

Dell Command | Monitor

9.0

Release Notes



Version

9.0

Release Date:

September 2014

Previous Version

OMCI 8.2.1

The Dell Command | Monitor (formally known as OpenManage™ Client Instrumentation or OMCI) enables remote management application programs to access the client's system information, monitor the status, or change the state and shut it down remotely.

Through standard interfaces, Command | Monitor exposes key system parameters, allowing administrators to manage inventory, monitor system health, and gather information on deployed Dell business client systems.

Platform(s) Affected

- Latitude
- Dell Precision Mobile
- Optiplex
- Dell Precision Workstation
- Venue 11 Pro

Supported Operating Systems

- Microsoft Windows Vista Business (32-bit and 64-bit)
- Microsoft Windows Vista Business (32-bit and 64-bit) SP1 and SP2
- Microsoft Windows Vista Ultimate (32-bit and 64-bit)
- Microsoft Windows Vista Ultimate (32-bit and 64-bit) SP1
- Microsoft Windows Vista Ultimate (32-bit) SP2
- Microsoft Windows Vista Enterprise (32-bit and 64-bit)
- Microsoft Windows Vista Enterprise (32-bit and 64-bit) SP1
- Microsoft Windows Vista Enterprise (32-bit) SP2
- Microsoft Windows 7 Professional (32-bit and 64-bit) SP1

- Microsoft Windows 7 Ultimate (32-bit and 64-bit) SP1
- Windows 7 Enterprise Environment (32-bit and 64-bit) SP1
- Windows 8 (32 and 64 bit)
- Windows 8 Pro (32 and 64 bit)
- Windows 8 Enterprise (32 and 64 bit)
- Windows 8.1 (32 and 64 bit)
- Windows 8.1 Pro (32 and 64 bit)
- Windows 8.1 Enterprise (32 and 64 bit)

What's New

- Rebranded Open Manage Client Instrumentation(OMCI) to Dell Command | Monitor.
- Support for monitoring and alerting for LSI Controller and devices.
- Support for monitoring and alerting for numeric sensor devices.
- Support for following simple tokens:
 - Back Camera
 - Function Lock
 - Function Lock Mode
 - Onboard Unmanaged NIC
 - Rear USB Ports
 - Side USB Ports
 - Keyboard Backlight with AC
 - GPS Radio
 - Fan Speed
 - Trusted Execution
- From Dell Command | Monitor version 9.0 onwards, the 10892 MIB is not supported. The 10909 MIB identifies the client systems.
- Legacy namespaces (root/dellomci) are not supported.
- Added SNMP traps support for all defined alerts.
- Support for new platforms.

Fixes

Issue 1: Data manager service crashes on NEC Monitors.

Issue 2: Data manager service crashes sometimes during chassis intrusion on T3610 loaded with 32-bit Operating System (OS).

Issue 3: Deployment of Command | Monitor using Group Policy Objects (GPO).

Issue 4: Alerts are generated for voltage, current, temperature and cooling devices (fan) sensors.

Important Notes

Simple Network Management Protocol (SNMP) Support: You can enable SNMP support while installing Command | Monitor. The Management Information Base (MIB) file (10892.mib) is no longer shared between Server Administrator and Command | Monitor. We identify systems as servers or clients based on the new OID values and the imported MIB files. From Dell Command | Monitor version 9.0 onwards, the 10909 MIB is supported instead of 10892 MIB.

All root\DCIM\SYSMAN namespace classes are prefixed with DCIM.

Legacy namespaces (root\dellomci) are not supported.

Known Issues

Issue 1: Some properties of DCIM_DesktopMonitor are incorrect

Description: The following properties under DCIM_DesktopMonitor appear blank or display '0': InputSource, InputSourceCapabilities, CurrentResolutionH, CurrentResolutionV, ColorModePresetCapabilities, FrequencyH, FrequencyV, Brightness, Contrast, MaxBrightness, and MaxContrast.

Resolution:

- InputSource and InputSourceCapabilities - Users can get equivalent results from InputAnalog/InputDigital/InputDisplayPort/InputDVI/InputHDMI properties under the DCIM_DesktopMonitor class.
- CurrentResolutionH and CurrentResolutionV - Users can get this information from CurrentVerticalResolution or CurrentHorizontalResolution properties from DCIM_VideoHead class.
- FrequencyH and FrequencyV - Users can get this information from WmiMonitorListedSupportedSourceMode class under root\wmi namespace.
- Brightness, Contrast, MaxBrightness, MaxContrast - No solution

Issue 2: Enumeration of DCIM_ElementCapabilities class results in error

Description: Enumeration of DCIM_ElementCapabilities class returns error through winrm on a few platforms. WMI studio and Wbemtest works fine.

