

Dell Server PRO Management  
Pack 2.1 for Microsoft  
System Center  
Virtual Machine Manager  
**User's Guide**



# Notes and Cautions



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



**CAUTION:** A CAUTION indicates potential damage to hardware or loss of data if instructions are not followed.

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# Introduction

This document is intended for system administrators who use the Dell Server PRO Management Pack (Dell PRO Pack) to monitor Dell systems and take remedial action when an inefficient system is identified.

The Dell PRO Pack integrates with the following:

- Microsoft System Center Operations Manager (SCOM) 2007 SP1
- SCOM 2007 R2
- System Center Essentials (SCE) 2007 with SP1
- SCE 2010
- System Center Virtual Machine Manager (SCVMM) 2008
- SCVMM 2008 R2
- SCVMM 2008 R2 with SP1

This integration enables you to proactively manage virtual environments and ensure high availability of your Dell systems.

To implement PRO Pack, see the *Dell Server PRO Management Pack 2.1 for Microsoft System Center Virtual Machine Manager Installation guide*.

Also, see [Features and Functionalities](#).



**CAUTION:** Due to the possibility of data corruption and/ or data loss, it is recommended that the procedures in this document should be performed only by personnel with knowledge and experience of using the Microsoft Windows operating system and Systems Center Operations Manager 2007 SP1/ 2010, or System Center Essentials 2007 SP1/2010.



**NOTE:** The readme file, `DellMPv21_PROPack_Readme.txt`, contains information about the software and management station requirements, and known issues. It is also available at [support.dell.com/manuals](http://support.dell.com/manuals). The readme file is also packaged in the self-extracting executable `Dell_PROPack_v2.1.0_A00.exe`.

## What's New

This release of PRO Pack supports the following:

- SCE 2010
- SCVMM 2008 R2 SP1
- New hardware support
- Additional Dell OpenManage alerts and Network Interface Card (NIC) alerts
- Improvements on the resolutions of some old alerts

For more information on the alerts and their resolutions, see [Alerts and Recovery Actions](#).

## Overview

SCOM/SCE uses PRO-enabled Management Pack to collect and store information on Dell hardware along with a description of their health status. Dell PRO Pack works with SCOM/SCE (henceforth, referred to as Operations Manager) and SCVMM 2008 R2 /SCVMM 2008 R2 SP1 to manage Dell physical devices and their hosted virtual machines (VMs) using this available health information. Dell PRO Pack recommends remedial actions when monitored objects transition to an unhealthy state (for example, virtual disk failure or predictive drive error), by leveraging the monitoring and alerting capabilities of Operations Manager and remediation capabilities of SCVMM.

Also see:

[Features and Functionalities](#)

[Understanding PRO Tip Management](#)

## Related Terms

- A *managed system* is a Dell system running the Dell OpenManage Server Administrator (OMSA), which is monitored and managed using Operations Manager and SCVMM. It can be managed locally or remotely using supported tools.
- A *management station* or *managing station* is a Microsoft Windows -based Dell system that has the Operations Manager and SCVMM installed to manage virtual workloads.

## What is a PRO Tip?

PRO (Performance and Resource Optimization) Tip is a feature that monitors your virtual infrastructure and provide alerts when there is an opportunity to optimize the usage of these resources. A PRO Tip window contains the description of the event that generated the PRO Tip and the suggested remedial action. This feature allows you to perform a load-balance of VMs between physical hosts, when specific threshold values are reached. Alternatively, you can migrate VMs when a hardware failure is detected.

The **PRO Tip** window in the SCVMM Administrator console enables you to view active PRO Tips for the host groups. The Operations Manager console displays the corresponding alerts as well, to ensure a consistent monitoring experience.

You can manually implement the recommended action mentioned in the PRO Tip. You can also configure the PRO tip to automatically implement the recommended action.

# Features and Functionalities

Dell PRO Pack:

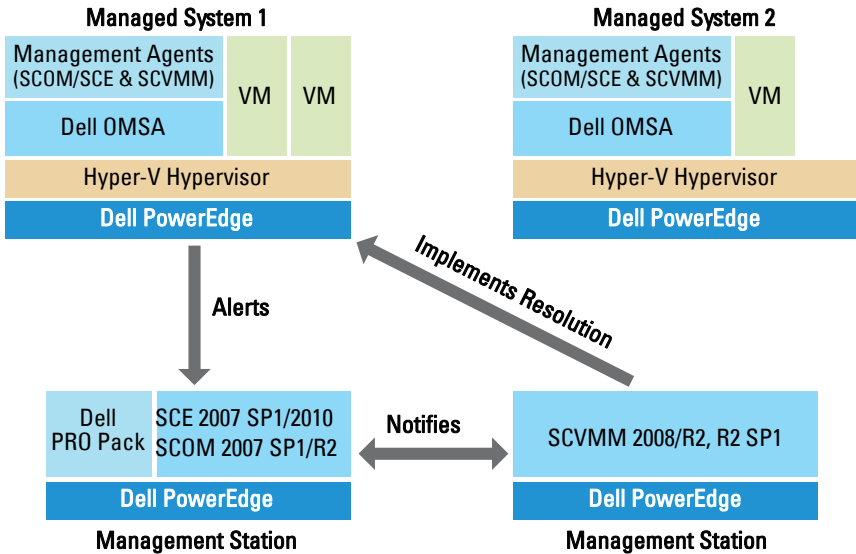
- Performs PRO-management of Dell PowerEdge systems running Microsoft Hyper-V platforms, by continually monitoring the health of your physical and virtual infrastructure.
- Works with Operations Manager and SCVMM to detect events such as loss of power supply redundancy, higher temperature than threshold values, system storage battery error, virtual disk failure, and so on. For more information on events supported by Dell PRO Pack, see [Alerts and Recovery Actions](#).
- Generates PRO Tip when the monitored hardware moves to an unhealthy state.
- Performs VM live migration with no downtime. For more information, see [VM Live Migration](#).
- Overrides Dell PRO Pack default recovery actions. For more information, see [Overriding Recovery Actions](#).
- Minimizes downtime by implementing the remedial action provided on PRO Tips. The two remedial actions are:
  - **Restrict:** In this mode, it is recommended that servers are made temporarily unavailable for placing new VMs till the maintenance tasks are complete.
  - **Restrict and migrate:** In this mode, it is recommended that all running VMs are migrated from an unhealthy server to a healthy server to prevent loss of service. For more information, see [Implementing Recovery Actions](#).



# Understanding PRO Tip Management

This section explains a typical Dell PRO Pack setup and the sequence of events involved in PRO tip management.

**Figure 1-1. Interaction of Components**



In the figure, a group of PowerEdge systems act as the managed systems and two PowerEdge systems act as management stations hosting the Operations Manager and SCVMM. OMSA generates alerts with corresponding severity when there is a transition to an unhealthy state. The same alerts are monitored by Dell PRO Pack for PRO. Dell PRO Pack maps the OMSA alerts with its remedial action.

Table 1-1 describes the sequence of events that occur in PRO Tip management.

**Table 1-1. Sequence of events with description**

<b>Sequence Number</b>	<b>Event</b>
1	Operations Manager agents on the host are enabled to detect the warning, error, or failure alerts that are generated by OMSA.
2	Alert is sent to Operations Manager.
3	Operations Manager console displays active PRO alerts.
4	Operations Manager notifies the alert and the associated PRO Tip ID to SCVMM.
5	SCVMM displays a corresponding entry in the <b>PRO Tip</b> window with remedial action.
6	Implement the PRO Tip to enable recovery action on the managed system by placing the managed system in the <b>Restrict</b> mode, or <b>Restrict and Migrate</b> mode. system.
7	SCVMM notifies Operations Manager about the successful completion of the recovery action.
8	The SCVMM console displays the status of the PRO Tip as <b>Resolved</b> after it is successfully implemented.
9	PRO Tip disappears from SCVMM <b>PRO Tip</b> window.
10	PRO Active alert disappears from SCOM.

For more information on the type of events and the associated remedial actions, see [Alerts and Recovery Actions](#).

# Supported Operating Systems

The Dell PRO Pack supported operating systems on the managed system and management station are as follows:

## Managed system:

The managed system for PRO Pack is a Virtual Machine Manager Server. For more information, see [technet.microsoft.com/en-us/library/cc764213.aspx](http://technet.microsoft.com/en-us/library/cc764213.aspx)

## Management station:

For the list of supported configurations of SCOM, SCE, and SCVMM, see the following:

- SCOM 2007 R2 - [technet.microsoft.com/en-us/library/bb309428.aspx](http://technet.microsoft.com/en-us/library/bb309428.aspx)
- SCOM 2007 SP1 - [technet.microsoft.com/en-us/library/dd819933.aspx](http://technet.microsoft.com/en-us/library/dd819933.aspx)
- SCE 2007 SP1 - [technet.microsoft.com/en-us/library/ff741762.aspx](http://technet.microsoft.com/en-us/library/ff741762.aspx)
- SCE 2010 - [technet.microsoft.com/en-us/library/bb422876.aspx](http://technet.microsoft.com/en-us/library/bb422876.aspx)
- SCVMM 2008/R2/R2 with SP1 - [technet.microsoft.com/en-us/library/cc764231.aspx](http://technet.microsoft.com/en-us/library/cc764231.aspx)



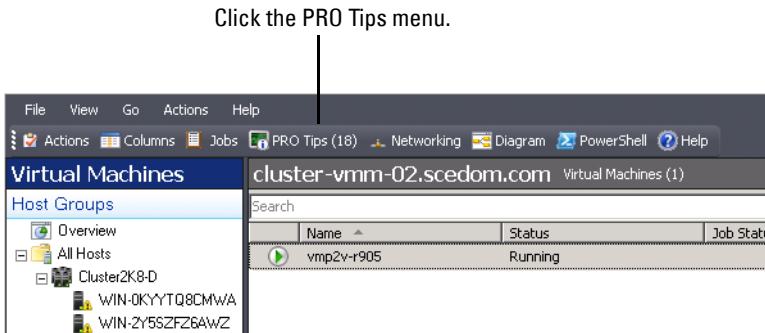
# Using Dell Performance Resource Optimization Pack

## Monitoring Using SCVMM

You can manage the health of your virtualized environment using PRO Tips displayed on the SCVMM console.

