

Dell Lasso  
Version 4.0

# 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, and Ethernet and FCoE switches.

After the collection, Lasso parses the data into an XML file, which is packaged with the original collection and encrypted. The encrypted file is uploaded to Dell for review.

Dell's Systems Maintenance Service (SMS) and Dell Tech Support uses the data to determine hardware, software, and firmware versions for purposes of compatibility and upgradeability of existing equipment.

Lasso collects data from:

Storage Arrays:

- Dell EMC CLARiiON Storage Processor Release 6 or above
- Dell EMC Celerra Storage devices (NAS)
- PowerVault MD Series arrays - MD3000, MD3000i, MD3200, MD3220, MD3200i, and MD3220i
- PowerVault DSFS NAS
- EqualLogic PS series
- EqualLogic DSFS NAS

Windows Systems:

- Windows Server 2003 Standard, Enterprise, and Datacenter Editions
- Windows Server 2003 R2 Standard and Enterprise Editions
- Windows Server 2003 x64 Standard, Enterprise, and Datacenter Editions
- Windows Server 2003 x64 R2 Standard and Enterprise Edition
- Windows Server 2008 R2 Standard, Enterprise, and Datacenter
- Windows Server 2008 x64 Standard, Enterprise, and Datacenter
- Windows Server 2008 x86 Standard, Enterprise and Datacenter Editions
- Windows 2000 Advanced Server (Limited support)

UNIX Systems:

- Linux
- Solaris
- HP-UX
- IBM AIX
- VMware - ESX and ESXi servers 3.5 and above

Fibre Channel Switches:

- Brocade, McData, and Blade switches except director class switches
- Cisco 9124

Tape Libraries:

- PV136T
- PV132T
- TL2000
- TL4000
- ML6000

Ethernet and FCoE Switches:

- Dell PowerConnect 5424/5448
- Dell PowerConnect 6224/6248
- Dell PowerConnect 7024/7048
- Dell PowerConnect M6220
- Dell PowerConnect 8024/8024F

- Dell PowerConnect M8024/M8024K
- Dell PowerConnect M6348
- Dell PowerConnect B-Series 8000
- Cisco 2960
- Cisco 4948
- Cisco 3750E/3750X
- Cisco CBS 3130
- Cisco CBS 3030
- Cisco Catalyst 3750E
- Nexus 5020
- Force10 S50N/S481

## What's New

- Providing enhanced user interface in compliance with Dell's lucidity usability requirement.
- Ensuring that Lasso validates the PC Ethernet Switch, when configured with only username.
- Ensuring that Lasso supports raw data collection and parsing for the PC Ethernet Switches in Simple and Normal mode.
- Ensuring Lasso correctly parses the Service Tag information for all the models of EqualLogic Arrays upon version 5.1 Firmware upgrade.
- Resolving Lasso Error code 105 for the Windows 2008 R2 host attached to EqualLogic Array.
- Providing the user an option to revalidate the devices when imported from an existing configuration.
- Enhancing Lasso's performance by using Forced multithreaded mode of execution.
- Resolving the issue - Lasso is not able to parse EqualLogic Array if the EqualLogic IP Address last octet is single digit.
- Providing Secure Site option in the Lasso GUI to remove Customer Identification Information (CII) from XML format of collection.
- Providing raw data collection and parser support for following devices:
  - Cisco Switches 3750E/3750X and 4948
  - PC Ethernet Switches 7024/7048
  - vSphere 5.0 hosts attached to EqualLogic and MD Series Arrays
  - Pirates 1GB - PS4100/PS6100
- Providing raw data collection support for Force10 S50N/S481 Switches.
- Ensuring Lasso correctly parses PC Ethernet Switches upon version 4.1 Firmware upgrade.
- Ensuring Lasso shows only information related to EqualLogic iSCSI volumes in vSphere iSCSI VMFS section.
- Ensuring Hit Kit data is collected and parsed for Linux Hosts in EqualLogic SAN.

# Prerequisites

Make sure IP connectivity is available to all defined devices.

.NET framework 2.0 and SP v1.0 or above.

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

To collect from EMC, use a computer that is not a Fibre Channel attached host.

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

## Software Requirements

A Windows system running the 32-bit or 64-bit version of either XP, Vista, Windows 7, Windows Server 2003, Windows Server 2008, or all variants, except for Server Core.

**NOTE:** 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.

**NOTE:** Enable "admin\$" and "c\$" share 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.

For more information on Windows see the readme file at <ftp://ftp.emc.com/pub/emcgrab/Windows>.

### UNIX systems:

For more information on Linux, Solaris, HP-UX and IBM AIX systems, 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/>.

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

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

### Fibre Channel Switches:

Enable Telnet on all McData switches for Lasso to collect from them.

