot-discovery workflow, the discovered slots remain with old data.

DRAC Monitoring Requirements

Table 7. Software Requirements

Software	Purpose
Dell License Manager (for iDRAC 7 systems only)	To deploy licenses and collect reports from the management server. To launch Dell License Manager console, install Dell License Manager on the management server. For more information, see <i>Dell License Manager User's Guide</i> at support.dell.com/manuals .
Dell OpenManage Power Center	To launch Power Center console, install Dell OpenManage Power Center on the management server. For more information, see <i>Dell OpenManage Power Center Installation Guide</i> at support.dell.com/manuals .

Chassis Blade Correlation Monitoring Requirements

In a distributed OpsMgr 2007 R2 environment, enable server proxy on the management server where you discover and monitor the CMC and/or DRAC/MC chassis. For more information, see [Chassis Blade Correlation In Distributed OpsMgr Environment](#).

Chassis Blade Correlation In Distributed OpsMgr Environment

 **NOTE:** Enable CMC Slot Discovery and/or DRAC/MC Slot Discovery for the correlation feature to work.

To enable the proxy agent:

1. In the OpsMgr console, click **Administration**.
2. In the **Administration** pane, expand **Administration** → **Device Management** → **Management Servers**.
3. Select the management server where you have discovered Chassis devices.
4. Right-click and select **Properties**.
5. In the **Management Server Properties** dialog box, click the **Security** tab.
6. Select the **Allow this server to act as a proxy and discover managed objects on other computers** option.
7. Click **OK**.

Managed System Requirements

Supported Operating Systems

For the list of supported operating systems for the management server for OpsMgr 2007, see [technet.microsoft.com/hi-in/library/bb309428\(en-us\).aspx](http://technet.microsoft.com/hi-in/library/bb309428(en-us).aspx), and for OpsMgr 2012, see technet.microsoft.com/en-us/library/hh205990.aspx.


Server In-Band Monitoring Requirements


To enable Server (In-band) Monitoring, install Server Administrator version 6.2 to version 7.0 (including the Server Administrator Storage Management Service).

The following table lists the supported Server Administrator versions on the managed system and the corresponding features.

Table 8. Server In-Band Monitoring Requirements

Feature	Version 6.2	Version 6.2.0.1	Version 6.3	Version 6.4	Version 6.5	Version 7.0
Discovery, inventory, and monitoring of Dell servers running the Windows operating system	✓	✓	✓	✓	✓	✓
Basic network interface attributes	✓	✓	✓	✓	✓	✓
Enriched network interface attributes	✗	✓	✓	✓	✓	✓
Monitoring iDRAC	✗	✗	✓	✓	✓	✓
View the Express Service code	✗	✗	✗	✗	✓	✓

 **NOTE:** If a system has Server Administrator version lower than 6.2, it is grouped under *Unmanaged* and monitoring is disabled.

 **NOTE:** If you want to upgrade or uninstall Server Administrator on the managed system, the **Alerts View** of the managed system may display the following error: `Script or Executable failed to run`. If the managed system is not a management server, then switch the system to the Maintenance Mode till the upgrade or uninstall completes. If the managed system is the **management server**, you may manually close the alerts after the upgrade or uninstall is complete.

DRAC Monitoring Requirements Using Server In-Band Feature

The requirements for iDRAC 7 are:

- Install Server Administrator (including the Server Administrator Storage Management Service) to enable in-band troubleshooting tasks. To launch Server Administrator and enable Remote Desktop feature on systems with iDRAC 7 make sure that:
 - Server Administrator is installed on the iDRAC 7 host system
 - Resolve the hostname of the iDRAC 7 host from the Management System
 - Set the Server Administrator port to the default port, that is, 1311
 - Remote desktop enabled on the iDRAC 7 host system

Installing, Uninstalling, And Upgrading Dell Server Management Pack Suite

Installing The Dell Server Management Pack Suite


To install and enable the various Monitoring features supported by Dell Server Management Pack Suite:


1. Run the Dell Server Management Pack Suite installer to extract the management packs.
For more information, see [Installing The Dell Server Management Pack Suite Using The Installer](#).
2. Enable the supported Monitoring features using the Feature Monitoring Dashboard.
For more information, see [Enabling Monitoring Features Using Dell Feature Management Dashboard](#).

Before Installing The Dell Server Management Pack Suite On OpsMgr 2012


For systems running OpsMgr 2012, ensure that the **SNMP Monitoring Account** Profile has an association for **All targeted objects** with a default *Community* Run As Account. For more information, see [Configuring OpsMgr 2012 To Enable Monitoring Traps And Trap Based Unit Monitors](#).

Installing The Dell Server Management Pack Suite Using The Installer

 **NOTE:** In a distributed setup install the Dell Server Management Pack Suite on all management servers.


 **NOTE:** Install Windows PowerShell 2.0 on all the management servers.

1. Go to support.dell.com → **Drivers & Downloads**.
2. Download the **Dell_Server_Management_Pack_Suite_v5.0.1_Axx.exe** (where *xx* is the Dell Server Management Pack release number.)
3. Run the **.exe** file and specify a path to extract the contents of the self extractable zip file.
4. Launch the **Dell_Management_Pack_Suite_x86_x64.exe** file from the extracted location.

 **NOTE:** If the installer detects features from Dell Server Management Pack Suite version 5.0, these features are automatically upgraded to version 5.0.1.

The welcome screen for Dell Server Management Suite Pack is displayed.

