

Dell Online Diagnostics  
Version 2.30

# Readme



Dell Online Diagnostics, a stand-alone suite of diagnostic programs or test modules allows you to run diagnostic tests on Dell systems in a production environment and helps you ensure maximum uptime of your Dell systems.

## What's New

- **New major features**

- Support for Error Codes and Validation Codes

- **New Operating Systems Supported**

- Support for Red Hat Enterprise Linux 5.9 Server (x86)
- Support for Red Hat Enterprise Linux 5.9 Server (x86\_64)
- Support for Red Hat Enterprise Linux 6.3 Server (x86\_64)
- Support for Microsoft Windows Server 2012 Standard, Enterprise, and Datacenter (x86\_64) editions

## Hardware and Software Requirements

- **Hardware Requirements**

The following hardware supports Dell Online Diagnostics:

### Dell PowerEdge Systems

SC420, SC430, SC1420, SC1425, SC1430, SC1435, SC440, 1855MC, 1950,1955, 2900, 2950, 6950, 2970, R805, M600, M605, T105, R900, R200, T605,R905, R300, T300, M805, M905, T100, R610, R710, T610, M610, M710, T410, R410, T710, T110, T310, R210, R510, R810, R910, M910, R310, R815, C1100, C1100 MLK, C2100, C6100, C6100 MLK, R715, M610x, M710HD, R415, R515, R210-II, T110-II, M915, R620, R720, R720XD, R810, R820, R910,M620, M910, T620, C6105, C6145, R320, R420, R520, M420, M520, T320, T420, and M820

### Dell PowerVault (NAS) Systems

100, 500, 600, NX1950, NX300, NX3000, DL2000, and DL2100

### Dell EqualLogic Systems

DX6000 and DX6004S

### Tape Drives

- Dell PowerVault 100T DDS4
- Dell PowerVault 100T/114T DAT72
- Dell PowerVault 110T DLT1
- Dell PowerVault 110T VS80
- Dell PowerVault 110T/114T DLT VS160
- Dell PowerVault 110T SDLT 220
- Dell PowerVault 110T SDLT 320
- Dell PowerVault 110T LTO-2

- Dell PowerVault 110T/114T LTO-2-L
- Dell PowerVault 110T/114T LTO-3
- Dell PowerVault 110T/114T LTO-3 - 060
- Dell PowerVault LTO-4-120

### **Tape Arrays, Autoloaders, and Libraries**

- Dell PowerVault 122T-VS80
- Dell PowerVault 122T-SDLT 320
- Dell PowerVault 122T-LTO-2
- Dell PowerVault 124T-DLT VS160
- Dell PowerVault 124T-LTO2-LC
- Dell PowerVault 124T-LTO-3
- Dell PowerVault 132T-SDLT 320
- Dell PowerVault 132T-LTO-2
- Dell PowerVault 132T-LTO-3
- Dell PowerVault 136T-SDLT 220
- Dell PowerVault 136T-SDLT 320
- Dell PowerVault 136T-LTO-2
- Dell PowerVault 136T-LTO-3
- Dell PowerVault ML6000-LTO-2
- Dell PowerVault ML6000-LTO-3
- Dell PowerVault ML6000-LTO-4
- Dell PowerVault TL2000-LTO-3
- Dell PowerVault TL2000-LTO-4
- Dell PowerVault TL4000-LTO-3
- Dell PowerVault TL4000-LTO-4

### **External Storage Enclosures**

- Dell PowerVault MD1000
- Dell PowerVault MD1120
- Dell PowerVault MD1200

- Dell PowerVault MD1220
- Dell PowerVault 220
- Dell PowerVault 221S

#### Removable Disk Drives

- Dell PowerVault RD1000 Internal SATA Drive
- Dell Express Flash PCIeSSD

#### Diagnostics for RAID Controllers, SAS Controllers, SCSI Controllers, and the following Attached Hard Drives

- PERC 5/E Adapter
- PERC 5/i Adapter and Integrated
- PERC 6/E Adapter
- PERC 6/I Adapter, Integrated, and Modular
- PERC H200 Adapter, Integrated, and Modular
- PERC H700 Adapter, Integrated, and Modular
- PERC H800 Adapter
- PERC S100
- PERC S300 Adapter and Modular
- SAS 6Gbps HBA
- SAS 5/E Adapter
- SAS 5/i Integrated
- SAS 5/iR Adapter and Integrated
- SAS 6/iR Adapter, Integrated and Modular
- ICH 7R
- ESB2 SATA
- CERC 6/I
- CERC 6 /IM
- CERC SATA 1.5/6 Channel
- CERC ATA 100 4/CH
- LSI Logic LSI2032 Controller
- PERC H310 Adapter, Mini Blade, Mini Monolithic, and Embedded

