Dell™ OEM Solution Version 1.0 – Microsoft® System Center Essentials Management Suite

Technical Information Sheet

DELL™

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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.

Contents

Microsoft SCE/SCVMM Integrated Solution

Dell™ is working with Microsoft® to provide the OEM version of the Microsoft System Center Essentials (SCE or Essentials) 2007 SP1 *and* Microsoft System Center Virtual Machine Manager (SCVMM or VMM) 2008.

You can use SCE and SCVMM either independently or with various Dell Management Packs (MPs) to get different levels of capabilities from your infrastructure.

This sections lists these capabilities.

The standalone Essentials with Dell Management Pack provides capabilities to manage various families of Dell hardware, such as:

- Dell PowerEdge™/PowerVault™ Server systems
- Dell business client systems (Dell Latitude®, Dell Optiplex®, and Dell Precision®)
- Dell printers
- Dell Modular storage devices

The standalone VMM provides a centralized, heterogeneous management solution for the Virtual datacenter.

The Microsoft SCE/SCVMM integrated solution has enhanced capabilities and provides you with the option to manage both physical and virtual environments from the same management console. The integrated solution enables Server Consolidation, Business Continuity, and Dynamic Provisioning.

You can use the integrated solution to access basic features of the Virtual Machine Management (VMM) from the Essentials console. You can also launch the Essentials diagram view from VMM console.

The Microsoft SCE/SCVMM integrated solution along with Dell Performance and Resource Optimization (PRO)-enabled Management Pack provides workload and application aware resource optimization for virtualized environment, minimizing downtime and accelerating time for resolution.

The *Essentials* Media kit has an installer option that allows you to install SQL Server 2005 Express on a 64-bit Windows Server™ 2008 operating system.

Prerequisites for Installing Essentials on Windows Server 2008

Install the hot fixes mentioned in this section *before* installing Essentials.

The System Center Operations Manager 2007 console may stop responding in Windows Server 2008 or in Windows Vista when you open the **Health Explorer** window. For more information, see KB article 951327.

NOTE: Apply this hotfix to computers on which the System Center Operations Manager/Essentials Administration Console role is installed/to be installed.

The Event Log service may stop responding because of a deadlock on a Windows Server 2008-based computer. For more information, see KB 952664.

NOTE: Apply this hotfix to computers on which the RMS, Management Server, Gateway Server, Essentials Server, and Agent roles are installed/to be installed.

A memory leak occurs in performance counters that are used to monitor Windows Server 2008-based computers. For more information, see KB article 951116.

NOTE: Apply this hotfix to computers on which the RMS, Management Server, Gateway Server, Essentials Server, and Agent roles are installed/to be installed.

An application may stop responding when it uses legacy methods to query performance counter values in Windows Vista or in Windows Server 2008. For more information, see KB article 953290.

NOTE: Apply this hotfix to computers on which the RMS, Management Server, Gateway Server, Essentials Servers and Agent roles are installed/to be installed.

For more information, see
http://www.microsoft.com/downloads/details.aspx?FamilyId=58529AF1-243D-41F5-B681-342AC04AA17B&displaylang=en

Installing the Integrated Solution on Dell Hardware

You can install the integrated solution in the following different ways:

- All components of Integrated Environment on a Single System
- Integrated Environment with User Consoles located on a remote system
- Integrated Environment with Essentials database on remote system
- Essentials and VMM Installation on different systems

All Components of Integrated Environment on a Single System

This installation option provides a better alternative for management and monitoring Dell hardware as all components of the integrated environment are available on single host.

Management Server installed with all components of Essentials and VMM

These are the advantages of having the integrated solution installed on a *single* system

- Eliminates some network-related issues
- Easier troubleshooting of setup-related issues.
- Easier maintenance of the infrastructure
- Reduced total cost of ownership as you do not have to dedicate multiple servers for the integrated solution
- Easy backup and restore capabilities

Tip:

- For information on system requirements and supported platforms for System Center Essentials, see
  http://technet.microsoft.com/en-us/library/bb422876.aspx
- For Release Notes for System Center Essentials 2007 SP1, see
  http://technet.microsoft.com/en-us/library/cc308579.aspx

Installing Essentials on a Dell PowerEdge System

1 Install Microsoft .NET 3.0:

For Windows 2008, install .NET 3.0 by adding .NET Framework 3.0 features from the **Server Manager**.

For Windows 2003, download .NET 3.0 from **http://www.microsoft.com/downloads/details.aspx?FamilyID=10cc340b-f857-4a14-83f5-25634c3bf043&displaylang=en**

To install .NET 2.0, download the latest .NET 2.0 for X86 Windows 2003 from **http://go.microsoft.com/fwlink/?LinkID=69740**

For X64 Windows 2003, download .NET 2.0 from **http://go.microsoft.com/fwlink/?LinkID=70274**.

