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DELL SERVER MANAGEMENT PACK SUITE 4.1 FOR MICROSOFT
SYSTEM CENTER OPERATIONS MANAGER 2007 SP1/R2 and
SYSTEM CENTER ESSENTIALS 2007 SP1/2010 - README FOR DELL SERVER MANAGEMENT

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Version 4.1
Release Date: December 2010

This Server Management readme provides information for the Dell Server Management Pack version 4.1 which can be imported to Microsoft System Center Operations Manager (Operations Manager) 2007 SP1/R2 and System Center Essentials 2007 SP1/2010. All references to Operations Manager are also applicable to System Center Essentials.

This file contains updated information for your "Dell Server Management Pack Suite Version 4.1 For Microsoft System Center Operations Manager 2007 SP1/R2 and System Center Essentials 2007 SP1/2010 User's Guide" and any other technical documentation included with the Dell Server Management Pack Suite 4.1 for Operations Manager.

NOTE: You can upgrade Dell Server Management Pack Suite 4.0 to Dell Server Management Pack Suite 4.1. Upgrade the following Dell Server Management Packs 4.0 to Dell Server Management Packs 4.1 during the same import operation:

- Dell.WindowsServer.Scalable.mp
- Dell.WindowsServer.Detailed.mp
- Dell.WindowsServer.InformationAlertsOn.mp

NOTE: You cannot apply Dell Server Management Pack Suite 4.1 as an upgrade over Dell Management Pack 3.x. Importing the Dell Management Packs v4.1 over the Dell Management Packs v3.x is not supported.

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The Dell Server Management Pack Suite 4.1 enables Microsoft System Center Operations Manager to discover and monitor the status of Dell systems on a defined network segment. The management pack includes realistic icons describing Dell Servers and its components; failure and pre-failure alerts, and allows you to assess, respond to, and ensure the availability of Dell systems monitored in the Operations Manager environment. In addition to improved availability, the management pack enhances the ability to monitor and manage multiple Dell hardware in a single management solution.

This file 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 Server Management Pack Suite 4.1 for Microsoft System Center Operations Manager 2007 SP1/R2 and System Center Essentials 2007 SP1/2010.

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Requirements
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* Dell OpenManage Server Administrator:

The recommended version of Dell OpenManage Server Administrator is 6.4 however, required version is 5.5 to 6.4 (including the Server Administrator Storage Management Service.) For receiving alerts from the storage subsystem, you must install the Server Administrator Storage Management Service.

NOTE: If a system has Server Administrator version lesser than 6.2.0.1, then only basic monitoring of Network Interfaces is enabled for the system. Also, Performance statistics will not be available for Network Interfaces.

NOTE: If a system has Server Administrator version lesser than 5.5, it will be grouped under "Unmanaged" and monitoring will be disabled.

* Browser support for Server Administrator-managed systems:
For information on browser support for Server Administrator-managed Systems, see the Server Administrator readme.txt file at the following location: <http://support.dell.com/support/edocs/software/svradmin/6.4/en/README/readme.txt>

* If you have a Dell Remote Access Controller (DRAC) installed, you must install the DRAC agent using the "Dell Systems Management Tools and Documentation DVD". This would help in the discovery of DRAC using RACADAM CLI. During installation, select "Managed Node"-> "DRAC Agent". In OpenManage 5.5 to 6.4, the DRAC agent setup is included on the "Dell Systems Management Tools and Documentation" DVD.

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Supported Dell Devices
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* Supported Systems: All Dell systems which are supported by Dell OpenManage Server Administrator version 5.5 to 6.4 can be managed using the Dell Server Management Pack Suite 4.1

RELEASE HIGHLIGHTS
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- * Support for OpenManage alerts up to version 6.4
- * Management of physical and teamed Network Interfaces for Broadcom and Intel.
- * Enriched monitoring of Network Interfaces on OpenManage Server Administrator versions greater than 6.2.0.1, and basic monitoring on OMSA versions below 6.2.0.1.
- * Performance monitoring of Network Interfaces on OpenManage Server Administrator versions greater than 6.2.0.1.
- * Discovery of vflash card and monitoring of iDRAC network interfaces
- * The diagram view of the Dell Servers displays realistic icons for the various components modeled for the Dell Monolithic and Modular Systems.

