

---

Active System Manager

Version 7.6

Release Notes

---



Copyright © 2014 Dell Inc. All rights reserved. This product is protected by U.S. and international copyright and intellectual property laws. Dell and the Dell logo are trademarks of Dell Inc. in the United States and/or other jurisdictions. All other marks and names mentioned herein may be trademarks of their respective companies.

# Contents

- About This Release ..... 4
- ASM Release Lineup and Dependencies ..... 4
  - ASM Software Components..... 4
  - Supported Virtualization Platforms..... 4
  - Supported Client Platforms ..... 5
  - ASM Web Interface Platforms..... 5
- Important Notes ..... 5
- Known Issues ..... 6
- ASM Documentation Line up ..... 12
- Contacting Technical Support ..... 13

## About This Release

The release notes contains important information available at the time of release of Active System Manager (ASM), release 7.6, including information about ASM release lineup and dependencies, ASM 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 document includes the following sections:

- About This Release
- ASM Release Lineup and Dependencies
- Known Issues
- ASM Documentation Lineup
- Contacting Technical Support

## ASM Release Lineup and Dependencies

The following topics outline ASM release lineup and dependencies for release 7.6:

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

### ASM Software Components

ASM components that form this release include:

- ASM 7.6 Virtual Appliance

### Supported Virtualization Platforms

The following virtualization platform is supported for this release:

- VMware ESXi 5.1
- VMware ESXi 5.5
- Microsoft Windows Hyper-V 2012
- Microsoft Windows Hyper-V 2012 R2
- System Center Virtual Machine Manager 2012
- System Center Virtual Machine Manager 2012 R2

## Supported Client Platforms

The following client platforms are supported for this release:

- Windows Server 2012
- Windows Server 2012 R2
- Windows Server 2008
- Windows Server 2008 R2
- Windows 7
- Red Hat Enterprise Linux 6.5
- CentOS 6.5

## ASM Web Interface Platforms

The following Web Interface Platforms are supported for this release:

- Microsoft Internet Explorer, version 9 and later
- Mozilla Firefox, version 26 and later
- Google Chrome, version 32 and later
- Safari, version 6 and later

## Important Notes

To support interoperability, ASM 7.6 requires:

- The following resources locale are set to English:
  - Microsoft System Center Virtual Machine Manager (SCVMM)
  - VMware vCenter
  - Dell EqualLogic
  - Dell Compellent
  - Dell Chassis Management Controller (CMC)
  - Integrated Dell Remote Access Controller (iDRAC)
  - NetApp
- All Bare Metal OS installations must be in English to support unattended installation process.
- The credentials used for all the external systems that ASM interfaces must be in English. For example, Virtual Machine Manager credentials for systems such as SCVMM and VMware vCenter must be in English. Therefore, ASM can provision to these environments.

- DNS names must be in English.

## Known Issues

The following section lists the known issues with ASM 7.6:

**Issue [ASM-1152]:** 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 [ASM-1151]:** 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 [ASM-1122]:** vSwitch created on servers with 1 GB NICs do not tag ports correctly.

**Description:** 1 GB NICs is not supported.

**Resolution/Workaround:** None

**Issue [ASM-1093]:** 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 [ASM-1089]:** 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 [ASM-1051]:** 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 [ASM-1013]:** 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 [ASM-1012]:** 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 [ASM-953]:** 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 [ASM-836]:** 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 [ASM-837]:** The group a user belongs to 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 [ASM-685]:** Inventory of EqualLogic storage may be incomplete.

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

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

**Issue [ASM-1150]:** Importing users from Active Directory blocks access for local users.

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

**Issue [ASM-1240]:** Unable to log in to 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 [ASM-1227]:** 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. After selecting the protocol, save the settings, and then re-import users. Therefore, the correct protocol is used, even if ASM GUI does not display correct protocol.

