##

DELL(TM) OPENMANAGE(TM) IT ASSISTANT VERSION 8.2 README

##

NOTE: Dell OpenManage Systems Management software, including
IT Assistant and its documentation, is available = on the "Dell
Systems Management Tools and Documentation" DVD and on the Dell
Support website at "support.dell.com."

IT Assistant provides a central point of access to monitor and manage
systems on a local area network (LAN) or the wide area network (WAN).
By allowing an administrator a comprehensive view across the
enterprise, IT Assistant can increase system uptime, reduce
repetitive tasks, and prevent interruption in critical business
operations.

This file contains updated information for your "Dell OpenManage
IT Assistant User's Guide" and any other technical documentation
included with IT Assistant.

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This file contains the following sections:

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##
CRITICALITY
##

2 - Recommended

Dell recommends applying this update during your next scheduled update
cycle. The update contains feature enhancements or changes that will
help keep your system software current and compatible with other

system modules (firmware, BIOS, drivers and software).

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COMPATIBILITY/RECOMMENDED REQUIREMENTS
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Minimum Supported Operating System Requirements for IT Assistant
(by Enterprise Size)

Small (up to 500 Managed Systems):

- Microsoft(R) Windows(R) XP Professional with SP2

- Windows 2000 with SP4 (Server and Advanced Server Editions)

- Windows Server(R) 2003 with SP2

- Windows Server 2003 R2 (Standard, Enterprise, and Web Editions)

- Windows Vista(R) (Business and Enterprise Editions)
  NOTE: If you run Internet Explorer in Protected Mode on Windows
  Server 2008, Internet Explorer cannot gain write access to the files
  in a user's profile or system locations. Due to this reason, the
  exported data from IT Assistant to these locations is not
  visible in the expected location. You can view files created by
  IT Assistant on the user's profile from the virtualized
  "UserProfile" folder
  ("%userprofile%\AppData\Local\Microsoft\Windows\Temporary Internet
  Files\Virtualized\{system drive letter}\Users\{username}").

Large (500+ Managed Systems):

- Windows Server(R) 2008 (includes Standard, Enterprise, and Web
  editions)

  NOTE: Microsoft Windows Server 2008 is scheduled to be available in
  the first half of 2008. For the latest information, see
  http://www.microsoft.com/windowsserver2008/default.mspx.

  NOTE: If you run Internet Explorer in Protected Mode on Windows
  Server 2008, Internet Explorer cannot gain write access to the files
  in a user's profile or system locations. Due to this reason, the
  exported data from IT Assistant to these locations is not visible
  in the expected location. You can view files created by IT Assistant
  on the user's profile from the virtualized "UserProfile" folder
  ("%userprofile%\AppData\Local\Microsoft\Windows\Temporary Internet
  Files\Virtualized\{system drive letter}\Users\{username}").

  For more information on this issue, see
  "http://msdn.microsoft.com/library/default.asp?url=/library/
  en-us/IETechCol/dnwebgen/ProtectedMode.asp"

- Windows Server 2003 with SP2

- Windows 2000 Server with SP4

- Windows Server 2003 R2 (Standard and Enterprise Editions)

Recommended Minimum Hardware Configuration for IT Assistant
(by Enterprise Size)

Small (up to 500 Managed Systems):

 - Processor: 1 processor (1.8-GHz minimum)

- Memory: 1-2 GB

- Disk Space: at least 4 GB

Large (500+ Managed Systems):

- Processor: 2 to 4 processors (800-MHz minimum)

- Memory: 2-4 GB

- Disk Space: as much as 10 GB

NOTE: The disk space needed may increase based on the:
     * Number of Dell Update Packages you import for software
       update.
     * Number of MSI files you import for software deployment
     * Amount of performance monitoring sample data you collect

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Recommended Operating System Updates
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* If you have set up WMI discovery and enter incorrect credentials,
  the memory consumed by the IT Assistant services keeps increasing.
  After running for a few days, this could cause IT Assistant
  services to crash due to insufficient memory. This has been traced
  to memory leaks in the underlying COM libraries.

