

**Integrated Dell
Remote Access
Controller 8 (iDRAC8)
and Lifecycle
Controller for 13th
Generation Dell
PowerEdge Servers
Version 2.01.00.01**

Release Notes



Release Notes

Integrated Dell Remote Access Controller 8 (iDRAC8)

iDRAC8 is a systems management hardware and software solution that provides remote management capabilities, crashed system recovery, and power control functions for Dell PowerEdge systems.

Lifecycle Controller (LC-GUI)

An out-of-band mechanism for configuring the platform, applying firmware updates, saving or restoring a system backup, or deploying an operating system, either by using a GUI or a remote scripting language. Lifecycle Controller GUI provides advanced embedded systems management and is delivered as part of Integrated Dell Remote Access Controller 8 (iDRAC8) version 2.01.00.01. The GUI enables remote systems management in a one-to-one method and is accessible by pressing F10 during system boot.

Lifecycle Controller Remote Services (LC-RS)

LC-RS provides advanced embedded systems management and is delivered as part of iDRAC8. LC-RS enables remote systems management in a one-to-many method. Remote Services uses WS-Management (WS-MAN) protocol based Web services interface to remotely provision and manage the servers.

Version

iDRAC8 2.01.00.01
LC 2.01.00.01

Release Date

September 2014

Previous Version

Not applicable

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).

Platform(s) Affected

iDRAC8 and LC-RS is supported on the following systems:

- PowerEdge R730
- PowerEdge R730XD
- PowerEdge R630
- PowerEdge T630
- PowerEdge C4130
- Precision Rack 7910
- DCS 6400

What is Supported?

License Requirements

- Software licensing has replaced hardware licensing. For more information, see the *Integrated Dell Remote Access Controller 8 (iDRAC8) Version 2.00.00.00 User's Guide*, available at dell.com/support/manuals.
- Many features in Lifecycle Controller are licensed. You must install the appropriate license to use these features. For more information, see the Introduction section in the *Lifecycle Controller Graphical User Interface Version 2.00.00.00 For 13th Generation Dell PowerEdge Servers User's Guide*, available at dell.com/support/manuals.

Supported Managed Server Operating Systems for iDRAC8

The following operating systems support iDRAC8:

- Windows Server 2008 for Embedded Systems (Base and R2 SP1)
- Windows Server 2008 Foundation Edition R2 SP1
- Windows Server 2008 Enterprise Edition R2 SP1
- Windows Server 2008 Standard Edition R2 SP1
- Windows Server 2008 Datacenter Edition R2 SP1
- Windows Server 2008 for Embedded Systems R2 SP1
- Windows Server 2012 Foundation Edition
- Windows Server 2012 Essentials Edition
- Windows Server 2012 Standard Edition
- Windows Server 2012 Datacenter Edition
- Windows Server 2012 R2 Foundation Edition
- Windows Server 2012 R2 Essentials Edition
- Windows Server 2012 R2 Standard Edition
- Windows Server 2012 R2 Datacenter Edition
- Windows Server 2012 for Embedded Systems (Base and R2 SP1)
- WinPE 3.0 32-bit
- WinPE 4.0 32-bit
- WinPE 4.0 64-bit
- WinPE 5.0 64-bit
- Red Hat Enterprise Linux 7.0 or Red Hat Enterprise Virtualization 4.0
- Red Hat Enterprise Linux 6.5 or 6.6 (latest) and associated Red Hat Enterprise Virtualization (3.3 or 3.4)
- SUSE Linux Enterprise Server 12
- SUSE Linux Enterprise Server 11 SP3
- vSphere 5.1 U2
- vSphere 5.5 U1
- XenServer 6.2

Supported Web Browsers for iDRAC8

- Microsoft Internet Explorer 9
- Microsoft Internet Explorer 10
- Microsoft Internet Explorer 11
- Safari version 6.0
- Safari version 7.0
- Mozilla Firefox version 29
- Mozilla Firefox version 30
- Google Chrome version 33
- Google Chrome version 34