- PERC H710P Adapter, Mini Blade, and Mini Monolithic
- PERC H710 Adapter, Mini Blade, and Mini Monolithic
- PERC H810 Adapter
- PERC S110
- LSI 2008 SAS ControllerERC H200 Adapter

### Diagnostics for Fibre Channel Controllers

- Qlogic QME8142 10G FCoE Mezzanine card
- Emulex OCm10102-FM CNA Dual port Mezzanine card
- Emulex LPe1205-M Dual port FC8 HBAs Mezzanine card
- Emulex LPe1150, 4Gb, Optical, Host Bus Adapter
- Emulex LPe12002 Dual Channel 8Gb, Optional, Host Bus Adapter
- Emulex LPe12000 Single Channel 8Gb, Optional, Host Bus Adapter
- Emulex LPe11002 Dual Channel 4Gb, Optional, Host Bus Adapter
- Brocade 815, 825, and 1020

## • Software Requirements

Dell Online Diagnostics runs on the following Operating Systems:

### Microsoft Windows

- Microsoft Windows Server 2008 Standard, Enterprise, and Datacenter (x86\_64) R2 editions
- Microsoft Windows Server 2008 Core Standard, Enterprise, and Datacenter (x86\_64) R2 editions
- Microsoft Windows Server 2008 Web, Standard, and Enterprise (x86) SP2 editions
- Microsoft Windows Server 2008 Core Standard and Enterprise (x86) SP2 editions
- Microsoft Windows Server 2008 Standard, Enterprise, and Datacenter (x86\_64) SP2 editions
- Microsoft Windows Server 2008 Core Standard, Enterprise, and Datacenter (x86\_64) SP2 editions
- Microsoft Windows Storage Server 2008 Express, Workgroup, Standard, and Enterprise editions
- Microsoft Windows Small Business Server 2008 Standard and Premium editions
- Microsoft Windows Server 2003 Web, Standard, and Enterprise (x86) editions with SP2
- Microsoft Windows Server 2003 Standard, Enterprise, and Datacenter (x86\_64) editions with SP2
- Microsoft Windows Server 2003 R2 Standard and Enterprise (x86) editions with SP2

- Microsoft Windows Server 2003 R2 Standard, Enterprise, and Datacenter (x86\_64) editions with SP2
- Microsoft Windows Small Business Server 2003 R2 Standard and Premium editions with SP1 and SP2
- Microsoft Windows Server 2008 Standard, Enterprise, and Datacenter (x86\_64) R2 SP1 editions
- Microsoft Windows Essential Business Server 2008 (x86\_64)
- Microsoft Windows 2011 Small Business Server (x86\_64)
- Microsoft Windows Server 2012 Standard
- Microsoft Windows Server 2012 Enterprise
- Microsoft Windows Server 2012 Standard, Enterprise, and Datacenter (x86\_64) editions

## GNU/Linux

- SUSE Linux Enterprise Server 11 with SP1 (x86\_64)
- SUSE Linux Enterprise Server 10 with SP3 (x86\_64)
- Red Hat Enterprise Linux 6 Server (x86\_64)
- Red Hat Enterprise Linux 5.5 Server (x86)
- Red Hat Enterprise Linux 5.5 Server (x86\_64)
- Red Hat Enterprise Linux 5.4 Server (x86)
- Red Hat Enterprise Linux 5.4 Server (x86\_64)
- Red Hat Enterprise Linux 5.3 Server (x86)
- Red Hat Enterprise Linux 5.3 Server (x86\_64)
- Red Hat Enterprise Linux 5.7 Server (x86)
- Red Hat Enterprise Linux 5.7 Server (x86\_64)
- Red Hat Enterprise Linux 6.1 Server (x86\_64)
- Red Hat Enterprise Linux 6.1 Server for HPC (x86\_64)
- SUSE Linux Enterprise Server 10 with SP4 (x86\_64)
- SUSE Linux Enterprise Server 11 SP2 (x86\_64)
- CentOS 5.5 (x86\_64)
- Red Hat Enterprise Linux 5.8 Server (x86)
- Red Hat Enterprise Linux 5.8 Server (x86\_64)
- Red Hat Enterprise Linux 5.9 Server (x86)
- Red Hat Enterprise Linux 5.9 Server (x86\_64)

