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DELL(TM) OPENMANAGE(TM) INSTALLATION AND SERVER MANAGEMENT README  
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Version 6.2.0  
Release Date: December 2009

The Dell OpenManage systems management software kit consists of a suite of programs to assist you in installing, configuring, and updating the necessary programs and operating systems you need to get your Dell servers up and running.

If you have subscribed to the Dell OpenManage Subscription Service Kit, the systems management software is available to you in the form of two DVDs. In addition to helping you install, configure, and update programs and operating systems, these DVDs also provide newer versions of software, drivers, BIOS, and other updates for your system.

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#####  
CRITICALITY  
#####

2 = Recommended

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COMPATIBILITY/MINIMUM REQUIREMENTS  
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See the latest Dell Software Support Matrix on the Dell Support website at "<http://support.dell.com/support/edocs/software/omswrels/index.htm>" for the latest and complete list of supported operating systems and platforms.

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RELEASE HIGHLIGHTS - FEATURES  
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RELEASE HIGHLIGHTS - FIXES  
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N/A

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INSTALLATION  
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\* On Microsoft(R) Windows(R) operating systems, run "setup.exe" from the "SYSMGMT\srvadmin\windows" directory of the DVD or the software package.

NOTE: This step is not necessary if the DVD runs automatically.

\* On the Red Hat(R) Enterprise Linux(R) and SUSE(R) Linux Enterprise Server operating systems, to perform an "Express Install," execute the "srvadmin-install.sh" script from the "SYSMGMT/srvadmin/linux/supportscripts" directory as follows:

"sh srvadmin-install.sh -x"

\* Detailed installation instructions, including silent install options, can be found in the "Dell OpenManage Server Administrator Installation Guide" on the Dell Support website at "<http://support.dell.com/support/edocs/software/omswrels/index.htm>".

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USER NOTES  
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USER NOTES FOR SUPPORTED WINDOWS OPERATING SYSTEMS

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\* In the Prerequisite Checker screen, you may get the following message, "An error occurred while attempting to execute a Visual Basic Script. Please confirm that Visual Basic files are installed correctly." This error occurs when the Prerequisite Checker calls the Dell OpenManage "vbstest.vbs" (a Visual Basic [VB]) script to verify the installation environment and fails for some reason.

The possible causes are:

1. Incorrect Internet Explorer "Security" settings.

Ensure that "Active Scripting" is enabled by clicking "Tools" -> "Internet Options" -> "Security" -> "Custom Level" -> "Scripting" -> "Active Scripting" -> "Enable."

Ensure that "Scripting of Java Applets" is enabled by Clicking "Tools" -> "Internet Options" -> "Security" -> "Custom Level" -> "Scripting" -> "Scripting of Java Applets" -> "Enable."

2. Windows Scripting Host (WSH) has disabled the running of VB scripts.

By default, WSH is installed during operating system installation. WSH can be configured to prevent scripts

with a ".VBS" extension from being run. On the Desktop, right-click "My Computer", then go to "Open" -> "Tools" -> "Folder Options" -> "File Types." Look for the extension "VBS" and verify that "File Types" is set to "VBScript Script File". If not, click "Change" and choose "Microsoft Windows Based Script Host" as the application that runs the script.

3. WSH is the wrong version, is corrupted, or is not installed.

By default, WSH is installed during operating system installation. To download the current WSH version, go to:

" <http://msdn2.microsoft.com/en-us/library/ms950396.aspx> "

4. The Sccrun.dll file may not be registered. Register it manually by running the following command:

```
"regsvr32 Sccrun.dll"
```

\* During systems management software installation on managed systems or management stations, if the Pre-req checker displays a blank Internet Explorer screen, the probable cause is a corrupted Internet Explorer installation. In such cases, browsing to any site displays the message, "The requested lookup key was not found in any active activation context." Ensure that you install Internet Explorer correctly before installing your systems management software. (289721).

\* MSI reference counting takes effect if you install the Intel(R) SNMP agent using the MSI provided by Intel, and then install the Intel SNMP agent again using the Dell OpenManage installer. The Intel SNMP agent is not uninstalled during installation of the MSI; you must remove both installers from the system to remove the agent.

\* A new console window must be opened and CLI commands executed from that window after an "Unattended Installation" has completed. It is not possible to execute CLI commands from the same console window on which Server Administrator is installed.

\* If Server Administrator is being installed or uninstalled on a system where the Web download version of Dell PowerEdge(TM) Diagnostics (version 2.x) or Dell OpenManage Server Update Utility is running, the Windows Installer Service may display a message stating that specific files needed by Server Administrator are in use by Diagnostics or by the Server Update Utility. Click "Ignore" and continue. (62159)

\* Server Administrator may conflict with the Intel IMB driver. You may receive an informational message recommending that you uninstall the Intel IMB driver before installing Server Administrator. You can do so through the "Device Manager." Perform the following steps:

1. Open the "Device Manager."
2. Expand the "System devices" list.

3. Right-click the device with a name of the form "IMB Driver \*" and select "Uninstall."
4. Click "OK" to uninstall.

If you choose to install Server Administrator while the Intel IMB driver is being installed, you may have problems running Server Administrator. Server Administrator services may fail to start or Server Administrator may have problems accessing sensor data.

\* Broadcom/Intel SNMP agent installers are provided by Broadcom/Intel and they do not support installation of these components in the custom directory.  
(71022)

\* On the Windows 2008 SP2 SBS operating system, the listener creation link on the prerequisite checker screen does not work. See the Dell OpenManage Server Administrator Installation Guide for creating the HTTPS listener using the winrm command line utility.  
(332601)

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USER NOTES FOR SUPPORTED RED HAT ENTERPRISE LINUX AND SUSE LINUX  
ENTERPRISE SERVER OPERATING SYSTEMS

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\* The OpenIPMI device driver used by Server Administrator will conflict with the Intel IMB device driver. You must uninstall the IMB driver before installing Server Administrator.

