

Dell Lasso  
Version 3.9

# Release Notes



Lasso is a Java-based utility that automates the collection of logs and configuration from servers, disk arrays (EqualLogic, PowerVault MD-Series and EMC), Fibre Channel switches (Brocade, McData, and Cisco), tape libraries, Ethernet and FCoE Switches. After the collection, it parses the data into an XMLfile, which is packaged with the original collection, then encrypted. The encrypted file is then uploaded to Dell for review. This data is used by Dell tech support for troubleshooting and Dell's Systems Maintenance Service (SMS) to determine hardware, software, and firmware versions for purposes of compatibility and upgradeability of existing equipment.

## What's New

- Parser and SAN Configuration (HTML document) support for the following ESX and ESXi versions: ESX 3.5, ESX 4.0, ESX 4.1; ESXi 3.5, ESXi 4.0, ESXi 4.1.
- Parser and SAN Configuration (HTML document) support for Hyper-V Host attached to EqualLogic.
- Enhanced Support for EqualLogic - iSCSIConnections.
- Updated the Password Vault Encryption Mechanism in Lasso.
- Support for sudo user in an EqualLogic SAN for Linux and VMware.
- Support to gather diagnostic information from EqualLogic.

## Hardware and Software Requirements

**Lasso will run on the following Operating Systems:**

- A Windows computer running 32-bit or 64-bit version of either XP, Vista, Win 7, Windows Server 2003, Windows Server 2008, or all variants, except for Server Core.
- IP connectivity to all defined devices.
- .NET Framework 2.0 and SP v1.0 or above.

**NOTE:** In case of EqualLogic and MD series SAN, the .Net framework 2.0 or above is mandatory on the remote Windows host for the successful Windows host collection.

- A command line JRE 1.6 or above.
- Modular Disk Storage Manager installed on the Management Station for successful MD Series collection.

**NOTE:** To collect from EMC, use a computer that is NOT a fibre channel attached host.

**NOTE:** To collect from EqualLogic, install Lasso on one of the iSCSI hosts.

**NOTE:** For other equipment, Lasso can be installed on any computer.

**Lasso will collect data from the following Operating Systems:**

- Storage Arrays:
  - Dell EMC CLARiiON Storage Processor Release 6 or above.
  - PowerVault MD Series arrays - MD3000, MD3000i, MD3200, MD3220, MD3200i, and EqualLogic PS series.
  - Dell EMC Celerra Storage devices (NAS).
- Windows Systems:
  - Windows Server 2003 and 2008 (RTM, SP1, SP2) are not supported.
  - For Windows 2008 (R2), if the actual "administrator" account is not specified during collection, edit the registry on that remote host using the Windows 2008 Configuration registry script in the help file or by manually adding a DWORD value.

LocalAccountTokenFilterPolicy and setting its data to 1 under **HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Policies\system\key** and then rebooting the system.

It is recommended to use the Administrator account to prevent updating and rebooting.

For more information, see the directory <ftp://ftp.emc.com/pub/emcgrab/Windows>.

**NOTE:** "admin\$" and "c\$" share must be enabled for remote commands to execute

**NOTE:** Ensure adequate disk space to hold a copy of all event logs and other system data.

**NOTE:** xCmd.exe, a program embedded in Lasso, may be detected as a threat by the remote host if McAfee or AVG are installed. On both the systems that Lasso is installed on, and the remote host, add xCmd.exe to the trusted programs (if using McAfee) or the PUP exception list (if using AVG.)

**NOTE:** In case of EqualLogic and MD series SAN .Net framework 2.0 or above is mandatory on the remote Windows host for the successful Windows host collection.

- UNIX systems:
  - Linux - GNU/Linux system
  - Solaris - SUN Solaris system
  - HP-UX - HP-UX system
  - AIX - IBM AIX system
  - VMware - ESX and ESXi servers 3.5 and above

For more information on Linux, Solaris, HP-UX and AIX, see the readme file at <ftp://ftp.emc.com/pub/emcgrab/Unix>.

