

Integrated Dell Remote  
Access Controller 7 (iDRAC7)  
Version 1.20.20 and  
Lifecycle Controller 2  
Remote Services (LC2-RS)  
Version 1.0.8

## **Readme**



This readme contains information for both iDRAC7 and LC2-RS.

iDRAC7 is a systems management hardware and software solution that provides remote management capabilities, crashed system recovery, and power control functions for Dell PowerEdge systems.

LC2-RS provides advanced embedded systems management and is delivered as part of iDRAC7. LC2-RS enables remote systems management in a one-to-many method. Remote Services uses WS-Management (WS-MAN) protocol based Web services interface to remotely provision and manage the servers.

# Hardware and Software Requirements

## License Requirements

- Software licensing has replaced hardware licensing. For more information, see, the Dell License Manager User's Guide.
- Lifecycle Controller features such as Auto Discovery and vFlash are now licensed. You must install the correct licenses for Lifecycle Controller Remote Services to work properly.

## Supported Systems

iDRAC7 and LC2-RS is supported on the following Dell PowerEdge systems:

- Dell PowerEdge M620
- Dell PowerEdge M820
- Dell PowerEdge M420
- Dell PowerEdge M520
- Dell PowerEdge R620
- Dell PowerEdge R720
- Dell PowerEdge R720xd
- Dell PowerEdge R820
- Dell PowerEdge R420
- Dell PowerEdge R320
- Dell PowerEdge R520
- Dell PowerEdge T420
- Dell PowerEdge T320
- Dell PowerEdge T620

## Supported Managed Server Operating Systems for iDRAC7

The following operating systems support iDRAC7:

- Microsoft Windows Server 2008 SP2 (Standard, Enterprise, and DataCenter Editions) (x86, x86\_64)
- Microsoft Windows Server 2008 R2 SP1 (Standard, Enterprise, and DataCenter Editions) (x86\_64)
- Microsoft Windows Small Business Server 2011 (x86\_64)
- SUSE Linux Enterprise Server (SLES) 10 SP4 (x86\_64)
- SUSE Linux Enterprise Server (SLES) 11 SP2 (x86\_64)
- Red Hat Enterprise Linux (RHEL) 5.7 (x86\_32, x86\_64)
- Red Hat Enterprise Linux (RHEL) 6.1 (x86\_64)
- Hyper-V and Hyper-V R2

- ESX/ESXi 4.1 Update 2 Flash, Classic, and HDD
- ESXi 5.0 Patch 01 Flash
- XenServer 6.0

## Supported Web Browsers for iDRAC7

- Microsoft Internet Explorer 7.0 for Windows Server 2003 SP2, Windows Server 2008 SP2, Windows XP 32-bit SP3, and Windows Vista(R) SP2
- Microsoft Internet Explorer 8.0 for Windows Server 2003 SP2, Windows Server 2008 SP2, Windows Server 2008 R2 x64, Windows XP 32-bit SP3, Windows 7, and Windows Vista SP2. Internet Explorer 8 requires Java Runtime Environment (JRE) version 1.6.14 or later
- Microsoft Internet Explorer 8.0 (64-bit) for Windows 7 (x86\_64), Windows Vista (x86\_64) and Windows Server 2008 R2 (x86\_64), Windows Server 2008 SP2 (x86\_64), Windows Server 2003 SP2 (x86\_64)
- Microsoft Internet Explorer 9.0 for Windows Server 2008 R2 x64, Windows 7, and Windows Vista(R) SP2
- Microsoft Internet Explorer 9.0 (64-bit) for Windows 7 (x86\_64), Windows Vista (x86\_64), and Windows Server 2008 R2 (x86\_64)
- Mozilla Firefox 6.0 and 7.0 on Windows XP 32-bit SP3, Windows Server 2003 SP2, Windows Server 2008 SP2, Windows Server 2008 x64 R2, Windows Vista SP2, Windows 7
- Mozilla Firefox on SLES 10 x64 SP3, SLES 11 x64 SP1, RHEL 5.5, and RHEL 6.0 x64 Native version

# Installation

## iDRAC7 - Installation

### Prerequisites

Before you update iDRAC7 firmware using local RACADM or the Dell Update Package, perform the following procedures. Otherwise, the firmware update operation may fail.