5. Click **Next**.
The license agreement is displayed.
6. To continue the installation, accept the license terms after reading them, and click **Next**.
7. Click **Change** (if required) to change the default installation folder and click **Next**.
The **User Credentials** screen is displayed.
8. On systems running 64-bit operating system, provide your **Active Directory Domain Administrator's Username** and **Password** for the Dell Device Helper COM+ application and click **Next**.

 **NOTE:** For the Server (Out-of-band) Monitoring feature functions optimally make sure that the Active Directory Domain Administrator is configured correctly.


9. The **Ready to Install the Program** screen is displayed. Click **Install**.


The **Installing Dell Server Management Pack Suite** progress screen is displayed.

10. Click **Finish** on the **Install Shield Wizard Completed** screen.

During the installation, the installer creates the Dell Connections License Manager domain groups in the Windows Server Active Directory. If the domain groups are not automatically created during installation, then manually create them. For more information, see [Creating Connections License Manager Domain Groups](#).

The Management packs are extracted to the location where **Dell Server Management Pack Suite** is installed. The default location is **C:\Program Files\Dell Management Packs\Server Mgmt Suite\5.0.1**. To import the Management Packs (MP) and enable Monitoring features, see [Enabling Monitoring Features Using Dell Feature Management Dashboard](#).

 **NOTE:** The Dell Feature Monitoring MP is automatically imported if the installation has completed successfully. If the installer failed to import the Dell Feature Monitoring MP, manually import it. For more information, see [Importing the Dell Feature Monitoring MP](#).


 **NOTE:** The installer registers the **DellDeviceHelper.dll** on the management server. The default location is **C:\Program Files\Dell Management Packs\Server Mgmt Suite\5.0.1\Library**. Run the installer on every management server in a distributed setup to register the **DellDeviceHelper.dll**.

Using The Repair Option In The Installer

This feature repairs any installation errors that may have occurred while installing the Dell Server Management Pack Suite.

1. Launch the **Dell_Management_Pack_Suite_x86_x64.exe** file from the extracted location.
The welcome screen for Dell Server Management Suite Pack is displayed.
2. Click **Next**.
The **Maintenance** screen is displayed.
3. Select **Repair** and click **Next**.
The **Ready to Repair the Program** screen is displayed.
4. Click **Install**.
The **Installation Completed Successfully** screen is displayed.
5. Click **Finish**.
6. On systems running 64-bit operating system, use the **Modify** option of the installer to re-enter the **Active Directory Domain Administrator's** credentials for the Dell Device Helper COM+ application. For more information, see [Using The Modify Option In The Installer](#).

Using The Modify Option In The Installer


 **NOTE:** The **Modify** option is not available on systems running 32-bit operating system.

1. Launch the **Dell_Management_Pack_Suite_x86_x64.exe** file from the extracted location.
The welcome screen for Dell Server Management Suite Pack is displayed.
2. Click **Next**.
The **Maintenance** screen is displayed.
3. Select **Modify** and click **Next**.
The **User Credentials** screen is displayed.

4. Provide your **Active Directory Domain Administrator's Username** and **Password** for the Dell Device Helper COM+ application and click **Next**.
The **Ready to Modify the Program** screen is displayed.
5. Click **Install**.
The **Installation Completed Successfully** screen is displayed.
6. Click **Finish**.

After running the **Modify** option in the installer, if you observe any Dell Server Discovery or Health monitoring related alerts, restart the **Dell Device Helper**. For more information, see [Restarting The Dell Device Helper](#).

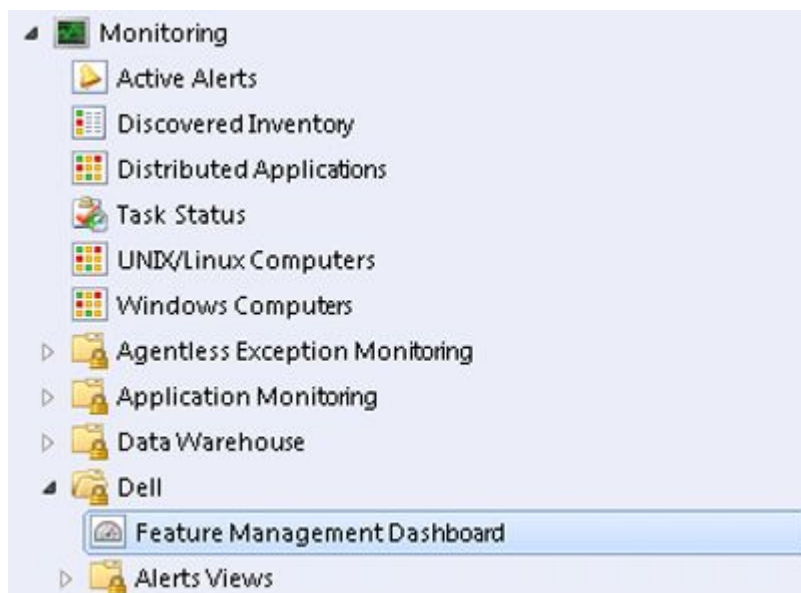
Importing Monitoring Features Using Dell Feature Management Dashboard

 **NOTE:** In a distributed setup (including distributed resource pool in OpsMgr 2012), Dell Feature Monitoring MP identifies one management server amongst the list of management servers to host all feature management activities such as discoveries, alerts, and tasks.

Dell Feature Management Dashboard allows you to discover the available Dell Server Management Pack Suite's Monitoring features and enable them automatically importing, upgrading, and removing the management packs that are required by a particular feature.