What's New

iDRAC8

- Set user passwords and BIOS passwords using one way hash format for improved security.
- Optimize system performance and power consumption by modifying the thermal settings.
- Update iDRAC and Lifecycle Controller firmware using a single firmware image.
- Update device firmware using TFTP or HTTP.
- Out-of-band monitor and alert the performance index of CPU, memory, and I/O modules.
- Configure warning threshold for inlet Temperature.
- Configure persistence policy for virtual addresses, initiator, and storage targets.
- View network interfaces available on host operating systems.
- Enable SNMPv3 authentication for a user to receive SNMP traps.
- Configure the SNMPv3 trap format.
- Set the warning threshold for power consumption.
- Remotely configure storage devices attached to the system at run-time.
- Perform the following operations for storage devices:
 - Physical disks: Assign or unassign physical disk as a global hot spare.
 - Virtual disks:
 - Create virtual disks.
 - Edit virtual disks cache policies.
 - Check virtual disk consistency.
 - Initialize virtual disks.
 - Encrypt virtual disks.
 - Assign or unassign dedicated hot spare.
 - Delete virtual disks.
 - Controllers:
 - Configure controller properties.
 - Import or auto-import foreign configuration.
 - Clear foreign configuration.
 - Reset controller configuration.
 - Create or change security keys.

- PCIe SSD devices:
 - Inventory and remotely monitor the health of PCIe SSD devices in the server.
 - Prepare the PCIe SSD to be removed.
 - Securely erase the data.
- Set the backplane mode (unified or split mode).
- Blink or unblink component LEDs.
- Apply the device settings immediately, at next system reboot, at a scheduled time, or as a pending operation to be applied as a batch as part of the single job.
- Use iDRAC Service Module to:
 - Populate WMI information.
 - Integrate with Technical Support Report.
- Access iDRAC interface over direct USB connection.
- Configure iDRAC using configuration XML file on USB device.
- View inventory and monitor information, and configure basic iDRAC settings using iDRAC Quick Sync feature and a mobile device.
- Configure video capture settings.
- Generate technical support report in the following ways:
 - Automatic: Using iDRAC Service Module that automatically invokes the OS Collector tool.
 - Manual: Using OS Collector tool.
- Erase system and user data.
- Six users can launch the Virtual Console at any point of time.

Lifecycle Controller GUI

- Secure Boot mode selection during operating system deployment.
- Enhanced Repurpose or Retire system feature that allows selecting specific server and storage components.
- Unattended installation of the Red Hat Enterprise Linux 7 operating system.
- Export Technical Support Report (TSR).
- Firmware update support on Dell PowerVault MD1400 and MD1420 enclosures.
- Firmware update support for 12Gbps SAS card.
- Support for the new operating systems. For a list of supported operating systems, contact your service provider.

iDRAC8 – Fixes

- iDRAC8 initial release. Hence, not applicable.

iDRAC8 - Important Notes

- License Requirements: Software licensing has replaced hardware licensing. For more information, see the *Integrated Dell Remote Access Controller 8 Version 2.00.00.00 User's Guide*.
- Lifecycle Controller features such as Auto Discovery and vFlash are now licensed. Install the correct licenses for Lifecycle Controller Remote Services to work properly.
- Only if there is one or more network interface cards (NDC or LOM) present on the managed system, **Network Devices** appears under **Overview** -> **Hardware** section in the iDRAC8 Web interface.
- For the Virtual Console and Virtual Media to function properly, iDRAC8 Web URL must be added to the Local Intranet site list and the security level for the Local Intranet zone must be set to

Medium-Low. In addition, if Virtual Console and Virtual Media are configured to use Java plug-in, disable the **Enhanced Security Mode** in Internet Explorer. If this is not possible, then in iDRAC8, configure Virtual Console to use the ActiveX plug-in.

- If the instant messenger is launched in the Virtual Console viewer with ActiveX native plug-in and another application is started (example Notepad, WordPad, and so on) without minimizing the Virtual Console, the instant messenger box also pops-up on other applications. This does not happen with Java plug-in.
- When a system is in POST, it is not possible to attach a vFlash partition as the first boot device.
- Virtual Console Viewer from iDRAC8 Web interface terminates when the managed system is restarted.
- A pop-up message is not displayed to confirm if test emails are successfully sent or not.
- For iDRAC8 Enterprise, when the Virtual Console is disabled and Virtual Media is disabled and/or detached, the console port (default: 5900) remains open. For iDRAC8 Express (no Virtual Console or Virtual Media) the console port is open.
- If auto-negotiation is enabled while setting iDRAC8 network, 1 Gbps is not supported and you cannot manually select it.
- A USB device mounted through Virtual Media in floppy emulation mode for a Linux operating system shows as a removable volume.
- During system power operations, if the video mode changes, the message "Out of range" may appear for a short while on the Virtual Console.
- When using the Virtual Console in native console mode with **Pass all keystrokes to server** disabled in Internet Explorer versions 8 and 9, if an F1/F2 prompt is encountered, pressing F1 displays the Virtual Console online help pop-up in addition to continuing with the system boot.
- When any of the storage enclosure components are removed, the corresponding details are not displayed. Only the name and status attributes are displayed.
- When certain RAID operations are requested using WS-MAN on non-RAID cards such as, the Dell SAS 6Gbs HBA or the Internal Tape Adapter, the operation succeeds, however the job fails with the error message "Unable to locate device in current configuration".
- If the iDRAC8 network is configured to use a shared LOM and the spanning tree is enabled on the LOM port, WS-MAN and remote service commands may time-out in the following scenarios:
 - At system reboot
 - When CSIOR is running
 - While entering SSM