INSTALLATION/UN-INSTALLATION
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Installation
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Downloading and extracting Dell Server Management Pack Suite v4.1

1. Download the Dell Server Management Pack Suite v4.1 from the Dell Support website at support.dell.com.
2. Copy the downloaded file, Dell_Server_Management_Pack_Suite_v4.1_A00.exe to a temporary folder (say C:\Temp) on your local system.
3. Run the Dell_Server_Management_Pack_Suite_v4.1_A00.exe and extract the Management Packs or utilities.

Importing/Upgrading the Dell Server Management Pack

To import the management packs:

1. Launch System Center Operations Manager Operations Console or System Center Essentials Console.
2. From the navigation pane, click Administration.
3. Expand Administration, right-click Management Packs, and select Import Management Packs.
4. Click Add. Select the Add from disk option.
5. Type or browse to the location of the Management Pack/utility files, to which you extracted Dell_Server_Management_Pack_Suite_v4.1_A00.exe.
6. Select the Management Pack/utility you want to import, and click Open. The Import Management Packs screen appears with the selected Management Packs/utilities displayed in the Import List.
7. Click Install.

NOTE: If Dell Server Management Pack version 4.0 is already installed on SCOM, the Import process will automatically upgrade the management pack to version 4.1

For information on installing the Dell Server Management Pack Suite 4.1 for Microsoft System Center Operations Manager 2007 SP1/R2 and System Center Essentials 2007 SP1/2010, see the "Dell Server Management Pack Suite Version 4.1 For Microsoft System Center Operations Manager 2007 SP1/R2 and System Center Essentials 2007 SP1/2010 User's Guide".

Un-Installation

Deleting the Management Packs

To delete any of the Management Packs or utilities:

1. Launch System Center Operations Manager Operations Console or System Center Essentials Console.
2. Select the Dell Management Pack/utility you want to delete from the Management Packs pane.
3. Right-click the selected Dell Management Pack/utility and click Delete.

After deleting a Management Pack/utility, close and reopen the SCOM Console.

NOTE: Deleting any of the Management Packs may affect the scope of some user roles.

For information on un-installing the Dell Server Management Pack Suite 4.1 for Microsoft System Center Operations Manager 2007 SP1/R2 and System Center Essentials 2007 SP1/2010, see the "Dell Server Management Pack Suite Version 4.1 For Microsoft System Center Operations Manager 2007 SP1/R2 and System Center Essentials 2007 SP1/2010 User's Guide".

OPERATING SYSTEMS SUPPORT
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List of Operating Systems supported on the Management Station:

- Windows Server 2003 SP2, Standard x86 Edition
- Windows Server 2003 SP2, Standard x64 Edition
- Windows Server 2003 SP2, Enterprise x86 Edition
- Windows Server 2003 SP2, Enterprise x64 Edition
- Windows Server 2003 SP2, Datacenter x86 Edition
- Windows Server 2003 SP2, Datacenter x64 Edition
- Windows Server 2003 R2 SP2, Standard x86 Edition
- Windows Server 2003 R2 SP2, Standard x64 Edition
- Windows Server 2003 R2 SP2, Enterprise x86 Edition
- Windows Server 2003 R2 SP2, Enterprise x64 Edition
- Windows Server 2003 R2 SP2, Datacenter x86 Edition
- Windows Server 2003 R2 SP2, Datacenter x64 Edition
- Windows Server 2008, Standard x86 Edition
- Windows Server 2008, Standard x64 Edition
- Windows Server 2008, Enterprise x86 Edition
- Windows Server 2008, Enterprise x64 Edition
- Windows Server 2008, Datacenter x86 Edition
- Windows Server 2008, Datacenter x64 Edition
- Windows Server 2008 SP2, Standard x86 Edition
- Windows Server 2008 SP2, Standard x64 Edition
- Windows Server 2008 SP2, Enterprise x86 Edition
- Windows Server 2008 SP2, Enterprise x64 Edition
- Windows Server 2008 SP2, Datacenter x86 Edition
- Windows Server 2008 SP2, Datacenter x64 Edition
- Windows Server 2008 R2, Standard x64 Edition
- Windows Server 2008 R2, Enterprise x64 Edition
- Windows Server 2008 R2, Datacenter x64 Edition