To see the **PRO Tip** window, click the **PRO Tips** menu on the toolbar, as shown in Figure 2-1. The menu also displays the number of active PRO Tips in parentheses.

**Figure 2-1. PRO Tip Button on the SCVMM Console**



Alternatively, if you select the **Show this window when new PRO Tips are created** option in the **PRO Tip** window, the window opens automatically on the SCVMM console when a PRO Tip is generated.

The **PRO Tip** window displays information such as source, tip, and state of the PRO Tip in a tabular format. The window also displays description of the problem that triggered the alert, the cause, and the suggested remedial action for recovery.

## Implementing Recovery Actions

The **PRO Tip** window provides an option to either implement or dismiss the recommended action. If you select **Implement**, SCVMM implements one of the recovery tasks described below, based on the nature of the alert.

### Placing the Host in Restrict Mode

Placing a host in **Restrict** mode prevents assignment of workload to the host until the problem is solved. In this mode, the host still receives alerts on the Operations Manager and associated **PRO Tips** on the SCVMM.

The system health conditions that can trigger the maintenance are non-critical hardware alerts on the virtualization host such as, ambient chassis temperature warning on a Dell PowerEdge virtualization host system.

### Migration of Virtual Machines

The **PRO Tip** management pack uses SCVMM algorithms to move VMs from the affected system to a healthy one. Select the **Load Balance** algorithm if you want SCVMM to evenly distribute VMs across a pool of hosts, or the **Resource Maximization** algorithm if you prefer to saturate the host completely before moving to a new one.

The requirements for identifying a healthy system and moving the VMs are as follows:

- **Hardware requirements** — Requirements that a host must meet in order to run VMs. For example, sufficient memory and storage.
- **Software requirements** — Requirements if met by the host, allows a virtual machine to perform more optimally. For example, CPU allocation, network bandwidth, network availability, disk IO bandwidth, and free memory.

SCVMM assigns a star rating to hosts in a range of zero to five. If a hardware requirement is not met, for example, insufficient hard disk and memory capacity, the host automatically gets zero star and SCVMM does not allow you to place a VM on that host.

The system health conditions that trigger migration of VMs are hardware failure alerts on a virtualization host, such as virtual disk failure and predictive drive error. Dell **PRO Pack** migrates VMs with the **Running** status. It does not migrate VMs with status such as **Stop**, **Pause**, and **Saved**. This is based on the star rating of the associated servers.

After you successfully implement the recovery task, the following changes take place:

- The status of PRO Tip changes to **Resolved** and the PRO Tip entry moves out of the **PRO Tip** window.
- Corresponding alert disappears in the Operations Manager **Alert View**.
- An entry is displayed in the **Jobs** section on the SCVMM console. This entry displays the status of the job as **Completed**, as shown in the Figure 2-2.

**Figure 2-2. Completed Job**

The screenshot shows the SCVMM Jobs console with a list of jobs and a detailed view of the 'Refresh host cluster' job.

Name	Status	Start Time	Result Name	Owner
Refresh host cluster	Completed	2/2/2009 2:33:19 PM	WIN-7X611FEN9FX.scedo...	SCEDOM\administrator
Change properties of virtual machine host	Completed	2/2/2009 2:33:16 PM	WIN-7X611FEN9FX.scedo...	SCEDOM\administrator
Refresh virtual machine	Completed	2/2/2009 2:32:59 PM	vm1	NT AUTHORITY\SYSTEM
Set state of a PRO tip	Completed	2/2/2009 2:30:01 PM	Dell Server has lost power...	SCEDOM\administrator
Move virtual machine from WIN-7X611F...	Completed	2/2/2009 2:29:46 PM	vm1	SCEDOM\administrator
Change properties of virtual machine host	Completed	2/2/2009 2:29:43 PM	WIN-7X611FEN9FX.scedo...	SCEDOM\administrator
Set state of a PRO tip	Completed	2/2/2009 2:29:08 PM	Dell Server has lost power...	SCEDOM\administrator
Implement the fix for a PRO tip	Completed	2/2/2009 2:28:21 PM	Dell Server has lost power...	SCEDOM\administrator
Refresh virtual machine	Completed	2/2/2009 2:28:11 PM	vm1	NT AUTHORITY\SYSTEM

Property	Previous Value	New Value
<b>Host Volume - F:\</b>		
Volume capacity	598922489856	(none)
Volume capacity	(none)	598922489856
Volume free space	598023901184	(none)
Volume free space	(none)	598023901184
Volume mount point	F:\*\*\Volume(271b71ea-dd38-11...	(none)
Volume mount point	(none)	F:\*\*\Volume(271b71ea-dd38-11...

PRO Tip implementation of moving VMs can fail if no other healthy hosts are available in the host group or host cluster. In such a case, the **PRO Tip** window displays the **state** of the corresponding PRO Tip as **Failed**, and the reason is elaborated in the **Error** section. The status of the corresponding entry in the **Jobs** section on the SCVMM console also display as **Failed**.