  Affected operating system:

  Windows 2000 SP4
  For more information, see the Microsoft KB articles at:
   http://support.microsoft.com/?kbid=891861
   http://support.microsoft.com/kb/891861/en-us

* If you have set up WMI discovery/performance monitoring, the memory
  consumed by IT Assistant services keeps increasing. If
  performance monitoring is run for a few days, it could
  cause IT Assistant services to crash due to insufficient memory.

Affected operating system:

- Windows Server 2003 SP1
- Windows XP SP2

   For more information, see the Microsoft KB at:
   http://support.microsoft.com/kb/911262/en-us

Additional Software Required to Run Some Features of IT Assistant
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* For Dell/EMC storage arrays, ensure your array is FLARE(R)
  version 19 or above. You should also install Navisphere(R) Secure
  CLI (version 19 or above) on your management station.

  NOTE: This CLI software is part of the IT Assistant install.

Recommended SQL Server Updates

SQL Server 2000 SP3 is required for using SQL Server 2000 as the
default database.

SQL Server 2005 SP1 is required for using SQL Server 2005 as the
default database.

##
RELEASE HIGHLIGHTS
##
* Intelligent auto-download for online updates
  You can configure IT Assistant to download only those packages and
  bundles that apply to one or more managed systems on your network.

* Simplified Repository View
  The repository view will display only those update packages and
  bundles that apply to the systems on your network. To view all
  available update packages and bundles (as in the earlier versions
  of IT Assistant), select the "Classic View."

* Compliance Tool
  You can use the IT Assistant user interface to retrieve a report
  about device compliance. Select "Tools"-> "Compliance Tool."
  The report contains information about each managed system for the
  packages/bundles imported in the IT Assistant repository.
  See "Compliance" for more information.

* Dynamic update of virtual machines inventory when a virtual machine
  migrates to another host.
  IT Assistant automatically updates the configuration of the host
  if a guest device moves from one host to another. You do not
  need to manually refresh the inventory of the source and
  destination hosts for reflecting the change in the hosts.

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################################################################################
INSTALLATION
################################################################################


(A) First-time Installation of IT Assistant 8.2

See the "Dell OpenManage Installation and Security User's Guide" for
instructions on setting up IT Assistant for the first time on a
system.

(B) Upgrade from IT Assistant 6.x to IT Assistant 8.2

IT Assistant 8.2 does not support a direct upgrade from versions 6.x
or older. To upgrade from version 6.x to 8.2, first install version
7.0, and then apply version 8.2 as an upgrade.

NOTE: During an upgrade from version 6.x of IT Assistant to version
7.0, the installation will preserve the following settings:

(a) Global configuration settings
(b) Discovery configuration settings
(c) Event Stored actions

Any other database information such as custom groups, custom event
filters, or event categories will not be migrated because the
database schema is not compatible with earlier versions of
IT Assistant. To save this information, back up your original database
before upgrading.

(C) Upgrade from IT Assistant 7.0 to IT Assistant 8.2

If you have changed the data that was prepopulated as part of the 7.0
install in the Report and EventSource tables, but want to retain
this data after upgrading to version 8.2, take a back up of these
tables and restore them manually after the upgrade.

NOTE: If you used the CIM protocol before an upgrade, then after an
upgrade, it is important to verify that the CIM credentials. CIM
credentials should be qualified with a domain or localhost if no
trusted domain is configured (for example, domain\administrator or
localhost\administrator). You can view the CIM credentials by editing
the imported discovery ranges in the "CIM Configuration Pane." If the
CIM credentials are not qualified with a domain or localhost, devices
will not be discovered through the CIM protocol.


################################################################################
USER NOTES
################################################################################


* The processor count in IT Assistant will differ for managed systems
  that contain processors with multiple cores or HyperThreading
  enabled. The count will differ based on whether the managed system
  is discovered using the CIM or SNMP protocol. The systems
  discovered using SNMP will report physical processors, and the
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systems discovered using CIM will report logical processors.

Software Updates

NOTE: IT Assistant does not support the software update task on the
management station. This is because a software update may require a
reboot that may affect other scheduled tasks that are run on the
management station. You can perform software updates using the
"Dell Systems Management Tools and Documentation" DVD after closing
the IT Assistant application.

Software Updates for Linux

To perform a remote Linux software update, IT Assistant uses Plink
for SSH communication. By default, IT Assistant passes your
password as a command-line parameter to Plink.