\* When Dell OpenManage Server Administrator is installed on a system, dependency issues related to RPMs may occur. To resolve these issues, install the missing RPMs from SYSMGMT/srvadmin/linux/RPMS/supportRPMS. If the RPMs are not available in this directory, install these from the operating system media.  
(341495)

\* When installing OpenManage components on a guest Linux operating system, the following warning message is displayed:

```
"/srvadmin-install.sh: line <XXXX> : [: ==: unary operator expected"
```

However, the installation continues and completes without any loss of functionality.  
(344115)

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USER NOTES FOR UPGRADE ON SUPPORTED RED HAT ENTERPRISE LINUX AND SUSE  
LINUX ENTERPRISE SERVER OPERATING SYSTEMS

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\* Under some conditions with DKMS versions prior to version 2.0.9, device driver building may fail. This may prevent Server Administrator from installing. You may see the following error message:

```
"Building module:
```

```
cleaning build area....(bad exit status: 2)
make KERNELRELEASE=2.6.5-7.232-smp -C src KSP=/lib/modules/
2.6.5-7.232-smp/build MANDIR=%{_mandir}....(bad exit status: 2)
```

Error! Bad return status for module build on kernel:  
2.6.5-7.232-smp (x86\_64)  
Consult the make.log in the build directory  
/var/lib/dkms/e1000/6.2.11/build/ for more information."

To resolve the device driver build problems:

1. Update the DKMS version to 2.0.9 or later.
2. Uninstall the kernel source on your system.
3. Reinstall the kernel source on you system.
4. Build and install the device driver that was failing to build.
5. If Server Administrator has failed to install, either

install Server Administrator using the following script,  
"./srvadmin-install.sh"

OR

install the appropriate Server Administrator RPMs.  
(31564) (31829) (42077)

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KNOWN ISSUES
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### ISSUES FOR SUPPORTED WINDOWS OPERATING SYSTEMS

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\* After an upgrade from Dell OpenManage version 6.1.1 to version 6.2, the following 6.2 features of storage management will not be available (DF344866):

- 1.Support for series 7 controllers — PERC H800 Adapter, PERC H700 Adapter, PERC H700 Integrated, and PERC H700 Modular
- 2.Support for PERC H200 Adapter, PERC H200 Integrated, and PERC H200 Modular controllers
- 3.Support for Dell PowerVault™ MD1200 and MD1220 enclosures. These enclosures support 6 Gbps drives and backplane.

These features are not available because the storage component does not get upgraded. As a workaround, perform the following steps:

- If you have not yet upgraded to version 6.2:
  1. Use the Modify option in the 6.1.1 version of the “Dell Open Manager Server Administrator” installer and remove the storage component.
  2. After removing the storage component, upgrade all remaining components from version 6.1.1 to version 6.2.
  3. Use the Modify option in the 6.2 version of the “Dell Open Manager Server

Administrator” installer to install the storage component.

- If you have already upgraded to version 6.2:

1. Use the Modify option in the 6.2 version of the “Dell Open Manager Server Administrator” installer and remove the storage component.
2. Use the Modify option in the 6.2 version of the “Dell Open Manager Server Administrator” installer to re-install the storage component.

\* Dell OpenManage install does not support Windows "Advertised" installation - the process of automatically distributing a program to client computers for installation through Windows group policies. (144364)

\* When launching the "Dell OpenManage Server Administrator Installation Guide" from the Prerequisite Checker, a Windows message is displayed indicating that the page is blocked due to enhanced security configuration. You must add this site to the "Trusted Sites" list for the pages to display or lower your security settings. (134991)

\* If you have installed Server Administrator and PowerEdge Diagnostics in the same directory, PowerEdge Diagnostics may fail to work. Later, on uninstalling Server Administrator, you may also lose all Online Diagnostics files. To avoid this problem, install Server Administrator and PowerEdge Diagnostics in different directories. In general it is recommended that more than one application not be installed in the same directory.

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## KNOWN ISSUES FOR SUPPORTED LINUX OPERATING SYSTEMS

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\* Dell Systems Build and Update Utility adds a script to the root user's ".bash\_profile" file that prompts for the installation of Dell OpenManage systems management software. This script may interfere with remote client applications that authenticate using the root user account on the system, but cannot handle user prompts. To remedy this limitation, edit the ".bash\_profile" file and comment the line: "[ \${SHLVL}...." (152668)

\* The "Launch Server Administrator" icon on the X-Windows desktop launches Server Administrator in the default Web browser. The corresponding URL uses the default parameters "localhost" and the port number "1311". Any change in the server IP parameters or a change in the port number for the Server Administrator renders the icon/link useless. To re-activate the functionality, update the icon file with the correct URL parameters. ( 107307 )

\* The "srvadmin-services.sh" script cannot be run from Virtual Media. Run this script from the local file system after unmounting the virtual media. This avoids input/output errors that you may otherwise encounter while using Virtual Media.

\* After upgrade from Dell OpenManage version 6.0.1 using the RPM utility, the RACADM functionality may provide unpredictable results. Install the iDRAC RPMs manually to obtain the proper RACADM. ( 291250 )

\* During an installation, if the "libstdc++.so.5 is needed by srvadmin-<component>" failed dependency error is displayed, install the compatibility libraries from your Linux distribution. To install a compatibility library, use the following command:

```
"rpm -ivh compat-libstdc++*.rpm"  
( 303464 )
```

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Server Administrator uses the OverLIB JavaScript library. This library can be obtained from "www.bosrup.com".

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