For more information on ESX and ESXi, see the readme file at <ftp://ftp.emc.com/pub/emcgrab/ESX/>.

Ensure that ssh is installed and configured.

**NOTE:** Credentials for normal user are needed to establish ssh session, and root password is needed to run commands as root.

**NOTE:** Ensure adequate disk space to hold a copy of all logs and system data to be collected.

- Fibre Channel Switches:
  - Brocade, McData, and Blade switches except director class switches.
  - Cisco 9124

**NOTE:** Telnet must be enabled on all McData switches for Lasso to collect from them.

- Tape Libraries:
  - PV136T
  - PV132T
  - TL 2000
  - TL 4000
  - ML 6000

- Ethernet & FCoE Switches:
  - Dell PC 5424/48
  - Dell PC 6224/48

- Dell PC M6220
- Dell PC 8024F
- Dell PC M8024
- Dell PC M6348
- Dell PowerConnect B-Series 8000
- Cisco CBS 3130
- Cisco CBS 3030
- Cisco Catalyst 3750E
- Nexus 5020

## Installation

To install Lasso, you need to be an administrator or have administrator rights.

## Upgrade and Downgrade

To upgrade or downgrade Lasso, first uninstall all existing versions.

## Uninstallation

To uninstall Lasso use one of the following options:

- Go to **Start -> Control Panel -> Add/Remove Programs**. Locate Lasso and click on **Remove**.
- Go to **Start -> Programs -> Dell -> Uninstall**. Double click on **Uninstall.exe** in the installation directory.

## Open Issues and Resolutions

**Issue 1:** Microsoft Security Essentials detects Lasso as a threat during Windows collection.

**Resolution:** Disable Microsoft Security Essentials only during Windows Collection.

**Issue 2:** User needs to add xCmd.exe as a trusted program and in the exception list of McAfee and AVG antivirus respectively.

**Issue 3:** If Windows host validation fails, check the host's services to see if "xCmd" may have erroneously been registered. If so, run "sc delete xCmdSvc" on remote host to remove it, then retry validation.

**Issue 4:** If Lasso is installed on a Windows 7 or a Windows 2008 Server R2 machine, Windows 2000 collections are not supported.

**Issue 5:** Lasso installer may hang with a dialog box saying, "Waiting for disk space calculation to be complete".

**Resolution:** Cancel the installation and start again.

**Issue 6:** Lasso supports MD Series device collection only if MD Storage Manager is installed on the system that Lasso is installed on.

**Issue 7:** If you run a collection against the NX4 without root credentials, be sure the "send full collection" checkbox is checked, as the NX4 configuration will not be sent otherwise.

**Issue 8:** Powerpath should be installed on the remote Windows host to get LUN mapping information in XML and HTML format of collection.

**Issue 9:** Lasso cannot be installed in folder names containing special characters.

**Issue 10:** If an older version of Lasso is installed on a folder other than the default, the customer configuration file will not be moved to the USERPROFILE\Dell\Lasso folder.

**Resolution:** You can either move it manually or use "Load a configuration file" option from Lasso Welcome page to open an existing customer configuration file.

**Issue 11:** The Device Collection page may have duplicate vertical and horizontal scroll bars, if you have resized the window or if you have too many devices in your configuration.

**Resolution:** Use the full screen mode or increase the resolution.

**Issue 12:** Telnet must be enabled on all McData switches for Lasso to collect from them.

**Issue 13:** Lasso's "auto-discover" feature only works with EMC CLARiiON arrays, not for hosts attached to NX4, EqualLogic and MD3000/MD3000i Arrays.

**Resolution:** For those arrays, enter in the name or IP address of each attached host.

**Issue 14:** Currently very little information is collected from VMware and 64-bit Linux hosts. The SAN Configuration HTML document will show "unknown" in many areas.

