Active System Manager

Version 8.0

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 8.0, 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
- Active System Manager Release Lineup and Dependencies
- Known Issues
- Active System Manager Documentation Lineup
- Contacting Technical Support

ASM Release Lineup and Dependencies

The following topics outline ASM release lineup and dependencies for release 8.0:

- 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 8.0 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 8.0 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 8.0:

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

Description: 1GB NICs are 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-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-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 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 [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-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-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 is 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-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-2382] If you duplicate a volume during scale up, volumes are not created.

Description: When you try to duplicate the existing volume during resource scale up, if the volume does not match with the duplicated resource, the volumes are not actually created.

Resolution/Workaround: During scale up, select the volume that match the resource that is duplicated.

Issue: [ASM-1891] After changing authentication method from IQN to CHAP in a storage template, the CHAP secret is set to default CHAP secret.

Description: While editing a Storage template, if you change the authentication method from IQN to CHAP, the CHAP secret is set to default CHAP secret in the **CHAP secret** box.

Resolution/Workaround: In the **CHAP secret** box, delete the dots, and then enter the actual CHAP secret.

Issue: [ASM-1928] After Boot from SAN (BFS) service deployment, the Virtual MAC addresses are not updated for network interfaces.

Description: After successful BFS service deployment, go to the **Resources** page, click a server that was deployed, and click **View Details** in the right pane. In the **<resource name> Details** page, under **Network Interfaces** tab, notice that the **Virtual MAC Address** and **Virtual ISCSI MAC Address** are not being updated.

Resolution/Workaround: To view the newly assigned MAC addresses, go to the respective server iDRAC device inventory after BFS service was successfully deployed.

Issue: [ASM-2144] If you choose SD card boot for server deployment, the server deployment times out if hard drive(s) installed without RAID controllers.

Description: If a service with SD card boot option set and deployed on a server with bare hard drive or hard drive(s) without RAID controllers, the server deployment times out. ESXi is installed on one of the hard drives but the server boots up with old operating system installed on the SD card.

Resolution/Workaround: To resolve this issue, either remove the bare hard drives or add RAID controller to the hard drives.

Issue: [ASM-2368] After initiating a service deployment, while scaling up servers in the service, the ASM does not lists the server pools that are newly created.

Description: After initiating a service deployment, create one or more server pools. On the **Services** page**,** select the service that you have initiated**,** and click **View Details**. In the **<service name> Details** page, under **Resource Actions**, from the **Add Resources** drop-down menu, click **Servers** to add one or more servers to the service. In the **Add Server (s) dialog** box, notice that **Server Pool** drop-down list does not display the newly added server pools.

Resolution/Workaround: <Need Inputs>

Issue: [ASM-1894] ASM cannot distinguish volumes with the same name in different Compellent folders.

Description: If there are two existing volumes with the same name, but in different folders are present in ASM inventory, ASM cannot distinguish these volumes.

Resolution/Workaround: Ensure unique names for volumes used by ASM in your Compellent inventory.

Issue: [ASM-1897] ASM does not support any 1G integrated cards on the server.

Resolution/Workaround: Dell service or deployment team members need to manually disable the 1G integrated cards on the server before using ASM to manage that server.

Issue: [ASM-2599] Unable to perform initial chassis discovery and configuration if firmware version running on the I/O module is lower than the minimum firmware version.

Description: During initial chassis discovery and configuration using **Discover Resources** wizard, the following error message is displayed if firmware version running on the I/O module, within the chassis, is lower than the minimum firmware version recommended for ASM to manage.

"An unexpected error has occurred on the system. Please try again later."

Resolution/Workaround: To resolve this issue, make sure to update the firmware version running on the I/O module to the minimum supported version and retry the operation.

Issue: [ASM -1672] When cloning from reference server, if the target server for the configuration already has FCoE offload set to enable on the network adapters for any ports or partitions, attempts to configure iSCSI offload may fail.

Description: When cloning reference server configuration, where iSCSI offload is set to enabled, to a target server, the attempts to set iSCSI offload on the target server may fail. This is because FCoE offload is set to enable on the target server.

Resolution/Workaround: Ensure that FCoE offload is set to disabled on the target server before attempting to enable iSCSI offload settings.

Issue: [ASM -2287] The server teardown operation does not remove the Active Directory and DNS entries of the servers.

Description: If you tear down servers in a service, Active Directory and DNS entries of the server are not removed if the associated cluster is not selected for tear down. In addition, in some cases, if ASM is unable to communicate with the Active Directory or DNS server, these entries may also not be removed.

Resolution/Workaround: To remove the Active Directory and DNS entries of the server, make sure to select the associated cluster. If the issues persist, confirm that the Active Directory and DNS entries

have been removed from the server manually.

ASM Documentation Lineup

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

- *Dell Active System Manager Version 8.0 User's Guide* — Provides an overview of ASM, detailed information about using the ASM graphical user interface (GUI), and information about troubleshooting ASM.
- *Dell Active System Manager Version 8.0 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.
- *Dell Active System Manager Version 8.0 Quick Installation Guide* — Provides detailed information about installing Active System Manager (ASM) in your environment and configure the virtual appliance that hosts ASM.
- *Dell Active System Manager Version 8.0 Compatibility Matrix Guide*— Provides detailed information about virtual appliance, software requirements, and resources and firmware versions supported by ASM.
- *Dell Active System Manager Version 8.0 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 8.0:

1. Go to 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**
- For Enterprise System Management documents — **dell.com/openmanagemanuals**
- For Remote Enterprise System Management documents — **dell.com/esmmanuals**
- For Serviceability Tools documents — **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**.