2 To install IIS 7.0 on Windows Server 2008, do one of the following:

– Install Internet Information Services (IIS) 7.0 in Server Manager. When configuring IIS 7.0, select the **Web Server** check box to enable **Web Server Role services**. Then, under **Application Development** ensure that **Active Server Pages** (ASP) and **ASP .NET** are selected

– Use the following command line to install and configure IIS 7.0:

call start /w %SYSTEMDRIVE%\windows\system32\pkgmgr /l:log.etw /iu:IIS-WebServerRole;IIS-WebServer;IIS-CommonHttpFeatures;IIS-StaticContent;IIS-DefaultDocument;IIS-DirectoryBrowsing;IIS-HttpErrors;IIS-HttpRedirect;IIS-ApplicationDevelopment;IIS-ASPNET;IIS-NetFxExtensibility;IIS-ASP;IIS-CGI;IIS-ISAPIExtensions;IIS-ISAPIFilter;IIS-ServerSideIncludes;IIS-HealthAndDiagnostics;IIS-HttpLogging;IIS-LoggingLibraries;IIS-RequestMonitor;IIS-HttpTracing;IIS-CustomLogging;IIS-ODBCLogging;IIS-Security;IIS-BasicAuthentication;IIS-WindowsAuthentication;IIS-DigestAuthentication;IIS-ClientCertificateMappingAuthentication;IIS-IISCertificateMappingAuthentication;IIS-URLAuthorization;IIS-RequestFiltering;IIS-IPSecurity;IIS-Performance;IIS-HttpCompressionStatic;IIS-HttpCompressionDynamic;IIS-WebServerManagementTools;IIS-ManagementConsole;IIS-ManagementScriptingTools;IIS-ManagementService;IIS-IIS6ManagementCompatibility;IIS-Metabase;IIS-WMICompatibility;IIS-LegacyScripts;IIS-LegacySnapIn;IIS-

FTPPublishingService;IIS-FTPServer;IIS-FTPManagement;WAS-WindowsActivationService;WAS-ProcessModel;WAS-NetFxEnvironment;WAS-ConfigurationAPI

3   Install SQL Server 2005 SP2.

For X86 Windows 2003, X86 Windows 2008, and X64 Windows 2008 you can install SQL Express that is part of the installation media.

For X64 Windows 2003, *do not* use SQL Express that is part of the installation media.

4   Insert the *Essentials* DVD into the DVD drive.

5   Run **SetupSCE.exe** located in the root of the DVD.

6   Click **Read Release Notes** to read important information that might be needed during deployment.

7   On the **Start** page, click **Full Setup** to start the System Center Essentials Setup Wizard.

8   Follow the instructions on the wizard screen to complete the installation.

NOTE: You must complete the following steps before proceeding further. These steps are required for preparing Essentials for integration.

After installing Essentials, you must create a hard link using **fsutil.exe** tool.

NOTE: You can find the fsutil.exe at the same location where you installed Essentials.

Creating Hard Link Using fsutil.exe

• Launch **fsutil.exe** tool and create a hard link in the file system for the Operations Manager Console executable (**Microsoft.MOM.UI.Console.exe**) that will launch the Essentials console executable (**Microsoft.EnterpriseManagement.SCE.UI.Console.exe**).

• Create a hardlink by typing this command:

```
Fsutil hardlink create
microsoft.mom.ui.console.exe
microsoft.enterprisemanagement.sce.ui.console.exe
```

For more information on the Essentials Diagram View Integration with VMM Console, see **http://go.microsoft.com/fwlink/?LinkId=148206**.

Installing SCVMM Server on the Management Station Where Essentials is Already Installed

For more information, see
http://technet.microsoft.com/en-us/library/cc793149.aspx

Configuring Essentials 2007 SP1 Integration With VMM 2008

Run the setup from the *System Center Virtual Machine Manager 2008* DVD and select **Configure Operations Manager**.

This setup wizard automatically performs the following configuration items:

- Imports the management packs into Essentials database, required for integration.
- Grants necessary access to your Essentials server.
- Installs the VMM console.

    For more information on how to configure the integration of System Center Essentials 2007 with System Center Virtual Machine Manager 2008 (VMM), see **http://go.microsoft.com/fwlink/?LinkId=150214**.

Logging Into the VMM Console and Connecting to your VMM server

1 Open the **Administration** tab and select **System Center** from the left pane.

2 Right-click **Operations Manager Server** on the central pane.

3 Click **Modify**.

4 In the **Operations Manager Server** window, type the name of the Essentials server and click **OK**.

   For more information, see:
    http://technet.microsoft.com/hi-in/library/cc956099(en-us).aspx

This completes the integration of SCE and SCVMM on a single system

Integrated Environment with User Consoles Located on a Remote System

This installation option enables you to use Essentials and VMM remotely by installing the user consoles of the two products on different systems.