NOTE: This occurs only on the IT Assistant management station.
Passwords are always encrypted when transferred to the managed system.

If passing passwords through the command line on the IT Assistant
management station is of concern, you can configure the updates to use
RSA keys instead of passwords. A blank password in IT Assistant will
trigger SSH authentication using the RSA keys.

To create RSA keys, perform the following steps:

NOTE: It is assumed that you are running an SSH2 server and are using
the RSA2 keys.

1. Run PuTTYgen (or your preferred mechanism) for generating public/
   private key pairs. You can save your private keys (".ppk" files)
   to any location on your system.

   The following is a sample public key that you would put in a file
   that you create called "authorized_keys2 for RSA2 keys."

   ssh-rsa
   AAAAB3NzaC1yc2EAAAABJQAAAIEAxfMzTwS4Cwnua61h7kiad9l3HvlSeFIYPsZOrCYMuA++

   9mPRraUEtrKNkwdaPKqPnc2/JFHyAxOu31jfUgQqgM2CSqwdr7fuowjseVVPTuG5JdVR1BwUAXlJK/
   Hy1BM+mkKHMuNe0jTrN/gUxcmlA0lHFaFNRjV++AeM15upJsk= rsa-key-20050209

   Linux ships with other utilities for creating public/private key
   pairs. You can download PuTTYgen from the following Web address:
   "http://www.chiark.greenend.org.uk/~sgtatham/putty/download.html"

   The public keys are saved in the following configuration file on
   the Linux system.
    ~/.ssh/authorized_keys2

2. Create this file, if it is not present.

3. You can store the private keys in the directory of your choice.
   For security reasons, it is recommended that you set the
   appropriate permissions for your private key files.

   This is a sample "sshconfig.pro" file where you can configure the
   names and location of your private keys:

    #server[.user]=<path-to-file>
    #A server-name of global would be appropriate to accommodate a
    network where all or most systems are set up using the same key.
    #global[.user]=<path-to-file>
    global.root=C:\SSH Private Keys\root\global_root_privatekey.ppk
    global.fred=C:\SSH Private Keys\fred\global_fred_privatekey.ppk
    192.168.157.149.root=C:\SSH Private Keys\root\system1_root_privatekey.ppk
    192.168.157.151.fred=C:\SSH Private Keys\fred\system2_fred_privatekey.ppk

4. Copy "sshconfig.pro" to the bin folder of IT Assistant. By default,
   this folder is located at:
   "C:\Program Files\Dell\SysMgt\ITAssistant\bin directory

   NOTE: A blank password in IT Assistant triggers SSH
   authentication using the RSA keys instead of using passwords.
   IT Assistant then attempts to find the entry in the
   "sshconfig.pro" file. If IT Assistant finds the system and user or
   global key in "sshconfig.pro", it uses the ".ppk" file for
   establishing an SSH connection to the server. However, if
   IT Assistant cannot find this information, it assumes that you
   meant to enter a blank password.

   Dell recommends that SSH version 2 or above be used on the managed
   system for better security.

   For more information on the usage of public keys for SSH
   authentication, see
   "http://www.tartarus.org/~simon/puttydoc/Chapter8.html"

Reports
----
1) Install Array Manager on the managed systems for retrieving
   "Volume Info Report."

2) When you install IT Assistant, an in-built utility generates a
   report on the applicable software updates on the systems that
   IT Assistant discovered.
   This report is generated by comparing the versions of the
   packages/bundles imported into the IT Assistant repository (in the
   Software Updates) and the versions installed on the managed systems.
   The utility is present under the folder
   "<ITA Installation Directory>\bin>" and is named
   "itacompliance.vbs". The report is generated in Microsoft Excel(C)
   format.

Usage:
The utility should be run on the system where the IT Assistant
database is installed. By default, IT Assistant and the
IT Assistant database are installed on the same system. However, if
you use a remote database, copy the following files from the
IT Assistant bin folder to the system running the remote database.
- itacompliance.vbs
- compliance.xml

Create a folder "Reports" under C:\. The report will be saved in a
folder. Run the compliance utility from "Windows Explorer" or from
the command line. If the utility prompts for the name of the report
file, specify only the file name with a ".xls" extension. It will
then connect to the IT Assistant database and generate the report.
The report is saved in the "C:\Reports".
You can view this file using Microsoft Excel.