A command line JRE Version 1.6 or above.

Modular Disk Storage Manager installed on the Management Station. This is for successful MD Series collection.

A modified timeout value, as the default timeout value of 15 minutes may not be sufficient for collection from PowerVault NX3500 and EqualLogic FS7500 devices to take place. The timeout value (nas.timeout.value) needs to be modified in the NAS.properties file present in the Lasso Install directory.

**NOTE:** The timeout value is in milliseconds.

**NOTE:** This timeout mechanism is applicable to all the devices. For collection to be successful, change or update the corresponding device properties file.

## Installation, Upgrade/Downgrade, and Uninstallation

### Installation

To install Lasso, you need to be an administrator or have administrator rights. You can install Lasso by double clicking on the .msi file and following the instructions given in the GUI.

### Upgrade/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:** In Lasso version 3.9.1, when the user selects PowerConnect Ethernet Switch, from the "Type of Ethernet Switch" List and provides IP/Login Credentials for a Cisco Ethernet switch, Lasso successfully validates and collects against this switch but is using the wrong script to correctly collect the correct command strings for Cisco Switch. Similarly, In Lasso version 3.9.1, when the user selects Cisco Ethernet Switch from the "Type of Switch" list and provides IP/Login Credentials for a PowerConnect Ethernet switch, Lasso successfully validates and collects against this switch but is using the wrong script to correctly collect the correct command strings for PowerConnect Switch.

**Resolution:** Provide switch credentials for the selected switch type and do the collection. Make sure that the same credentials work properly while logging on to the switch.

**Issue 2:** MD Series Host information under Host Group section is displayed multiple times.

**Issue 3:** On importing .SAN file in Lasso 4.0, Lasso fails to display Cisco Fibre Channel switches in **Your Hardware Environment: Fibre Channel Switches** Screen.

**Issue 4:** On importing .SAN file in Lasso 4.0, Lasso fails to display Hosts in Your **Hardware Environment: Hosts** Screen.

**Issue 5:** For a Linux host attached to an EqualLogic Array, values for the attributes - Manufacturer of NIC and Model Name are displayed as **Unknown**.

**Issue 6:** When multiple collections are run on an ESX 5.0 host, Lasso fails to delete the Dell Collector folder from the temporary directory.

**Issue 7:** For stacked Cisco Ethernet Switches, the value of the serial number gets interchanged between the Master and Member Switches.

**Issue 8:** For a Force 10 switch, Lasso validates successfully only if the password and enable password are set on the switch.

**Issue 9:** Microsoft Security Essentials detects Lasso as a threat during Windows collection.

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

**Issue 10:** User needs to add xCmd.exe as a trusted program and in the exception list of McAfee and AVG antivirus respectively.

**Issue 11:** Windows host validation fails, if "xCmd" has erroneously been registered.

**Resolution:** Check the host's services to see if "xCmd" has erroneously been registered and if so, run "sc delete xCmdSvc" on the remote host to remove it and then retry validation.

**Issue 12:** Windows 2000 collections using Lasso are not supported on a Windows 7 or a Windows 2008 Server R2 machine.

**Issue 13:** 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 14:** Lasso supports MD Series device collection only if MD Storage Manager is installed on the same system that Lasso is installed on.

**Issue 15:** The NX4 configuration will not be sent if you run a collection against the NX4 without root credentials and the "send full collection" checkbox is unchecked.

**Resolution:** Make sure that the "send full collection" checkbox is checked before running a collection against NX4 without root credentials.

**Issue 16:** Powerpath should be installed on the remote Windows host to get LUN mapping information in the XML and HTML format of collection.

**Issue 17:** Lasso cannot be installed in folder names containing special characters.

**Issue 18:** If an older version of Lasso is installed on a folder other than the default version, the customer configuration file will not be moved to the **USERPROFILE\Dell\Lasso** folder.

**Resolution:** Move the customer configuration file manually or use "Load a configuration file" option from Lasso Welcome page to use an existing customer configuration file.

**Issue 19:** 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 20:** Telnet must be enabled on all McData switches for Lasso to collect from them.

**Issue 21:** Lasso's "auto-discover" feature only works with EMC CLARiiON arrays, not for hosts attached to Celerra, EqualLogic, and PowerVault MD Arrays.

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

**Issue 22:** The SAN Configuration HTML document shows "unknown" in many areas as currently very little information is collected from VMware and 64-bit Linux hosts attached to CLARiiON or Celerra.

**Issue 23:** spcollect command is not supported on EMC Arrays having FLARE less than R13.

**Resolution:** Run the command "getall".

**NOTE:** This command provides only a small amount of information.

**Issue 24:** To run Lasso, command line JRE Version 1.6 or above is required.

**Issue 25:** Lasso installer does not support SystemRoot directory as a destination folder so do not choose this directory as the destination folder for Lasso's installation.