**NOTE:** In the PRO Tip window the failure message is updated dynamically. However, to refresh the data you have to click outside the PRO Tip window and then click again to bring the window in focus.

If you select **Dismiss**, the PRO Tip is not executed and the following changes take place:

- The PRO Tip is removed from the SCVMM PRO Tip console.
- The alert in Operations Manager is removed from the **Dell Server PRO Alerts**.

For more information, see [Using Health Explorer to Reset Alerts](#).

### **VM Live Migration**

As a connected user, during live migration, you can migrate a VM from one node of a Windows Server 2008 R2 failover cluster to another node in the same cluster without any downtime or interruption.

The difference in quick migration and live migration is that there is a downtime in quick migration whereas, there is no downtime in live migration.



**NOTE:** Windows Server 2008 Hyper-V supports Quick Migration. Windows Server 2008 R2 Hyper-V supports both Quick Migration and Live Migration.

## **Monitoring Using PRO Specific Alerts on SCOM/SCE**

You can monitor the physical devices in your network using the Operations Manager console.

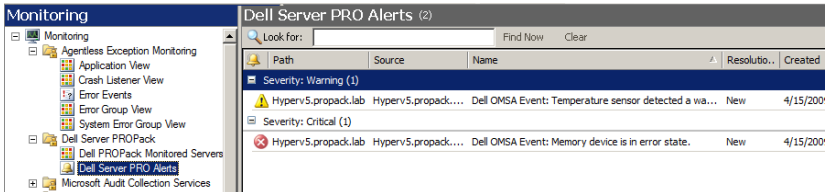
The Operations Manager console provides the following views:

- **Alert View** — Displays Dell PRO specific alerts in a tabular format with information on the severity level, source, name, resolution state, and, date and time of creation. To access the **Alert View**:
  - a** Launch the Operations Manager console.
  - b** Select the **Monitoring** tab.
  - c** Select **Dell Server PRO Alerts** from **Dell Server PRO Pack**.



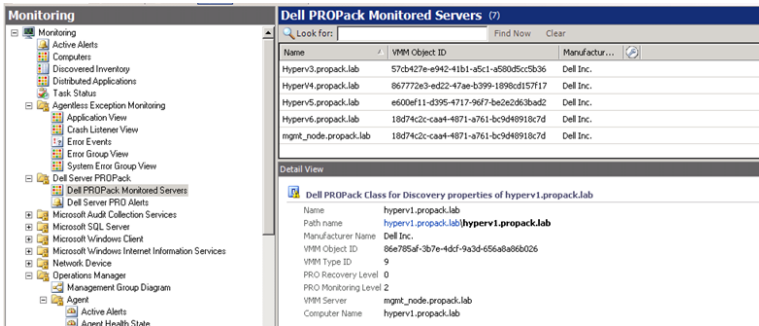
The alerts are displayed on the right-side of the screen, as shown in Figure 2-3.

**Figure 2-3. Alert View**



- **State View** — Displays the discovered Dell system objects in a tabular format. The State View displays objects with the name, path, storage health of the Dell system, and so on. You can personalize the State View by defining which objects you want to display and how the data is displayed.

**Figure 2-4. State View**



## Using Health Explorer to Reset Alerts

Health Explorer enables you to view and take action on alerts. When you select **Dismiss** in the **PRO Tip** window, the alert is removed from it. However, to reset this alert manually in the Health Explorer do the following:

- 1 On the **Actions** menu, click **Health Explorer**.
- 2 Right-click the alert that you want to close.
- 3 Select **Reset Health**. The alert disappears from the **PRO Tip** window.

## Overriding Recovery Actions

PRO Pack 2.1 supports two recovery actions. The following flag values trigger the respective recovery action:

- 1: For migration
- 2: For placing the server in restricted mode

You can override the default recovery action by changing the default recovery action flag value. For example, change the recovery flag value from 2 to 1 using the overrides option provided in SCOM console. After overriding the default value to 1, and implementing PRO Tip, recovery action triggers migration of VMs from the host. If you enter any other value other than 1 and 2, PRO Tip implementation fails, and an error message is displayed.

To override the recovery action,

- 1 Click the **Authoring** tab in SCOM.
- 2 Search for the Dell PRO Pack monitors.
- 3 Select the monitor which you intend to override.
- 4 Right-click and select **Override Recovery**.
- 5 Select the **Override** check box.
- 6 Change the value of **RecoveryOverrideFlag**.



**NOTE:** When you select **Enable**, SCOM performs an auto-implementation for the unit monitor. Since, this involves VMM migration, review and set the values accordingly.

- 7 Select **Enforce** check box.
- 8 Click **Apply**



**CAUTION:** Saving the settings in the default management pack, creates a dependency between PRO Pack and the management pack. When you remove or delete PRO Pack, you must delete the default management pack as well, as it contains default settings for SCOM. Hence, it is recommended that you save settings using a new MP.