1. Install and enable the appropriate IPMI and managed node drivers.
2. If your system is running a Windows operating system, enable and start the Windows Management Instrumentation (WMI) service.
3. If you are using iDRAC7 Enterprise and your system is running SUSE Linux Enterprise Server (version 10) for Intel EM64T, start the Raw service.
4. Disconnect and unmount Virtual Media.
5. If iDRAC7 firmware update is interrupted for any reason, you must wait for at least 30 minutes before you start the firmware update again.

## Installation and Configuration Notes

- From the Windows host operating system (managed node), run the Dell Update Package for Windows and follow the instructions on the update wizard.
- From the Linux host operating system (managed node), run the Dell Update Package for Linux from the shell prompt. Follow the instructions displayed on the console.
- From the management station, remotely update the firmware using the iDRAC7 Web interface:
  1. Extract the firmware image self-extracting file to the management station.
  2. Open the iDRAC7 Web interface using a supported Web browser.
  3. Log in as administrator.

4. Go to **Overview > iDRAC Settings > iDRAC Firmware Update**. The **Firmware - Upload / Rollback (Step 1 of 3)** page is displayed.
5. Click **Browse**, select the d7 firmware image file that you extracted (step 1), and click **Upload**.
6. Wait for the upload to complete. After the upload is completed, the existing and the new firmware version numbers are displayed.
7. Click **Update**. After the update is completed, iDRAC7 restarts automatically.

## Upgrade

iDRAC7 firmware cannot be installed on platforms that support iDRAC6 and cannot be used to upgrade iDRAC6 firmware to iDRAC7.

# Uninstallation

Use the rollback feature to return to the previous installed version of iDRAC7 firmware.

Lifecycle Controller 2 Remote Services - Client Tools

Use the WinRM and OpenWSMAN CLI client tools to send WS-MAN commands to Lifecycle Controller.

## WinRM

WinRM is a Windows native WS-MAN client.

It is recommended to use WinRM 2.0 on Windows Management Stations. WinRM 2.0 is installed by default as a part of Windows 7 and Windows Server 2008 R2. It can also be installed as a part of the Windows Management Framework Core package on the following systems:

- Windows Server 2008 SP1
- Windows Server 2008 SP2
- Windows Server 2003 SP2
- Windows Vista SP1
- Windows Vista SP2
- Windows XP SP3

For more information on how to install WinRM 2.0 as a part of the Windows Management Framework Core package, see article 968929 in the Microsoft Knowledge Base at:

<http://go.microsoft.com/fwlink/?LinkId=186253>

Recommended WinRM Client Configuration

- MaxBatchItems = 50
- MaxTimeoutms = 60000
- MaxEnvelopeSizekb = 150
- NetworkDelayms = 60000

### Sample WinRM Command (Enumeration Operation):

```
winrm e cimv2/DCIM_SystemView?__cimnamespace=root/dcim -u:[idrac user]
-p:[idrac password] -r:https://[idrac ip address]/wsman -encoding:utf-8
-a:basic -SkipCNcheck -SkipCAcheck -format:Pretty
```

**Note:** Lifecycle Controller uses a self-signed certificate for HTTPS (SSL) communication. Self-signed certificates are not accepted by the WinRM client and WinRM commands do not work without these options:

```
-SkipCNcheck and -SkipCAcheck
```

### OpenWSMAN CLI

OpenWSMAN CLI is an open source Linux WS-MAN client. OpenWSMAN CLI source code and installation details are available at:

<http://sourceforge.net/projects/openwsman/files/wsmancli>

### Sample OpenWSMAN CLI Command (Enumeration Operation):

```
wsman enumerate http://schemas.dmtf.org/wbem/wscim/1/cim-schema/2/DCIM_SystemView
-h (idrac ip address) -P 443 -u (idrac user) -p (idrac password) -v -j utf-8
-y basic -R -o -m 256 -N root/dcim -c cert_name.cer -V
```

**Note:** Lifecycle Controller uses a self-signed certificate for HTTPS (SSL) communication. Self-signed certificates are not accepted by the OpenWSMAN CLI client and WS-MAN commands do not work without these options: `-c`, `-v`, and `-V`

See the [OpenWSMAN CLI Readme](#) for details on these options.

