Support Live Image (SLI) Version 2.1

Release Notes

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Support Live Image

Support Live Image is CentOS 6.2 image that packages a collection of utilities and diagnostic tools for Dell PowerEdge servers, Dell PowerEdge C servers, and Dell PowerVault storage systems. It provides an environment for the tools to run to troubleshoot hardware-related issues and gather system configuration information. The results of the diagnostic tests and configuration information are sent to the technical support team to identify and resolve an issue.

Support Live Image is primarily used by Dell Service Providers (DSP), and in some cases, customers instructed by the Dell Technical Support.

If a Dell customer contacts Dell Technical Support for a hardware issue that requires a part replacement, the replacement part is dispatched to the customer through the DSP. After replacing the part, if the DSP finds that the issue is not fixed, the DSP works with technical support to troubleshoot and resolve an issue.

Version
Support Live Image Version 2.1

Release Date
July 2014

Previous Version
Support Live Image Version 2.0

Importance

RECOMMENDED: Dell recommends applying this update during your next scheduled update cycle. The update contains feature enhancements or changes that will help keep your system software current and compatible with other system modules (firmware, BIOS, drivers and software).

What is Supported

Supported Hardware Platforms

- For optimal use/functionality at least 8 GB RAM is recommended.

Support Live Image supports the following Dell 9G to 12G systems:

- Rack Systems: PowerEdge R720, R720xd, R620, R320, R420, R520, R820, R200, R210, R210II, R300, R310, R410, R415, R510, R515, R610, R710, R715, R805, R810, R900, R905, R910, 1950, 1955, 2950, 6950, and 2970.
- Blade Systems: PowerEdge M820, M620, M420, M520, M829, M600, M605, M610, M610X, M710, M710HD, M805, M905, M910, and M915.
- Tower Systems: PowerEdge T620, T320, T420, T100, T105, T110, T110II, T300, T310, T410, T605, T610, T710, 1900, and 2900.
- PowerEdge C Systems: PowerEdge C1100, C2100, C5220, C6100, C6105, C6145, C6220, C6220II, C8220, and C5125.
- Storage Systems: PowerVault DL2000, DL2100, DL2200, and PowerVault NX.

What's New

The following tools are included:

- Support for Intel Processor Diagnostic Tool(IPDT)
- Safe Booting option on Unsupported Hardware
- Support for Memtest86 tool version 4.1
- Dell OpenManage Server Administrator version 7.4
- Dell System E-Support Tool version 3.6
- Dell 12th generation iDRAC7 Evaluation License Tool
- Support for Dell OpenManage Server Update Utility (SUU) 7.3
- Support for latest PowerEdge C tools and Systems Management Pack 02/16/2014

Fixes

Not Applicable

Important Notes

- When the system is booted using the Support Live Image DVD or USB key, the image is copied to the RAM.
- If booting with less than 8 GB of RAM, potential risk exists for filling the read-write overlay (device-mapper snapshot) and preventing most system operations. If this is encountered, reboot the Support Live Image.
- When booting to the Support Live Image, by default the system boots to the CentOS graphical user interface (GUI) desktop automatically. If you want to boot to the MS-DOS mode, press any key when the automatic boot countdown timer is displayed..
- When the system is booted using the Linux-Based Diagnostic tools option, by default you are logged on as sliuser. The password required to login to the 'root' account (for example, for use with ssh or OMSA) is dell.
- By default, secure shell (SSH) is enabled for both **root** accounts.
- There is no firewall configured on the system and **selinux** is disabled.
- Dell OpenManage Server Administrator (OMSA) can be launched by the icon on the desktop or by using https://localhost:1311. To login, use the username: root and the password: dell.
    - You may need to disable Firefox Offline Mode.
    - Follow the self-signed certification exception process:
        1. In the **This connection is Untrusted** window, click **I Understand the Risks**
        2. In the **I understand the Risks** section, click **Add Exception**
        3. In the **Add Security Exception** dialog box, click **Get Certificate**
        4. Click **Confirm Security Exception**
- The **NetworkManager** configures networking through DHCP when booted to the CentOS environment. If you need to set static IP(s), configure the IP from the NetworkManager applet or stop the NetworkManager and configure networking using command line interface (CLI).
- Connection through VNC to display: 0 is available when booted to the SLI environment.
- To run DSET, double-click the DSET icon on the SLI desktop.