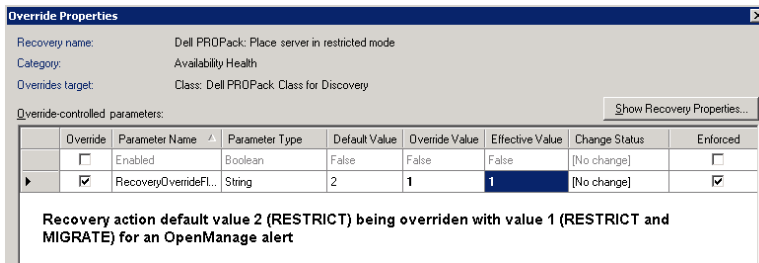
- 9 Click **Save Overrides**.

10 Generate an alert and PRO Tip.

11 Select **Implement PRO Tip**.

This verifies that the overridden recovery action is successful.

**Figure 2-5. Overriding Recovery Action**



## Alerts and Recovery Actions

Table 2-1 lists the alerts and the corresponding recommended remedial actions:

**Table 2-1. Alert Cause and Recovery Action**

Dell Event ID	Alert Description on SCOM/ SCE and PRO Tip in SCVMM	Severity	Alert Cause	Dell PRO Tip Recommended Remedial Action
1053	Temperature sensor detected a warning value	Warning	A temperature sensor on the backplane board, system board, CPU, or drive carrier in the specified system exceeded its warning threshold value.	Restrict

**Table 2-1. Alert Cause and Recovery Action (continued)**

<b>Dell Event ID</b>	<b>Alert Description on SCOM/ SCE and PRO Tip in SCVMM</b>	<b>Severity</b>	<b>Alert Cause</b>	<b>Dell PRO Tip Recommended Remedial Action</b>
1054	Temperature sensor detected a failure value	Error	A temperature sensor on the backplane board, system board, CPU, or drive carrier in the specified system exceeded its failure threshold value.	Restrict and Migrate
1104	Fan sensor detected a failure value	Error	A fan sensor in the specified system detected the failure of one or more fans.	Restrict
1154	Voltage sensor detected a failure value	Error	A voltage sensor in the specified system exceeded its failure threshold value.	Restrict and Migrate
1203	Current sensor detected a warning value	Warning	A current sensor in the specified system exceeded its warning threshold value.	Restrict
1204	Current sensor detected a failure value	Error	A current sensor in the specified system exceeded its failure threshold value.	Restrict and Migrate
1305	Redundancy degraded	Warning	A power supply sensor reading in the specified system exceeded a warning threshold.	Restrict
1306	Redundancy lost	Error	A power supply has been disconnected or has failed.	Restrict

**Table 2-1. Alert Cause and Recovery Action (continued)**

<b>Dell Event ID</b>	<b>Alert Description on SCOM/ SCE and PRO Tip in SCVMM</b>	<b>Severity</b>	<b>Alert Cause</b>	<b>Dell PRO Tip Recommended Remedial Action</b>
1353	Power supply detected a warning	Warning	A power supply sensor reading in the specified system exceeded definable warning threshold.	Restrict
1354	Power supply detected a failure	Error	A power supply has been disconnected or has failed.	Restrict
1403	Memory Device Status Warning	Warning	A memory device correction rate exceeded an acceptable value.	Restrict
1404	Memory Device Error	Error	A memory device correction rate exceeded an acceptable value, a memory spare bank was activated, or a multibit ECC error occurred.	Restrict and Migrate
1703	Battery sensor detected a warning value	Warning	A battery sensor in the specified system detected that a battery is in a predictive failure state.	Restrict

**Table 2-1. Alert Cause and Recovery Action (continued)**

<b>Dell Event ID</b>	<b>Alert Description on SCOM/ SCE and PRO Tip in SCVMM</b>	<b>Severity</b>	<b>Alert Cause</b>	<b>Dell PRO Tip Recommended Remedial Action</b>
2048	Device Failed Error	Critical	A storage component such as a physical disk or an enclosure has failed. The failed component may have been identified by the controller while performing a task such as a rescan or a check consistency.	Restrict and Migrate
2056	Virtual Disk Failed	Critical	One or more physical disks included in the virtual disk have failed.	Restrict and Migrate
2057	Virtual Disk Degraded Warning	Warning	This alert message occurs when a physical disk included in a redundant virtual disk fails.	Restrict
2076	Virtual Disk Check Consistency Failed	Critical	A physical disk included in the virtual disk failed or there is an error in the parity information.	Restrict
2082	Virtual Disk Rebuild Failure	Error	A physical disk included in the virtual disk has failed or is corrupt.	Restrict

**Table 2-1. Alert Cause and Recovery Action (continued)**

<b>Dell Event ID</b>	<b>Alert Description on SCOM/ SCE and PRO Tip in SCVMM</b>	<b>Severity</b>	<b>Alert Cause</b>	<b>Dell PRO Tip Recommended Remedial Action</b>
2083	Physical Disk Rebuild Failed	Critical	A physical disk included in the virtual disk has failed or is corrupt.	Restrict
2094	Predictive Failure reported	Warning	The physical disk is predicted to fail.	Restrict
2100	Temperature exceeded Maximum Warning Threshold	Warning	The physical disk enclosure is too hot. A variety of factors can cause the excessive temperature.	Restrict
2101	Temperature dropped below Minimum Warning Threshold	Warning	The physical disk enclosure is too cool.	Restrict
2102	Temperature exceeded Maximum Failure Threshold	Critical	The physical disk enclosure is too hot. A variety of factors can cause the excessive temperature.	Restrict and Migrate
2103	Temperature dropped below the Minimum Failure Threshold	Critical	The physical disk enclosure is too cool.	Restrict and Migrate