## iDRAC7 - Notes

- Only if there are one or more network interface cards (NDC or LOM) present on the managed system, Network Devices appears under **Overview > Hardware** in the iDRAC7 Web interface.
- When using iDRAC7 Web interface in Firefox 3.6 if the SD card is removed while partition creation is in-progress, the operation has been completed successfully message is displayed.
- If Virtual Console and Virtual Media are configured to use Java plug-in, then you must disable Enhanced Security Mode in Internet Explorer. If this is not possible, then in iDRAC7, configure Virtual Console to use ActiveX plug-in. You must enable ActiveX control in IE, add the iDRAC7 Web URL to the Intranet security zone, and set the security level for this zone as Medium-Low for Virtual Console and Virtual Media to function properly.
- If the instant messenger is launched in the Virtual Console viewer with ActiveX native plug-in and another application is started (example Notepad, WordPad, and so on) without minimizing the Virtual Console, the instant messenger box also pops-up on other applications. This does not happen with Java plug-in.
- When a system is in POST, it is not possible to attach a vFlash partition as the First Boot Device.
- Virtual Console Viewer from iDRAC7 Web interface terminates when the managed system is restarted.
- If common logging is enabled in iDRAC7, CEM storage inventory takes more than 40 minutes. If common logging is disabled (default setting), CEM storage inventory takes up to four minutes for the maximum configuration.
- A pop-up message is not displayed to confirm if test emails are successfully sent or not.

- For iDRAC7 Enterprise, when the Virtual Console is disabled and Virtual Media is disabled and/or detached, the console port (default: 5900) remains open. For iDRAC7 Express (no Virtual Console or Virtual Media) the console port is open.
- If auto-negotiation is enabled while setting iDRAC7 network, 1 Gbps is not supported and you cannot manually select it.
- A USB device mounted through Virtual Media in floppy emulation mode for a Linux operating system shows as a removable volume.
- During system power operations, if the video mode changes, the message `Out of range` may appear for a short while on the Virtual Console.
- When using the Virtual Console in native console mode with `Pass all keystrokes to server` disabled in Internet Explorer versions 8 and 9, if an F1/F2 prompt is encountered, pressing F1 displays the Virtual Console online help pop-up in addition to continuing with the system boot.
- When any of the storage enclosure components are removed, the corresponding details are not displayed. Only the name and status attributes are displayed.
- When certain RAID operations are requested using WS-MAN on non-RAID cards such as, the Dell SAS 6Gbps HBA or the Internal Tape Adapter, the operation succeeds, however the job fails with the error message `Unable to locate device in current configuration`.
- If the iDRAC7 network is configured to use a shared LOM and the spanning tree is enabled on the LOM port, WS-MAN and remote service commands may time-out in the following scenarios:
  - At system reboot
  - When CSIOR is running
  - While entering SSM

The connectivity lost is variable. In typical cases, it is approximately:

- 40 seconds at system reboot and varies per NIC or link speed
- 20 seconds when CSIOR is running
- 40-60 seconds while entering SSM

The reason is that when spanning tree is enabled, the switch does not allow the link to re-establish the connection after a reset until it completes checking for network loops. Server reboots reset the NIC and disconnects the link.

**Note:** This does not occur while using dedicated NIC because server reboots do not affect the dedicated NIC.

- When logging in to iDRAC7 Web Interface using Internet Explorer 9 and IPV6 address, the connection may not succeed. To resolve this, make sure that in Internet Explorer > **Tools** > **Internet Options** > **Connections** > **LAN Settings**, the **Use automatic configuration script** option is cleared.
- On PowerEdge systems with cabled power supply units installed (that is, PSUs which do not provide PMBus support), power values may still be displayed in the iDRAC7 web and LCD interfaces. Due to lack of PMBus support in the PSUs, the power values displayed on the GUI pages, including the Overview > Hardware > Front Panel page, will not be correct.