The report contains the following columns: Computer Name, Service
Tag, Server Model, Patch Name, Software Type, Customer Hardware,
Current Version, Patch Version, and Patch Level. The patch level
indicates the severity of the update.

Modular Disk Storage Manager

You must install DirectX 8.1 on the system to run IT Assistant with
the Modular Disk Storage Manager on Windows 2000 Server.

###
KNOWN ISSUES
###

* If you attempt to update the BIOS from version A05 or earlier on
  a Dell PowerEdge(TM) 1500SC that has 4 GB of system memory
  installed, the system stops responding on the BIOS post screen.
  You must manually reboot the system and the BIOS will not be
  updated. To avoid this issue, either use the diskette flash method
  or temporarily remove some memory before performing the update.
  (148580)

* If you have a Windows Firewall configured on the management station
  or the managed system, make the following configuration changes to
  enable remote Server Administrator CLI and software updates to work
  successfully.

  Management Station:

  1. Open TCP port 135.
  2. Add the application "omremote.exe" (located in ITAssistant\bin)
     to the Firewall exception list.

  Managed System:

  If you have the Windows firewall configured, enable remote

administration by running the following command in the command prompt:

    "netsh firewall set service RemoteAdmin"

For more information on connecting through the Windows firewall, see the Platform SDK: Windows Management Instrumentation (Connecting through Windows Firewall) on Microsoft's MSDN website.
  "http://msdn2.microsoft.com/en-us/library/Aa389286.aspx....new"

* When running Firefox on Red Hat(R) Enterprise Linux(R) versions 3.0 and 4.0, the focus on a component may disappear when you hide a Modal Dialog. This is a known issue with Java(TM).
  (6274378)
  To regain the application focus, click outside the context of the browser in which IT Assistant is running, and then click back within the IT Assistant user interface (UI).
  (146975)

* The preference and help pages on the IT Assistant browser will be active only after IT Assistant has loaded completely. (145205)

* Dell PowerEdge systems with DRAC III, DRAC III/XT, ERA, or ERA/O will be displayed in the IT Assistant Device tree under modular systems if the out-of-band SNMP agent property is enabled with "racadm." This property is not supported on the DRAC III family and Is likely to be disabled in future. If you see systems with a DRAC III card under modular systems, use the racadm command-line utility to disable the property with the following command:

  Locally on the server with the DRAC card:

  "racadm config -g cfgOobSnmp -o cfgOobSnmpAgentEnable 0"

  Remotely from a management station with the RAC management software installed:

  "racadm -r <ipaddress of RAC card> -u <RAC username> -p
   <RAC password> config -g cfgOobSnmp -o cfgOobSnmpAgentEnable 0"
  (139394)

* On Windows 2000, you may see an error message when you launch the Remote Desktop Connection application using the right-click menu option on the Device tree. This issue may occur because older versions of the client do not get installed in the system path. To correct this problem, install a later version of the Remote Desktop Client (6.0.2600.0 or later). You can download the client from Microsoft's website at:
  "http://www.microsoft.com/windowsxp/downloads/tools/rdclientdl.mspx."
  (139630)

* When running Mozilla on Linux:
  Using the "View | Reload" (Ctrl + R) command in Mozilla results in unpredictable behavior. IT Assistant may reload in some cases, but

at other times you may see the following message:

 "An instance of the IT Assistant console is already running on
  this device."

To address this issue, close the browser session and open a new
session. (132635)

 * When the name resolution on an IP address to a host name fails using
   DNS, IT Assistant attempts to resolve the name using the NetBIOS
   name query. This action may cause the device to appear in
   IT Assistant with the NetBIOS name even if it does not have a DNS
   entry. (138013)

 * The IT Assistant UI supports the Mozilla browser only on systems
   running the Linux operating system. On systems running the Windows
   operating system, the supported browser is Internet Explorer and
   Firefox. Multiple instances of IT Assistant on Windows Server 2008
   with the Firefox browser is not supported and a valid message is not
   displayed.
   (150687)

 * If you use a special character font (for example, Wingdings(R) or a
   similar font) for your report name, the report is saved correctly
   but the name will be displayed as question marks instead of the
   special character font. To avoid this issue, use only standard
   fonts for report names. (135701)

 * If you have Java(TM) Runtime Environment (JRE) versions 1.3 and
   1.5.0 installed on your IT Assistant UI client, and you uninstall an
   older version of the JRE, the IT Assistant UI may request that you
   reinstall JRE version 1.5.0. To correct this problem, uninstall JRE
   version 1.5.0 and then reinstall it by launching the IT Assistant
   UI.
   (137304)

   For more information on this issue, see bug ID 4994468 on
   http://bugs.sun.com.