Resolution: Use WMI studio and WBEMtest tool to enumerate this class.

Issue 3: dsm_sa_datamgr32 service stops responding while installing chipset driver

Description: This issue occurs only when Command | Monitor is installed on some platforms before installing the chipset driver.

Issue 4: dsm_sa_datamgr service stops responding when USB driver is enabled, disabled or uninstalled.

Issue 5: Class DCIM_PhysicalDiskView enumerates only IDE disk drives for Intel Controller.

Issue 6: The value of Link technology property in DCIM_EthernetPort class appears empty. If the value of any attribute is not in English, then that attribute field may appear blank or empty. For example, DCIM_EthernetPort_LinkTechnology. DC | M is not localized and is English language application. However DC | M can be installed on non-English language versions such as French, German, Spanish, Japanese, Korean, Simplified Chinese, and Traditional Chinese of supported Windows operating systems.

Issue 7: DC | M allows enabling 'Secure Boot' when 'Legacy Option ROM' is enabled and boot mode is UEFI. However, there is no negative impact due to this on the BIOS. This issue will be addressed in the upcoming BIOS version.

Issue 8: No appropriate message is displayed when Upgrading or Downgrading OMCI. Downgrading to OMCI 8.0.1 is successful without any message. This is a known issue in 8.0.1 installer. Downgrading to OMCI 8.1 or 8.1.1 is not allowed and a message is displayed that a prior version has already been installed.

Issue 9: Configuring OROM UI Protection through DC | M results in the configuration of OROM keyboard access on the following Dell platforms :

- Latitude E6x30,E5x30
- Dell Precision Mobile M4700,M4500
- Dell Precision Workstation T1650
- Optiplex 9010,7010

Issue 10: When BIOS password is enabled on a system, we cannot set the attributes Upper and Lower NonCritical Threshold of the DCIM_NumericSensor class.

Issue 11: There is no instance for DCIM_videohead class when the System Under Test (SUT) connecting to High-Definition Multimedia Interface (HDMI) display

Resolution: Users can get this information from Win32_DisplayConfiguration class under root\cimv2 namespace.

Issue 12: Peak Shift Start time accepts and sets the value greater than Peak Shift End time. Also Peak Shift End time accepts and sets the values less than Peak Shift Start time.

Resolution: Users can use the DC | M script available in the TechCenter (<http://en.community.dell.com/techcenter/extras/m/mediagallery/20383332.aspx>) to set Peak Shift configuration. While viewing Intel RAID alerts using DCIM_LogEntry class, severity is reported as Unknown instead of Warning when Virtual Disk health state is changed to rebuilding.

Issue 13: If the fan is not working as indicated by Health Status and OperationalStatus attribute, then the attribute Current Status will be empty.

Issue 14: Dynamic Detection of Virtual Disk and Power Supply Unit (PSU) state is not supported.

Issue 15: No alerts are generated for PSU.

Issue 16: The NonCritical threshold levels for voltage and current cannot be negative values.

Issue 17: Setting the NonCritical threshold levels for fans is not supported. For the attribute SettableThreshold the NonCritical value can be set to Settable.

Issue 18: For temperature probe, the Upper Critical Threshold level should be greater than 0.

Issue 19: For most of the laptop or desktop platforms, where current reading and the Lower and Upper Critical values are not defined, then the fan health status in the DCIM_NumericSensor class will be displayed as "Critical failure".

Issue 20: Digital signatures are missing for some third party files.

Issue 21: Setting Lower NonCritical Threshold attributes may not be supported although SupportedThreshold attribute shows that it is supported.

Issue 22: Previous state attribute in SNMP displays OK for all repetitive alerts.

Issue 23: If the values of Upper NonCritical Threshold for NumericSensor class are close to reading or status values, then an event might be generated although the same might not be shown in the class attributes.

Issue 24: Enumeration of some classes might not return appropriate values immediately after upgrades.

Issue 25: Lower Threshold alerts are not generated. But they can be monitored using the Current State attribute in NumericSensor class.

Issue 26: OID table index in SNMP for most of the traps is 0.

Issue 27: Degraded status and alert for physical disk is not supported with LSI Controllers.

Issue 28: In LogEntry the element name for alerts is displayed as Alert Log Entry <Alert ID>.

