DELL OPENMANAGE
INSTALLATION AND SERVER
MANAGEMENT
Version 7.1.0

Readme

What's New?

None

Installation

- On Microsoft Windows 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 Enterprise Linux and SUSE 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, see the "Dell OpenManage Server Administrator Installation Guide" at "http://support.dell.com/support/edocs/software/omswrels/index.htm".

Prerequisites

User Notes for Supported Windows Operating Systems

- In the Prerequisite Checker screen, the following error message may be displayed: "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 fails.

   The possible causes are:

  1. Incorrect Internet Explorer "Security" settings.

     To resolve this, do one of the following:

     - Enable "Active Scripting".

       To do so, click "Tools" -> "Internet Options" -> "Security" -> "Custom Level" -> "Scripting" -> "Active Scripting" -> "Enable."

     - Enable "Scripting of Java Applets".

       To do so, click "Tools" -> "Internet Options" -> "Security" -> "Custom Level" -> "Scripting" -> "Scripting of Java Applets" -> "Enable.

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

     You can configure WSH to prevent ".VBS" scripts from being run.

     NOTE: By default, WSH is installed during operating system installation.

     To do so, right-click "My Computer" and go to "Open" -> "Tools" -> "Folder Options" -> "File Types." Ensure that "File Types" is set to "VBScript Script File".

     If not, click "Change" and choose "Microsoft Windows Based Script Host.

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

   NOTE: 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 Scrrun.dll file may not be registered.

   Register the scrrun.dll file manually by running the following command:

   "regsvr32 Scrrun.dll"

- You cannot execute CLI commands from the same console window on which Server Administrator is installed.

  To resolve this, open a new console window and execute the CLI commands once an "Unattended Installation" is complete.

- If you are installing or uninstalling Server Administrator on a system on which the Web download version of Dell PowerEdge Diagnostics (version 2.x) or Dell OpenManage Server Update Utility (SUU) 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.

  To resolve this, click "Ignore" and continue. (62159)

- On the Windows 2008 SP2 SBS operating system, the listener creation link on the prerequisite checker screen does not work.

  To resolve this, create the HTTPS listener using the winrm command line utility.
  For more information, see the Dell OpenManage Server Administrator Installation Guide. (332601)

User Notes for Supported Red Hat Enterprise Linux, SUSE Linux Enterprise Server and VMware ESX Operating Systems

- The OpenIPMI device driver used by Server Administrator conflicts with the Intel IMB device driver.
  To resolve this, 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 this, 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)

- On SUSE Linux Enterprise Server for srvadmin-omilcore rpm, upgrade from OpenManage 6.5 to OpenManage 7.0 using the "rug" command fails. (DF524371)
  This is due to a known limitation with the "rug" command which does not allow a package to be upgraded across multiple architectures. For more information, see:
  novell.com/documentation/zlm73/lm72faq/data/bgcp03i.html#bkgdkc7

- Conflicting version requirements for libsmbios library
  OpenManage, as also other related software (e.g. firmware tools), is dependent on libsmbios. On Linux OS variants, in case there is a mismatch in the version requirement of libsmbios, OpenManage install may produce warnings. It is recommended that other versions of libsmbios (and the dependent software) be completely un-installed before installing OpenManage.

- The USB arbitration service of VMware ESX 4.1 makes the USB devices invisible to the Hypervisor. When DUPs or the Inventory Collector runs on the MN, the partitions exposed as USB devices are not shown, and it reaches timeout after 15 to 20 minutes.

  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 resolve this, stop the USB arbitration service and run the DUPs, or Inventory Collector.

  To do so:

  1. Use ps aux | grep usb to ensure that 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 usbarbitor, enable it manually. To enable the usbarbitrator, run the command - chkconfig usbarbitrator on. (373924)

User Notes for upgrade on supported Red Hat Enterprise Linux, SUSE Linux Enterprise Server and VMware ESX Operating Systems

- Under some conditions with DKMS versions prior to version 2.0.9, device driver building may fail. This may prevent Server Administrator from installing.