**Issue 26:** When Lasso is run from a Windows 7, Windows Vista, Windows Server 2008 or R2, if the User Access Control (UAC) is turned on, the MD Series data collection is not successful.

**Resolution:** Make sure the User Access Control (UAC) is turned off.

**Issue 27:** 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 28:** For Linux, number of Physical NIC's are displayed in the HTML file as opposed to number of iSCSI NICs.

**Resolution:** Refer to the raw data collection for the below mentioned attributes:

- Number of iSCSI NICs
- NIC Link status

**NOTE:** For RHEL6 Hosts, the additional parameters which need be viewed from the raw data collection file are:

- TcpSegmentationOffload
- UdpFragmentationOffload
- GenericSegmentationOffload
- ModelOfNIC
- ManufacturerOfNIC

## Corrected Problems

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

**CR497904:** Lasso needs to carry the latest EMCRPTS and EMCGrabs.

**Description:** When vSphere and Linux host collection was done, using Lasso version 3.9.1 the system would hang because the version (version 4.3) of Emcgrab\_Linux was not compatible. When the latest version of emcgrab\_Linux (version 4.4) was manually copied and run, vSphere and Linux host collection was successful.

**DF499752:** Lasso is not parsing all the vlan information in Cisco 3750 switch.

**Description:** Lasso is not parsing some of the vlan information.

**Example:** vlan information for SAN\_vlan\_10.2.1.0\24, ESX\_vlan\_10.2.2.0\24, and Vmotion\_vlan\_10.2.3.0\24 was present in the raw data collection but was missing in the output HTML report.

**DF500088:** Lasso is not parsing the Cisco 2960 switch.

**Description:** Lasso is not parsing any information for Cisco 2960 switch.

**DF504839:** When the PowerConnect Ethernet switch is configured with just the username, Lasso fails to validate the switch.

**Description:** When the PowerConnect Ethernet switch is configured with just the username and no password, Lasso fails to validate the switch and displays the Error 499: Authentication validation failed! Try validation again, and check username and password.

**CR497732:** Lasso is parsing incorrect MemKit version in vSphere.

**Description:** Lasso is parsing the MemKit information from command output "ehcmcli -d". This command gives incorrect version of MemKit. Command output from "esxupdate query" should be used to parse correct MemKit version.

**DF510237:** Lasso is not displaying Jumbo Frames on Windows 2003 64 bit platforms.

**Description:** Jumbo frames do not display in the HTML and XML collection for Windows 2003 64 bit server with Broadcom BCM5709C NetXtreme II GigE (NDIS VBD Client) NIC card.

**DF507849:** ESXi 4.1 shows an incorrect update version in the XML and HTML output files.

**Description:** When ESXi 4.1.0 is upgraded to ESXi 4.1 Complete Update 1, Lasso does not parse the information correctly and display it accurately in the XML and HTML output files. The XML and HTML output files shows "Update version" as "No updates installed".

**DF506803:** vSphere iSCSI VMFS section should show information related to EqualLogic iSCSI Volumes only.

**Description:** The vSphere VMFS section should show the information related to EqualLogic iSCSI Volumes only. However, there is no filter currently available, hence all the VMFS information, including the local disk is shown in the output.

**DF503323:** Lasso parser should not determine port description as switch type.

**Description:** If the port description for a PC Ethernet Switch is set as Brocade, Cisco, or McData then Lasso parses the PC Ethernet Switch as Fibre Channel Switch.

**DF473618:** On ESX 3.5, the VMFS iSCSI tab is missing in the output HTML.

**Description:** On the ESX 3.5 host the VMFS iSCSI tab is missing from the output HTML file.

**DF510671:** Lasso should display all the vLans on Cisco 2960.

**Description:** Lasso is not parsing all the vLans configured on a Cisco 2960 Switch.

**DF510668:** Lasso should not display improper values for some of the Cisco 2960 attributes.

**Description:** Some of the Switch properties like Uptime, FAN and Temperature status are displayed incorrectly for Cisco 2960 switch.

**CR493139:** iSCSI NIC parser logic for vSphere needs to be implemented with Classless Inter-Domain Routing (CIDR) protocol other than 8, 16, and 24.

**Description:** The vSphere NIC parser logic needs to be implemented for CIDR notations other than 8, 16 and 24. This means that for Netmasks other than 255.0.0.0, 255.255.0.0 and 255.255.255 vSphere NIC parser logic needs to be updated. However for the CIDR notations 9,10,11,12, 13,14,15,17,18,19,20, 21, 22, 23,25,26,27,28,29,30 and 31, the vSphere NIC parser logic works.