**Table 2-1. Alert Cause and Recovery Action (continued)**

<b>Dell Event ID</b>	<b>Alert Description on SCOM/ SCE and PRO Tip in SCVMM</b>	<b>Severity</b>	<b>Alert Cause</b>	<b>Dell PRO Tip Recommended Remedial Action</b>
2112	Enclosure shutdown	Critical	The physical disk enclosure is either hotter or cooler than the maximum or minimum allowable temperature range.	Restrict and Migrate
2122	Redundancy degraded	Warning	One or more of the enclosure components has failed. For example, a fan or power supply may have failed.	Restrict
2123	Redundancy Lost	Warning	A virtual disk or an enclosure has lost data redundancy.	Restrict and Migrate
2125	Controller cache pinned for missing or offline VD	Warning	Controller getting disconnected from its VD, while IO is happening	Restrict
2129	BGI (Back Ground Initialization) Failed Error	Critical	BGI of a virtual disk has failed.	Restrict
2137	Communication Time-out Warning	Warning	The controller is unable to communicate with an enclosure.	Restrict and Migrate



**Table 2-1. Alert Cause and Recovery Action (continued)**

<b>Dell Event ID</b>	<b>Alert Description on SCOM/ SCE and PRO Tip in SCVMM</b>	<b>Severity</b>	<b>Alert Cause</b>	<b>Dell PRO Tip Recommended Remedial Action</b>
2145	Controller battery low	Warning	The controller battery charge is low.	Restrict
2169	The controller battery needs to be replaced	Critical	The controller battery cannot recharge. The battery may have been already recharged the maximum number of times. In addition, the battery charger may not be working.	Restrict and Migrate
2171	The controller battery temperature is above normal	Warning	The room temperature may be too hot. The system fan may also be degraded or failed.	Restrict
2174	The controller battery has been removed	Warning	The controller cannot communicate with the battery. The battery may be removed or the contact point may be degraded	Restrict and Migrate
2178	The controller battery Learn cycle has timed out	Warning	The controller battery must be fully charged before the Learn cycle can begin.	Restrict

**Table 2-1. Alert Cause and Recovery Action (continued)**

<b>Dell Event ID</b>	<b>Alert Description on SCOM/ SCE and PRO Tip in SCVMM</b>	<b>Severity</b>	<b>Alert Cause</b>	<b>Dell PRO Tip Recommended Remedial Action</b>
2187	Single-bit ECC error limit exceeded on the controller DIMM	Warning	The controller memory is malfunctioning.	Restrict and Migrate
2201	A global hot spare failed	Warning	The controller is not able to communicate with a disk that is assigned as a global hot spare. The disk may have failed or been removed.	Restrict
2203	A dedicated hot spare failed	Warning	The controller is not able to communicate with a disk that is assigned as a dedicated hot spare.	Restrict
2206	The only hot spare available is a SATA disk. SATA disks cannot replace SAS disks	Warning	The only physical disk available to be assigned as a hot spare is using SATA technology.	Restrict
2207	The only hot spare available is a SAS disk. SAS disks cannot replace SATA disks	Warning	The only physical disk available to be assigned as a hot spare is using SAS technology.	Restrict

**Table 2-1. Alert Cause and Recovery Action (continued)**

<b>Dell Event ID</b>	<b>Alert Description on SCOM/ SCE and PRO Tip in SCVMM</b>	<b>Severity</b>	<b>Alert Cause</b>	<b>Dell PRO Tip Recommended Remedial Action</b>
2213	Recharge count maximum exceeded	Warning	A virtual disk or an enclosure has lost data redundancy. In the case of a virtual disk, one or more physical disks included in the virtual disk have failed.	Restrict
2246	The controller battery is degraded	Warning	The temperature of the the battery is high. This maybe due to the battery being charged.	Restrict
2264	A device is missing	Warning	The controller cannot communicate with a device. The device may be removed.	Restrict
2265	A device is in an unknown state	Warning	The controller cannot communicate with a device. The state of the device cannot be determined.	Restrict and Migrate
2268	Storage Management communication Error	Critical	Storage Management has lost communication with a controller. This may occur if the controller driver or firmware is experiencing a problem.	Restrict and Migrate

**Table 2-1. Alert Cause and Recovery Action (continued)**

<b>Dell Event ID</b>	<b>Alert Description on SCOM/ SCE and PRO Tip in SCVMM</b>	<b>Severity</b>	<b>Alert Cause</b>	<b>Dell PRO Tip Recommended Remedial Action</b>
2272	Patrol Read found an uncorrectable media error	Critical	The Patrol Read task has encountered an error that cannot be corrected. There may be a bad disk block that cannot be remapped.	Restrict and Migrate
2273	A block on the physical disk has been punctured by the controller	Critical	The controller encountered an unrecoverable medium error when attempting to read a block on the physical disk and marked that block as invalid.	Restrict and Migrate
2282	Hot spare SMART polling failed	Critical	The controller firmware attempted to do SMART polling on the hot spare but was not able to complete the SMART polling.	Restrict and Migrate
2283	A redundant path is broken	Warning	The controller has two connectors that are connected to the same enclosure.	Restrict and Migrate
2289	Multi-bit ECC error on controller DIMM	Critical	An error involving multiple bits has been encountered during a read or write operation.	Restrict and Migrate