  The following error message may be displayed:
  ```
   "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

    "./srvadmin-install.sh" script

    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)

Open Issues

- Prerequisite Page Link-inconsistent with English. (421624)

  During Windows installation, the prerequisite page is displayed. Navigate to Management Station-windows-ITAssistant.

  The link "Install Microsoft SQL Express" is not consistent in all languages.

- Spelling mistake in WINRM listener creating Link. (423985)

  On WINRM listener creation Link, HTTPS is spelled as HTTPs.

Known Issues on Windows

- Configure HTTPS Listener link page does not time-out.(498330)

  If you click the Configure HTTPS listener link in the pre-req page, the page does not time out.

  To resolve this issue, close the page and reopen it.

- Browser secure site warning message.(134991)

  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.

  To resolve this, add this site to the "Trusted Sites" list for the pages to display or lower your security settings.

- Standalone Server Administrator installation fails on upgraded Win XP SP3 (289721)

  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.

- MSI reference counts affected for Intel(R) SNMP agent install

  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.

- Non support for Windows "Advertised" installation. (144364)

  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.

  Versions Affected: 7.1 and earlier

- Server Administrator conflicts with the Intel IMB driver

  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.

- Wrong install directory shown during OM Installation   (71022)

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

- On Dell OpenManage 7.1, while running the Repair option from Add/Remove Programs or Uninstall or Change a program window, if the installer errors out, use the Repair option in the MSI.

Known Issues on Linux

- Dell SBUU modifies .bash_profile.(152668)

  Dell Systems Build and Update Utility add 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}...."

  Versions Affected: 7.1 and earlier

- Dependency issue during install.(303464)

  During installation, the "libstdc++.so.5 is needed by srvadmin-<component>" failed dependency error is displayed.

  To resolve this, install the compatibility libraries from your Linux distribution using the "rpm -ivh compat-libstdc++*.rpm" command.

  Versions Affected: 7.1 and earlier

- Server Administrator components get removed on an OS upgrade. (380137)

  During an OS upgrade, some of the srvadmin packages may get removed.

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

  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.

  Versions Affected: 7.1 and earlier

- Existing connection service lost after SLES11 upgrade. (388955)

  Dell OpenManage version 6.x for Linux does not have a functional Connection Service web GUI after upgrading SUSE Linux Enterprise Server 11 to Service Pack 1. Also, if WS-MAN service for OMSA were installed, it does not function.

  To prevent this:

  1. Before upgrading SLES 11 operating system, uninstall the OpenSource packages manually with --nodeps option.

  2. Upgrade the SLES11 operating system to Service Pack 1.

  To resolve this, reinstall the following Server Administrator packages from the OpenManage install media:

    o rpm -Uhv srvadmin-iws-*.sles11.rpm --nodeps

    o rpm -Uhv srvadmin-itunnelprocider-*.sles11.rpm --nodeps

  Versions Affected: 7.1 to 6.0

- DRAC4 service failure message after YUM installation. (391720)

  RAC4 service startup shows failed to probe DRAC4 when OpenManage installation is performed using YUM or if all the RAC rpms are installed from the OpenManage DVD.

  Essentially this error message is observed on a system (9G, 10G, or 11G server) that does not have a RAC4 but RAC4 rpms are installed. There is no functionality impact.

  The following message is displayed:

  DRAC4 probe: DRAC4 pci device not found   [FAILED]

  Versions Affected: 7.1 and earlier

- Linux install script cannot be run from Virtual Media.

  The "srvadmin-services.sh" script cannot be run from Virtual Media.

  Run this script from the local file system after un-mounting the virtual media. This avoids input/output errors that you may otherwise encounter while using Virtual Media.

  Versions Affected: 7.1 and earlier

- YUM uninstall leaves services running. (410584)

  If you are using methods other than the "srvadmin-uninstall.sh" command to uninstall OpenManage rpm, the OpenManage service processes may still continue to run.

  To prevent this, run the "srvadmin-services stop" command to stop the OpenManage services and then remove the OpenManage rpms.

  Versions Affected: 7.0 and earlier

Dell OpenManage Power Center --> Group Management with OpenManage Power Center

Collects and sums aggregate power use -rack, row, room

Implement policies for power reduction in response to power or cooling events

Maximize rack utilization based on actual, not faceplate data

Global Support

For information on technical support, visit **dell.com/contactus**.

For information on documentation support, visit support.dell.com/manuals. On the Manuals page, click Software - >Systems Management. Click on the specific product on the right - side to access the documents.

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