Management Server installed with Essentials and VMM

Essentials and VMM Consoles installed on remote system
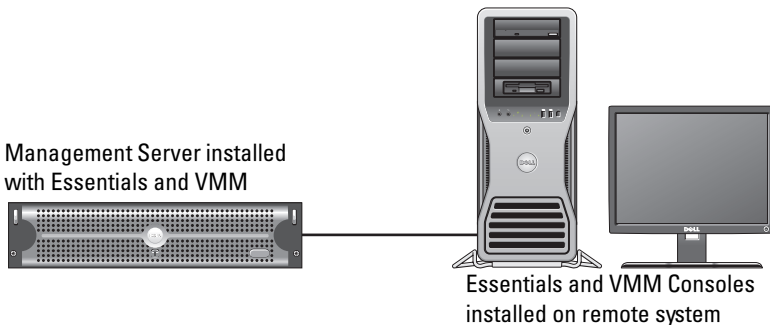
To install this option:

1 Complete the procedure defined in "All Components of Integrated Environment on a Single System."

2 Install Essentials Server on the management station. Follow steps given in "Installing Essentials on a Dell PowerEdge System."

3 After installing Essentials, you must create a hard link using fsutil.exe tool. See "Creating Hard Link Using fsutil.exe."

4 Install SCVMM Server. For more information, see http://technet.microsoft.com/en-us/library/cc793149.aspx

Installing and Connecting to the Essentials User Console

📝 **NOTE:** Ensure that the user console for both Essentials and VMM are installed on same remote system.

1 On the *System Center Essentials* DVD, double-click **SetupSCE.exe**.

2 Select the **User Interface** option in the Essential installation wizard.

3 Follow the instructions on the wizard to complete the installation.

4 Launch **Essentials**.

   The **Connect to Server** dialog box is displayed.

5 In **Server name**, type the computer name of the System Center Essentials Management Server to which you want the Essentials 2007 console to connect.

Installing and Connecting to the SCVMM 2008 User Console

1 Launch the **VMM 2008 Setup Wizard**.

2 Select **User Console** and follow the instructions on the wizard to complete the installation.

3 After installation is complete, launch **VMM User Console**.

4 In the Console window provide the host name of the VMM Server Host to connect to it.

Integrated Environment with Essentials Database on Remote System

In this installation option, Essentials and VMM 2008 are installed on one system while the Essentials database is located on the remote system.

Management Server installed
with Essentials and VMM

SQL Server 2005 SP2 working as
database server for the SCE MS

This scenario is useful if you have a centralized database server.

1 Install Essentials on the management station as defined in "Installing Essentials on a Dell PowerEdge System."

   ✍ **NOTE:** Install only the SQL Reporting Server component of the database on the management station. For more information on how to install and configure SQL Reporting Server, see http://support.microsoft.com/kb/938245.

2 To install Essentials with remote database, during the installation, select the remote database instance instead of local database instance, in the **Database Instance Selection** pane of Essentials installation wizard.

   ✍ **NOTE:** For Information on configuring the SQL Database for remote connection, see http://support.microsoft.com/kb/914277.

3 After installing Essentials, you must create a hard link using fsutil.exe tool. See "Creating Hard Link Using fsutil.exe."

4 To install VMM with remote database, select the remote database instance instead of local in the **Database Instance Selection** pane of VMM installation wizard.

> ✍ **NOTE:** For information on configuring the SQL Database for remote connection, see http://support.microsoft.com/kb/914277.
> For information on installing VMM server, see
> http://technet.microsoft.com/en-us/library/cc793149.aspx.

5 Run **setup.exe** from the *System Center Virtual Machine Manager 2008* DVD.

6 Select **Configure Operations Manager**.

This setup wizard automatically performs the following configuration items:

- Imports all management packs into the Essentials database required for integration.
- Grants the necessary access to your Essentials server.
- Installs the VMM console.

For more information on Configure Operations Manager (Essentials) with VMM 2008, see **http://go.microsoft.com/fwlink/?LinkId=150214**.

For information on:

- Configuring SQL Server 2005 to allow remote connections, see **http://support.microsoft.com/kb/914277**
- Configuring the Reporting Server, see **http://support.microsoft.com/kb/938245**

Installing Essentials and VMM on Different Systems

This installation option allows you to integrate Essentials and VMM installed on multiple systems.
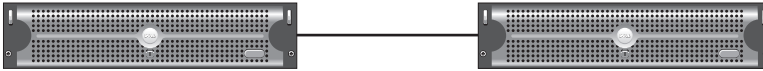
Essentials Management Server. VMM Console installed here for integration

SCVMM Management Server

1 Install Essential on the management station. For more information, see "Installing Essentials on a Dell PowerEdge System."