**Issue [ASM-1352]:** After restoring a backup, non-ESXi repositories are not restored. The service cannot be deployed until you manually re-create repositories.

**Description:** After you restore a backup to an ASM virtual appliance, the backup cannot re-create OS installation repositories. The service cannot be deployed using non ESXi-OS after restore until you re-create their OS repositories in Razor.

**Resolution/Workaround:** After performing a restore, make sure all OS install repositories are re-created.

**Issue [ASM-1260]:** An operator cannot delete an unsuccessful service deployment.

**Description:** An operator can initiate a service deployment, but ASM does not provide the ability for an operator to delete that service. The **Delete** button is greyed out.

**Resolution/Workaround:** Only an admin user can delete a service that is failed.

**Issue [ASM-1255]:** Default template passwords are not displayed, and the users are not prompted to change the password.

**Description:** Default templates that ship with ASM appear to contain passwords because a masked value is visible in password fields. Actually a password is not present, so this causes issues during service deployment.



**Resolution/Workaround:** Make sure that any default template is cloned, and then passwords are updated for the new template.

**Issue [ASM-1196]:** The Windows unattend file contains a clear text password.

**Description:** The Windows `unattend.xml.erb` file contains a clear text password. This password is required for razor to install Windows. It is accessible through the svc URL, which should be isolated on the PXE network.

**Resolution/Workaround:** You should make sure that the password is changed after the Windows install or set to Windows to force you to change password on first login.

**Issue [ASM-1086]:** Active Directory user import displays an error message if the name contains invalid characters.

**Resolution/Workaround:** Make sure while importing the Active Directory user name, the user name contains only alphanumeric characters.

**Issue [ASM-1001]:** Unable to deploy a service for Fiber Channel storage component if the server object is already mapped to the volume in Storage Center.

**Description:** If the server object is already mapped to a volume in Compellent Storage Center then a service cannot be deployed for storage component.

**Resolution/Workaround:** Un-map the volume in Compellent Storage Center, and then retry the service deployment.

**Issue [ASM-1469]:** Unable to deploy a Resource Module using CentOS 6.5 because devices do not check in using ASM.

**Description:** ASM installs an agent in the deployed operating system using a CIFS share, and this agent should check in to confirm the deployment. If the minimal ISO is used on CentOS, the correct packages for the samba-client to mount the share are not included. Therefore, the agent RPM cannot be downloaded.

**Resolution/Workaround:** To install CentOS, do not use the minimal install because this does not include the samba-client, the full ISOs are required.

**Issue [ASM-1576]:** Need to set vSwitch from beacon probing to "link status only" when using only two NICs.

**Description:** When two physical NICs are used on a vSwitch, beacon probing should be disabled and the setting should be set to "link status only". It is recommended to use beacon probing only when you have three or more network adapters.

**Resolution Workaround:** In vCenter, for a host configuration, go to vSwitch properties and change the settings for each vSwitch and port group to "Link status only".

**Issue [ASM-1572]:** An incorrect license count is displayed for SCVMM.

**Description:** Currently, SCVMM consumes users' licenses.

**Resolution/Workaround:** None. Currently, ASM does not enforce license count. Therefore, resources should still function normally even if a warning message is displayed on the ASM UI.

**Issue [ASM-1568]:** EqualLogic IP deployment fails at vCenter cluster.

**Description:** The deployment fails if the iSCSI storage volume authentication method is set to IP/IQN when deploying ESXi.

**Resolution/Workaround:** Use only CHAP authentication for EqualLogic deployments.

**Issue [ASM-1567]:** Deploying EQL iSCSI with IP address does not validate for DHCP network.

**Description:** Create an EQL volume using IP/IQN address, instead of CHAP, and do not specify a static network for the SAN iSCSI network. The ESXi deployment fails and the following error message is logged in the `exception.log` file.

```
#<NoMethodError: undefined method `[]' for nil:NilClass>
```

**Resolution/Workaround:** Any iSCSI network should be specified with static IP addresses. In addition, ESXi deployments require EqualLogic with CHAP addressing.