The connectivity lost is variable. In typical cases, it is approximately:

- 40 seconds at system reboot and varies per NIC or link speed
 - 20 seconds when CSIOR is running
 - 40-60 seconds while entering SSM
- The reason is that when spanning tree is enabled, the switch does not allow the link to re-establish the connection after a reset until it completes checking for network loops. Server reboots reset the NIC and disconnects the link.
Note: This does not occur while using dedicated NIC because server reboots do not affect the dedicated NIC.
 - When logging in to iDRAC8 Web Interface using Internet Explorer 9 and IPv6 address, the connection may not succeed. To resolve this, make sure that in **Internet Explorer -> Tools -> Internet Options -> Connections -> LAN Settings**, the **Use automatic configuration script** option is cleared.
 - On PowerEdge systems with cabled power supply units installed (that is, PSUs which do not provide PMBus support), power values may still be displayed in the iDRAC8 Web and LCD interfaces. Due to lack of PMBus support in the PSUs, the power values displayed on the GUI pages, including the **Overview -> Hardware -> Front Panel** page, are not correct.
 - Due to the independent nature of the alert processes (e-mail, SMTP, remote syslog), when changing the licenses that affect alert features (example, email alerts for Express or remote syslog for Enterprise) there is no guarantee of the timing of the features being activated or deactivated when the license changes.

- In the iDRAC Web interface, when the **System Inventory** page is accessed for the first time, it takes up to two minutes for the inventory data to be collected. After the data collection is complete, refresh the page to display the inventory data.
- Make sure to synchronize the iDRAC time with the management station's time to avoid certificate related issues. If the time is not synchronized, issues such as server certificate expiration may be seen. If this occurs, re-synchronize iDRAC time with the management station's time and reboot iDRAC.
- On a Linux system, after launching the Virtual Console, if you click on a menu item and it remains open, the Ctrl + Alt + L keystroke sent from the iDRAC to the host system does not lock the host system. The behavior is the same as using a local keyboard.
- The default time zone value is US Central Time. To make sure Single Sign-On (SSO) and Directory Service TFA (smart card) continue to work properly, the iDRAC time zone must match the time zone where iDRAC is located, assuming Active Directory server's time zone is already configured to match the Active Directory's location.
For example, if Active Directory server is located at US Eastern time zone and iDRAC is located at US Pacific time zone, Active Directory server has to be configured as US Eastern time zone (this is Active Directory server configuration and is normally configured), and iDRAC must be configured as US Pacific time zone. For more information to configure the time zone, see the *iDRAC8 User's Guide*.
- If the management station is using MAC operating system, it takes more time to launch the Virtual Console due to the following DNS search issue:
<http://www.eigenspace.org/2011/07/fixing-osx-lion-dns-search-domains>
- The help page for the Export and Import of Server Profile feature does not provide the correct share name. See the *Web Services Interface Guide* available at Dell Tech Center for the correct share name.
- Remote Sys Log settings take effect only if you do the following:
 - Enable remote syslog feature
 - Specify the server address and port number
 - Enable **Remote SysLog** option on the **Alerts** page
- When creating a Virtual Media image from a folder, the output image file size is at least 512 MB.
- To launch Virtual Console using Java plug-in, only JavaWebStart versions 1.5, 1.6, and 1.7 from Sun (Oracle) is supported. Any other versions or any other installations are not supported.
- On a server running RHEL operating system, performing the following steps can create an eth*.bak interface (where * is the interface number). This is visible in the Network Manger interface. This interface can be safely ignored.
 1. After the operating system (RHEL) is running, enable OS to iDRAC Pass-through channel through the iDRAC Web interface.
 2. Disable OS to iDRAC Pass-through.
 3. Reboot or power cycle the server, and then re-enable OS to iDRAC Pass-through.
- Any change in VNC server settings disconnects the active VNC session.
- USB NIC is supported on RHEL 6.5 32-bit and RHEL 6.5 64-bit operating systems. On any Linux operating system, for https://idrac.local to work, the avahi, nss-mdns, and dependent packages must be installed.
- CIFS supports both IPv4 and IPv6 addresses but NFS supports only IPv4 address.
- During POST, if the system displays cable detect message: "CBL0001: Backplane 0 power cable disconnected", you must check all the backplane cables as this message is not limited to Backplane 0 only.
- Do not reboot the host while RAID rebuild is in-progress. If the host is reset, IDSDM is also reset.