# iDRAC7 - Limitations

- If floppy emulation is enabled when a bootable USB key is mounted as a Virtual Media from the Virtual Console and if you try to delete any file from the mounted USB key (floppy), the blue screen appears immediately.
- Web server session time-out is not exact. It is either 10% more or 15 seconds more, whichever is greater.
- WinRM and RACADM commands may become unresponsive during BIOS update or when setting BIOS, NIC, or RAID attributes through Lifecycle Controller.
- Using WS-MAN and running up to 256 jobs through the job scheduler may lead to reduced iDRAC7 performance.
- If invalid credentials are used for the maximum login attempts, the IP is blocked for the duration of the IP Blocking Penalty Time and a message is not displayed.
- If Internet Explorer (IE) 64-bit browser is used to log in to iDRAC7 Web interface and when viewing the power usage graph, the X and Y axis labels appear too small to read. This is a known limitation for IE 64-bit only. The labels appear correctly in IE 32-bit browser.
- On Linux management stations, if Firefox is launched from the root user, a USB key is mapped in Virtual Media successfully. If Firefox is launched from any user other than the root user, a USB key is not shown for mapping because the user must have root privileges to access all the low-level drives.
- Alert notification for battery events does not work.
- Operating system information on the System Summary page does not display after rebooting iDRAC7 until the operating system is rebooted.
- iDRAC7 users with user names containing a semi-colon (;) cannot log in to iDRAC7 through SSH.
- In the iDRAC7 Web interface, the power consumption sensor reading may have a rounding error of up to 13 Watts depending on the actual power reading. This is an IPMI limitation. The power cap, power graphs, cumulative power, and peak power are not affected by this inaccuracy. However, the power values shown in the power graphs are average values over a period of time and should not be used to calculate instantaneous power.
- In the iDRAC7 Web interface, the power consumption sensor reading may have a rounding error of up to 13 Watts depending on the actual power reading. This is an IPMI limitation. The power cap, power graphs, cumulative power, and peak power are not affected by this inaccuracy. However, the power values shown in the power graphs are average values over a period of time and should not be used to calculate instantaneous power.
- In the iDRAC7 Web interface, while viewing the CPU details under **Overview > Hardware**, the CPU status is displayed with a warning icon for a CPU that is absent and the status is blank.
- Virtual Console uses self-signed certificates. Due to this, when launching Virtual Console from some management stations with Windows operating systems, a certificate warning appears.

# iDRAC7 - Open Issues and Resolutions

## Issue 1

### Description

In Chinese locale on Windows operating system, while launching the Virtual Console using Java plug-in, occasionally you may see a Java compilation error.

### Resolution

1. Open the Java control panel.
2. Go to **General > Network Settings**.
3. Select **Direct Connection** and click **OK**.

### Versions Affected

All iDRAC7 supported Dell PowerEdge systems.

## Issue 2

### Description

Known iDRAC7 IPv6 limitations:

- Email alerts are not sent if the iDRAC7 DNS Domain Name is not specified when using IPv6.
- Network File Share (NFS) mounting does not work with IPv6. This applies to features such as connecting a remote file share or exporting the Lifecycle Controller log to a network shared location.
- Firefox versions 4.x, 6.x, and 7.x may prevent the iDRAC7 Web interface from opening when using IPv6. For more information see:

[https://bugzilla.mozilla.org/show\\_bug.cgi?id=633001](https://bugzilla.mozilla.org/show_bug.cgi?id=633001)

- On Microsoft Windows Operating Systems, when launching Virtual Console using Java plug-in or when launching Video Capture plugin, empty warning dialogs may appear. Continue to click OK to launch plugin. This is a known limitation in Java Web Start if its Network Settings is set to use browser settings. To resolve this, set the Java's Network Settings to Direct Connection.

### Resolution (only for logging in to iDRAC7 Web interface):

1. Register iDRAC7 to DNS.
2. Make sure the client system also has this DNS in its DNS list.
3. Enable IPv6 and disable IPv4.
4. Log in to iDRAC7 using the Fully Qualified Domain Name (FQDN).

For launching Virtual Console with IPv6 in Firefox 4.0 or later versions, from Windows management system, run `ipconfig /flushdns` in the command prompt.

### Versions/Systems Affected

All iDRAC7 supported Dell PowerEdge systems.

## Issue 3

### Description

The **Learn More** pop-up on the License page does not appear using IE.

### Resolution

Add `*.dell.com` to the trusted sites in the Security settings. See the Internet Explorer help documentation for more information.

### Versions/Systems Affected

All iDRAC7 supported Dell PowerEdge systems.