2 After installing Essentials, you must create a hard link using fsutil.exe tool. See "Creating Hard Link Using fsutil.exe."

3 Install VMM 2008 Server. For more information, see **http://technet.microsoft.com/en-us/library/cc793149.aspx**.

4 Install VMM user console and integrate the Essentials system by running the Configuration Operations Manager wizard from the VMM Installation CD on the Essentials Host.

   For more information, see **http://technet.microsoft.com/en-us/library/cc956099.aspx**.

   This integrates Essentials and VMM when they are installed on multiple systems.

Dell Management Packs for Monitoring and Managing Dell Hardware with Essentials and SCVMM

Dell Management Pack Version 3.1.1

Download this Management Pack from **http://support.us.dell.com/support/downloads/format.aspx?releaseid=R214547**.

The following management packs are available as part of Management Pack version 3.1.1 to manage Dell Hardware:

- Dell Server and Printer Management Pack: You can use Dell Server and Printer management pack to discover and manage Dell PowerEdge/ PowerVault Server systems, Out-Of-Band DRAC and Chassis Management Controller (CMC), and Dell printers. Dell servers are discovered through Microsoft Windows Active Directory®-based discovery while Dell printers, CMC, and DRAC are discovered using SNMP.

- Dell Client Management Pack: Dell Client management pack is used to discover and manage Dell client systems, such as Dell Precision®, Dell Latitude and Dell Optiplex systems. Dell client systems are discovered through Windows Active Directory-based discovery.

  NOTE: Dell Vostro® systems are not classified as Dell Devices if you discover them with Dell Client Management Pack version 3.1.1.

- Dell Storage Management Pack: Use this management pack to discover and manage Dell PowerVault MD storage devices like MD 3000, MD 3000i and daisy-chained MD1000.

Dell Performance and Resource Optimization Management Pack (PROPack)

You can download PROPack version 1.0 from:

http://support.us.dell.com/support/downloads/format.aspx?releaseid=R217520

Dell PRO-enabled Management Pack for SCVMM 2008 provides dynamic performance and resource optimization (PRO) for virtualized environments with supported Dell hardware.

Features of Dell Management Packs

Dell Server and Printer Management Pack

This management pack

- Discovers and monitors Dell PowerEdge (monolithic and modular) and PowerVault systems running Server Administrator versions 5.3 (minimum) and later.

- Provides support for discovery and monitoring of out-of-band DRAC 5, DRAC /MC, CMC, and Dell printers.

  NOTE: You cannot discover or monitor out-of-band DRAC 4 with this management pack.

- Provides enhanced attribute support for storage controllers, their components, and health roll-up status (for servers).

- Groups Dell systems that do not have Server Administrator installed, have unresponsive instrumentation service, or have Server Administrator earlier than 5.3 under the **Unknown** category.

- Displays alerts for events received from Dell OpenManage Server Administrator (including the Server Administrator Storage Management) for Dell PowerEdge systems.

- Provides trap support for DRAC 5, DRAC/MC, and CMC

- Provides tasks for:

  – Launching Server Administrator

  – Launching Dell Printer Console

  – Launching CMC and DRAC consoles

  – Clearing Embedded Server Management (ESM) logs for Dell systems

  – Advance power control tasks for Dell systems with baseboard management controller (BMC)

- Provides reports for ESM and BMC log, Windows event log, firmware and driver version for selected systems, and RAID and BIOS configuration settings based on the selected server and attribute.

- Allows you to customize and configure Dell devices for discovery and monitoring

NOTE: For a list of supported Dell printers, see the readme of the respective Dell Management Pack.

Dell Client Management Pack

- Discovers Dell client systems (Dell Latitude, Optiplex, and Precision) with OpenManage Client Instrumentation (OMCI) version 7.5 A03

- Displays alerts for events received from OMCI

- Provides tasks for client system shutdown and reboot

- Allows you to customize and configure Dell client system for discovery and monitoring

Dell Storage Management Pack:

- Discovers and monitors health of components and displays alerts for Dell MD 3000 and MD 3000i Storage Arrays (out-of-band and in-band)

- Discovers Dell PowerVault MD1000™, which is daisy-chained to Dell MD3000/MD3000i storage arrays

- Manages alerts from Dell MD3000 and Dell MD3000i storage arrays.

Dell Performance and Resource Optimization Management Pack (PROPack)

VMM 2008 integrates with the Dell OpenManage suite through Essentials Server to simplify the management of Microsoft Hyper-V® virtualized environments based on Dell Servers. This integration is based on Dell PROPack capabilities that allow Dell OpenManage health alerts to pass from Essentials to VMM 2008 as PROTIPS and recovery actions to be driven from VMM 2008. Dell PROPack recovery actions minimize downtime of critical services hosted on Dell server infrastructures. PROTIPS recommend remediation actions, such as migration of virtual machines to a healthy host or placing the host in to maintenance mode depending on the health state of the server host.