iDRAC8 - Known Issues

Issue 1

Description

In Chinese locale on Windows operating system, while launching the Virtual Console using Java plug-in, occasionally you may see a Java compilation error.

Resolution

1. Open the Java control panel.
2. Go to **General** -> **Network Settings**.
3. Select **Direct Connection** and click **OK**.

Versions/Systems Affected

All Dell PowerEdge systems with iDRAC8.

Issue 2:

Description

If the management station is using Linux operating system with the **Pass all keystrokes to server** option enabled, you cannot resize the Virtual Console viewer window by dragging the corners or frame. This is a limitation of X-Windows.

Resolution

Do any of the following:

- Disable the Pass all keystrokes to server option.
- With **Pass all keystrokes to server** option enabled, open any menu in the Virtual Console viewer window title bar, and then re-size the window.

Versions/Systems Affected

All Dell PowerEdge systems with iDRAC8.

Issue 3:

Description

Relevant error message is not displayed when you apply the Minimum Fan Speed in PWM (% of Max) with Custom or blank value.

Resolution

Enter the value in the range displayed next to the **Custom** field.

Versions/Systems Affected

All Dell PowerEdge systems with iDRAC8.

Issue 4:

Description

Relevant error message is not displayed when OS to iDRAC pass-through is disabled or changed to LOM state even if iDRAC Service Module is installed in the host OS.

Resolution

None.

Versions/Systems Affected

All Dell PowerEdge systems with iDRAC8

Issue 5:

Description

Cannot set VNC password with quotes.

Resolution

Do not use double quotes for the VNC password.

Versions/Systems Affected

All Dell PowerEdge systems with iDRAC8.

Issue 6:

Description

When you run the following command, it does not display the list of controllers when the host system is turned off.

racadm storage get controller command

Resolution

Use the following command to view the list of controllers available in the system:

racadm get storage.controller.<index>

Versions/Systems Affected

All Dell PowerEdge systems with iDRAC8.

Issue 7:

Description

In some scenarios, typically for state change events occurring within a span of few seconds, the sequence of events reported in the Lifecycle Log (or corresponding SNMP traps) for storage devices may not exactly match the sequence in which they occurred.

Resolution

Check the current state or attribute of the storage device using any of the iDRAC8 interfaces (example, iDRAC8 Web interface, RACADM, and so on).

Versions/Systems Affected

All Dell PowerEdge systems with iDRAC8 and out-of-band enabled PERC storage controllers.

Issue 8:

Description

When enclosures connected in the redundant path are re-wired (connections are switched) to result in a non-redundant path, the reported connected port value of the enclosures may not be accurate.

Resolution

Power cycle the server.

Versions/Systems Affected

All Dell PowerEdge systems with iDRAC8 and out-of-band enabled PERC storage controllers.

Issue 9:

Description

When a storage enclosure is disconnected or accidentally removed, the corresponding status of its components (that is, EMM, PSU, fan, and temperature sensors) is reported as critical.

Resolution

If the storage enclosure is disconnected accidentally, reconnect it to get back to normal state. If it is intentional, perform iDRAC8 reboot or server power cycle to remove the enclosure entries from the consoles.

Versions/Systems Affected

All Dell PowerEdge systems with iDRAC8 and out-of-band enabled PERC storage controllers.

Issue 10:

Description

After performing storage operations on PERC through Option-ROM (CTRL-R) or before a system reset (warm boot), the corresponding events are not recorded in Lifecycle log. SNMP traps are generated and the corresponding inventory changes are not reflected in the iDRAC8 Web interface or RACADM.