- Red Hat Enterprise Linux 6.2 Server (x86\_64)
- Red Hat Enterprise Linux 6.3 Server (x86\_64)

### **Virtualization**

- VMware ESX 4.0 server (Update 1 and Update 2)
- VMware ESX 4.1 server (Update 2)
- Citrix XenServer 5.6
- Citrix XenServer 6.0

# Installation

To install Dell online diagnostics, you need to be an administrator or have administrator rights.

## • Prerequisites

- Dell Online Diagnostics installation requires a minimum free space of 110 MB on your system drive. Uninstallation requires a minimum free space of 40 KB on your system drive (C: on systems running Windows or /opt on systems running Linux).
- Compatibility Arch Support packages on Red Hat Enterprise Linux 64-bit systems are required as the Online Diagnostics GUI is a 32-bit application.

**NOTE:** If Compatibility Arch Support packages are missing when Dell Online Diagnostics launches on your Red Hat Enterprise Linux x86\_64 system, the following message displays: Compatibility Arch Support package(s) [gtk, pango, and redhat-artwork] is not installed on this system.

If the Compatibility Arch Support packages are missing, install the packages using the following steps:

1. Run Red Hat Package Management Utility (redhat-config-packages).
  2. In the Package Management window, select the Compatibility Arch Support option and click Details. The Compatibility Arch Support Details window displayed.
  3. Make sure that the following packages gtk, pango, and redhat-artwork are selected for installation from the new window.
  4. In the Compatibility Arch Support Details window, click Close.
  5. In the Package Management window, click Update.
- The Intel management agent is required for the Intel network adapter diagnostics to run. Use the Dell Systems Management Tools and Documentation DVD to install Intel PROSet or download Intel PROSet listed under Intel PRO Family of Adapters from support.dell.com.

See the Dell Systems Management Tools and Documentation DVD for more information.

**NOTE:** Without the Intel Management Agent installed, the default network diagnostics are available.

## • Installation

### • On Systems Running Microsoft Windows

To install Dell Online Diagnostics on systems running Windows, do the following:

1. Download the .exe file from [support.dell.com](http://support.dell.com) or from the *Dell Systems Management Tools and Documentation* DVD.
2. Launch this application.
3. Choose a directory on your system where you want the extracted files to reside.
4. To use the GUI on systems running Windows 2008, click **Start -> Programs -> Online Diagnostics 2.30 -> Online Diagnostics GUI**
5. To use the CLI on systems running Windows 2008, click **Start -> Programs -> Online Diagnostics 2.30 -> Online Diagnostics CLI**.
6. To use the GUI on systems running Windows 2012, click **Start -> Programs -> Online Diagnostics 2.30 -> Online Diagnostics GUI**
7. To use the CLI on systems running Windows 2012, click **Start -> Programs -> Online Diagnostics 2.30 -> Online Diagnostics CLI**.

On systems running Enterprise Linux (RedHat, SUSE and CentOS) and virtual(VMWare and Citrix) Operating Systems:



To install Dell Online Diagnostics on Enterprise Linux Operating Systems, do the following:

1. Unzip the `tar.gz` file to a location on the system. The extracted files contain an install script: `install.sh`, and some Red Hat Package Manager (RPM) packages.
2. Install the RPM packages using `install.sh`. All the files needed to run Dell Online Diagnostics are extracted to the default installation directory `/opt/dell/onlinediags`.
3. Go to the `onlinediags` directory and run `startDiags.sh` from an X session to launch the GUI application.
4. To use the CLI on Linux, run `pediags` from `/oldiags/bin` in the installation directory.