**Issue 15:** spcollect command is not supported on EMC Arrays having FLARE less than R13.

**Resolution:** Command getall is run, but only provides a small amount of information.

**Issue 16:** MD Series Arrays data collection may take several minutes depending on the system load and network speed.

**Issue 17:** Lasso uses SNMP to collect information on EqualLogic Storage Arrays. The SNMP Object Identifiers are unknown/unsure for some reportable items such as initiator name/ip address, initiator uptime, and replication inbound status.

**Issue 18:** To run Lasso, command line JRE 1.6 or above is required.

**Issue 19:** Do not choose SystemRoot directory as the destination folder for Lasso to be installed as Lasso installer does not support SystemRoot directory as a destination folder.

**Issue 20:** Limited support for PowerConnect B-Series, Cisco FCoE Switches, vSphere, and Hyper-V. Lasso only gathers raw data collection for PowerConnect B-Series and Cisco FCoE Switches but does not parse this data to form the Lasso XML and HTML format of this collection.

**Issue 21:** Collection hangs for windows hosts attached to clariiON.

**Resolution:** User has to manually login to that remote host and end EMCREPORTS.exe in order to continue packaging for remaining devices collection.

**Issue 22:** When Lasso is run from a Windows 7, Windows Vista, Windows Server 2008 or R2, the User Access Control (UAC) should be turned off for the successful MD Series collection.

**Issue 23:** Parser is unable to parse the host information correctly.

**Resolution:** Ensure that no devices hostname is a substring of any other device.

**Issue 24:** While we run the collection, Lasso is getting uninstalled in parallel.

**Resolution:** Ensure that Lasso's User Interface is closed before trying to uninstall Lasso.

**Issue 25:** When Lasso GUI is opened and we uninstall through CLI, the system reboots.  
**Resolution:** Ensure that Lasso's User Interface is closed before trying to uninstall Lasso.

**Issue 26:** On ESX 3.5, VMFS iSCSI tab is missing in the HTML.

**Issue 27:** Issue with v5.1 firmware on EqualLogic Array.

**Issue 28:** Collection fails for cached credentials Clarrion host with existing 3.6 configuration.  
**Resolution:** Start with a new configuration and ensure that you do not import Lasso 3.6 customer configuration file.

## Corrected Problems

The following problems were reported in earlier releases of Lasso and have been corrected in this release:

**Issue 1: CR440574:** Enhanced support for EqualLogic

**Description:** Added support to gather Group Network Management Configuration, Group SMTP/Syslog Server address List, Port role, MAC Address and the List of IP Addresses which are connected to a volume at that moment.

**Issue 2: DF445275:** EqualLogic collection fails while collecting network details.

**Description:** Lasso was not able to retrieve the storage pool name corresponding to each volume.

**Issue 3: DF451179 EQL:** "Flow Control" NIC attribute shows incorrect value in XML and HTML output.

**Description:** Lasso was not able to parse manual configuration of following NIC parameters for the following:

- HyperV Cluster node (Windows Host)
- FlowControl
- IPv4 Checksum Offload
- LSOv1IPv4
- Receive Side Scaling State
- IPv4 TCP Checksum Offload
- IPv4 UDP Checksum Offload

**Issue 4: DF451433:** Missing info with regard to Windows Hosts in XML and HTML format of collection.

**Description:** Lasso was not able to collect Ipv4 TCP Checksum Offload, Driver Version for Broadcom NIC, ASM/ME, ASM/VE information from HyperV VM, iSCSI-MPIO/Hitkit Components- PathVerificationPeriod and PathVerifyEnabled, iSCSI HBA - Driver version.

**Issue 5: DF458056:** Empty Hosts collection when Lasso3.6 customer configuration file was imported.

**Description:** Lasso was not able to gather the Hosts information if the existing customer configuration file created using Lasso3.6 and below was imported.

## Global Support

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

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