The **Feature Management Dashboard** runs on all the management servers in a distributed environment to discover a Feature Management Host Server. Depending on the timing of discovery on each of the management servers, the dashboard may get populated in duration varying from a few minutes to maximum of a day's cycle. To populate the dashboard within 40 minutes, decrease the frequency of the Discovery elements **Dell Feature Management Host Discovery** to a minimum of 15 minutes and **Dell Registry based Server Management Suite Discovery** to a minimum of 10 minutes. It is recommended to revert the overrides made to the Discoveries once the Feature Management Dashboard is populated. To import monitoring features:

1. Launch OpsMgr console.
2. From the **Navigation** pane, click **Monitoring**.
3. Expand **Monitoring** → **Dell** → **Feature Management Dashboard**.



On the **Feature Management Dashboard** pane you can view the list of features installed, the version currently in use, the version you can upgrade to, the level of monitoring, total licenses, and licenses in use.


Feature Management State (5)


Feature Name	Description	Monitoring Level	In Use Version	Available Version	Total Node Lic...	License In Use	Current License...
Chassis Modula...	Perform correlat...	Not Installed	Not Installed	5.0.1	Not Applicable	Not Applicable	Not Applicable
Chassis Monito...	Monitor Dell ch...	Not Installed	Not Installed	5.0.1	Not Applicable	Not Applicable	Not Applicable
DRAC Monitoring	Monitor Dell re...	Not Installed	Not Installed	5.0.1	Not Applicable	Not Applicable	Not Applicable
Server (In-band)...	Monitor Dell Po...	Detailed Feature	5.0.1	5.0.1	Not Applicable	Not Applicable	Not Applicable
Server (Out-of-...	Monitor Dell Po...	Not Installed	Not Installed	5.0.1	Not Available	Not Available	Not Available

4. Select the Monitoring feature you want to install.

For more information, see [Monitoring Features Supported By Dell Server Management Pack Suite](#).

5. Under the **Tasks** pane, expand **Dell Monitoring Feature Tasks**.

 **NOTE:** In System Center Operations Manager 2007 or System Center Essentials 2010 the Tasks pane is referred to as Actions pane.

Dell Monitoring Feature Tasks 

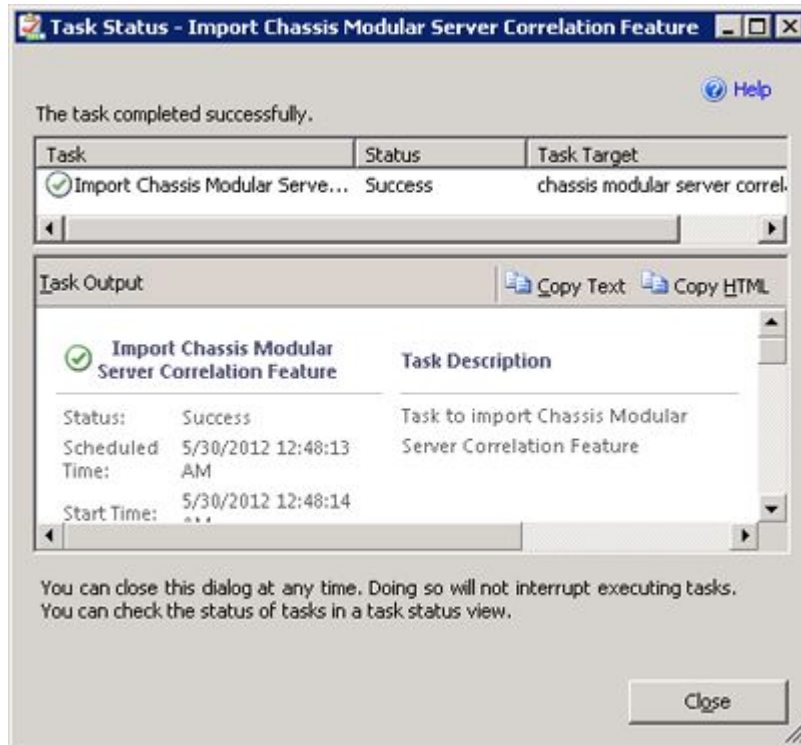
6. Click on a task to import/upgrade a feature.

For more information, see [Feature Management Tasks](#).


7. On the Run Task screen, make sure that the **Use the predefined Run As Account** option is selected.

8. Click **Run**.

9. After the task has successfully completed, click **Close**.



10. Repeat step 4 to step 9 for each Monitoring feature you want to enable.

 **NOTE:** Wait for a task to complete before launching another task using the **Feature Management Dashboard**.

Feature Management Tasks

The following table lists the tasks available on the **Feature Management Dashboard**. Some tasks listed below appear only after you have imported a particular Monitoring feature.







-  **NOTE:** In the OpsMgr even log, ignore the error logs that state that the management packs being imported are already imported and cannot be re-imported. These errors occur when Feature Management Dashboard re-imports all the dependent MPs that were already imported in OpsMgr while importing a Monitoring Feature.
-  **NOTE:** Wait for a task to complete (view the state update change in the dashboard) before launching another task using the Feature Management Dashboard.