**NOTE:** `svadmin-hapi` component fails to install if your system does not have the minimum version of OpenIPMI required by `svadmin-hapi`. In this case, if IPMI is supported on your system, download OpenIPMI from [support.dell.com](http://support.dell.com) or install OpenIPMI from the Dell Systems Management Tools and Documentation DVD by running `./svadmin-openipmi.sh` from the `svadmin/linux/supportscripts` directory.

**NOTE:** Installing `svadmin-hapi` or `svadmin-omilcore` separately, using the `rpm` command fails on all PowerEdge SC platforms.

**NOTE:** Few SC platforms like SC420, SC430, and SC1420 do not support IPMI. Memory and Dell Remote Access Controller version 5 (DRAC 5) diagnostics are not available on those systems.

## • Upgrade or Downgrade

To upgrade or downgrade Dell Online Diagnostics, first uninstall the existing version and install the required version.

# Uninstallation

### From Windows Operating Systems

To uninstall Dell Online Diagnostics from systems running Windows, use one of the following options:

- Go to Start -> Programs-> Online Diagnostics 2.x.y -> Uninstall.
- Run the `Uninst.exe` from `X:\<Install_directory>\online_diagnostics`, where X is the system drive where the files are installed.

### From Enterprise Linux Operating Systems: RedHat, SUSE, and VMWare

To uninstall Dell Online Diagnostics from systems running Enterprise Linux (Red Hat, SUSE, or VMware), run `uninstall.sh` from the install directory.

# Notes

- Do not update the NIC drivers when you run tests. The tests may produce unexpected results.
- During the Autoloader Self Test, the Tape Device Self Test displays a warning Data on the media will be destroyed! message at the start.  
**NOTE:** This message applies specifically to tape drives and is not valid for Autoloaders.
- Start a fresh session of Dell Online Diagnostics after installing the Dell components required by Dell Online Diagnostics, so as to benefit from the newly installed components.
- Brocade cards are supported only on Windows operating systems.

# Open Issues and Resolutions

## On All Operating Systems

- You may get unexpected results on disconnecting the USB cable while running a diskette test on a USB diskette drive. On systems running Red Hat Enterprise Linux products, the operating system may stop responding. On systems running Windows, the test may never complete.
- Running NIC diagnostics which disconnect the network may also cause a Server Administrator user session to be logged out and disruption of applications that require or use a network connection.
- Running multiple NIC diagnostics together on a NIC may result in the failure of the NIC Communication Test.  
**Resolution:** Select and run NIC Communication Tests individually to obtain accurate results.
- Running diagnostic tests on unsupported tape devices on PowerEdge systems may generate unexpected or erroneous results.  
**NOTE:** See the *ReadMe* for a list of supported tape drives for Dell servers.
- The Virtual Media Test will not pass if the POST Results test is executed prior to it. This is because the POST Result test disconnects all open RAC sessions.  
**Resolution:** Ensure that the POST Results test is not executed prior to the Virtual Media Test.
- In the Command Line Interface (CLI), if you abort a diagnostic test, the test results may not display in some scenarios.  
**Resolution:** Ensure Tests complete so that test results display.
- The Disk Self Test may fail if you remove the hard disk while the test is running. The test may also fail the first time it is run after re-inserting the disk.  
**Resolution:** Rerun the test again.
- When you run diagnostic tests or enumerate with `racadm racreset` command on a DRAC5 simultaneously, the device may not be enumerated or the test might fail in the CLI or GUI.  
**Resolution:** Wait until DRAC5 is reset and then enumerate or run the tests again.
- When Picker is loaded with a media and Tape Device Self Test is run on an auto-loader (Dell PowerVault 124T), the following warning message may display: The tape device appears to have encountered an error while running its built-in Self Test. Switch the tape device off and on and try the test again. If this error persists, it indicates a hardware problem.  
**Resolution:** Unload the Picker and run the test again.
- When a defective media is inserted in a LTO4 drive, the following message displays in English, Incompatible or corrupt media in the drive or media not present. Load a compatible media and run the test again. For non-English systems the following message displays Media is not present in the drive or incompatible media. Load a compatible cartridge before running this test.
- SAS PHY Integrity Test fails when run simultaneously on a MD1000 connected to a PERC card and an Internal Backplane connected to a non-PERC card. This failure does not indicate any hardware error.  
**Resolution:** Run the test separately.
- When you save test results or configuration using the **Save Results** or **Save Configuration** menu options, with a file name that has double-byte characters (Japanese or Simplified Chinese languages), the resulting `.zip` file is created without an HTML file.  
**Resolution:** Create the file using ASCII characters to avoid this error situation.
- For CERC 6 family of controllers, controller and supported sub devices display. Tests for the CERC controller are not supported but tests will be displayed for supported sub devices.
- For the following systems, network vendor tests from Broadcom and Intel are not supported.  
R620, R720, R720XD, R820, M620, T620, R320, R420, R520, M420, M520, T320, T420, M820
- For FCoE (CNA) cards, network tests are not supported.
- The Error Codes and Validation codes for any critical errors will not be displayed if Dell Service Tag is not available for that system.
- The vendor tests for BroadCom and Intel NIC cards are not listed due the latest drivers from the vendors are not available in the bundled packages.