**Issue [ASM-1553]:** In the **Resources** page, the service tag displayed for the Dell 8/4 FC SAN switch in the **Resource ID** column is incorrect.

**Description:** For the Dell 8/4 FC SAN switches, the asset tag or service tag is not displayed in the **Resource ID** column. The unique device identifier will be displayed in the **Resource ID** column. However, the device identifier is not the service of the device.

**Resolution/Workaround:** Identify the device using the unique device identifier.

**Issue [ASM-1549]:** For EqualLogic storage, the volume size displayed in the **Storage Group Details** page is slightly higher (2 - 7 GB) than the actual size.

**Description:** During discovery, volume sizes inventoried are displayed slightly higher than the actual volumes in the EqualLogic. For example, a volume created as 110 GB is displayed as 112GB.

**Resolution/Workaround:** See the EqualLogic console for the correct volume size.

**Issue [ASM-1928]:** Virtual MAC addresses are not updated in resource lists after booting from SAN deployment.

**Description:** During booting from SAN deployment ASM configures virtual identities on a server. After the service is deployed if those servers are viewed in inventory, the old MAC address is displayed, not the new virtual identities.

**Resolution/Workaround:** If accurate virtual identities information is required for the server, run inventory by power cycling the server and run the inventory again through ASM. Alternatively boot the

server into the BIOS -> Device Settings to view the updated MAC addresses.

**Issue [ASM-1968]:** Add server and Add storage should be disabled for failed deployments.

**Description:** If user clicks the **Add Server** or **Add Storage** on a failed deployment, an Internal Error may be displayed.

**Resolution/Workaround:** Do not click **Add Server** or **Add Storage** to scale up a failed deployment.

**Issue [ASM-1894]:** ASM cannot distinguish same named volumes in different Compellent folders.

**Description:** If two existing volumes having the same name, but they exist in different folders in inventory, ASM cannot distinguish these volumes.

**Resolution/Workaround:** Make sure a unique name for volumes which is used by ASM in your Compellent inventory.

**Issue [ASM-1871]:** ASM vSwitch configuration requires single-purpose vSwitches.

**Description:** Currently ASM requires each vSwitch to have a unique purpose. This is for management, migration, and iSCSI workload networks. For example, ASM cannot support having a single vSwitch that has both management and migration port groups.

**Resolution/Workaround:** While configuring the NIC by using NIC partition, you must assign single purpose network to each partition and assign same purpose network to multiple partitions. However, you cannot assign multiple networks that have the different purpose to a single partition except PXE network and the management network.

**Issue [ASM 2014]:** If there are one or many reserved disks accessible, WinPE image fails to identify the disk on which the files has to be written as a result the process stops responding.

**Description:** While adding a new server to the existing service deployment, two volumes (cluster and quorum) are configured for the existing servers. Access to the same volumes is added to the new server before WinPE image deployment initiated. As a result, the WinPE execution for the new server stops responding.

**Resolution/Workaround:**

Perform the following steps:

1. When the installation stops responding during the WinPE execution, connect to the Compellent storage center and delete mappings of the cluster and quorum volumes.
2. Reboot the server.
3. Add the mapping back to the respective server-object after the Windows installation is initiated.

**Issue [ASM - 2002]:** At the time of creating a template for Compellent storage component, there is no option to select the RHEL from the Operating System Name drop-down menu.

**Description:** Compellent supports separate multi-pathing for RHEL 5.X and 6.X operating systems. Currently these options are not available in Compellent storage object in the service template.

**Resolution/Workaround:** Select ESXi 5.1 or ESXi 5.5 for all Linux based installations.

**Issue [ASM 1672]:** The setting is not applicable if you clone from a server with iSCSI Offload enabled to a target server where FCOE Offload is originally enabled.