Table 9. Feature Management Tasks


Tasks	Description
Server (Out-of-band) Monitoring	
 NOTE: Supported only on 12th generation of PowerEdge servers running OpsMgr 2012.	
Configure License Server	Configures the Dell Connections License Manager. For more information, see Configuring Dell Connections License Manager URL .
 NOTE: Perform this task before importing the Server (Out-of-band) Monitoring feature, as the Dell servers are discovered only after the Dell Connections License Server is configured.	
Launch Dell Connections License Manager	Launches the Dell Connections License Manager console. For more information, see <i>Dell Connections License Manager User's Guide</i> at support.dell.com/manuals .
 NOTE: While configuring the Dell Connections License Manager, the License Manager task is enabled only after the configuration of the LicenseWebUIURL is complete. For more information, see Configuring Dell Connections License Manager URL .	
 NOTE: The Configure License Server and Launch Connections License Manger are common tasks for all the Monitoring features on Feature Management Dashboard.	
Set Server (Out-of-band) Monitoring as Preferred Monitoring Method	If the Dell servers in the setup are monitored through both the Server (In-band) Monitoring feature and Server (Out-of-band) Monitoring feature, this task enables the Server (Out-of-band) Monitoring feature as the monitoring method for your Dell server.
Import Server (Out-of-band) Scalable Feature	If the Monitoring feature is not installed, the Scalable edition of Server (Out-of-band) Monitoring Feature is imported.
Import Server (Out-of-band) Detailed Feature	If the Monitoring feature is not installed, then the Detailed edition of Server (Out-of-band) Monitoring Feature is imported.
Set to Server (Out-of-band) Scalable Feature	If the Detailed edition of Server (Out-of-band) Monitoring Feature is running on the system, the Feature Management Dashboard switches from Server

Tasks	Description
	(Out-of-band) Detailed Feature to Server (Out-of-band) Scalable Feature.
Set to Server (Out-of-band) Detailed Feature	If the Scalable edition of Server (Out-of-band) Monitoring Feature is running on the system, the Feature Management Dashboard switches from Server (Out-of-band) Scalable Feature to Server (Out-of-band) Detailed Feature.
Remove Server (Out-of-band) Feature	Removes the Server (Out-of-band) Monitoring feature.
Server (In-band) Monitoring	
Import Server (In-band) Detailed Feature	If the Monitoring feature is not installed, the Detailed edition of Server (In-band) Monitoring Feature is imported. If upgrading from previous versions of Dell Server Management Pack Suite, the Detailed edition of Server (In-band) Monitoring feature is imported.
Import Server (In-band) Scalable Feature	If the Monitoring feature is not installed, the Scalable edition of Server (In-band) Monitoring Feature is imported. If upgrading from previous versions of Dell Server Management Pack Suite, the Scalable edition of Server (In-band) Monitoring Feature is imported.
Set Server (In-band) Monitoring as Preferred Monitoring Method	If the Dell servers in the setup are monitored through both the Server In-band Monitoring feature and Server Out-of-band Monitoring feature, this task enables the Server (In-band) Monitoring feature as the monitoring method for your Dell server.
Set to Server (In-band) Scalable Feature	If the Detailed edition of Server (In-band) Monitoring Feature is running on the system, the Feature Management Dashboard switches from Server (In-band) Detailed Feature to Server (In-band) Scalable Feature.
Set to Server (In-band) Detailed Feature	If the Scalable edition of Server (In-band) Monitoring Feature is running on the system, the Feature Management Dashboard switches from Server (In-band) Scalable Feature to Server (In-band) Detailed Feature.
Set Informational Alerts On (Server In-band)	Information Alerts are turned on when the Server (In-band) Scalable Monitoring is in use.
Set Informational Alerts Off (Server In-band)	Information Alerts are turned off when the Server (In-band) Scalable Monitoring is in use.
Remove Server (In-band) Feature	Removes the Server (In-band) Monitoring feature.
DRAC Monitoring	
Import DRAC Monitoring Feature	If the Monitoring feature is not installed, then the DRAC Monitoring feature is imported.

Tasks	Description
Upgrade DRAC Monitoring Feature	If upgrading from previous versions of Dell Server Management Pack Suite, the DRAC Monitoring feature of the current version Dell Server Management Pack is imported.
Remove DRAC Monitoring Feature	Removes the DRAC Monitoring feature.
Chassis Monitoring	
Import Chassis Monitoring Feature	If the Monitoring feature is not installed, then the Chassis Monitoring feature is imported.
Upgrade Chassis Monitoring Feature	If upgrading from previous versions of Dell Server Management Pack Suite, the Chassis Monitoring feature of the current version Dell Server Management Pack is imported.
Remove Chassis Monitoring Feature	Removes the Chassis Monitoring feature.
Chassis Modular Server Correlation	
Import Chassis Modular Server Correlation Feature	If the Monitoring feature is not installed, then the Chassis Modular Server Correlation feature is imported.
Upgrade Chassis Modular Server Correlation Feature	If upgrading from previous versions of Dell Server Management Pack Suite, the Chassis Modular Server Correlation feature of Dell Server Management Pack is imported.
Remove Chassis Modular Server Correlation Feature	Removes the Chassis Blade Correlation Monitoring feature.

Upgrading Monitoring Features Using Dell Feature Management Dashboard



1. Launch the OpsMgr console.
2. From the navigation pane, click **Monitoring**.
3. Click **Dell** → **Feature Management Dashboard**.
On the **Feature Management Dashboard** pane, you can view the list of features installed, the version currently in use, the version you can upgrade to, the level of monitoring, total licenses, and the licenses in use.
4. Select the feature you want to upgrade. For the list of available upgrade options for each feature, see [Feature Upgrade Matrix](#).
5. Under the **Tasks** pane, expand **Dell Monitoring Feature Tasks**.
 **NOTE:** In System Center Operations Manager 2007 or System Center Essentials 2010 the Tasks pane is referred to as Actions pane.
6. Click on the upgrade task you want to perform. For more information, see [Feature Management Tasks](#).
7. On the **Run Task** upgrade screen, select **Use the predefined Run As Account** option.
8. Click **Run**.