Dell Server PROPack version 1.0 supports systems running Windows Server 2008 x64 based Hypervisors by continuously monitoring the health of virtual environment.

With the integrated solution, administrators can use a single console to help centralized management of physical resources and virtualized business services.

NOTE: For more information, see the *Dell Management Pack* and *PROPack User's Guides* at **http://ftp.dell.com/sysman/** or **ftp://ftp.dell.com/sysman/**.

Installing Dell Management Pack and PRO Management Pack

To import Dell Management Pack and PROPack, use the Essentials **Import Management Pack** wizard:

1 Download the Management Packs from the Dell Support website.

   – Download Dell Management Pack's version 3.1.1 for managing Dell Devices.

     http://support.us.dell.com/support/downloads/format.aspx?releaseid=R214547

   – Download Dell PROPack Version 1.0 for Dell Servers.

     http://support.us.dell.com/support/downloads/format.aspx?releaseid=R217520

   NOTE: The management packs are self-extracting **.exe** files.

2 Copy the downloaded file to a destination directory on your local system's hard drive.

3 Open the self-extracting **.exe** file to extract all of the management packs.

4 Click **Start→ Programs→ System Center Essentials 2007** and select **System Center Essentials 2007 Console**.

5 In the **Operations Console**, click **Administration** on the navigation pane.

6 Expand the **Administration** tree, right-click **Management Packs**, and select **Import Management Packs**.

7 Type or browse to the location of the Management Pack files, which is usually the same location to which you downloaded and extracted the contents of the self-extracting .exe file.

8 Select a management pack you want to import and click **Open**.

   The **Import Management Packs** screen is displayed.

9 Click **Import** to complete the task.

Known Issues

To see the KB articles mentioned in this section, see
http://support.microsoft.com/kb/<***KB number***>

Standalone Essentials Environment–Known Issues

- For information on systems that do not receive updates from the WSUS server, see KB article 954960.

- For information on the **Monitoringhost.exe** process that may consume all the CPU resources when a large amount of performance data is created by using a managed data source module in **System Center Operations Manager 2007**, see KB article 954903.

- For information on the reporting functionality in System Center Essentials 2007 Service Pack 1 stops responding after you apply security update 948109 on the Windows Essential Business Server Management Server, see KB article 957755

- For description of the hotfix roll-up package for System Center Operations Manager 2007 Service Pack 1 and for System Center Essentials 2007 Service Pack 1: July 25, 2008, see KB article 954049

- Event ID 31569 is logged after you install a management pack that includes reports on a System Center Operations Manager 2007 SP1 server or on a System Center Essentials 2007 SP1 server. See KB article 954643

- For information on using diagnostic tracing in System Center Operations Manager 2007 and in System Center Essentials 2007, see KB article 942864

- For information on these error messages in System Center Operations Manager 2007 or in System Center Essentials 2007: **The setup wizard was interrupted before System Center Operations Manager 2007 could be installed** or **The client has been disconnected from the server**, see KB article 949448

- For information on the error message that is displayed when you start a Remote Assistance task from the Essentials console of Microsoft System Center Essentials 2007 Service Pack 1 on a Windows Vista-based computer or on a Windows Server 2008-based computer, see KB article 956890

- The background color of a System Center Operations Manager 2007 report or of a System Center Essentials 2007 report may be black. See KB article 946420

- Updates cannot be distributed to managed hosts, or you cannot import updates directly from partners when you import updates from partner catalogs in System Center Essentials 2007. See KB article 937467

- For information on support for running System Center Operations Manager 2007 Service Pack 1 and System Center Essentials 2007 Service Pack 1 on a Windows Server 2008-based computer, see KB article 953141

- The Root Management Server (RMS) of System Center Operations Manager 2007 Service Pack 1 or Essentials 2007 Service Pack 1 becomes unstable or unusable if a management pack is imported. For more information, see KB article 951526

- For information on issues that are fixed in System Center Essentials 2007 Service Pack 1, see KB article 949389

- The reporting console stops responding when you generate a report in System Center Operations Manager 2007 or in System Center Essentials 2007. For more information, see KB article 946422

- For information on issues that are fixed in System Center Operations Manager 2007 Service Pack 1, see KB article 944443

- The Essentials SP1 Installer is enabled for Windows 2003 SP2 x64 operating system with the **Next** button enabled but the Installer FAILS.

  Essentials 2007 requires installation of x64 SQL Server 2005 reporting services instance (either Standard or Enterprise Edition) on the same server on which you are installing Essentials. Essentials 2007 also requires either a local x64 SQL Server 2005 database services instance (either Standard or Enterprise Edition) or a remote x86 or x64 SQL Server 2005 database services instance (either Standard or Enterprise Edition).