 * IT Assistant 8.2 does not work well with operating system schemes
   that use very large fonts (for example, various "High Contrast"
   schemes in Windows). Changing the display settings to use such a
   scheme may cause text in various parts of IT Assistant to appear
   incomplete or truncated. If you notice this issue, change the
   display properties.

   To change the display properties on Windows systems:
   1. Click the "Start" button, click "Settings"-> "Control Panel"->
      "Display Settings," then select the "Appearance" tab.

   2. Select a scheme with smaller fonts.

   3. Close the browser and restart IT Assistant to implement the
      new settings.

On Linux systems, similar issues may occur if the selected system
font size is too large. To correct this issue, select smaller
fonts ("Start"-> "Preferences"-> "Fonts") and restart the
application. (102193)

* To disable mnemonics at the operating system level, close and
  restart the IT Assistant browser session. Doing so allows the JRE
  to re-load and implement the new settings. (120978)

* When managing an environment with more than 2000 devices, increase
  the amount of memory allocated to the JRE heap.

  Open the Windows Control Panel and click the "Java" icon to display
  "Java Control Panel." Select the "Java" tab. Then click "Java
  Applet Runtime Settings | View...." Enter -Xmx256m in the "Java
  Runtime Parameters" section. (123581)

* Changing the display "Scheme" option under "Preferences," which
  you can access on the topmost IT Assistant menu bar, is not
  supported in IT Assistant (8.2). (123829)

* When viewing the Network Interface Card (NIC) information of Red Hat
  Enterprise Linux systems on the "Details" page, the information may
  not be aligned correctly. IP addresses may not align with the correct
  MAC addresses, or the IP and MAC addresses may not be displayed at
  all. This issue has been fixed in the Red Hat net-snmp package. To
  correct this issue, install the latest Red Hat net-snmp package on
  the managed system. (131619,74483)

* If you try to open a second session of IT Assistant on the same
  system while using the Mozilla browser, an error message is
  displayed stating that only one browser session at a time may be
  used. Close the second browser session using the Mozilla
  "File | Close" command or by clicking the "X" in the top right
  corner ofthe browser window. Do not click the IT Assistant "Logout"
  hotlink on the top Global Navigation bar on the top right of the
  window. Since only one session is allowed per client, clicking
  "Logout" would have the effect of logging out of the first browser
  session as well. (131954)

* A registry editor error occurs while opening the IT Assistant UI on
  a system with less than the required space. The IT Assistant client
  requires at least 25 MB of available hard-drive space. (132615)

* The reporting system generates the output in Unicode format
  ("http://www.unicode.org"). To open the CSV reports in Microsoft
  Excel, open Microsoft Excel and run the "File | Open" command.
  Select the "comma delimited" option to open the report with the
  data in the correct columns. (132619)

* When you mouse-over a device in the Topology view, a white box or
  flicker may appear instead of the tool tip containing the device
  data. (133161)

For more information on this issue, see bug ID:4762705 on
"http://bugs.sun.com."

* "Device Name" is a default field and is present in all reports.
  (134260)

* For Remote Access Controllers (RACs) that have instrumentation
  installed and that are running on the host operating system, the
  RAC IP addresses are shown in the "RACDevice" table. (134365)

* If the intensity of an alert storm increases beyond 5 traps per
  second, it could take IT Assistant several minutes to process all
  the alerts. New alerts that are received in the interim will not be
  displayed on the UI until all the alerts in the storm are processed.

