Active System Manager

Version 7.5

Release Notes

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About This Release

The release notes contains important information available at the time of release of Active System Manager™(ASM), release 7.5, including information about Active System Manager release lineup and dependencies, Active System Manager documentation lineup, known issues, and the methods to contact your service provider.

Read through the release notes before installing and configuring your software, and then periodically thereafter for the most up-to-date information.

This Active System Manager documentation includes:

- About This Release
- Active System Manager Release Lineup and Dependencies
- Known Issues
- Active System Manager Documentation Lineup
- Contacting Technical Support

Active System Manager Release Lineup and Dependencies

The following topics outline Active System Manager release lineup and dependencies for Release 7.5:

- Active System Manager Software Components
- Supported Virtualization Platforms
- Supported Client Platforms
- Active System Web Interface Platforms

Active System Manager Software Components

Active System Manager components that form this release include:

- ASM 7.5 Virtual Appliance
- Dell ASM 7.5 Patch

Supported Virtualization Platforms

The following virtualization platform is supported for this release:

- VMware ESXi 5.1

Supported Client Platforms

The following client platforms are supported for this release:

- Windows 2012
- Windows Server 2012 R2
- Red Hat Enterprise Linux 6.5
- CentOS 6.5

Active System Manager Web Interface Platforms

The following Web Interface Platforms are supported for this release:

- Microsoft Internet Explorer, version 9 and later
- Mozilla Firefox, Version 26.0 and later
- Google Chrome, Version 32 and later
- Safari, version 6 and later

Known Issues

The following section lists the known issues with the Active System Manager 7.5:

Issue 1: Unable to launch management interface for blade switches through GUI.

Description: If you discover a Dell PowerEdge M1000e Chassis then click **View Details** for the chassis on the **Resources** page, and then click the **I/O Module Details** tab. This tab shows a list of I/O Modules that contains links for the Management IP that is not correctly launching the management interfaces for these resources.

Resolution/Workaround: None

Issue 2: During a physical operating system deployment the server deployment sometimes displays a message indicating success even if the operating system is deployed.

Description: Currently, the status cannot be updated to success.

Resolution/Workaround: You must verify the operating system on the server.

Issue 3: Unable to deploy a service using a template that contains more than one vCenter cluster.

Description: If a template contains two clusters in the same vCenter instance, the service cannot be deployed.

Resolution/Workaround: While deploying a service using a template, make sure the template contains only a single vCenter Cluster.

Issue 4: CentOS is deployed successfully but ASM GUI displays a message that the deployment is unsuccessful.

Description: Duplicate host names can cause this issue because the remote host operating system checks the deployment with its host name. If an earlier host with a different service tag has checked in with the same host name, the host name is not registered because the name already exists. If you delete an earlier deployment, always use a unique host name.

Resolution/Workaround: Always use a unique host name.

Issue 5: If you delete a network that is used in a published template, the template remains in the published state. However, the service cannot be deployed using the template.

Description: ASM will allow you to delete a network even if it is used in a template. If you attempt to deploy a template with a deleted network, the service cannot be deployed.

Resolution/Workaround: Make sure that all the networks in the published template exist in ASM.

Issue 6: Optional parameters are displayed as required for Windows 2012 deployment.

Resolution/Workaround: While deploying Windows 2012, you need not select the hypervisor and vMotion networks.

Issue 7: If an ESXi host has additionally attached iSCSI storage volumes beyond the limit that ASM can deploy, the service is not deployed.

Resolution/Workaround: Before you deploy a host, make sure the host does not have storage that has been provisioned already or you can review the access credentials on your storage array.

Issue 8: Unable to deploy a server if a host name contains a white space.

Resolution/Workaround: Make sure host names do not contain white spaces.

Issue 9: vSwitch created on servers with 1 GB NICs do not tag ports correctly.

Description: 1 GB NICs is not supported.