Resolution

To update the storage inventory, perform a server power cycle (cold boot).

Versions/Systems Affected

All Dell PowerEdge systems with iDRAC8 and out-of-band enabled PERC storage controllers.

Issue 11:

Description

For storage configuration operations (example, virtual disk creation, assign hot spare, and so on) that are executed real-time (that is, not requiring a server reboot), the corresponding job status may be displayed as failed even though the operation was successful.

Resolution

View the Lifecycle Controller Logs to check whether there are any relevant messages indicating the success of the individual configuration operations. Alternatively, view the refreshed inventory of the storage subsystem using any of the iDRAC8 interfaces and verify if the applied configuration has taken effect. Do not combine multiple configuration operations within the same real-time job instead perform each configuration as a separate job.

Versions/Systems Affected

All Dell PowerEdge systems with iDRAC8 and out-of-band enabled PERC storage controllers.

Issue 12:

Description

In some scenarios, typically when a PCIe SSD is removed from a server slot and a different PCIe SSD is inserted quickly (that is, within 5-10 seconds) into the same slot, the server fan speeds may not get optimally configured to accommodate the thermal profile or tier of the inserted PCIe SSD.

Resolution

Power cycle the server.

Versions/Systems Affected

All Dell PowerEdge systems with iDRAC8 and PCIe SSDs.

Issue 13:

Description:

When using CIFS mount using host IPv6 address to perform firmware update, the update job may be unsuccessful. A typical CIFS IPv6 address of the form 2620:14c:804:23a0:a410:8014:8dab:5e4c as part of update xml mail because the mount command does not connect to the share drive.

Resolution

On system with the CIFS share:

1. Start the Registry Editor (**regedt32.exe**).
2. Locate the following key in the Windows registry:
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\LanmanServer\Parameters
3. Add the following entries to the registry key
 - DWORD key DisableStrictNameChecking
 - Add with value 1 (decimal) to enable file sharing.
4. Reboot your computer for the changes to take effect.

Versions/Systems Affected

All Dell PowerEdge systems with iDRAC8.

Issue 14:

Description

iDRAC8 user interfaces (example, iDRAC8 Web interface, RACADM and so on) does not display the newer storage enclosure or backplane firmware version when its firmware is updated through the operating system using DUP.

Resolution

To update the storage inventory, perform a server power cycle (cold boot) or reset the iDRAC.

Versions/Systems Affected

All Dell PowerEdge systems with iDRAC8 and out-of-band enabled PERC storage controllers.

Issue 15:

Description

Power Cap (in Watts, BTU/hr %) is not accepting values preceding with zero (0).

Resolution

Do not precede a zero (0) while entering value for **Power Cap** in the **Power Configuration** page.

Versions/Systems Affected

All Dell PowerEdge systems with iDRAC8.

Issue 16:

Description

In the **Network Interfaces** page > **Host OS Network Interfaces** section, the link to the **Network Devices** page is not available for embedded LOM.

Resolution

In the **Network Devices** page, see the FQDD detail that does not have the link.

Version/Systems Affected

All Dell PowerEdge systems with iDRAC8.

Issue 17:

Description

In iDRAC Web interface, few port number fields accept duplicate port numbers.

Resolution

Check for duplicate port numbers before entering the port number.

Version/Systems Affected

All Dell PowerEdge systems with iDRAC8.

Issue 18:

Description

The **Print** option in iDRAC Web page does not work if you are using Internet Explorer for iDRAC Web interface.

Resolution

Use the **Print** option from the browser or use other supported browsers such as Firefox, Chrome, or MAC Safari.

Version/Systems Affected

All Dell PowerEdge Systems with iDRAC8.

Issue 19:

Description

Relevant status is not shown when a corrupt SD card is inserted. Currently, the status is displayed as Absent.

Resolution

Make sure a valid SD card is inserted.

Version/Systems Affected

All Dell PowerEdge Systems with iDRAC8.

Issue 20:

Description

When you log in to iDRAC Web interface using Internet Explorer 9.x and later, contents in few pages are not shown properly and a few UI controls may not work.

This is a known issue with Internet Explorer.

Resolution

1. Press <F12>. The **Internet Explorer 9 Debug** window is displayed.
2. Select **Document Mode -> Internet Explorer 9**. The browser refreshes and the **iDRAC Login** page is displayed.
3. Log in to the iDRAC by providing valid credentials.