## Issue 4

### Description

On Windows operating system, to add a folder as an image using the Virtual Media, the Desktop directory must be in the **HOMEPATH** directory. The **HOMEPATH** directory may vary depending on the Windows installation, but the images created from the **Add Folder as Image** operation always reside in the **%HOMEDRIVE%\%HOMEPATH%\Desktop** directory. The **HOMEDRIVE** must be set to **C** drive. Otherwise, the operation fails.

### Versions/Systems Affected

All iDRAC7 supported Dell PowerEdge systems.

## Issue 5

### Description

If you are using Linux management station, you may have problems moving or resizing the Virtual Console when **Pass all keystrokes to server** is enabled. This is a limitation of X-Windows.

### Resolution

Either disable **Pass all keystrokes to server** if the problem occurs or click in the workspace outside the Virtual Console window so that the console loses focus. Now, reposition and resize the Virtual Console. The keystroke option is restored if it was in use and temporarily disabled.

### Versions/Systems Affected

All iDRAC7 supported Dell PowerEdge systems.

## Issue 6

### Description

vFlash functionality remains enabled after unpreserved firmware update.

If vFlash functionality is enabled and a firmware update is performed without preserving the configuration (preserve configuration unchecked), the vFlash enabled option remains selected. This is a known behavior.

### Resolution

You must manually enable or disable the vFlash functionality after the firmware update as required. To do this, select or clear the **vFlash Enabled** option in the iDRAC7 Web interface, or use RACADM or WinRM remote service commands.

### Versions/Systems Affected

All iDRAC7 supported Dell PowerEdge(TM) systems.

## Issue 7

### Description

In some scenarios, typically for state change events occurring within a span of few seconds, the sequence of events reported in the Lifecycle Log (or corresponding SNMP traps) for storage devices may not exactly match the sequence in which they occurred.

### Resolution

The current state or attribute of the storage device can be checked in any of the iDRAC7 interfaces (example, iDRAC7 Web interface, RACADM and so on).

### Versions/Systems Affected

All Dell PowerEdge(TM) systems with iDRAC7 and out-of-band enabled PERC storage controllers.

## Issue 8

### Description

When enclosures connected in the redundant path are re-wired (connections are switched) to result in a non-redundant path, the reported connected port value of the enclosures may not be accurate.

### Resolution

Power cycle the server.

### Versions/Systems Affected

All Dell PowerEdge systems with iDRAC7 and out-of-band enabled PERC storage controllers.

## Issue 9

### Description

When a storage enclosure is disconnected or accidentally removed, the corresponding status of its components (that is, EMM, PSU, fan, and temperature sensors) are reported as critical.

### Resolution

If the storage enclosure is disconnected accidentally, reconnect it to get back to normal state. If it is intentional, perform DRAC7 reboot or server power cycle to remove the enclosure entries from the consoles.

### Versions/Systems Affected

All Dell PowerEdge systems with iDRAC7 and out-of-band enabled PERC storage controllers.

## Issue 10

### Description

Logging in to iDRAC7 Web interface fails with the error message 'RAC0218: The maximum number of user sessions is reached'. When the temporary folder used by iDRAC7 components is full, it is possible that authentication fails and this error is displayed.

### Resolution

Power cycle iDRAC7 to clear the temporary space.

### Versions/Systems Affected

All Dell PowerEdge systems with iDRAC7.

## Issue 11

### Description

On Microsoft Windows7 operating system, while launching Virtual Console in native mode using Internet Explorer, the iDRAC7 Login page is displayed.

Virtual Console uses plug-ins and due to insufficient privileges plug-in does not load and iDRAC7 Login page is displayed.

### Resolution

Reboot operating system and log in to iDRAC7 Web interface.

### Versions/Systems Affected

All Dell PowerEdge systems with iDRAC7.

## Issue 12

### Description

When selecting browser buttons (forward or back), the GUI pages are not displayed correctly and sometimes the same page re-appears.

iDRAC7 Web interface is a platform management application and all the necessary controls are provided within the application. The Web browser buttons are outside of this application and may not function properly.

### Resolution

Use the navigation options within the iDRAC7 Web interface.

### Versions/Systems Affected

All Dell PowerEdge systems with iDRAC7.