Resolution/Workaround: None

Issue 10: While using Active Directory, ASM displays a message "An unexpected error has occurred on the system. Please try again later".

Description: This error occurs if invalid long values are used in the fields during Active Directory instance creation.

Resolution/Workaround: None

Issue 11: The **Phone number** field does not allow special or alphabet characters.

Resolution/Workaround: While creating a user and entering the value for a phone number, use only numeric characters.

Issue 12: The button to launch group manager for EqualLogic is not functioning properly.

Description: After selecting an EqualLogic model on the **Resource** page, click **View Details** and then

click **Launch Group Manager**. The **Launch Group Manager** button does not function properly.

Resolution/Workaround: To launch group manager, on the **Resources** page, under **IP Address** section, click a corresponding IP address.

Issue 13: You cannot select vNICs associated with vSwitches in VMware vCenter.

Description: During deployment of ESXi, vSwitches created by ASM do not allow you to select vNICs because the vNICs are selected by ASM.

Resolution/Workaround: None

Issue 14: If you specify a Storage Pool that does not exist, a message indicating an error is displayed.

Description: After creating a storage template, if you type a Storage Pool name that does not exist then the deployment indicates an error.

Resolution/Workaround: None

Issue 15: Service description should not contain more than 1024 characters**.**

Description: You cannot deploy a service if a service description is more than 1024 characters.

Resolution/Workaround: Make sure that service descriptions do not contain more than 1024 characters.

Issue 16: Unable to deploy service in some cases where specific NIC or BIOS settings are required.

Description: The service cannot be deployed for incorrect BIOS or NIC setting.

Resolution/Workaround: You may have to update the settings in a config XML file for the server.

Issue 17: SD Card Mirroring must be enabled on all the physical servers.

Description: The deployment to bare metal server do not consider dual SD card. Thus ASM could deploy the operating system in one SD card and boot from the other. Servers are shipped from the factory with appropriate settings.

Resolution/Workaround: If this issue occurs, make sure that SD card mirroring is enabled on the server.

Issue 18: If you delete a user in Active Directory, the user still exists in ASM Users list.

Description: If an Active Directory user is already imported to ASM and the user is deleted in Active Directory server, you can no longer log in again. The user exists in the ASM Users list and can still edit the details about the user. If you add the deleted user in Active Directory again, you must log in using a new password.

Resolution/Workaround: None

Issue 19: The group a user belongs to in Active Directory is not associated with the role that the user must be associated in ASM.

Description: A user under a group in Active Directory is not associated with the role that the user must be associated in ASM. A non-administrator user can be assigned the Administrator role in ASM.

Resolution/Workaround: Make sure that during import of Active Directory users, appropriate ASM role level is assigned.

Issue 20: Inventory of EqualLogic storage may be incomplete.

Resolution/Workaround: Make sure that EqualLogic storage array is configured with a "public" SNMP community name.

Issue 21: System time out does not occur if any of the pages that list the information is open. That is, **Resources** page, **Templates** page, and so on.

Resolution/Workaround: If you are on a page that displays a list view, make sure you close these pages.

Issue 22: Importing users from Active Directory blocks access for local users.

Resolution/Workaround: You cannot use "ASMLOCAL" for the imported domain name.

Issue 23: After deploying an application, the actual state of deployment is not reflected. After informing the Resource Module Agent, the status shows Complete. But the users do not know whether or not the application is deployed.

Description: If you deploy a template that includes an Application, the service is deployed and ASM displays status as **Complete**. But the application is not deployed. The Application can take for up to about half an hour to deploy. The user should manually confirm whether or not the application is deployed successfully.

Resolution/Workaround: None

Issue 24: Unable to log in to Active System Manager (ASM) with the credentials of the users imported from Active Directory when certain Bind DN formats are used.

Description: While creating a directory service to import Active Directory users, the only format used for the "User Name (Bind DN)" value is <user>@<domain>, for example administrator@dell.com. If any other formats are used, you can import users, but users cannot log in to ASM.