 **CAUTION:** If there are any dependencies or associations that have to be overridden, which result in data loss, the task will fail with the appropriate message. To proceed with the task, click **Override** and set the **AutoResolve Warnings/Errors override** to **True**. For more information, see [Override Task Parameters](#).

9. After the task is complete, click **Close**.

Feature Upgrade Matrix

Table 10. Feature Upgrade Matrix


Features	Scalable	Detailed
Server (In-band) Monitoring	Inventory and health monitoring at server and component group level only	Inventory and health monitoring of individual components.  NOTE: Use this Management Pack when you are managing less than 300 nodes.
Server (Out-of-band) Monitoring	Inventory up to individual components Health monitoring only at server and component group level	Inventory and health monitoring of individual components. View metrics for power, temperature, and network interface cards.  NOTE: Use this MP when you are managing less than 30 nodes.
DRAC Monitoring	DRAC inventory DRAC health monitoring	N/A
Chassis Monitoring	Blade inventory Chassis slots summary Health monitoring of chassis only	N/A
Chassis Modular Server Correlation	Inventory and health monitoring from chassis up to individual components inside blade	N/A

Upgrading From Previous Management Packs


You can upgrade to the latest version of Dell Server Management Pack using the Dell Feature Management Dashboard. Before upgrading Dell Server Management Pack, close or resolve all the Chassis monitoring and DRAC monitoring alerts.

Upgrading From Dell Server Management Pack Version 5.0

When you run the installer, it detects the installed features from Dell Server Management Pack Suite version 5.0 and automatically upgrades them to version 5.0.1.


 **NOTE:** The installer might display a message that a restart is required after completing the upgrade, ignore this message as a restart is not required.

Upgrading From Dell Server Management Pack Suite Version 4.1 Using Dell Feature Management Dashboard


 **NOTE:** Overrides targeted to a specific object are not carry forwarded while upgrading to Dell Server Management Pack Suite version 5.0.1, even if the override MPs are carried over.

It is recommended to use the Dell Feature Management Dashboard to upgrade the monitoring features. To upgrade the monitoring features using the Dell Feature Management Dashboard:

1. Launch the OpsMgr console and click **Monitoring**.
2. In **Monitoring**, browse to **Dell** → **Feature Management Dashboard**.
The **Feature Management Dashboard** pane lists the management pack present in OpsMgr and the management pack version you can upgrade to.
3. Select the monitoring feature you want to upgrade.
4. Under **Tasks**, expand **Dell Monitoring Feature Tasks**.

 **NOTE:** In System Center Operations Manager 2007 or System Center Essentials 2010 the **Tasks** pane is referred to as **Actions** pane.

5. Select the task to upgrade the monitoring feature.
For more information, see [Feature Management Tasks](#).
6. On the **Run Task** upgrade screen, select the **Use the predefined Run As Account** option.
7. Click **Run**.

 **CAUTION:** If there are any dependencies or associations that you must override and which will result in data loss, the task will fail with the appropriate message. To proceed with the task, click **Override** and set the **AutoResolve Warnings/Errors override** to **True**. For more information, see [Override Task Parameters](#).

8. After the task is complete, click **Close**.
While upgrading, any overrides (customizations to discovery, monitors, rules, and so on) from previous versions of Dell Server Management Pack are migrated to Dell Server Management Pack Suite version 5.0.1.


Upgrading From Dell Server Management Pack Suite Version 4.0

To update Dell Server Management Pack Suite version 4.0 to version 5.0.1, it is recommended to upgrade to version 4.1 and then to version 5.0.1. For more information on upgrading to version 4.1, see the *Dell Server Management Pack Suite Version 4.1 For Microsoft System Center Operations Manager and System Center Essentials User's Guide* at support.dell.com/manuals.


Upgrading From Dell Server Management Pack Suite Version 3.x

You cannot upgrade from Dell Server Management Pack Suite version 3.x to version 5.0.1. Delete the corresponding previous version of Dell Server Management Pack and then install Dell Server Management Pack Suite version 5.0.1 on System Center Operations Manager. For information on the steps to install Dell Server Management Pack Suite version 5.0.1, see [Installing the Dell Server Management Pack Suite Using the Installer](#).

 **CAUTION:** If you delete the version Dell Management Packs 3.x, you may lose all the monitoring data you have collected so far from the Operations database.

 **NOTE:** Make sure that you delete the Dell Server Management Pack Suite version 3.x (Dell.Connections.001.mp) prior to importing any of the Management Packs that are part of the Dell Server Management Pack Suite version 5.0.1.

Upgrading to OpsMgr 2012


 **NOTE:** Close or resolve all the Chassis and DRAC alerts before upgrading to OpsMgr 2012. It is recommended to take a backup of Chassis monitoring and DRAC monitoring override references for Custom Group and Instance Level override as those overrides may be lost during the upgrade.

If you have already imported the Dell Server Management Pack Suite version 5.0.1 MPs on your system and then upgraded to OpsMgr 2012, the Chassis and DRAC monitoring feature will be automatically upgraded in the next Feature Monitoring Pack discovery cycle. During this upgrade, Chassis Monitoring and DRAC Monitoring Management Packs specific to OpsMgr 2007 will remain along with the just imported OpsMgr 2012 specific Chassis Monitoring and DRAC Monitoring Management Packs.