  During the Essentials setup on Windows Server 2003 x64 Edition, on the **Database Type** screen, the option for Essentials setup to install SQL Server 2005 Express Edition is disabled. This option is only available on the x86 version of SQL Server 2005 Express with Advanced Services. Installing x86 SQL Server Reporting Services and x64 Windows Server Update Services on Windows Server 2003 x64 Edition is not a supported configuration.

  If all three options on the **Database Type** screen are disabled, but the **Next** button is still enabled, do not click the **Next** button ~~and~~ to proceed with the installation. Instead, install x64 SQL Server 2005 Reporting Services locally on the system on which you are installing Essentials and a

supported SQL Server database services instance and reattempt the Essentials setup. This will detect the supported reporting services, and the Database Services instance, the local, and remote SQL Server instance options are enabled. The setup successfully installs Essentials 2007 on Windows Server 2003 x64 Edition.

- Enabling RPC over HTTP on 64-bit Internet Information Services 7.0 Web Server results in application pool failures. Due to this issue, installation of Essentials 2007 SP1 with SQL Express on Windows Server 2008 X64 fails.

  For more information about this issue, see the KB article at **http://support.microsoft.com/kb/970259**.

Standalone VMM Environment–Known Issues

- For recommended hot fixes for System Center Virtual Machine Manager 2008, see KB article 962941.

- Adding a Virtual Server 2005 R2 host as a managed host in SCVMM 2008 may limit management of virtual machines through the Virtual Server Administrative website. For more information, see KB article 961002.

- The physical-to-virtual (P2V) process fails at 40% when you try to run the P2V process by using Microsoft System Center Virtual Machine Manager 2008 on a source computer that is running Windows XP. For more information, see KB article 960262.

- Virtual Server or Hyper-V host may have a status of **Not Responding** or **Needs Attention** because of **Restricted Groups** group policy setting. For more information, see KB article 969164

- You cannot import a virtual machine by using Hyper-V Manager or System Center Virtual Machine Manager (SCVMM) on a Hyper-V server. For more information, see KB article 968968

- SCVMM Admin Console crashes with errors 19999 and 1 logged in VMManager.evtx. For more information, see KB article 969269

- For information on restoring a virtual machine using VSS Generates Event ID 6008 (Unexpected Shutdown), see KB article 968692

- You cannot import a virtual machine by using Hyper-v Manager or System Center Virtual Machine Manager (SCVMM) on a Hyper-V server. For more information, see KB article 968968

Integrated Essentials and VMM Environment–Known Issues

- Physical-to-virtual conversion displays the following error messages.

  - Error (3154) An internal error has occurred trying to contact an agent on the server.

  - Internal error code: 0x8099319E

  Recommended Action:

  - Ensure the agent is installed and running. Ensure the WMI service is installed and running, then restart the agent.

  Workaround:

  a Go to **Regedit→ HKLM\Software\Microsoft\Microsoft System Center Virtual Machine Manager Server\Settings**.

  b Create a new **DWORD** registry entry named **P2VBITSTcpPort** and assign a decimal value as **443** to the registry entry.

  c Go to system services (**services.msc**) and restart Virtual Machine Manager Service.

  These tasks can be performed successfully from SCVMM without virtual guest services

- Essentials installation with SQL express on X64 bit operating system fails.

  Essentials 2007 installation may fail on Windows Server 2008 x 64 editions when using SQL Server 2005 Express. This issue occurs when the RPC over HTTP Proxy feature is enabled on a Windows Server 2008 x 64 edition servers. Due to this feature, x86 work processes in IIS will no longer start without a configuration change. If x86 work process cannot start, SQL Server 2005 Express Edition Reporting Services cannot function properly. If SQL Server 2005 Express Edition Reporting Service is not functioning properly, Essentials setup will not complete successfully.

  For information on the workaround for this issue, see the following KB articles from Microsoft:

  KB970259: **http://support.microsoft.com/kb/970259**

  KB 970783: **http://support.microsoft.com/kb/970783**

Dell Management Packs–Known Issues

This section provides information on open issues with the Dell Management Pack for Essentials.

- The SCOM console displays a run time error with the following message: `Runtime Error! Program:`

  `C:\Program Fil... R6025 - pure virtual function call.`

  For more information, see **http://support.microsoft.com/kb/951526/en-us**.

- The SCOM console displays a Health service error message:

  `Health service host process has stopped working.`

  The error message: `Health service Host Process encountered a problem and needed to close"` error message displays frequently.

  For more information, see **http://support.microsoft.com/kb/951526/en-us**.

  As a result of this Health Service Crash, you may experience unexpected behavior in the discovery and monitoring of Dell devices.