**Table 2-1. Alert Cause and Recovery Action (continued)**

<b>Dell Event ID</b>	<b>Alert Description on SCOM/ SCE and PRO Tip in SCVMM</b>	<b>Severity</b>	<b>Alert Cause</b>	<b>Dell PRO Tip Recommended Remedial Action</b>
2290	Single-bit ECC error on controller DIMM	Warning	An error involving a single bit has been encountered during a read or write operation.	Restrict
2292	Communication with the enclosure has been lost	Critical	The controller has lost communication with an enclosure management module (EMM). The cables may be loose or defective.	Restrict and Migrate
2293	EMM (Enclosure Management Module) Failure	Error	The failure may be caused by a loss of power to the EMM.	Restrict and Migrate
2298	The enclosure has a bad sensor	Warning	The enclosure has a bad sensor. The enclosure sensors monitor the fan speeds, temperature probes, and so on.	Restrict
2299	Bad PHY	Critical	There is a problem with a physical connection or PHY.	Restrict

**Table 2-1. Alert Cause and Recovery Action (continued)**

<b>Dell Event ID</b>	<b>Alert Description on SCOM/ SCE and PRO Tip in SCVMM</b>	<b>Severity</b>	<b>Alert Cause</b>	<b>Dell PRO Tip Recommended Remedial Action</b>
2300	Unstable Enclosure Failure	Critical	The controller is not receiving a consistent response from the enclosure.	Restrict and Migrate
2301	Enclosure Hardware Error	Critical	The enclosure or an enclosure component is in a Failed or Degraded state.	Restrict and Migrate
2302	The enclosure is not responding	Critical	The enclosure or an enclosure component is in a Failed or Degraded state.	Restrict and Migrate
2306	Bad block table is full	Warning	The bad block table is the table used for remapping bad disk blocks. This table fills as bad disk blocks are remapped.	Restrict
2307	Bad block table is full.	Critical	The bad block table is the table used for remapping bad disk blocks.	Restrict

**Table 2-1. Alert Cause and Recovery Action (continued)**

<b>Dell Event ID</b>	<b>Alert Description on SCOM/ SCE and PRO Tip in SCVMM</b>	<b>Severity</b>	<b>Alert Cause</b>	<b>Dell PRO Tip Recommended Remedial Action</b>
2310	A virtual disk is permanently degraded	Critical	A redundant virtual disk has lost redundancy. This may occur when the virtual disk suffers the failure of more than one physical disk.	Restrict and Migrate
2312	A power supply in the enclosure has an AC failure	Warning	The power supply has an AC failure	Restrict
2313	A power supply in the enclosure has a DC failure	Warning	The power supply has a DC failure.	Restrict
2314	The initialization sequence of SAS components failed during system startup. SAS management and monitoring is not possible.	Critical	Storage Management is unable to monitor or manage SAS devices.	Restrict and Migrate

**Table 2-1. Alert Cause and Recovery Action (continued)**

<b>Dell Event ID</b>	<b>Alert Description on SCOM/ SCE and PRO Tip in SCVMM</b>	<b>Severity</b>	<b>Alert Cause</b>	<b>Dell PRO Tip Recommended Remedial Action</b>
2318	Problems with the battery or the battery charger have been detected. The battery health is poor.	Warning	The battery or the battery charger is not functioning properly.	Restrict
2319	Single-bit ECC error on controller DIMM.	Warning	The dual in-line memory module (DIMM) is beginning to malfunction.	Restrict and Migrate
2320	Single-bit ECC error	Critical	The dual in-line memory module (DIMM) is malfunctioning.	Restrict and Migrate
2321	Single-bit ECC error. The controller DIMM is nonfunctional . There will be no further reporting	Critical	The dual in-line memory module (DIMM) is malfunctioning. Data loss or data corruption is eminent.	Restrict and Migrate



**Table 2-1. Alert Cause and Recovery Action (continued)**

<b>Dell Event ID</b>	<b>Alert Description on SCOM/ SCE and PRO Tip in SCVMM</b>	<b>Severity</b>	<b>Alert Cause</b>	<b>Dell PRO Tip Recommended Remedial Action</b>
2322	The DC power supply is switched off	Critical	The power supply unit is switched off. Either a user switched off the power supply unit or it is defective.	Restrict and Migrate
2324	The AC power supply cable has been removed	Critical	The power cable may be pulled out or removed. The power cable may also have overheated and become warped and nonfunctional.	Restrict and Migrate
2327	The NVRAM has corrupted data. The controller is reinitializing the NVRAM	Warning	The NVRAM has corrupted data. This may occur after a power surge, a battery failure, or for other reasons. The controller is reinitializing the NVRAM	Restrict and Migrate
2328	The NVRAM has corrupt data	Warning	The NVRAM has corrupt data. The controller is unable to correct the situation	Restrict and Migrate
2329	SAS port report	Warning	The text for this alert is generated by the controller and can vary depending on the situation.	Restrict and Migrate

