Dell Smart Plug-in For HP Operations Manager 9.0 For Microsoft Windows Version 3.0

Readme

Dell SPI supports classification of Dell devices, periodic polling for classified devices and event based health update with SNMP traps for all supported Dell devices including device specific 1x1 console launch to troubleshoot the fault further.

What's New

- Support for monitoring the following Dell server services
  - Dell Servers via both in-band and out-of-band(iDRAC7)
  - Dell Chassis both CMC and DRAC/MC
  - Dell DRACs like DRAC5, iDRAC6 and iDRAC7(bare metal)

- Support for monitoring the following Dell Storage Devices
  - Dell EqualLogic Storage Arrays
  - Dell MD Storage Arrays

- Support for the following Dell specific console launches
  - Dell Warranty Report Console
  - Dell OpenManage Essentials(OME) Console
  - Dell OpenManage Power Center(OMPC) Console
  - Dell Connections License Manager (DCLM) Console

- Support for configuring/ managing Dell SPI licenses for iDRAC7 monitoring.

- Support for upgrade from Dell SPI v2.0 and Dell SPI v2.1

Hardware And Software Requirements

Operating Systems Supported On The Management Server

Ensure that you follow the requirements for management server and console as per the guidelines provided in the HPOM 9.0 for Windows Installation Guide.

New Operating Systems Supported On The Managed Node

- VMware ESXi 5.0 U1
- VMware ESXi 4.1 U2
- RedHat Enterprise Linux 5 SP7 x86
- SuSE Enterprise Linux 11 SP2 x86_64
- SuSE Enterprise Linux 10 SP4 x86_64
- RedHat Enterprise Linux 5 SP7 x86_64

For the list of all operating systems supported, refer "*Dell Smart Plug-in Version 3.0 for HP Operations Manager 9.0 For Microsoft Windows User's Guide*."

New Firmware Supported

- CMC 4.0 and CMC 4.1
- DRAC/MC 1.5 and DRAC/MC 1.6
- DRAC5 1.5 and DRAC5 1.6
- iDRAC6 1.8 and iDRAC6 1.9 (11G Monolithic)
- iDRAC6 3.3 and iDRAC6 3.4 (11G Modular)
- iDRAC7 1.10.10 and iDRAC7 1.20.20
- EqualLogic 5.2.1 and EqualLogic 5.2.2
- MD Storage Array 7.35, 7.75, and 7.80

New Platforms Supported

Servers

12G (Both Modular and Monolithic)

Chassis (CMC And DRAC/MC)

- DRAC/MC 1955
- M1000e (CMC)

DRAC

- DRAC 5
- iDRAC 6 11G Monolithic
- iDRAC 6 11G Modular
- iDRAC 7

EqualLogic

- PS5000
- PS5500
- PS4000
- PS4100
- PS6000
- PS6010
- PS6100
- PS6500
- PS6510

MD Storage Array

- MD3000, MD3000i
- MD3200, MD3200i
- MD3220, MD3220i
- MD3600i, MD3600f
- MD3620i, MD3620f

Installation

Prerequisites

Before installing the Dell SPI, ensure that the system meets the following requirements:

Hardware Requirements

Ensure that you follow the Hardware requirements for Management Server and Console as per the guidelines provided in the HPOM 9.0 for Windows Installation Guide.

Software Requirements

Ensure that you follow the software requirements for Management Server and Managed Systems as per the guidelines provided in the "*Dell Smart Plug-in Version 3.0 for HP Operations Manager 9.0 for Microsoft Windows User's Guide*".

Installation and Configuration Notes

For information on installing the Dell Smart Plug-in (Dell SPI) for HP Operations Manager 9.0 for Windows, refer the "*Dell Smart Plug-in for HP Operations Manager 9.0 for Microsoft Windows Version 3.0 Installation Guide*".

Upgrade

If you have Dell SPI version 2.0 or 2.1 installed on the management server, you can upgrade the same to version 3.0.

For more information on Upgrade, refer the "*Dell Smart Plug-in for HP Operations Manager 9.0 Version 3.0 for Microsoft Windows Installation Guide*".

Uninstallation

For information on uninstalling the Dell Smart Plug-in (Dell SPI) for HP Operations Manager 9.0 for Windows, refer the "*Dell Smart Plug-in for HP Operations Manager 9.0 Version 3.0 for Microsoft Windows Installation Guide*".