* Pressing "Next," "Previous," or "Refresh" on the "Alerts" page of
  the UI, while a constant stream of alerts is being processed by
  IT Assistant, may cause the counters in the "Alerts" page of the UI
  to fall short. To correct this problem, click "Refresh" when the
  constant stream of alerts has subsided. The refresh action does not
  impact any alert actions. (134862)

* When creating or updating a task, the stamp for the creation or
  update time is that of the IT Assistant UI. The "Last Run Time"
  displayed on the summary report, however, is the time of the
  IT Assistant Services system. If there is a significant variation
  in the UI and Services system time, it is possible that a
  scheduled task may not execute or show that it was executed before
  it was created.(137997)

* For NIC information on systems, IT Assistant uses the operating
  system's provider(s) to retrieve data rather than Server
  Administrator. This behavior can result in discrepancies in
  reporting NIC information between IT Assistant and Server
  Administrator. For example:

  1. On Linux systems, adapters may be named differently between IT
     Assistant and Server Administrator. For example, IT Assistant
     may report a NIC adapter as "eth0," while Server Administrator
     shows the actual manufacturer name of the NIC.

  2. If more than one NIC card is not configured with an IP address,
     IT Assistant may show only one of the cards with an IP address
     of 0.0.0.0.

  3. IT Assistant may not report disabled NIC adapters.

  4. On Novell(R) NetWare(R) systems, since NetWare reports each NIC
     port as a NIC interface entry, IT Assistant may show more NIC
     interfaces than are actually present in the system.
     (138454)

* While performing discovery, if a device is discovered using
  "host name," and if its IP Address changes at a later time,
  IT Assistant will display two devices after the next discovery
  cycle. One device will display the old IP address and status as
  Power Down, while the other will display the new IP Address. This
  problem is likely to affect systems that have DNS-DHCP IP
  addressing and for which the IP addresses frequently change. A
  workaround to eliminate duplicate device is to delete the device
  with the old IP address. (148069)

* IT Assistant will discover a RAC under the RAC group only if
  IT Assistant can communicate out-of-band (bypassing the operating
  system) with the SNMP agent on the controller. DRAC III does not
  have this capability, and hence would not be grouped under the RAC
  group. DRAC 4 (and above) support out-of-band communication with the
  SNMP agent and are discovered under the RAC group. (151535)

* The choice of protocols specified for discovering and managing the
  devices can result in varying levels of manageability. For
  instance, if you choose to manage devices in your network using
  only CIM, the devices with only SNMP agent (example DRAC) are
  classified under the "Unknown" group and consequently, you may not
  get application launch (example RAC console) functionality for the
  device. To avoid such issues, make a careful choice of the protocols
  while configuring discovery ranges, keeping in mind the devices
  (and protocols supported by agents running on those devices) that
  you are going to manage. (153729)

* After installing IT Assistant, if you reinstall the database
  application (Example: Microsoft SQL Desktop Engine (MSDE) 2000/SQL
  Server 2000 etc, which is used by IT Assistant) the IT Assistant
  database will be detached from the database application. Run the
  following command manually to attach it back to the application.

  NOTE: The command mentioned below shows the default location of SQL
     Server. Use the exact path to locate the database files.

  EXEC sp_attach_db @dbname = 'ITAssist', @filename1 =
  "C:\Program Files\Microsoft SQL Server\MSSQL\Data\ITAssist_Data.MDF",
   @filename2 = "C:\Program Files\Microsoft SQL
   Server\MSSQL\Data\ITAssist_Log.LDF"

  - This command can be run directly in SQL Query Analyzer. Or
    on the command prompt, run this command by using "OSQL -E."
  - After executing the command, ensure that IT Assistant services
    ("DSM IT Assistant Connection Service" and "DSM IT Assistant
    Network Monitor") are up and running.

* IT Assistant incorrectly associates a stand-alone Dell
  PowerConnect(TM) 3448 switch with a modular chassis, as the switch
  Firmware incorrectly reports a non-blank chassis service tag. This
  issue will be corrected in the next firmware release for the 3448
  switch.

* The password changes on a Windows managed system will not have any
  effect on the performance monitoring task if the connection to the
  managed system has already been established.(DF71103)

* If you are managing a Dell/EMC AX100i (iSCSI) array, see the EMC
  PowerLink website and view the information in the Knowledge Base
  article emc136753 for obtaining a FLARE patch. This patch will fix
  an issue with discovering the AX100i devices.