Resolution/Workaround: If users have already been imported, delete the users. Edit the directory service "User Name (Bind DN)" and use the format <user>@<domain>, and then re-import users.

Issue 25: While importing user from Active Directory (AD), an error message is displayed indicating user already exists.

Description: If you add the same user accidently one or more times by clicking the **Add** button more than once. After adding the same user multiple times, if you click **Apply** to apply the new settings, an error message is displayed indicating user already exists.

Resolution/Workaround: Close the **Import Active Directory Services** dialog box. Check whether or not the user was successfully added. If the user was not added, open the **Import Active Directory Services** dialog box and the user again. Make sure that you add the user only once.

Issue 26: The commands documented under the **Importing Windows ISO on the Virtual Appliance**

section in the *Dell Active System Manager Version 7.5 Quick Installation Guide* are unclear. The following commands require the user to be in the same directory as the Windows ISO. In addition, the last command should not include the first "/".

```
mount -o loop <Windows_ISO_name>.iso /mnt

rsync -av /mnt/ win2012

/umount /mnt
```

Resolution/Workaround: To mount and unpack the .iso regardless of the directory the user is in, run the following commands:

```
mount -o loop /var/lib/razor/repo-store/<windows_ISO_name>.iso /mnt
rsync -av /mnt/ /var/lib/razor/repo-store/win2012
umount /mnt
```

Issue 27: The **Edit Directory Services** dialog box displays incorrect information about the protocol used for Active Directory (AD) services. The "Plain" protocol is always displayed, even if the service is set to "SSL".

Description: While editing an Active Directory (AD) service, the **Edit Directory Services** dialog box always displays the **Plain** protocol, even if the directory service is set up and uses **SSL** protocol. This can cause issues when importing Active Directory users for this service.

Resolution/Workaround: To make sure the correct setting, for SSL simply select **SSL** and save the directory service settings, and then re-import users. If you want to use Plain protocol, first set the protocol to **SSL**, and then from the drop-down list select **Plain** protocol again, save the settings, and re-import users. Therefore, the correct protocol is used, even if ASM GUI does not display correct protocol.

Issue 28: ASM displays incorrect information about EQL storage details. Storage pool information is not accurate.

Resolution/Workaround: Make sure that information about storage pools is retrieved from actual EqualLogic Management GUI for the storage being managed.

Active System Manager Documentation Lineup

The current lineup of the Active System Manager product guide documentation for this release includes the following:

- *The Dell Active System Manager Version 7.5 User's Guide — Provides an overview of Active System Manager 7.5 release, the detailed information about using the Active System Manager graphical user interface (GUI) and information to troubleshoot Active System Manager.*

- *The Dell Active System Manager Version 7.5 Online Help — Provides detailed information about using the Active System Manager graphical user interface (GUI). You can access the Online Help from the ASM interface.*

- *The Dell Active System Manager Version 7.5 Quick Installation Guide — Contains instruction to install Active System Manager (ASM) in your environment and configure the virtual appliance that hosts the ASM.*

- *Dell Active System Manager Version 7.5 Release Notes — Provides a summary of the latest Active System Manager features, software changes, and system requirements, and the customer-facing known issues unique to each particular release.*

For the latest documentation for Dell Active System Manager, Version 7.5:

1. Go to dell.com/support/manuals.
2. In the **Tell us about your Dell system** section, under **No**, select **Choose from a list of all Dell products** and click **Continue**.
3. In the **Select your product type** section, click **Software and Security**.
4. In the **Choose your Dell Software** section, click the required link from the following:
    a. Client System Management
    b. Enterprise System Management
    c. Remote Enterprise System Management
    d. Serviceability Tools
5. To view the document, click the required product version.

Contacting Technical Support

The level of support that Dell provides is based on your support maintenance contract. Contact Dell technical Support by visiting the Dell web site at **http://www.dell.com/support/softwarecontacts**.