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DELL(TM) OPENMANAGE(TM) INSTALLATION AND SERVER MANAGEMENT README  
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Version 6.3.0  
Release Date: July 2010

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

#####  
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>".

\* On Linux 64-bit systems, OpenManage version 6.3 install breaks if memory and serial port diagnostics is already installed. On these systems, uninstall Online Diagnostics and reinstall OpenManage.  
389871

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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, SUSE LINUX  
ENTERPRISE SERVER AND VMWARE ESX 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)

\* The USB arbitration service of VMWare ESX 4.1 makes the USB devices invisible to the Hypervisor. So, when DUPs or the Inventory Collector runs on the MN, the partitions exposed as USB devices are not shown, and it reaches the timeout after 15 to 20 minutes. This timeout occurs in the following cases:

When you start "DSM SA Shared Service" on the VMware ESX 4.1 managed node, it runs the Inventory Collector. While the USB arbitration service is running, you must wait for 15 to 20 minutes for the Inventory collector to complete the execution before attempting to stop this service, or uninstall Server Administrator.

When you manually run the Inventory Collector (invcol) on the VMware ESX 4.1 managed node while the USB arbitration service is running, you must wait for 15 to 20 minutes before the operations end. The invcol output file has the following:

```
<InventoryError lang="en">
<SPStatus result="false" module="MaserIE -i">
<Message> Inventory Failure: Partition Failure - Attach partition has failed</Message>
</SPStatus><SPStatus result="false" module="MaserIE -i">
<Message>Invalid inventory results.</Message>
</SPStatus><SPStatus result="false">
```

To fix the issue, stop the USB arbitration service and run the DUPs, or Inventory Collector.

Do the following to stop the USB arbitration service:

1. Use `ps aux | grep usb` to find out if the USB arbitration service is running.
2. To stop the USB arbitration service from starting up at bootup, use `chkconfig usbarbitrator off`.
3. Reboot the server after stopping the usbarbitrator to allow the DUPs and/or the Inventory collector to run.

If you require the usbarbitrator, enable it manually. To enable the usbarbitrator, run the command - `chkconfig usbarbitrator on`.

(373924)

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## USER NOTES FOR UPGRADE ON SUPPORTED RED HAT ENTERPRISE LINUX,SUSE LINUX ENTERPRISE SERVER AND VMWARE ESX OPERATING SYSTEMS

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\* Under some conditions with DKMS versions prior to version 2.0.9, device driver build 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 your 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)

\* After uninstalling, some of the files and folders may remain in the installation directory. This occurs when you upgrade the Server Administrator from versions 6.1 or below. For security reasons, delete the directories and files under the Server Administrator installation directory.  
(348525) (335978)

#####  
KNOWN ISSUES  
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ISSUES FOR SUPPORTED WINDOWS OPERATING SYSTEMS  
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\* 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 )
```

\* After an OS upgrade, the Server Administrator needs to be reinstalled since the srvadmin packages installed may not be applicable for the upgraded OS.

For example, after an upgrade from SLES 10 to SLES 11, Server Administrator needs to be reinstalled as the SLES 10 srvadmin packages may not work with SLES 11.

Note: During an OS upgrade, some of the srvadmin packages may get removed  
(380137)

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## KNOWN ISSUES FOR OMINSTALL INSTALLATION GUIDE

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\* Table 7-1 needs update. The gist of the table is as follows :

On a 64 bit OS, if there is already an earlier version of Server Administrator installed (32bit), the upgrade will be for 32 bit rpms.

On this 64 bit OS, if the user wishes to install the 64 bit Server Administrator, the existing 32 bit Server Administrator should be uninstalled. The user can then start a fresh Server Administrator install, the script will automatically install 64 bit OMSA.

Table 7-2 needs update. All the custom paths provided for the custom install of the different components need update. Under each OS folder, there are folders for different OM components on the DVD which contain architecture specific rpms for the component. The component folders are - add-iDRAC, add-RAC4, add-RAC5, Remote-Enablement, Server-Instrumentation, add-StorageManagement and SA-WebServer e.g. SYSMGMT/srvadmin/linux/custom/RHEL5/Server-Instrumentation/i386

On Page 96, bullet 4 requires update as discussed above. The folders for 32 bit rpms and 64 bit rpms are "i386" and "x86\_64" respectively.

On Page 96, bullet 5 requires update as discussed above. The command, "rpm -ivh" is mentioned with a wrong folder hierarchy. The user is advised to confirm the folder hierarchy from the OM DVD.  
(385150)

\* Table 11-3 in the FAQ section of the Installation Guide requires update. A table with a more thorough description on the rpms are available in the appendix in table A-1.  
(385153)

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Server Administrator uses the OverLIB JavaScript library. This library can be obtained from "[www.bosrup.com](http://www.bosrup.com)".

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