- Reports Not Deployed and Report generation display error messages

  Immediately after importing the Dell Server and Printer Management Pack, if you import any Dell report, the error message **Cannot initialize report. The item "/Dell.connections.001/Dell.Connections.Report.* log" cannot be found** is displayed.

  This may be due to the following reasons:

  – RMS, Reporting, and Database servers do not match the recommended configuration.

  – System Center Operations Manager takes time to deploy the reports.

    Microsoft has provided a hotfix to deploy the reports in a few minutes. For more information, see **http://support.microsoft.com/kb/954643/en-us**.

- Health service crashes while running the discovery wizard. This is a Microsoft issue where the Discovery wizard displays an exception **IPC failed to connect** when the health service is unavailable. Health service may be unavailable due to invalid configurations of RMS server as agents of multiple management groups.

- You may not able to execute IPMISH tasks when BMU is installed in a non-default location. Tasks such as Dell MP Power and LED Identification only use the impish executable in the default **C:\Program Files\Dell\SysMgt\bmc** folder. On a 64-bit OpenManage install, or custom directory install, these tasks may not function. See the *Dell Management Pack Version 3.1 For Microsoft System Center Operations Manager 2007 SP1 and System Center Essentials 2007 SP1 User's Guide.*

- You cannot sort Dell alerts on the **Age** column selection. Previous Management Packs and User Personalization settings can override Dell Management Pack version 3.1.1 **View** settings. This is stored in the registry path HKEY_CURRENT_USER\Software\Microsoft\Microsoft Operations Manager\3.0\Console\ %GUID%. AlertView\Age. If this is deleted, the new registry folder will be created from the new Management Pack or you can edit the sort flags **IsSortable** and **IsSorted to 1**.

- Dell Printer and DRAC objects may include other objects under it in Dell Diagram view in Essentials.

  The Essentials Network Device Monitoring Library discovers and monitors certain network device components, which are also included in Dell diagram views.

- Operations Manager Health Service may stop due to certain monitor thresholds. The workaround for this issue is to modify the following threshold settings for the monitors:

  a Go to the **Authoring** pane

  b Select **Authoring**→ **Management Pack Objects**→ **Monitors**.

  c Select Target as **Agent**.

  d Select **Entity Health**→ **Performance**→ **Health Service Performance**.

    - Right-click **Health Service Handle Count Threshold**.
    - Select **Overrides**→ **Override the Monitor**→ **For a Group**.
    - Select **Management Server Computer Group**.
    - Override the following parameters:
      - Agent Performance Monitor Type - Threshold
      - **Override Setting** value from 2000 to 10000
      - Enabled - **Override Setting** value to **true**
    - Apply the settings.

  e Select **Entity Health**→ **Performance**→ **Health Service Performance**

    - Right-click **Health Service Private Bytes Threshold**.
    - Select **Overrides**→ **Override the Monitor**→ **For a Group**.
    - Select **Management Server Computer Group**.
    - Override the following parameters
      - Agent Performance Monitor Type - Threshold
      - **Override Setting** value from 104857600 to 1610612736
      - Enabled - **Override Setting** value to **true**
    - Apply the settings.

- The IPMI Power control and LED Identification tasks shipped with the Dell Management Pack require BMU 2.0 or later to be installed on the Operations Manager Management Server. It also requires default BMC credentials and default path (**C:\Program Files\Dell\SysMgt\bmc**), which cannot be modified.

  If your systems have different BMC credentials, install BMU 2.0 on the Operator Console system and create new console tasks in the authoring pane targeted on **BMC for Dell Server**.

  Select **Create new task→ Console Tasks - CommandLine** and set the following command line parameters:

  – Application: Type the path of application "ipmish.exe" (For example, **C:\Program Files\Dell\SysMgt\bmc\ipmish.exe**)

  – Parameters: for example:

    -ip $Target/Property[Type= "Dell.Connections00130025!Dell.Connections. ServerBMC"]/BMCIPAddress$ -u %BMCUserName% -p %BMCPassword% -k %BMCKGKey% %IPMITaskString%

  The above BMCIPAddress string can be populated by selecting the drop down button indicating **BMC IP Address**.

  Update the BMC credentials

  - %BMCUserName%, %BMCPassword%, %BMCKGKey% %IPMITaskString%

  - "power status" for CheckPowerStatus Task

  - "power on" for PowerOn Task

  - "power off" for PowerOffGrace Task

  - "power off -force" for PowerOffForce Task

  - "power cycle" for PowerCycle Task

  - "power reset" for PowerReset Task

  - "identify on" for LEDOn Task

  - "identify off" for LEDOff Task

- Operations Manager cannot discover DRAC in-band on Dell PowerEdge *xx*55 systems with modular chassis. Out-of-band is supported for DRAC/MC and DRAC 5 only.

- Dell Management Pack Diagram Views display blank screen intermittently. This also happens when you refresh the screen. This is a known Microsoft issue.