* NIC information is not displayed in the device details screen for
  Dell/EMC arrays. Use Navisphere Manager to view these details.

* When using the Broadcom ASF client utility to change Administrator
  or Operator permissions on your client machine, re-discover the
  device in IT Assistant to apply the changes before creating any new
  ASF power control tasks.

* The time displayed in the reports generated by IT Assistant and
  the "Device Summary/Details" page are in the time zone
  corresponding to the management station. (75603)

* If you are managing a Dell/EMC storage array, note that you need to
  enter the IP address for only one of the storage processors
  (that is, either SPA or SPB, and not both) in the discovery range.
  The storage processors are redundant and return the same inventory
  data to IT Assistant. If you enter both SPs in the discovery range,
  only one SP will be displayed in the device tree.

* On Dell PowerEdge x8xx systems (IPMI 1.5 systems) discovered
  through IPMI, system health will not reflect any redundancy
  information. For example, if one of the redundant power supplies is
  down and the other is available, the system health will still
  indicate green. (78500)

* While browsing the SNMP MIB in the Device details tab, the timeout
  values may have to be changed to enable retrieval of large entries
  from the MIB. The timeout value that controls the MIB retrieval is
  for the range applicable to the device. (SNMP configuration timeout
  in step 3 of the Edit Discovery Wizard.) The request timeout values
  may also need to be changed. (80132)

* IT Assistant will not work as expected if IP version 6 is enabled on
  the Management Station. (79768)

* It is not recommended to provide an IP address in multiple ranges,
  especially when you are using the IPMI Protocol. This could result
  in duplicate devices being displayed on the device tree. (78710)

* For discovering systems running SUSE(R) Linux Enterprise Server
  and using SNMP, add the following to the snmpd.conf:
  ----
  com2sec mynetwork 192.168.1.0/24 public
  group MyRWGroup v1 mynetwork
  view all included .1 80

access MyRWGroup "" any noauth exact all all none

Ensure that you retain the trapsink and the smuxpeer lines in the
existing conf file. You can delete all other content. In the line
containing "com2sec mynetwork...," substitute the existing address
with the subnet address your management station is on. For example,
if the IT Assistant system has an IP address of 143.166.29.117,
then substitute it with 143.166.29.0. Make sure to retain "/24."
Restart /etc/init.d/snmpd. (81249)

* For IPMI-based discovery or inventory, the maximum length for the
  host operating system name is 62 characters. Any character beyond
  that limit will be truncated. (91210)

* Initialization of ML6000 may take a few minutes to give accurate
  information on the slotcount/drive count on IT Assistant.(66838)

* You may experience problems while performing resource-intensive
  operations in IT Assistant if you keep the same browser session
  open for a couple of days. These operations include working with
  Software Deployment tasks and Performance and Power Monitoring
  features. To recover, close the browser and launch IT Assistant in a
  new browser window. (156726)

* A first-time catalog update on the Online Repository Synchronization
  Wizard, may not populate the tree. To workaround this issue close
  and re-run the wizard.(162862)

* If IT Assistant is running on a Windows Vista system, a first-time
  Catalog update on the Online Repository Synchronization Wizard may
  cause the session to expire. If the session expires, close the
  browser and launch IT Assistant in a new browser window (162315).

* On Vista and later operating systems, the Microsoft telnet client
  may not be installed by default. Due to this, IT Assistant may
  not show application launch point for SOL Proxy and telnet.
  Microsoft Telnet Client must be installed on the system where
  the IT Assistant UI is running. (157301)

* If you set the task start or end time to a time in Daylight Saving
  Time (DST) shift period, IT Assistant will change the task start
  or end time to the closest valid time. A workaround to eliminate
  the changing of start or end time is to set a valid start/end
  time. (165393)

* Changing time zone on the IT Assistant Management Station could
  lead to fatal errors being displayed. This could happen if you have
  date/time related data (for example, an Alert Filter) that is
  applicable to a particular date and time, configured on one time
  zone. If you change the time zone to another one that happens to
  be observing daylight saving time, and, if the date-time
  combination corresponding to your data is invalid, then launching
  IT Assistant would result in the above error.