## On Windows Operating Systems

- On Windows Small Business Server systems, network administrator is not a full privileged Administrator to run Dell Online Diagnostics

**Resolution:** To run Dell Online Diagnostics on these systems, do the following:

1. Click **Start-> Programs-> Online Diagnostics 2.30**
2. Right click **Dell Online Diagnostics GUI** or **Dell Online Diagnostics CLI**
3. Select **Run as Administrator**

- After running Dell Online Diagnostics, the following errors are logged in the Event Viewer System Log by the Removable Storage Service.  
Type: Error, Source: DCOM  
Type: Error, Source: Removable Storage Service  
These entries are logged because Dell Online Diagnostics stops the Removable Storage Service in order to scan the system for those tape devices on which diagnostics are to be done. After performing the scan, the Removable Storage Service restarts.
- CLI commands used while installing Dell Online Diagnostics do not work if the application install path contains special characters like # or % in the folder path.
- If you start Dell Online Diagnostics immediately after installing a driver, the tests may not be available in the Select Test(s) to Run tree as it takes some time for the driver to get installed completely.  
**Resolution:** Wait for some time before starting Dell Online Diagnostics.
- If the floppy media is ejected while executing diagnostic tests on a USB floppy drive, you may not be able to stop the drive, using the Safely Remove Hardware feature from the Windows system tray.
- On Windows 2003 Small Business Server systems with bus powered devices having multiple USB CD and Floppy drives, an extra device (without tests) may be shown. If supported, connect an external power supply to this hub. Allow sufficient time for the operating system to detect all hot-plugged USB devices and launch the Dell Online Diagnostics GUI.
- RAC Virtual Media Test fails with the error message Unable to find Virtual Floppy on Windows operating systems installed on PowerEdge Systems running DRAC5. This error situation occurs only when the operating system is rebooted after the floppy drive is virtualized from another system.
- When there are a large number of windows open, due to services like Microsoft Exchange, IIS, SQL, Telnet, FTP, Windows, and Internet Name Service running simultaneously on a Windows Small Business Server 2003 system and diagnostic tests are queued multiple times, Dell Online Diagnostics may terminate unexpectedly.
- When Broadcom diagnostic tests are run on NetXtreme II card, the message DIAG Client for NetExtreme II GigE may display.  
**Resolution:** Install the required driver from either the Dell Systems Service and Diagnostics Tools DVD or from the Dell Support website at [support.dell.com](http://support.dell.com).
- On Japanese or Chinese Microsoft Windows operating systems, the device description of external USB devices may contain junk characters. If it is a non-Dell device, Dell recommends that the device is disconnected before you start Dell Online Diagnostics.
- In Windows Server 2008 systems with UAC on, users without administrative privileges are prompted for the administrator password. With UAC off, users with administrative privileges only can run Dell Online Diagnostics.
- On Windows Server 2008 systems, Floppy tests might take a longer time to complete as compared to the previous versions of Windows.
- CD/DVD Read Exerciser Test fails on Microsoft Windows Server 2008 Core operating systems as the dependent Windows API command fails to execute.
- On Windows Server 2008 Server Core operating systems, you may not be able to save test results or configuration using the GUI menu.  
**Resolution:** You can access the test configuration and results files that Dell Online Diagnostics stores automatically at the `X:\dell\diagnostics\log` directory, where X is the system drive.