**Description:** This issue occurs only in fourth partition if iSCSI Offload enabled or FCOE Offload enabled on the fourth partition of the reference server and iSCSI Offload or FCOE Offload disabled on the target server.

In this scenario, after you execute clone from reference server, the last partition value in target server is not set according to reference server attribute.

**Resolution/Workaround:** Manually set the server attribute in fourth partition after ASM completes the clone operation from reference server successfully.

**Issue [ASM-1827]:** The deployment fails on the target server if you clone settings from the reference server that has execute disable or VT attributes set to true.

**Description:** This is an issue with 12G servers where if you have *LogicalProc* attribute is enabled in the reference server and you try to apply these settings to target server which has no *LogicalProc* attribute, the command runs successfully but *ProcVirtualization* and *ProcEnableDisable* attributes are not set on the target server.

**Resolution/Workaround:** Manually set *ProcVirtualization* and *procEnableDisable* attributes based on the value selected in the template after ASM configures the settings on the target server.

**Issue [ASM 1897]:** ASM is not able to support any 1G integrated cards on the server.

**Resolution/Workaround:** Dell service or deployment team members need to manually disable those cards on the server before using ASM to manage the server.

**Issue [ASM 1891]:** While editing storage component settings in a template, If you change authentication method from IQN to CHAP at the time of editing storage component setting, the **Chap Secret** box automatically displays the default CHAP secret for a newly selected or empty CHAP definition.

**Resolution/Workaround:** In the **CHAP Secret** box, manually delete the default password and enter the actual password.

**Issue [ASM 2005]:** If you switch your deployment between BFS to Hyper-V cluster or ESXi cluster using a same set of servers, the Hyper-V cluster or ESXi cluster deployment using ASM fails.

**Resolution/Workaround:** After you delete the BFS service from ASM, manually perform the following step on each server. Go to **Server BIOS setup** → **System Setup** → **Fibre Channel In Mezzanine** → **Fibre Channel Target Configuration** → **Boot Scan Selection** → **Disable**.

## ASM Documentation Line up

The current lineup of the ASM product guide documentation for this release includes the following:

- *Dell Active System Manager Version 7.6 User's Guide* – Provides an overview of ASM, the detailed information about using the ASM graphical user interface (GUI) and information to troubleshoot ASM.

- *Dell Active System Manager Version 7.6 Online Help* – Provides detailed information about using the ASM graphical user interface (GUI). You can access the Online Help from the ASM interface.
- *Dell Active System Manager Version 7.6 Quick Installation Guide* – Provides detailed information about installing ASM in your environment and configure the virtual appliance that hosts ASM.
- *Dell Active System Manager Version 7.6 Compatibility Matrix Guide*— Provides detailed information about virtual appliance and software requirements of ASM and the resources supported by ASM.
- *Dell Active System Manager Version 7.6 Release Notes* – Provides a summary of the latest ASM features, software changes, and system requirements, and the customer-facing known issues unique to each particular release.

For the latest documentation for ASM, version 7.6:

1. Go to [dell.com/support](http://dell.com/support)
2. On the Support page, in the **Select a product** section, click **Software & Security**.
3. In the **Software & Security** section, click the required link from the following:
  - a. Client System Management
  - b. Enterprise System Management
  - c. Remote Enterprise System Management
  - d. Serviceability Tools
4. To view the document, click the required product version.

**NOTE:** You can also directly access the documents using the following links:

- For Client System Management documents – [dell.com/OMConnectionsClient](http://dell.com/OMConnectionsClient)
- For Enterprise System Management documents – [dell.com/openmanagemanuals](http://dell.com/openmanagemanuals)
- For Remote Enterprise System Management documents – [dell.com/esmmanuals](http://dell.com/esmmanuals)
- For Serviceability Tools documents – [dell.com/serviceabilitytools](http://dell.com/serviceabilitytools)

## 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>.