## Issue 13

### Description

When you log in to iDRAC7 Web interface using Internet Explorer 9.x, few pages are not shown properly.

This is a known issue with Internet Explorer.

### Resolution

1. Press F12. The Internet Explorer 9 Debug window is displayed.
2. Select Document **Mode** > **Internet Explorer 7**. The browser refreshes and the iDRAC7 Login page is displayed.
3. Close the Internet Explorer 9 debug window.
4. Close all open Internet Explorer windows.
5. Open Internet Explorer and log in to iDRAC7.

For more information, see Internet Explorer documentation.

### Versions/Systems Affected

All Dell PowerEdge systems with iDRAC7.

## Issue 14

### Description

When Enterprise or Enterprise Evaluation license expires, Active Directory is disabled automatically.

### Resolution

After re-installing the Enterprise or Enterprise Evaluation license, administrative user can log in as an existing local iDRAC7 user to re-enable Active Directory authentication, through available interfaces such as RACADM or iDRAC7 Web interface. Remote RACADM can be used in script to batch-enable Active Directory. If a local iDRAC7 user is not enabled or not configured for direct remote access, the administrative user must use local RACADM or OpenManage Server Administrator to configure a local user.

### Versions/Systems Affected

All Dell PowerEdge systems with iDRAC7.

## Issue 15

### Description

When a power reset is performed, the Virtual Console Viewer menu options (except **File** > **Exit** and **Help** options) are grayed-out or inaccessible. The '**Link interrupted**' message appears at the bottom of Virtual Console Viewer.

### Resolution

Due to a temporary network outage, the Virtual Console Viewer menu options are not accessible. The '**Link interrupted**' message is displayed to indicate that an outage has occurred. This is a temporary problem and the menu options are available when the network is restored.

### Versions/Systems Affected

All Dell PowerEdge systems with iDRAC7.

## Issue 16

### Description

The Front Panel page in the iDRAC7 Web interface and the physical LCD on the server front panel may display IPv6 address as undefined even if IPv6 was enabled.

### Resolution

Perform one of the following to view the IPv6 address:

- Wait for the IPV6 DHCP6 server to respond and display the IPv6 address.  
or
- In the iDRAC7 Web interface, go to **Overview > iDRAC Settings > Properties**. Under the Current IPv6 Settings section, see Link Local Address, which is the IPv6 address.

### Versions/Systems Affected

All Dell PowerEdge systems with iDRAC7.

## Issue 17

### Description

When a driver pack DUP update is performed, the following message is recorded in the Lifecycle log after the driver pack update entry.

RAC0400: iDRAC memory low

iDRAC is running low on memory. System performance may be degraded.

Recommended Action: No response action is required.

### Resolution

No workaround is required. This is a normal condition when the memory is lower than the threshold for around 30 seconds and returns to normal after the drive pack update.

### Versions/Systems Affected

All Dell PowerEdge systems with iDRAC7.

## Issue 18

### Description

Resetting iDRAC7 to default values action may take between four to six minutes to complete.

### Resolution

Wait for iDRAC7 to reboot before performing any other action.

### Versions/Systems Affected

All Dell PowerEdge systems with iDRAC7.

## Issue 19

### Description

While deploying Windows 2008 R2 SP1 from Lifecycle Controller GUI > OS Deployment, installation terminates with the following error:

There is no disk in the drive. Please insert a disk into drive \Device\Harddisk0\DR0.

This issue may occur due to any of the following reasons

- Virtual Media is in the attached state with no media mapped.
- Virtual Media is in the auto attached state with media mapped.
- Virtual Media being presented by the AVCT SIP and Virtual Media from iDRAC7 in the detached state.
- The underlying cause may be due to failure to load drivers for RAID controllers on the system.

**NOTE:** It does not happen with Virtual Media in the detached state. It also does not happen without the SIP and with Virtual Media in the detached state from iDRAC7.

### Resolution

Retry the operation.

### Versions/Systems Affected

All Dell PowerEdge systems with iDRAC7.

## Issue 20

### Description

In the iDRAC7 Web interface > Overview > Server > Power/Thermal > Power Monitoring tab > Power section, the Power Unit selector only changes the unit of measure. Due to the oscillating nature of power, the present reading cannot be displayed as units for Current (Amps).

### Resolution

None.