In OpsMgr 2012, the Network Monitoring Stack has been upgraded, to use the new Network Monitoring features in OpsMgr 2012, it is recommended to re-discover the Dell devices using the new OpsMgr 2012 Network Device Discovery Wizard. After the Chassis Monitoring and DRAC Monitoring features have been upgraded in OpsMgr 2012, it is recommended to:

- Remove the Chassis and DRAC devices that are under **Legacy Network Devices**.
- Rediscover the Chassis and DRAC devices as nodes. For more information, see technet.microsoft.com/en-us/library/hh278846.aspx.
- Remove the **Dell CMC (SCOM 2007/SCE 2010)** MP and **Dell DRAC (SCOM 2007/SCE 2010)** MP files from OpsMgr 2012 as the functions of these MPs are performed by **Dell CMC (SC2012 OM)** MPs and **Dell DRAC (SC2012 OM)** MPs in OpsMgr 2012.

For details on how to upgrade from OpsMgr 2007 to OpsMgr 2012, see technet.microsoft.com/en-us/library/hh476934.aspx.

 **NOTE:** To make sure that the feature management workflows are functioning at an optimal level, restart the root management server after upgrading to OpsMgr 2012.

Post-Installation or Upgrade Tasks For The Dell Server Management Pack Suite



Perform the following post-installation tasks after you import the management packs:

1. Configure CMC Monitoring feature for discovering Chassis Slots Summary and Server Modules.
For more information, see [Configuring Dell Chassis Management Controller Feature For Correlating Server Modules With Chassis Slot Summary](#).
2. Configure Dell Server Management Pack Suite to get licenses from Dell Connections License Manager to enable Server (Out-of-band) Monitoring feature.
For more information, see [Configuring Dell Connections License Manager URL](#).


Configuring OpsMgr 2012 To Enable Monitoring Traps And Trap Based Unit Monitors

To enable monitoring, traps, and trap-based unit monitors in OpsMgr 2012:


1. Launch OpsMgr 2012, and click **Administration**.
2. In the **Administration** pane, browse to **Run As Configuration** → **Profiles**.
3. From the list of available profiles, right-click **SNMP Monitoring Account** and click **Properties**.

- The **Introduction** screen is displayed.
4. Click **Next**.
The **General Properties** screen is displayed.
 5. Click **Next**.
The **Add Run As accounts** screen is displayed.
 6. Click **Add**.
The **Add a Run As Account** screen is displayed.
 7. Select the community string *Run As Account* you use to discover devices from the **Run As account** drop-down list.
 -  **NOTE:** Create a Community String Run As Account if none is present. For more information, see [Creating Run As Account for SNMP Monitoring](#).
 -  **NOTE:** If you are using multiple Run As Accounts to discover devices, associate each device with its Run As account. For more information, see [Associating Multiple Run As Accounts](#).
 8. Click **OK**.
 9. After the wizard is complete, click **Close**.

Creating Run As Account For SNMP Monitoring

1. Launch OpsMgr 2012, and click **Administration**.
 2. In the **Administration** pane, browse to **Run As Configuration** → **Accounts**.
 3. Right-click **Accounts** and click **Create Run As Account**.
 -  **NOTE:** For more information on **Run As Account for Network Monitoring**, see the Microsoft TechNet site at technet.microsoft.com/en-us/library/hh212920.aspx.
- The **Introduction** screen is displayed.
4. Click **Next**.
The **General Properties** screen is displayed.
 5. Select community string from the **Run As account type:** drop-down list.
 6. Provide a name in the **Display name:** text box and click **Next**.
 7. Provide the appropriate string in the **Community string** text box and click **Next**.
The **Distribution Security** screen is displayed.
 8. Select the **Less secure - I want the credentials to be distributed automatically to all managed computers.** option and click **Create**.
 9. After the wizard is complete, click **Close**.


Associating Multiple Run As Accounts


1. Follow step 1 to step 6 under [Configuring OpsMgr 2012 to Enable Monitoring, Traps, and Trap Based Unit Monitors](#).
2. On the **Add a Run As Account** screen, select the **A selected class, group, or object** option.
3. Click **Select** → **Class**.
The **Class Search** screen is displayed.
 -  **NOTE:** You can also associate the community string Run As Account with Object and Group. For more information, see the Microsoft documentation for OpsMgr 2012 at technet.microsoft.com.
4. In the **Filter by (option)** text box enter the class of the object. Depending on the type of device, enter **Dell Server**, **Dell CMC**, **Dell DRAC/MC**, or **Dell RAC** classes.
5. Click **Search**.
6. Under **Available items** select the class you want to add.

7. Click **OK**.
8. On the **Add Run As account** screen, click **OK**.
9. Repeat step 2 to step 8 for each type of class you want to manage.
10. Click **Save**.
11. After the wizard is complete, click **Close**.


Configuring Dell Connections License Manager URL

Perform this task before importing the Server (Out-of-band) Monitoring feature, as Dell Servers are discovered only after the Dell Connections License Server is configured.

 **NOTE:** If you have already imported the Server (Out-of-band) Monitoring feature, the Dell servers are discovered only in the next discovery cycle and an alert is generated in the Feature Management Dashboard prompting you to configure the Dell Connections License Manager URL. For more information, see [Feature Management Alerts](#).

 **NOTE:** If the management server has been restarted, the discovered Dell Servers will appear only after the next discovery cycle.