Open Issues and Resolutions

- When you uninstall the Dell SPI, the following error may be displayed: "The Setup must update files or services that cannot be updated while the system is running. If you choose to continue, a reboot will be required to complete the setup". You can ignore this error as the uninstallation of the Dell SPI is successful.
- When you uninstall the Dell SPI, the following error is displayed on the HPOM console: "MMC has detected an error in a snap-in. It is recommended that you shut down and restart MMC". When this error occurs, you must close the HPOM console and re-launch it again.
- The Dell SPI does not support a multi-valued pattern for the fully qualified domain name (FQDN), IP Address, and Node name, for the external nodes.
- For example, if you provide an IP address pattern like 10.44.176.* to group and monitor nodes within that range, the Dell SPI does not recognize the pattern.
- You cannot launch the Dell SPI tools from a HP Operations Manager remote console.
- If the servers are already grouped under Dell Managed Systems and are not reachable before the SNMP timeout value expires, then the Global Health Status is displayed as critical against the servers.
- The Dell SPI configurator utility stores and retrieves 'snmptimeout' values only in multiples of 10.
- In the HPOM Console, the following Dell 12G out-of-band server Traps are displayed with Message Object as "DellOOBServer" instead of respective object names.

  Traps affected:

  - Battery Object Traps
    - BAT1000 : Battery on <controller name> is missing.
    - BAT1008 : Write policy on <controller name> was changed to Write Through.
    - BAT1021 : The charge level for the battery on <controller name> is below the normal threshold.
    - BAT1024 : Errors detected with battery on <controller name>.

        - BAT1025 : <controller name> is unable to recover cached data from the Battery Backup Unit (BBU).
        - BAT1033 : The battery on <controller name> was removed.
    - Controller Object Traps
        - CTL48 : A foreign configuration was detected on <controller name>.
        - CTL72 : The foreign configuration overflow has occurred on <Controller name>.
        - CTL73 : Foreign configuration is imported only partially. Some configurations failed to import on <controller name>.
    - PhysicalDisk Object Traps
        - PDR73 : Copyback failed from <physical disk> to <physical disk>.
        - PDR85 : Security subsystem errors detected for <physical disk>.
        - PDR86 : Bad block table on <physical disk> is full.
        - PDR95 : Microcode update on <physical disk> has failed.
    - PowerSupply Object Traps
        - PSU1 : Power supply in <Enclosure name> was disrupted.
        - PSU2 : The power supply in <Enclosure name> is switched OFF.
        - PSU11 : Power supply in <Enclosure name> has failed.
- The following Dell Server alerts are displayed on the HPOM console with Message Object as "DellServer"
    - An EMM has been removed
    - An EMM has been inserted
- When the Auto-grouping policy is scheduled with other Monitoring policies at the same time, an error message in a pop-up window may be displayed. You can ignore the error message by clicking OK in the pop-up window.

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. On the right-side select the "Dell OpenManage Connections" to access "*Dell Smart Plug-in for HP Operations Manager Version for Microsoft Windows*" manuals.

To visit Dell TechCenter for accessing whitepapers, blogs, wiki-articles, Product communities and forums, see: http://en.community.dell.com/techcenter/systems-management/w/wiki/4115.dell-openmanage-connections-and-integrations.aspx

Information in this document is subject to change without notice.
© 2012 Dell Inc. All rights reserved.

Reproduction of these materials in any manner whatsoever without the written permission of Dell Inc. is strictly forbidden.

Trademarks used in this text: Dell™, the DELL logo, Dell Precision™, OptiPlex™, Latitude™, PowerEdge™, PowerVault™, PowerConnect™, OpenManage™, EqualLogic™, KACE™, FlexAddress™, and Vostro™ are trademarks of Dell Inc. Intel®, Pentium®, Xeon®, and Celeron® are registered trademarks and Core™ is a trademark of Intel Corporation in the U.S. and other countries. AMD® is a registered trademark and AMD Opteron™, AMD Phenom™, and AMD Sempron™ are trademarks of Advanced Micro Devices, Inc. Microsoft®, Windows®, Windows Server®, MS-DOS® and Windows Vista® are registered trademarks of Microsoft Corporation in the United States and/or other countries. Red Hat Enterprise Linux® and Enterprise Linux® are registered trademarks of Red Hat, Inc. in the United States and/or other countries. Novell® is a registered trademark and SUSE ™ is a trademark of Novell Inc. in the United States and other countries. Oracle® is a registered trademark of Oracle Corporation and/or its affiliates. Citrix®, Xen®, XenServer® , and XenMotion® are registered trademarks of Citrix Systems, Inc. in the United States and/or other countries. VMware®, Virtual SMP®, vMotion®, vCenter®, and vSphere® are registered trademarks of VMWare, Inc. in the United States or other countries.

Other trademarks and trade names may be used in this publication to refer to either the entities claiming the marks and names or their products. Dell Inc. disclaims any proprietary interest in trademarks and trade names other than its own.

2012 – 11 **Rev. A00**