- Virtual Disk Group Name for Physical Disk is not displayed correctly. This happens when there are more than two physical disks and each physical disk has a name typically more than 16 characters.

- Operations Manager does not update the status of OpenManage Services. It displays the health of the service as green when the service start mode is **Disabled**.

- Printer attributes **cover status** and **status** display numeric values instead of strings.

- The correct health status of the discovered components is not seen after the initial discovery cycle in System Center Essentials, until the next health polling cycle. Restart the Operations Manager health service on the managed system to get the correct health status of the discovered components.

- The Printers 3010CN and 5100CN are not supported in Management Pack version 3.1.1.

Known Issues Applicable in Other Languages

French

On the Essentials Console, the **Virtual Machine Status** tab, **Shutdown** and **Stop** are both displayed as **Arrêter**.

Spanish

On the Essentials Console:

- The Discovery wizard string is truncated
- The string **procedimientos** is truncated on the **Software Introduction** page.

- On the **Discovery** wizard, the text on the **Cancelar selección** button is truncated.
- In the **Group** selection for the **Updates Group** selection for approval, the text is incorrectly displayed as **desinstalar** instead of **instalar**.

  All status of updates display incorrectly.

Useful Microsoft Links and other Resources

- Recommended hot fixes for SCVMM 2008:
  http://support.microsoft.com/?kbid=962941
- Management Packs required for VMM 2008 and Essentials integration.

  http://www.microsoft.com/downloads/details.aspx?FamilyID=d6d5cddd-4ec8-4e3c-8ab1-102ec99c257f&displaylang=en

  http://support.microsoft.com/kb/938245

  http://technet.microsoft.com/hi-in/library/bb437322(en-us).aspx
- Essentials release notes:

  http://technet.microsoft.com/en-us/library/cc308579.aspx
- Essentials supported configuration:

  http://technet.microsoft.com/en-us/library/bb422876.aspx
- Essentials Update management

  http://technet.microsoft.com/en-us/library/bb422979.aspx
- VMM system requirements:

  http://technet.microsoft.com/en-us/library/cc764328.aspx
- VMM 2008 release notes:

  http://download.microsoft.com/download/8/c/6/8c68203a-1e98-4222-af02-05619e2970b3/Virtual%20Machine%20Manager%202008%20Release%20Notes.htm

Useful Dell Links and other Resources

- Dell Update Package (DUP) typically contains feature enhancements or changes that will help keep your system software current and compatible for the corresponding system modules (firmware, BIOS, drivers, and software).

  To execute a software deploy on Dell Hardware you should have the corresponding DUP. DUPs are available at **http://support.us.dell.com**.

NOTE: Download and install any prerequisites identified in the dialog window before proceeding.

- Dell Server Update Catalog is a **.cab** file containing DUPs applicable for all supported Dell systems, which contain feature enhancements or changes that help keep your system and software current and compatible for the corresponding system modules (firmware, BIOS, drivers and software).

  To execute an update tasks on Dell Hardware you should have Dell Server Update catalog. These catalogs are available at **http://ftp.dell.com/catalog/** or **ftp://ftp.dell.com/catalog/**.

NOTE: Download and install any prerequisites identified in the dialog window before proceeding.

Best Practices for the SCE/SCVMM Integrated Solution

- In Windows Computer Tasks in Essentials console, run **Detect Software and Updates Now**.

  This will detect the software and updates available for that particular system.

- If imported updates are declined, then those will be removed from the current view. Also you will not be able to import these updates again from catalog file. To see declined updates:

  a   Right-click **Updates**.

  The **Create New Updates View** wizard is displayed.

  b   Select **With Specific Updates** and click **Any**.

  c   On the dialog box, select **Declined Updates**.

  This creates a **New View** displaying all declined updates.

- If you installed the operating system using the VMM wizard, store the **.iso image** of operating system in the library server.

Supported Dell Hardware

- All *x*8*xx* to *xx*1*x* PowerEdge and PowerVault systems as managed devices
- All *x*9*xx* to *xx*1*x* PowerEdge systems as management station.
- Dell Remote Access Controllers—DRAC 4, DRAC 5, DRAC/MC, iDRAC Modular, and Chassis Management Controllers (CMC)—part of the Dell PowerEdge systems.
- All currently shipping client systems—Latitude, Optiplex, and Precision systems
- Dell Printers mentioned as supported in the Dell Server and Printer Management Pack readme.
- Dell Modular Storage Devices, such as MD3000, MD3000i and daisy-chained MD1000.

NOTE: iDRAC6 Enterprise and iDRAC 6 Express are not supported by Dell Management Packs version 3.1.1.

NOTE: iDRAC and CMC on PowerEdge Modular *xx*1*x* systems are not supported with Management Pack version 3.1.1.