- On Windows operating systems, when you run diagnostic tests on multiple Broadcom Network Interface Controllers (NICs) at the same time, some tests may fail. Also, a warning sign may be noted in Device Manager for some NICs.  
**Resolution:** Run one diagnostic test on one NIC at a time for accurate results.
- For operating systems released prior to Microsoft Windows Server 2008, the SATA CD-DVD attached to the NVIDIA SATA controller is displayed under System in the tree view.
- NIC Communication Test may fail if IPv6 is enabled.
- On USB Hub test result tab, Device, Test, and Result Details are not available.
- On some Western Digital hard drives, Disk Self test hangs at 90 percent.
- Interrupt test may fail intermittently if it is run multiple times.  
**Resolution:** Re-run the test.
- With S300 driver version 2.0.0-0162, the Disk Self Test and Disk Blink Test fails.
- Online Diagnostics GUI might crash when more tests are executed in parallel.
- RD1000 will not be enumerated and tests are not supported when connected to S100 and S110.
- Online Diagnostics GUI may crash when more tests are executed in parallel.

### On Enterprise Linux and ESX Operating Systems

- Running the CD/DVD Read Exerciser test on corrupt CD media or on a faulty drive may cause the test to run for a longer duration, and Dell Online Diagnostics may appear to hang.  
**Resolution:** Terminate Dell Online Diagnostics and try running the test again in the Quick Test mode.
- Serial port tests are not enumerated on Red Hat Enterprise Linux Version 5 Update 3 with XEN kernel because XEN kernel uses the serial port during system boot up and the operating system fails to load the serial port driver.
- Intel Offline Test fails when the network services are stopped, if the adapter is not configured for Wake-on-LAN (WOL) or Manageability and the PHY is powered off. However, as the test powers on the PHY and enables WOL, the test passes from the next time onwards.
- Intel Offline Test clears the gateway entry from /proc/net/route table. If NIC Communication test is run after this, the test may result in failure.
- Connecting or removing USB or CD/DVD devices from Red Hat Enterprise Linux systems, while the enumeration is in progress, may cause the system to hang.  
**Resolution:** Wait for enumeration to complete, before connection or removing USB or CD/DVD devices from Red Hat Enterprise Linux systems.
- If tapeware is installed, Dell Online Diagnostics may fail to start.  
**Resolution:** Delete the softlink entry /lib/libstdc++-libc6.2-2.so.3 and restart Dell Online Diagnostics. If there are still issues, contact the Tapeware support team for help.
- ICH7R IDE controllers are not supported. Running tests on this controller or the devices connected to it may cause unexpected behavior.
- When you run a SCSI Communication test on a channel that has an LTO3 tape drive connected to it and perform a backup simultaneously using tar commands, the backup operation may fail.  
**Resolution:** Ensure that backup or restore operations are not in progress before running the SCSI Communication test.
- When the Yosemite backup software is installed on a system that has a tape changer, SCSI Communication tests and tape tests may fail.  
**Resolution:** Ensure that the Yosemite backup software service is stopped before running these tests.
- The Tape Self Test writes to and advances the tape media during execution. Manual erase operations using the Linux command `mt -f/dev/stX erase`, if executed immediately after the Tape Self Test execution, fails with an I/O error.  
**Resolution:** Avoid this error condition by always rewinding the tape media after running the Tape Self Test.
- When a non-root user uses su to become a superuser (root), some tests may not work in the CLI, when the peddiag command is run.

**Resolution:** Use `su` - to become a super user to run the `pediags` command. On SUSE Enterprise Server 10, with ArpArmor enabled and when you run network diagnostics on a console, warning messages display indicating a violation of policy.

- Multiple USB devices, when connected to a deep hierarchy of bus powered USB Hubs, causes the Linux USB device driver sub-system to become unresponsive. This prevents Dell Online Diagnostics from launching in the GUI mode.