### Versions/Systems Affected

All Dell PowerEdge systems with iDRAC7.

## Issue 21

### Description

On all Intel NICs, each port cannot be assigned different iSCSI initiator name (by assigning the value for IscsiInitiatorName). If the name is changed for one port, the same change is applied to all ports.

### Resolution

None.

### Versions/Systems Affected

All Dell PowerEdge systems with iDRAC7.

## Issue 22

### Description

When virtual world wide name and virtual world wide port name attributes on a NIC partition are set using the WS-MAN interface, the new values are not updated in the iDRAC7 Web interface or when racadm getsysinfo is run.

### Resolution

Use WS-MAN interface to obtain the updated values for those attributes.

### Versions/Systems Affected

All Dell PowerEdge systems with iDRAC7.

## Issue 23

### Description

After a virtual disk is renamed using OpenManage Server Administrator or other applications, the new name is not displayed in the iDRAC7 Web interface or RACADM.

### Resolution

For the specific virtual disk, change other attributes such as read policy, write policy and the modified name of the virtual disk is displayed.

### Versions/Systems Affected

All Dell PowerEdge systems with iDRAC7 and out-of-band enabled PERC storage controllers.

## Issue 24

### Description

After performing storage operations on PERC through Option-ROM (CTRL-R) or before a system reset (warm boot), the corresponding events are not recorded in Lifecycle log. SNMP traps are generated and the corresponding inventory changes are not reflected in the iDRAC7 Web interface or RACADM.

### Resolution

To update the storage inventory, perform a server power cycle (cold boot).

### Versions/Systems Affected

All Dell PowerEdge systems with iDRAC7 and out-of-band enabled PERC storage controllers.

## Issue 25

### Description

If a NIC card, with partitioning enabled, is replaced with a similar type of card, without partitioning enabled, the configurations from the previous card are not applied to the new card.

### Resolution

After the previous card is replaced with a new card and the system is powered on, go to Option ROM (CTRL-R) and enable partitioning. Save, exit, and reboot the system.

### Versions/Systems Affected

All Dell PowerEdge systems with iDRAC7.

## Issue 26

### Description

When using DownloadServerPublicKey or DownloadClientCerts commands in WSMAN, the invocation may fail when the iDRAC7 system is not ready to service these operations. This might happen when host system is in a POST stage.

### Resolution

Retry the command later or wait until host system past POST stage and retry the same command again.

### Versions/Systems Affected

All Dell PowerEdge systems with iDRAC7.

## Issue 27

### Description

When launching Virtual Console viewer using ActiveX plugin, sometimes a blank window appears and Virtual Console viewer may not launch.

### Resolution

This may be due to incompatible binaries from previous version. Remove temporary files from download location on your system and retry.

For example, C:\windows\Downloaded Program Files.

### Versions/Systems Affected

All Dell PowerEdge systems with iDRAC7.



## Issue 28

### Description

When video player is launched it launches both playback control window and playback window. On Linux RHEL6.0 workstation, if playback window lost focus then user cannot switch back by using mouse. It is not an issue on Microsoft Windows workstations.

### Resolution

This is an issue with the RHEL 6.0 version of Linux. Close the playback control window by selecting 'x' and select playback program on task bar using mouse to bring up playback window. If you need to bring up playback controls again then select menu item from playback window.

### Versions/Systems Affected

All Dell PowerEdge systems with iDRAC7.

## Issue 29:

### Description

On the fan page in the GUI with single fan installed will display "Fan Redundancy" status as Critical when Fans Redundancy sensor is disabled.

### Resolution:

None

### Versions/Systems Affected

Dell PowerEdge T420 and Dell PowerEdge T620 systems with iDRAC7.

## Issue 30:

### Description

When the host server is powered off and during this time if iDRAC is rebooted and the iDRAC Virtual Console is launched, all the options in the Power menu are grayed out.

### Resolution:

After the server is powered on, the Power menu options in the Virtual Console Viewer are available.

### Versions/Systems Affected

All Dell PowerEdge systems with iDRAC7.