To recover from this error:
 - change back the system time zone to the previous one
 - edit the data values such that they would translate into valid
   date and time combination in the other time zone
 - change the system time zone and restart IT Assistant.

  (165919)

* When opening the IT Assistant UI, respond to the security
  certificate challenge box and Microsoft User Access Control pop-up
  messages within approximately 2 minutes; otherwise the UI will
  time-out and fail to load. To correct this issue, close the current
  UI and re-open it. (102193,163732)

* Power monitoring agent shows unknown status for devices if you
  have selected only the Peak Amperage or Peak Power counters for the
  task running on these devices. (171464)

* By default, root login through SSH is not enabled on VMware ESX
  Servers. As a result, all IT Assistant tasks that use the root
  account would fail. To enable the SSH root login on the ESX Server,
  set the option "PermitRootLogin=YES" in "/etc/ssh/sshd_conf" file.
  (174023)

* For systems with a Trusted Computing Group (TCG) 1.2-compliant
  Trusted Platform Module (TPM) chip, software updates for BIOS will
  fail if all of the following are true:

 - The Microsoft Windows BitLocker Drive Encryption feature is
   enabled.

 - The TPM feature is set (using BIOS) to ON with Preboot
   Measurement.
   For information about TPM security settings, see the Dell
   OpenManage Server Administrator Online Help or the Dell OpenManage
   Server Administrator User's Guide. The Dell OpenManage Server
   Administrator User's Guide is available on the Dell Support
   website at "support.dell.com" and on the appropriate media supplied
   by Dell.

 For software updates for BIOS to function, perform the following
 steps:

 1. Disable the Microsoft Windows BitLocker Drive Encryption feature.
   For information on disabling this feature, see the Microsoft
   documentation at www.microsoft.com.

 2. Update BIOS.

 3. Re-start the system.

 4. Re-enable the Microsoft Windows BitLocker Drive Encryption
    feature.

You can use IT Assistant to view the TPM information in the Device
Details page.

* You may not get appropriate privileges in the IT Assistant GUI if:

  a) you are part of an Active Directory group, which is in turn part
     of another group and

  b) you launch Server Administrator using the desktop icon and
     Single Sign-on is enabled. (167801).

* In the Online Repository Synchronization wizard, while testing
  Internet connectivity, if the test passes, IT Assistant may use the
  same Internet Connection settings and continue to report further
  tests as successful even if you provide different proxy settings.
  This issue can be overcome by restarting the DSM IT Assistant
  Connection Service. (174323)

* If the CPU throttles, the following message in the Hardware System
  Event Log (SEL) will be displayed with an unknown severity:
  System Board Power Optimized: Performance status sensor for System
  Board, unknown event.
  This would be displayed in the "Hardware Logs" tab when you select
  the system in the Devices view.(175331)

* SNMP connectivity from IT Assistant may fail if the SNMP ports on the
  management station and managed system are different. If some
  managementapplications change the default SNMP port, it could lead
  to SNMP connectivity failure from IT Assistant.(175442)

* Server Administrator Deployment task requires dependent components
  (example libc++) to be installed on the target systems running the
  Linux operating system. If these components are not installed, the
  task will fail with the following error message:

  "omexec must be installed on the remote node for the task. See the
  help and ensure remote node requirements are met before executing
  the task." (175296)

* When IT Assistant is launched using the Internet Explorer 7 browser,
  it may present a page displaying "Certificate Error." On clicking
  "Continue to this website (not recommended)," it may fail to load
  the application and redirect to the "res://ieframe.dll" page.

  To work around this problem, enable "Active Scripting" in the
  "Internet" security zone. Perform the below steps to do this:

  In Internet Explorer,
  1. Go to "Tools"-> "Internet Options"-> "Security."

  2. Select "Internet" zone.

  3. Click "Custom Level" button

4. Go to "Security" -> "Active Scripting."

5. Select "Enable."

6. Close the browser and launch IT Assistant in a new browser
window. (189345)

* Software Deployment on a managed server running Linux operating
system with only Online Diagnostics tool installed will upgrade
only the components of the Online Diagnostics tool.
OpenManage Server Administrator components will not be installed.
Running the task again will install OpenManage Server Administrator
components (167175).

```
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```
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