

# Error Logging Updates in Dell EMC OpenManage Enterprise 3.2

## Abstract

This Dell EMC technical white paper describes the improved error-logging functionality implemented in OpenManage Enterprise 3.2.

June 2019

## Revisions

| Date      | Description     |
|-----------|-----------------|
| June 2019 | Initial release |
|           |                 |

## Acknowledgments

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## Executive summary

OpenManage Enterprise 3.2 provides improved error logging for failed discovery, onboarding, inventory, and monitoring tasks.

The error-logging feature displays important details such as the error-code ID, error message, and recommended action for the failed task. These details provide a better debugging experience without the need to contact Dell Support.

This technical paper describes the improved error-logging functionality that is implemented in this release.

# 1 Improved error logging—Example scenarios

Typical failure scenarios for discovery and onboarding tasks, along with screenshots of the relevant error-logging message screens, follow.

## 1.1 Discovery task

The most common reasons for the failure of a discovery task are:

- Device does not exist at the given IP
- Device exists, but the wrong protocol is used to discover it
- Device exists, but invalid are used credentials to discover it

### 1.1.1 Device does not exist at the given IP

Discovery can fail because the target device is not present at the given IP, or the device is present, but an incorrect IP is used to discover it. When discovery fails, an error message is displayed on the **Task Execution History Details** window:

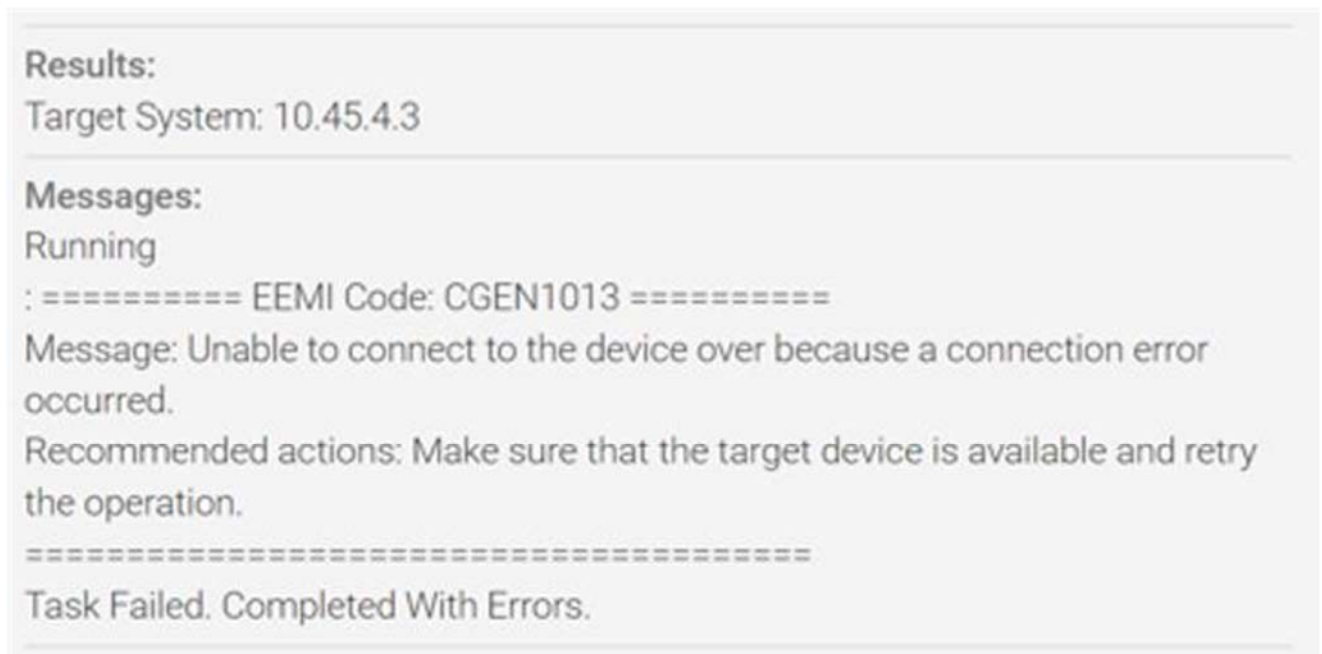


Figure 1 OpenManage Enterprise 3.2 discovery task error: device does not exist at the given IP address

### 1.1.2 Incorrect protocol used to discover an existing device

Sometimes discovery fails when an incorrect protocol is used to discover an existing target device. For example, if an SNMP protocol is used to discover a server that uses WSMAN, the discovery task fails, and the following error message is displayed in the Task Execution History Details window:

```

Results:
Target System: 10.35.0.251

Messages:
Running
Http Status : 404
: ===== EEMI Code: CJOB4068 =====
Message: Protocol WSMAN is not supported for this target.
Recommended actions: Please use supported protocol and retry the operation.
=====
: ===== EEMI Code: CJOB4068 =====
Message: Protocol REDFISH is not supported for this target.
Recommended actions: Please use supported protocol and retry the operation.
=====
Task Failed. Completed With Errors.

```

Figure 2 OpenManage Enterprise 3.2 discovery task error: incorrect protocol used

### 1.1.3 Using invalid credentials to discover an existing device

A discovery task fails when either the username or the password does not match with that of the target device. The following error message is displayed in the Task Execution History Details window:

```

Results:
Target System: 10.35.0.247

Messages:
Running
: ===== EEMI Code: CGEN1009 =====
Message: Unable to perform the requested action because the device
management endpoint authentication over WSMAN failed.
Recommended actions: Make sure the credentials associated with the device
management endpoint are valid and retry the operation.
=====
Task Failed. Completed With Errors.

```

Figure 3 OpenManage Enterprise 3.2 discovery task error: invalid credentials used (WS-MAN)

The system identifies the protocol that is used and customizes the error message accordingly. While Figure 3 demonstrates the error message for WS-MAN if there are invalid credentials, the following figure illustrates the same message customized for SNMP:

```
Results:
Target System: 10.35.192.64

Messages:
Running
: ===== EEMI Code: CGEN1009 =====
Message: Unable to perform the requested action because the device
management endpoint authentication over SNMP failed.
Recommended actions: Make sure the credentials associated with the device
management endpoint are valid and retry the operation.
=====
Task Failed. Completed With Errors.
```

Figure 4 OpenManage Enterprise 3.2 discovery task error: invalid credentials used (SNMP)

## 1.2 Onboarding task

Failures occur at the time of device onboarding when:

- All alert destinations on the target are non-empty.
- An exception occurs while setting trap destination values.
- There is an internal error. For example, when the traps cannot be enabled using LAN after setting up the trap destination.

```
Results:
Target System: WIN-CGNDH44EGEU

Messages:
Running
===== EEMI Code: CDEV7143 =====
Message: Unable to perform onboarding as the connection to the target could
not be created.
Recommended actions: Make sure that the device ready and available for
onboarding, and then retry the operation.For more information, see the
OpenManage Enterprise-Modular User's Guide available on the support site.
=====
Unable to perform onboarding as the connection to the target could not be
created. Please check supplied credentials and try again.
Task Failed. Completed With Errors.
```

Figure 5 OpenManage Enterprise 3.2 onboarding task error



## A Additional resources

To access the user's guide, release notes, support matrix, and white papers that are related to present and past versions of OpenManage Enterprise, see [OpenManage Enterprise documentation](#).

For support on all Dell EMC products, see [Dell.com/support](http://Dell.com/support).