List of Operating Systems supported on the Managed Node:

- Windows 2000 with SP4, Server Edition
- Windows Server 2003 SP2, Standard x86 Edition
- Windows Server 2003 SP2, Standard x64 Edition
- Windows Server 2003 SP2, Enterprise x86 Edition
- Windows Server 2003 SP2, Enterprise x64 Edition
- Windows Server 2003 SP2, Datacenter x86 Edition
- Windows Server 2003 SP2, Datacenter x64 Edition
- Windows Server 2003 R2 SP2, Standard x86 Edition

- Windows Server 2003 R2 SP2, Standard x64 Edition
- Windows Server 2003 R2 SP2, Enterprise x86 Edition
- Windows Server 2003 R2 SP2, Enterprise x64 Edition
- Windows Server 2003 R2 SP2, Datacenter x86 Edition
- Windows Server 2003 R2 SP2, Datacenter x64 Edition
- Windows Server 2003 Unified Data Storage x64
- Windows Storage Server 2003 R2 SP2 x64
- Windows Server 2008 Unified Data Storage Server x64
- Windows Server 2008, Standard x86 Edition
- Windows Server 2008, Standard x64 Edition
- Windows Server 2008, Enterprise x86 Edition
- Windows Server 2008, Enterprise x64 Edition
- Windows Server 2008, Datacenter x86 Edition
- Windows Server 2008, Datacenter x64 Edition
- Windows Server 2008 Small Business Server Standard Edition
- Windows Server 2008 Small Business Server Premium Edition
- Windows Server 2008 Essential Business Server Standard Edition
- Windows Server 2008 Essential Business Server Premium Edition
- Windows Unified Data Storage Server 2008 Workgroup Edition
- Windows Unified Data Storage Server 2008 Standard Edition
- Windows Unified Data Storage Server 2008 Premium Edition
- Windows Storage Server 2008 Standard Edition
- Windows Storage Server 2008 Enterprise Edition
- Windows Server 2008 Unified Data Storage Server
- Windows Server 2008 HPC Edition
- Microsoft Hyper-V Server 2008 x64
- Windows Server 2008 SP2, Standard x86 Edition
- Windows Server 2008 SP2, Standard x64 Edition
- Windows Server 2008 SP2, Enterprise x86 Edition
- Windows Server 2008 SP2, Enterprise x64 Edition
- Windows Server 2008 SP2, Datacenter x86 Edition
- Windows Server 2008 SP2, Datacenter x64 Edition
- Windows Server 2008 R2, Standard x64 Edition
- Windows Server 2008 R2, Enterprise x64 Edition
- Windows Server 2008 R2, Datacenter x64 Edition

NOTE - For Windows Server 2008 operating systems, both SP1 and SP2 versions are supported.

 USER NOTES
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* If the "Launch Server Administrator" task gives you a "Page cannot be displayed" error, ensure that there is network connectivity from the Dell system.

* To run the Remote Power Control tasks or the LED Identification Control tasks on managed systems, the BMC Management Utility version 2.0 or later must be installed on the management station. Also, ensure that BMC firmware 1.33 or above is installed on the managed systems.

Please note that BMC Management utility (BMU) 2.0 or later should be

installed on SCOM management server in order to carry out the remote power control tasks. BMC tasks use default credentials including the default BMC install path (c:\program Files\Dell\SysMgt\bmc).

In OpenManage 5.5 to 6.4, the BMU is included on the "Dell Systems Management Tools and Documentation DVD".

* If any of the Remote Power Control or LED Identification Control tasks give you errors, ensure that there is network connectivity from the BMC NIC of the Dell system and that the BMC is configured with a valid IP Address and is IPMI-enabled.

For IPMI Shell errors, see the "Dell OpenManage Baseboard Management Utilities User's Guide" from the "Dell Systems Management Tools and Documentation DVD" or from the Dell Support website at "support.dell.com".

* If the DRAC Console launch displays a "Page cannot be displayed" error, ensure that there is network connectivity from the device (DRAC/iDRAC card), and that the device is configured with a valid IP address.

* If attributes or hardware objects are not displayed for Dell systems, ensure that the CIM Dell namespace is not corrupted and that the Dell services are not down. Restart the Dell managed system or reinstall Server Administrator to correct the CIM behavior.