- Partitions and logical volume file systems (ntfs, vfat, ext2,and ext3) on the local disks are automatically mounted as read-only during boot. If you want to write to the local file system, such as editing configuration files on the local file system, you must manually mount the local file system as read-write. Provide the parameters 'nolvmmount' and 'nodiskmount' during booting to prevent automatic mounting of the local file system.
- **Yum** may be used to install additional packages from public Linux repositories.
- Most common CentOS6 commands and utilities are available.
- The following are the DOS-Based Diagnostics tools available:
  - Dell MPMemory is included with the diagnostics for Dell 9G-11G servers
  - 32 Bit diagnostics is included with the diagnostics for Dell 9G-11G servers
  - Dell Loop MPMemory is included with the diagnostics for Dell 9G-11G servers
  - Dell Asset Tag Utility for Dell 9G-12G servers.

Known Issues

Issue 1

Description

Right click Dell Server Update Utility (SUU) 7.3 symbol and clicking "Run in Terminal" gives an permission error as you are running from non-privileged user known as 'sliuser'.

Resolution

Go to SUU location and run the following command **sudo ./suu -g** to launch SUU.

Vesions Affected

None

Issue 2

Description

Dell Server Update Utility (SUU) 7.3 Bios updates *may* give you an error as "Centos" is not officially supported by SUU.

Resolution

Boot SUU image directly through DVD or USB Key or iDRAC and update the BIOS.

Vesions Affected

None

Limitations

- Software RAID information is not enumerated by the following diagnostic tools: DSET and OMSA.
- When Dos-Based Asset Tag for 12G option is selected, an error message "Insert a Disk 2" is displayed. Ignore the error message and proceed.
- PERC9 controller infomation is not enumerated in DSET and OpenManage Server Administrator (OMSA) reports.
- DSET installation date is 07/2014 and the license is valid for one year. After the validity, DSET will not try for a certificate-based authentication and prompts for root password (if not entered).
- SLI is not supported on R220 and will not be booted on the same.

Open Source Library

The lists of open source libraries used are:

- Python 3.1.2
- OpenSSL 0.9
- PyWBEM 0.7
- 7-Zip 4.65
- Plink 0.55 - for Windows
- Plink 0.62 - for Linux
- Pscp 0.62
- Libxml2 2.9.0
- Libxslt 1.1.28
- sblim-sfcb 1.3.11
- python cmpi-bindings 0.4.0-7.1
- sblim-indication_helper 0.4.2
- sblim-cmpi-base 1.5.5
- cim-schema 2.19

The modified open source libraries are available at the following location:

http://opensource.dell.com/releases/sli/2.1/SLI21.iso

Contacting Dell

Note: 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.

Dell provides several online and telephone-based support and service options. 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. Visit **www.dell.com/support**.
2. Select your support category.
3. Verify your country or region in the **Choose a Country/Region** drop-down menu at the top of page.
4. Select the appropriate service or support link based on your need.

Accessing Documents From Dell Support Site

You can access the required documents in one of the following ways:

- From the following links:
  a. For all Systems Management documents — **dell.com/softwaresecuritymanuals**
  b. For Remote Enterprise Systems Management documents — **dell.com/esmmanuals**
  c. For Enterprise Systems Management documents — **dell.com/openmanagemanuals**
  d. For Client Systems Management documents — **dell.com/OMConnectionsClient**
  e. For Serviceability Tools documents — **dell.com/serviceabilitytools**
  f. For OpenManage Connections Enterprise Systems Management documents — **dell.com/OMConnectionsEnterpriseSystemsManagement**
  g. For OpenManage Connections Client Systems Management documents — **dell.com/OMConnectionsClient**
- From the Dell Support site:
  a. Go to **dell.com/support/manuals**.
  b. Under section, click **Software & Security**.
  c. In the **Software & Security** group box, click the required link from the following:
    - **Serviceability Tools**

- **Enterprise System Management**
- **Client System Management**
- **Remote Enterprise System Management**

    d.   To view a document, click the required product version.

- Using search engines:

    -   Type the name and version of the document in the Search box.