**DF501881:** Lasso is not parsing the VMware hosts if configured for MD Series and EqualLogic Arrays.



**Description:** If there are dead paths configured between VMware hosts and MD Series and EqualLogic Arrays, Lasso fails to parse the LUN information gathered from these dead paths.

**CR518655:** Lasso needs to support MemKit for vSphere version 5.0.

**Description:** Lasso should gather all the MemKit attributes for vSphere version 5.0 host which is attached to the EqualLogic array.

**DF519120:** Lasso should display valid values for Member Sessions in MemKit tab for vSphere.

**Description:** Lasso should display valid values for Member Sessions in MemKit tab for all the supported vSphere versions.

**DF519127:** Lasso should display all vSphere iSCSI initiators information under VMware Software/Hardware initiator tab.

**Description:** Lasso should display all vSphere iSCSI initiators reportable items under VMware Software/Hardware initiator tab.

**DF513980:** Some of the attributes for Cisco 3750X are incorrect.

**Description:** Value for Uptime attribute is parsed incorrectly. Port Channel information is displayed even if the ports are down. Also some of attributes for Port Channel section are parsed incompletely.

**DF513629:** Lasso should not parse incorrect values for PC Ethernet 7024 Switch for Port Channel attached ports.

**Description:** Lasso is parsing wrong values for Flow Control and Link State under Port Channel attached ports.

**DF512571:** For Lasso 3.9.1, all the member switches of Cisco 3750 are not parsed.

**Description:** If the configuration contains one master switch and any number of member switches then only the master switch and one member switch is parsed. However, the collection contains all the switch information.

**DF517335:** Lasso should correctly display the MAC Address of Port Channels for PC Ethernet M6348 Switch.

**Description:** Lasso is not parsing the MAC Address of Port Channels for PC Ethernet M6348 Switch. Raw data collection has the MAC Address of Port Channel but the data is missing in the output HTML file.

**DF516129:** For ESXi 5.0, iSCSI VMNICs Firmware version value is not parsed completely.

**Description:** In ESXi 5.0, the value for the attribute "Firmware Version" in section "iSCSI VMNICs" is not parsed completely. The Output HTML and XML files displays incomplete value for Firmware Version attribute.

**DF517538:** In Cisco 2960, the temperature value and state value are incorrect.

**Description:** For Cisco 2960, value for attributes "Temperature" and "State" are displayed incorrectly in output HTML file.

**DF515574:** Cisco 3750 should display different Uptime for the stacked Switch.

**Description:** For a stacked Cisco 3750 Switch, if one of the switches are brought down and then brought up again, the value of attribute "Uptime" is displayed incorrectly in the output HTML file.

**CR519573:** If North America is selected as the Region then the Sub Region should be a mandatory field.

**Description:** In Your Company Information Screen of Lasso, if North America is selected as Region, then Sub Region field should be set as a mandatory field.

**DF504866:** For ESX 3.5 host, the attribute VMFSUUID under the section VMFS iSCSI displays incomplete value in HTML.

**Description:** For the ESX 3.5 host, the attribute VMFSUUID, under the section VMFS iSCSI, displays incomplete values.

**DF519938:** For Windows 2008 R2 Virtual Machine host, iSCSI NICs are not parsed and displayed in the output HTML file.

**Description:** For Windows 2008 R2 Virtual Machine host, though the iSCSI NICs are configured and appear in the raw data file, these NICs are not parsed and displayed in the HTML/XML output files.

**DF519911:** iSCSI NICs are not parsed in the case of Linux hosts attached to EqualLogic Array.

**Description:** Lasso is not parsing the iSCSI NIC information for Linux hosts that are attached to an EqualLogic Array as this information is not collected in the raw data file.

**DF519095:** Lasso should display Operating System Version and Multipath rpms for RHEL hosts in the output XML and HTML files.

**Description:** Lasso should display Operating System Version and Multipath rpms in the output XML and HTML files, for all the RHEL hosts that attached to an EqualLogic Array.

**DF499728:** Lasso collection fails on Windows 2008 R2 host attached to an EqualLogic Array.

**Description:** Lasso collection fails on Windows 2008 R2 host which has Hyper-V enabled and is attached to an EqualLogic Array. When Lasso is run on the same host again, DellCollector.exe was consistently failing to execute and it did not create collection zip file. Lasso throws Error 105: Failed to retrieve completed collection from remote system. Lasso was unable to copy the completed collection from the remote system. Make sure dot net version 2.0 or above is installed on the remote system. If not, please install it, as this is a pre-requisite to run Dell Collector and to create the collection file on the remote system. Then try running Lasso again.

## Global Support

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

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