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

* The Attribute "Enable Correlation" for "Dell Windows Server Physical and Teamed Relationship Discovery Rule" is set to "False" for all Teamed Network Interface (Enriched) in the Dell Windows Server (Detailed Edition) Management Pack. Set the attribute value to "True", to see the relationships between Physical and Teamed Network Interfaces in the "Complete Diagram View", "Modular Systems Diagram View" and "Monolithic Servers Diagram View"

Note:- You can set the attribute if required by using overrides in a custom Management Pack.

* The Performance Rules "Total Transmitted Packets", "Received Bytes", "Total Received Packets" and "Transmitted Bytes" are disabled by default for all Physical Network Interface (Enriched) in the Dell Windows Server (Detailed Edition) Management Pack. Enable these rules to generate performance statistics for the Physical Network Interfaces.

Note:- You can enable the the above performance rules if required by using overrides in a custom Management Pack.

* The Performance Rules "Total Transmitted Packets", "Received Bytes", "Total Received Packets" and "Transmitted Bytes" are disabled by default for all Teamed Network Interface (Enriched) in the Dell Windows Server (Detailed Edition) Management Pack. Enable these rules to generate performance statistics for the Teamed Network Interfaces.

Note:- You can enable the the above performance rules if required by using overrides in a custom Management Pack.

* iDRAC is discovered and displayed in diagram view under the server when the iDRAC firmware Version is at least 1.54 and the OMSA version on managed node is at least 6.3 .

NOTE: The Operations Manager 2007 SP1 Management Server Action account needs administrator privileges on all Dell managed systems to perform DRAC in-band object discovery and launch the Dell Remote Access Console task. If the Management Server Action account has normal user privileges, operators need to provide task credentials with Power User (or higher) privileges to run the Clear ESM Logs task, instead of selecting 'Use the predefined Run as Account'.

* The Dependency Monitor "Dell Server Availability Rollup (from iDRAC)" is disabled by default for all Dell Servers in the Dell Scalable management pack. Enable this monitor to rollup the iDRAC network interface health to the Dell Server health.

Note:- You can enable the "Dell Server Availability Rollup (from iDRAC)" Monitor if required by using overrides in a custom Management Pack that you create.

* The Dependency Monitor "Network Interfaces Group to Dell Server Health Roll up" is disabled by default for all Dell Servers in the Dell Scalable management pack. Enable this monitor to rollup the network interfaces health to the Dell Server health.

Note:- You can enable the "Network Interfaces Group to Dell Server Health Roll up" Monitor if required by using overrides in a custom Management Pack that you create.

KNOWN ISSUES
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* Server attribute "Life Cycle Controller size" is listed as 'Not available' even on presence of hardware with OM 6.1 (DF304827)

* Performance view folder may not be displayed after MP import on certain localized setups where there is no Dell hardware discovered. User can close and reopen the OpsMgr console to view the complete Dell MP views. (DF323886)

* Dell Server "Operating System" attribute may not show the trademark and registered symbols properly. (DF307678)

* After you remove the management pack, you will need to close and re-open the SCOM console for complete cleanup (DF310069)

- * The description under the management pack properties tab contains unknown characters as separators (DF325583)
- * When the network cable is pulled out, iDRAC object may not accurately reflect the state of the iDRAC network interface for modular blade. (DF406763)
- * After upgrading the management packs to 4.1, you may see the Diagram view still displaying default icons. You need to restart Operations Console with /clearcache option to see new icons. (DF425901)
- * For PERC/4 Controllers, all the physical disks of an enclosure will be displayed under connector hosting the enclosure. (DF397764)
- * After server reboot, it may be possible for the network interface ordering to change, and hence may be mapped to a different network interface names. Performance statistics are collected based on the network interface name, and hence may start collecting for a different network interface. (DF420180)
- * The Chassis Name attribute displays an empty value for iDRAC Modular. (DF430405)
- * With Intel network interfaces, if a physical network interface is removed from the team, OMSA continues to show the physical network interface as part of the team. (DF433184, DF433589)
- * Dell Server attribute "Server Administrator Console Launch" may sometimes point to a IPv4 or IPv6 Local Link Address. In that case, the OpenManage Server Administrator URL can be launched only if the MN is in the same network as the management server. (DF430111)

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December 2010