Issue 29: When stopping the data manager service, an error message might be displayed saying the process cannot be stopped. But the service will be stopped.

Issue 30: The monitoring and alerting status of VirtualDisk with LSI Controllers is displayed as degraded when the disk is rebuilding.

Issue 31: The Controller Primary state attribute changes to degraded and an alert will be generated when there is a change in physical or virtual drive in the LSI Controllers.

Issue 32: For LSI Controllers, status or event may not be generated when the Battery Backup Unit (BBU) is degraded.

Resolution: The BBU degraded status can be viewed in the application log for event (Id #161 of category type: Warning) generated by source MR_MONITOR.

Installation Prerequisites

- Before installing Command | Monitor, make sure:
 - You have administrative rights on the client system. This means that you must be authenticated on the client system as a user who is a member of the Administrators group, typically the Administrator.
 - The target system is a Dell system with SMBIOS version 2.3 or later. Otherwise, the Command | Monitor installer exits without installing.
 - One can get the SMBIOS version using the following command in powershell:
gwmi win32_bios | select SMBIOSMajorVersion, SMBIOSMinorVersion

- The system is running on Microsoft Windows NT based operating systems such as Windows 8.1, Windows 8, Windows 7 and Windows Vista.
- For Windows Vista or later systems, .NET Framework 4.0 or later is installed.

Installation Procedure

For information and procedure for installing Command | Monitor, see the Command | Monitor – Installation Guide, available at dell.com/clientsystemsmangement.

Installation and Configuration Notes

- Following an upgrade, it may be necessary to reboot the system for the installation to complete.
- Following an uninstallation, it may be necessary to reboot the system for the uninstallation to complete.
- On some Dell systems, the Processor Logical Processor (HyperThreading) setting in the DCIM_BIOSEnumeration class displays 'Enabled' or 'Disabled' even if the installed processor does not support hyperthreading technology.
- In this case, changes to the Processor Logical Processor (HyperThreading) setting may toggle the multi-core capability on and off, rather than hyperthreading.
- On some Dell systems, the Multiple CPU Cores setting in the DCIM_BIOSEnumeration class displays 'Enabled' or 'Disabled' even if the installed processor does not support multi-core technology. In this case, changes to the multiple CPU cores are ineffective.
- Change the auditing object access audit policy to enable auditing for the desired namespace in Windows Vista. For instructions about enabling auditing, see the Microsoft article: "Access to WMI Namespaces" at: <http://msdn2.microsoft.com/en-us/library/Aa822575.aspx>.
 - For instructions about enabling the WMI logging, see the Microsoft article "WMI log Files" at: <http://msdn2.microsoft.com/en-us/library/Aa394564.aspx>
- For local users, if the User Account Control (UAC) is turned on, only the built-in local Administrator account can access the DCIM\SYSMAN namespace. For remote users, if UAC is turned on and the remote system is part of a domain, use a domain account that is in the local Administrators group of the remote computer, to access the DCIM\SYSMAN namespace of the target computer. For more information, see the Microsoft article "User Account Control and WMI" at: <http://msdn2.microsoft.com/en-us/library/aa826699.aspx>
- An operation that sets or verifies a BIOS password may pause the operating system for up to five seconds.
- Command | Monitor creates NT Event Log entries referring to "System Administrator". This is a name for a low level component of Command | Monitor that is necessary for operation.

- To install and operate Command | Monitor, .NET Framework 4.0 or later is required on Windows operating systems.
- For systems configured as RAID through Intel Rapid Storage Technology, if the RAID is in 'verify and fix' state, DC | M does not create instances of DCIM_PhysicalDiskView and DCIM_VirtualDiskView. The 'verify and fix' is a transition state and the RAID volume is engaged for handling the corresponding commands.
- In silent mode (unattended) of installation, the system may restart itself.

Contacting Dell

Note: Dell provides several online and telephone-based support and service options. If you do not have an active Internet connection, you can find contact information on your purchase invoice, packing slip, bill, or Dell product catalog. Availability varies by country and product, and some services may not be available in your area.

To contact Dell for sales, technical support, or customer-service issues:

1. Go to **dell.com/contactdell**.
2. Select your country or region from the interactive world map. When you select a region, the countries for the selected regions are displayed.
3. Select the appropriate language under the country of your choice.
4. Select your business segment. The main support page for the selected business segment is displayed.
5. Select the appropriate option depending on your requirement.

Note: If you have purchased a Dell system, you may be asked for the Service Tag.