1. Install the **Dell Connections License Manager**. For more information, see *Dell Connections License Manager Version 1.0 Installation Guide* at support.dell.com/manuals.
2. Obtain licenses for the monitoring feature. For more information, see the "Managing Connections License Manager" section in the *Dell Connections License Manager Version 1.0 User's Guide* at support.dell.com/manuals.
3. Launch OpsMgr 2012 console.
4. From the **Navigation** pane, click **Monitoring**.
5. Expand **Monitoring** → **Dell** → **Feature Management Dashboard**.
6. Select **Server (Out-of-Band) Monitoring** feature.
7. Run the **Configure License Server** task.
The **Run Task - Configure License Server** screen is displayed.
8. Click **Override**.
The **Override Task Parameters** screen is displayed.
9. In the **LicenseWebServiceURL** parameter under the **New Value** column enter the license web service URL (the license webservice URL uses the default port as 8543) in the following format **http://<License Server IP>:<port number>/**.
For example: `http://10.56.123.255:8543/`.
10. In the **LicenseWebUIURL** parameter under the **New Value** column enter the license web UI URL (the license web UI URL uses the default port as 8544) in the following format **http://<License Server IP>:<port number>/**.
For example: `http://10.56.123.255:8544/`.
11. Click **Override**.
The **Run Task - Configure License Server** screen is displayed.
12. Click **Run**.
The **Task Status - Configure License Server** screen is displayed. The **Configure License Server** task takes several minutes to complete.

 **NOTE:** Wait for the task to complete (view the state update change in the dashboard) before launching another task through the Feature Management Dashboard.

Uninstalling The Dell Server Management Pack Suite

Removing Monitoring Features Using Dell Feature Management Dashboard

It is recommended to use the Dell Feature Management Dashboard to remove the management packs. Before removing any of the Monitoring features, close or resolve all open alerts. While removing a monitoring feature, the Feature Management Dashboard exports all override references as backup in the installation folder, but custom group information and override instance level information cannot be reused in the future. To remove your management pack using the Dell Feature Management Dashboard:


1. Launch OpsMgr, click **Monitoring**.
2. In the **Monitoring** pane, browse to **Dell** → **Feature Management Dashboard**.
The **Feature Management Dashboard** pane displays the list of management packs present in OpsMgr.
3. Select the monitoring feature you want to remove.
4. Under the **Tasks** pane, expand **Dell Monitoring Feature Tasks**.
 **NOTE:** In System Center Operations Manager 2007 or System Center Essentials 2010 the Tasks pane is referred to as Actions pane.
5. Click **Remove Feature**.
6. On the **Run Task - Remove feature** screen, select the **Use the predefined Run As Account** option.
7. Click **Run**.
 **CAUTION:** If there are any dependencies or associations that have to be overridden, which result in data loss, the task will fail with the appropriate message. To proceed with the task, click **Override** and set the **AutoResolve Warnings/Errors override** to **True**. For more information, see [Override Task Parameters](#).
8. Click **Close** after the task is complete.
 **NOTE:** Removing any of the features may affect the scope of some user roles.

Uninstalling The Dell Server Management Pack Suite

To uninstall Dell Server Management Pack Suite:

1. Click **Start** → **Control Panel** → **Uninstall a program**.
2. Right-click **Dell Server Management Pack Suite** and click **Uninstall**.
3. Follow the instructions on the screen to complete the uninstallation process.

Or double-click the installer, select **Remove**, and follow the instructions on the screen.

-  **NOTE:** While uninstalling, a message `The following applications should be closed before continuing the installation: COM Surrogate` is displayed as the COM Surrogate process is running the `DellDeviceHelper.DLL` in the background and it needs to be closed. Select the **Automatically close applications and attempt to restart them after the setup is complete** option. Click **OK** to proceed with the uninstallation.


Access Privileges

Operations Console access privileges are handled internally by OpsMgr. To setup privileges use the **User Roles** option under **Administration** → **Security** feature on the OpsMgr console. The profile assigned to you determines what actions

you can perform. For more information on security considerations, see the *Microsoft System Center Operations Manager 2007 R2*, *Microsoft System Center 2012 Operation Manager*, or *Microsoft System Center Essentials 2010 Online Help* at support.dell.com/manuals.

Restarting The Dell Device Helper

1. Click **Start** → **All Programs** → **Administrative Tools** → **Component Services**.
The **Component Services** screen is displayed.
2. Expand **Component Services** → **Computers** → **My Computer** → **COM+ Applications**.
3. Right-click **Dell Device Helper** and click **Shutdown**.
4. Right-click **Dell Device Helper** and click **Start**.
5. Close the **Component Services** window.

 **NOTE:** After restarting the Dell Device Helper, the discovered Dell servers will appear only after the next discovery cycle.

Troubleshooting

The following chapter provides information for troubleshooting installation related errors.

Importing The Dell Feature Monitoring Management Pack

If the installer fails to import the Feature Monitoring Management Pack (MP):

1. Launch the OpsMgr console.
2. From the navigation pane, click **Administration**.
3. Expand **Administration**, right-click **Management Packs**, and select **Import Management Packs**.
4. On the **Select Management Packs** screen, click **Add** → **Add from disk**.
5. Type the location details or navigate to the location where you have installed you installed the **Dell Server Management Pack Suite**.
If you had chosen to install in the default directory, then the Dell Feature Monitoring Library MP is available under **C:\Program Files\Dell Management Packs\5.0.1**.
6. Select the **Dell.FeatureManagement.Pack.mp** and **Dell.Connections.HardwareLibrary.mp** and click **Open**.
The **Import Management Packs** screen appears with the MPs displayed in the **Import List**.
7. Click **Install**.

Override Task Parameters

 **CAUTION: Overriding task parameters will results in management pack or operational data loss.**

1. Launch OpsMgr console and click **Monitoring**.
2. In the **Monitoring** pane, browse to **Dell** → **Feature Management Dashboard**.
The **Feature Management Dashboard** pane displays the list of management pack present in OpsMgr and the management pack version you can to which you can upgrade.
3. Select the monitoring feature and then click on the task you want to override.
4. On the Run Task screen, click **Override**.
The **Override Task Parameters** screen is displayed.
5. From the drop-down menu in the **New Value** column, change the value of **AutoResolve Warnings/Errors** to **True**.
6. Click **Override**.
7. Click **Run** to run the task.