**Table 2-1. Alert Cause and Recovery Action (continued)**

<b>Dell Event ID</b>	<b>Alert Description on SCOM/ SCE and PRO Tip in SCVMM</b>	<b>Severity</b>	<b>Alert Cause</b>	<b>Dell PRO Tip Recommended Remedial Action</b>
2337	The controller is unable to recover cached data from the battery backup unit (BBU)	Critical	The controller was unable to recover data from the cache.	Restrict
2340	The background initialization (BGI) completed with uncorrectable errors	Critical	The background initialization task encountered errors that cannot be corrected.	Restrict and Migrate
2342	The Check Consistency found inconsistent parity data. Data redundancy may be lost	Warning	The data on a source disk and the redundant data on a target disk is inconsistent.	Restrict and Migrate
2349	A bad disk block could not be reassigned during a write operation	Critical	A write operation could not complete because the disk contains bad disk blocks that could not be reassigned. Data loss may have occurred.	Restrict

**Table 2-1. Alert Cause and Recovery Action (continued)**

<b>Dell Event ID</b>	<b>Alert Description on SCOM/ SCE and PRO Tip in SCVMM</b>	<b>Severity</b>	<b>Alert Cause</b>	<b>Dell PRO Tip Recommended Remedial Action</b>
2350	There was an unrecoverable disk media error during the rebuild or recovery operation	Critical	The rebuild or recovery operation encountered an unrecoverable disk media error.	Restrict
2356	SAS SMP communications error	Critical	The text for this alert is generated by the firmware and can vary depending on the situation. The reference to SMP in this text refers to SAS Management Protocol.	Restrict
2357	SAS expander error	Critical	There may be a problem with the enclosure. Verify the health of the enclosure and its components.	Restrict
2387	Virtual disk bad block medium error is detected	Critical	Virtual disk bad blocks are due to presence of unrecoverable bad blocks on one or more member physical disks	Restrict and Migrate
2396	The Check Consistency detected uncorrectable multiple medium errors	Critical	Medium errors in the physical drives.	Restrict and Migrate

**Table 2-1. Alert Cause and Recovery Action (continued)**

<b>Dell Event ID</b>	<b>Alert Description on SCOM/ SCE and PRO Tip in SCVMM</b>	<b>Severity</b>	<b>Alert Cause</b>	<b>Dell PRO Tip Recommended Remedial Action</b>
2397	The Check Consistency completed with uncorrectable errors	Critical	Medium errors in the physical drives.	Restrict and Migrate
2416	Disk medium error detected	Warning	Disk medium error detected	Restrict
2417	There is an unrecoverable medium error detected on virtual disk	Critical	Unrecoverable medium error detected on virtual disk.	Restrict and Migrate
2,4 Driver Name: b06bdrv,ebdrv b57w2k,b57nd60 x, b57nd60a,l2nd	Dell OMNIC Broadcom Network Interface Link Down	Critical	The network link is down.	Restrict
13,27,29,70 Driver Name: elexpress, elqexpress, ixgbe, e1000	Dell OMNIC Intel Network Interface Link Down	Critical	Link has been disconnected.	Restrict

# Related Documentation and Resources

This chapter gives the details of documents and resources to help you work with the Pro Pack 2.1.

## Security Considerations

Operations Console access privileges are handled internally by SCOM/SCE. This can be setup using the **User Roles** option under **Administration** → **Security** feature on the SCOM/SCE console. The profile of the role assigned to you determines what actions you can perform and which objects you are able to manage. For more information on security considerations, see the *Microsoft System Center Operations Manager SP1/R2 and Microsoft Systems Centre Essentials 2007/2010 online help*.

## Other Documents You May Need

In addition to this guide, you can access the following guides available at [support.dell.com/manuals](http://support.dell.com/manuals). On the **Manuals** page, click **Software** → **Systems Management**. Click the appropriate product link on the right-side to access the documents.

- The *Dell OpenManage Server Administrator CIM Reference Guide* documents the Common Information Model (CIM) provider, an extension of the standard management object format (MOF) file. The CIM provider MOF documents supported classes of management objects.
- The *Dell OpenManage Server Administrator Messages Reference Guide* lists the messages that are displayed in your Server Administrator home page Alert log or on your operating system's event viewer. This guide explains the text, severity, and cause of each service alert message that Server Administrator issues.

- *The Dell OpenManage Server Administrator Command Line Interface User's Guide* documents the complete command line interface for Server Administrator, including an explanation of the command line interface (CLI) commands to view system status, access logs, create reports, configure various component parameters, and set critical thresholds.

For information on terms used in this document, see the Glossary at [support.dell.com/manuals](http://support.dell.com/manuals).

## Getting Technical Assistance

For customers in the United States, call 800-WWW-DELL (800-999-3355).



**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.

For information on technical support, visit [dell.com/contactus](http://dell.com/contactus). Additionally, Dell Enterprise Training and Certification is available; see [www.dell.com/training](http://www.dell.com/training) for more information. This service might not be offered in all locations.