**Resolution:** Perform the following steps:

1. Disconnect the top-level hub connected to the system.
  2. Connect external power supply (if supported) to this hub.
  3. Disconnect all the devices from the hub.
  4. Reconnect the hub to the server.
  5. Reconnect the devices on server ports (if available) and to other higher level hub ports having external power supply, if required.
- If the SCIM RPM is installed, keyboard navigation may not function correctly while selecting the Selection Options.
  - POST Result test is not available on systems running on Linux operating systems and having an IDE Virtual CD Drive with `ide-cd` driver module.

**Resolution:** See the PSQN No. F25CF0642DD7B211E030030ABD6273EA.

- The onboard SATA disks diagnostic tests are not supported. In the Dell Online Diagnostics GUI, the controller and the tests are disabled and the message Diagnostic tests are not supported on the device displays in the Configuration tab. On VMWare, running the `pediags idedevdiag --show` command does not enumerate the SATA disks.
- On Enterprise Linux servers, Broadcom NIC test cases fail when NICs are teamed. This is a known limitation on Linux and Failover is expected as per bonding module design.  
**Resolution:** Select and run Broadcom NIC test cases individually.
- On some servers in the absence of AMEA card on iDRAC, upon starting Dell Online Diagnostics at command prompt (using `startDiags.sh`) or after running `rac` package at command prompt (using `pediags rac --show`), the note. This Integrated Dell Remote Access Controller does not support RACADM commands. Contact Dell Customer Service to upgrade your version of iDRAC displays.
- NIC Communication Test may fail if IPv6 is enabled.
- If the memory and DRAC tests get disabled in Dell Online Diagnostics, restart the Systems Management Device Driver service (`instsvcdrv`) to enable the memory and DRAC tests.
- USB controllers are not supported on VMware ESX 4.0 (Update 1 and Update 2) and ESX 4.1 (Update 2).
- On PowerEdge\_C 6100, serial port diagnostics are available only for BIOS version 1.39 or later. Download the latest BIOS for PowerEdge\_C 6100 from [support.dell.com](http://support.dell.com).
- On Linux 64-bit systems, memory and serial port diagnostics are not available if OpenManage version 6.3 or later is installed.

**Resolution:** Uninstall OpenManage and reinstall Dell Online Diagnostics.

- On VMware ESX 4.0 (Update 1 and Update 2), ESX 4.1 (Update 2), and Citrix (5.6 and 6.0) the NIC Communication test is not available for paravirtualized devices, such as `vswif` (Service Console).
- On VMware ESX Classic, if USB DVDROM is removed while running the tests, the behavior of Dell Online Diagnostics is unexpected and the tests do not complete. In this situation, the Abort functionality does not work.
- Fibre Channel Adapters are not supported on VMware ESX 4.0 (Update 1 and Update 2), ESX 4.1 (Update 2) and 64-bit Linux operating systems, because the required drivers or utilities are unavailable.
- SASDevDiag package tests are not getting listed on VMware ESX 4.0 (Update 1 and Update 2) and ESX 4.1 (Update 2).
- On RHEL 6.1, RHEL 6.2, and SLES 11 SP2 network vendor tests from Broadcom and Intel are not supported.
- For all Blade servers (PowerEdge M-series) diagnostics for serial port are not supported on Linux operating systems.

## On SUSE Linux Operating Systems

- On SLES 11 SP2, if jre x64 is already installed in the system, then during Online Diagnostics 2.30 installation or uninstallation, the following message is displayed due to a missing entry in srvadmin-racsvc rpm.  
Insserv: script jexec is broken incomplete LSB comment.  
Insserv missing "Required-Stop" entry please add even if empty  
  
Insserv: script jexec is broken incomplete LSB comment.  
Insserv missing "Required-Stop" entry please add even if empty  
  
This will not impact the installation or uninstallation process.
- When SLES10 SP4 Operating System is installed through Open Manage 7.2 CD due to issues related to lspci command the NIC cards will not be listed on this system.

# Global Support

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

For issues, mail to [Support\\_OnlineDiagnostics@dell.com](mailto:Support_OnlineDiagnostics@dell.com)

For information on documentation support, visit [support.dell.com/manuals](http://support.dell.com/manuals). On the **Manuals** page, click **Software ->Serviceability Tools**. Click on the specific product on the right-side to access the documents.

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