Feature Management Alerts

The following alerts are generated in the Feature Management Alerts on the dashboard, if the Dell Device Helper Utility or the Dell Connections License Manager server is not correctly installed, or the license server has insufficient licenses for monitoring Dell Servers through the Dell Server (Out-of-band) Monitoring feature.

Table 11. Feature Management Alerts

Alert Text	Alert State	Cause	Resolution
Dell FMP: Dell Device Helper Utility is either not present or incompatible with Dell Server (out-of-band) Management Pack	Critical	<p>The Dell Device Helper Utility version 5.0.1 was not found or the Dell Device Helper Utility is corrupted.</p> <p>A version higher than 5.0.1 of Dell Device Helper Utility was found.</p> <p>A version lower than 5.0.1 of Dell Device Helper Utility was found.</p>	Run the Dell Server Management Pack Suite version 5.0.1 installer on the management server.
Dell FMP: Dell License Server is not configured properly	Critical	The Dell Connections License Server is not configured.	Install and configure the Dell Connections License Server URL. For more information, see Configuring Dell Connections License Manager URL .
Dell FMP: Dell License Server is not reachable	Critical	Unable to contact the Dell Connections License Server.	<p>Make sure that the Dell Connections License Server URL is configured correctly. For more information, see Configuring Dell Connections License Manager URL.</p> <p>Check if the Dell Connections License Server is accessible.</p>
Dell FMP: Dell Licenses for feature are insufficient or not available.	Critical	<p>No licenses present on the Dell Connections License Server.</p> <p>License usage for a monitoring feature has exceeded the monitoring capacity.</p>	Purchase additional licenses and import them into the Dell Connections License Server.
	Warning	License usage for a monitoring feature is approaching the total monitoring capacity.	Purchase additional licenses and import them into the Dell Connections License Server.
	Critical	Unable to process licenses for a monitoring feature.	<p>Make sure that the Dell Connections License Server is configured correctly. For more information, see <i>Dell Connections License Manager Version 1.0 User's Guide</i> at support.dell.com \manuals.</p> <p>Check if the Dell Connections License Server is accessible.</p> <p>Check the access privileges for getting the license from</p>

Alert Text	Alert State	Cause	Resolution
			the Dell Connections License Server.

Feature Management Host Server's Health Service Goes Down

In a distributed setup (including distributed resource pool in OpsMgr 2012), Dell Feature Monitoring MP identifies one management server amongst the list of management servers to host all feature management activities such as discoveries, alerts, and tasks. If the selected management server has stopped functioning the executed Feature Management tasks will fail. If such a selected management server is corrupt/health service cannot be brought up, plan decommissioning the management server to remove stale objects . For more information, see technet.microsoft.com/en-us/library/hh456439.aspx.

The Dell Feature Management Pack will switch to a new Feature Management Host Server and host the features there in the subsequent discovery cycle.

Creating Connections License Manager Domain Groups

The following groups are created in the Windows Server Active Directory during installation of Dell Server Management Pack Suite or Dell Connections License Manager:

- Dell Connections License Administrators
- Dell Connections License Operators
- Dell Connections License Users

If the preceding domain groups are not automatically created during installation, then manually create the groups. To create domains and add users to domains, see the Windows documentation from Microsoft at technet.microsoft.com.



NOTE: After creating the required domain groups add your Management Server Machine Account as part of the **Dell Connections License Users** group and add the current user account to the **Dell Connections License Administrators** group.

Feature Management Dashboard Is Not Getting Populated

Feature Management Dashboard has a prerequisite that the Dell Server Management Pack Suite should be installed on all the management servers. If you have manually imported the Feature Monitoring MP without running the installer on the Management servers the Feature Management Dashboard will not be populated. To populate the Feature Management Dashboard, run the installer on all the Management servers. For more information, see [Installing the Dell Server Management Pack Suite Using the Installer](#).


Feature Management Dashboard Is Taking Time To Populate

The **Feature Management Dashboard** runs on all the management servers in a distributed environment to discover a Feature Management Host Server. Depending on the timing of discovery on each of the management servers, the dashboard may get populated in duration varying from a few minutes to maximum of a day's cycle. To populate the dashboard within 40 minutes, decrease the frequency of the Discovery elements **Dell Feature Management Host Discovery** to a minimum of 15 minutes and **Dell Registry based Server Management Suite Discovery** to a minimum of 10 minutes. It is recommended to revert the overrides made to the Discoveries once the Feature Management Dashboard is populated.

Chassis And DRAC Overrides Not Getting Transferred After Upgrading To OpsMgr 2012

If the Chassis and DRAC overrides are not getting transferred after upgrading to OpsMgr 2012 from OpsMgr 2007 R2 , first run the Chassis upgrade task from the **Feature Management Dashboard** which will transfer the Chassis overrides, then run the DRAC upgrade task from **Feature Management Dashboard** which will transfer the DRAC overrides.

Contacting Dell

 **NOTE:** If you do not have an active Internet connection, you can find contact information on your purchase invoice, packing slip, bill, or Dell product catalog.

Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area. To contact Dell for sales, technical support, or customer service issues:

1. Visit **support.dell.com**.
2. Select your support category.
3. If you are not a U.S. customer, select your country code at the bottom of the **support.dell.com** page, or select **All** to see more choices.
4. Select the appropriate service or support link based on your need.