## Issue 31:

### Description

If the server is configured with only one power supply (PS1) and when booted to the operating system using iDRAC, the iDRAC Web interface displays incorrect power supply status:

- PS1 = Good
- PS2 = Critical

### Resolution:

See the power supplies status in the OpenManage Server Administrator Web interface. It displays the correct status:

- PS1 = Good
- PS2 = Absent

### Versions/Systems Affected

Dell PowerEdge R420

## LC2-RS - Notes

- Auto Discovery messages are now recorded in the Lifecycle Log.
- Driver Pack updates no longer require a reboot.
- The **'Automated Task Engine'** screen now displays scheduled jobs with a 'Running' status unlike previous versions.
- Empty partitions are created quickly when other partitions are not in use. If other partitions are in use, then creating an empty partition takes longer. For example, attach partition, format partition, and so on.
- Lifecycle Controller job scheduling is enhanced. Jobs scheduled in the same group are executed in a sequence. Jobs that are not in the same group and scheduled at the same time execute at the scheduled time in parallel.
- Passwords included in URI strings must use the correct percent-encoding format.
- The string value for Challenge-Handshake Authentication Protocol (CHAP) passwords must have either zero or between 12 to 16 characters.
- Changing the system password and locking the password cannot be done in a single Lifecycle Controller job. Run a job to change the password, reboot the host, and then run another job to lock the password.
- System Characterization must be enabled to correctly run the firmware update during system power on after a Power Supply Unit (PSU) replacement. If System Characterization is not enabled, the firmware update runs after the next host reboot.
- If the system is shut down or left in the shutdown state while a job is in progress, the job cannot progress further. Delete the job and run it again.

# LC2-RS - Open Issues and Resolutions

## Issue 1

### Description

When the status of the DUP update is checked using the WS-MAN query for the job InstanceID of the DCIM\_LifecycleJob, the 'Percentage Complete' parameter value displays 'NA' even though the job is in-progress or complete.

### Versions/Systems Affected

All LC2-RS supported Dell PowerEdge systems.

## Issue 2

### Description

After running a BIOS or NIC job, if you pause (by pressing Pause key on keyboard) during POST and run another BIOS or NIC job, it fails.

### Versions/Systems Affected

All LC2-RS supported Dell PowerEdge systems.

## Issue 3

### Description

While performing platform update using the NFS share option, if the NFS service is stopped or network connection to the NFS share is lost while the job is in a downloading state, the job does not fail and continues to stay in a downloading state.

### Resolution

To change the job status to:

- Downloaded successfully - Restart the NFS service or re-establish the network connection.
- Failed - Reset iDRAC7.

### Versions/Systems Affected

All LC2-RS supported Dell PowerEdge systems.

## Issue 4

### Description

When two PSUs of same wattage and make are replaced and Part Replacement (Allow Version Upgrade only or Match firmware of replacement part option) feature is enabled, during platform update, the following behavior is observed:

After the first PSU firmware update is complete, the Lifecycle log shows that both the PSUs are updated even though the firmware update for the second PSU is in progress. After the second PSU firmware update is complete, the Lifecycle log is not updated again.

### Resolution

Query the job status using the job ID for the second PSU to get the correct status.

### Versions/Systems Affected

All LC2-RS supported Dell PowerEdge systems.

## Issue 5

### Description

LC-Remote Services jobs may fail occasionally to perform the required operations (either due to manual intervention or system failure) and the user cannot create a new job on the same component.

### Resolution

Delete all the jobs.

### Versions/Systems Affected

All LC2-RS supported Dell PowerEdge systems.

## Issue 6

### Description

During POST, the message '**Lifecycle Controller update required**' appears at the top right of the screen. This indicates that Lifecycle Controller is in recovery mode. This issue may occur due to Lifecycle Controller corruption or if an earlier model of Avocent SIP is used.

### Resolution

To bring Lifecycle Controller out of recovery mode:

1. During POST, press F2 go to **System Setup > iDRAC Settings**.
2. Under iDRAC settings, go to **Lifecycle Controller** and set Lifecycle Controller to Enabled.
3. Click **Back**, click **Finish**, and then click **Yes**.

If Lifecycle Controller continues to be in recovery mode, perform a remote Lifecycle Controller update using WSMAN.

# Global Support

For information on technical support, visit [www.dell.com/contactus](http://www.dell.com/contactus).

For information on documentation support, visit [support.dell.com/manuals](http://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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**2012 – 06**

**Rev. A00**