For more information, see Internet Explorer documentation.

Version/Systems Affected

All Dell PowerEdge systems with iDRAC8.

Issue 21:

Description

When there are more than 150 disks, the following storage pages in the iDRAC Web interface may work intermittently:

- Storage->Summary
- Storage->Identify
- Storage->Pending Operations
- Enclosures->Properties
- Enclosures->Setup
- Physical Disks->Setup

- Physical Disks->Identify
- Controllers->Setup
- Controllers->Troubleshooting
- Virtual Disks->Create
- Virtual Disks->Manage

Resolution

Use RACADM, WSMAN, or OpenManage Storage Management to perform storage configuration operations.

Version/Systems Affected

All Dell PowerEdge systems with iDRAC8.

Issue 22:**Description**

When an IO Identity Optimization Job for Network and Fibre Channel adapters is running, iDRAC does not apply persistence policy for the host power events (cold or warm reset) that occur when the job is running.

Resolution

You can apply persistence policy by manually performing the host power event (cold, warm, ac cycle reset) after the job is performed completely.

Versions/Systems Affected

All Dell PowerEdge systems with iDRAC8 and Network or Fibre Channel adapters.

Issue 23:**Description**

Using IO Identity Optimization job, you cannot configure the value "0" for all SubnetPrefix attributes on Broadcom 10G Network Adapters. Issue is observed only when Broadcom 10G adapters are in IPv6 mode. Also, you cannot clear the SubnetPrefix values using persistence policy.

Resolution

Disable IO Identity Optimization and run a configure job again to apply value "0" to SubnetPrefix attributes.

Versions/Systems Affected

All Dell PowerEdge systems with iDRAC8 and Broadcom 10G adapters.

Issue 24:**Description**

Using persistence policy feature, you cannot clear IscsiInitiatorGateway, IscsiInitiatorIpAddr, IscsiInitiatorIpv4Addr on Emulex NDC adapter.

Resolution

Disable the IO Identity Optimization and run a configure job with 0.0.0.0 values to the listed values.

Versions/Systems Affected

All Dell PowerEdge systems with iDRAC8 and Emulex NDC adapters.

Issue 25:

Description

If the PERC controllers have global hot spare assigned and a virtual disk is deleted, the physical disk configured as global hot spare is not reported as hot spare through the iDRAC interface. However, the physical disk continues to function as a global hot spare.

Resolution

Reset DRAC or power cycle the host system.

Versions/Systems Affected

All Dell PowerEdge systems with iDRAC8 and out-of-band enabled PERC storage controllers.

Issue 26:

Description

The foreign configuration preview (through iDRAC Web interface) may not contain data about foreign drives under some scenarios (example, the foreign configuration is incomplete or foreign virtual disk is in a failed state).

Resolution

Navigate to the **Storage > Physical Disks** page to view the physical disks that are foreign.

Versions/Systems Affected

All Dell PowerEdge systems with iDRAC8 and out-of-band enabled PERC storage controllers.

Issue 27:

Description

In Safari Browser, if the iDRAC Web session timed-out, try to click on Virtual Console, logout of the GUI page does not work.

Resolution

Instead of Virtual Console menu, choose other options like logout or other menu options, or use GUI refresh or Browser refresh option to logout.

Versions/Systems Affected

All Dell PowerEdge systems with iDRAC8.

Issue 28:

Description

After updating the firmware on an enclosure connected to a 12Gbps SAS Controller, the updated firmware version will not be displayed in inventory or through any of the interfaces (iDRAC GUI, RACADM) until the server has been powered off then powered back on.

Resolution

Power the server off then On then the updated firmware version will available.

Versions/Systems Affected

All Dell PowerEdge systems with iDRAC8

Issue 29:

Description

Updating multiple iDRAC DUP using the Web interface is not successful when the total size of the DUPs exceeds 300 MB.

Resolution

Make sure the total size is less than 300 MB and then perform an update.

Versions/Systems Affected

All Dell PowerEdge systems with iDRAC8

Issue 30:

Description

Repository update operations through the iDRAC with reserved characters in user name and password may not be successful at the DUP download stage, even when they are properly percent encoded by the user. This does not affect other update methods.

Resolution

Use a user name and password without reserved characters and then perform an update.

Versions/Systems Affected

All Dell PowerEdge systems with iDRAC8.

Issue 31:

Description

In the iDRAC Web interface using IE9, clicking the **Refresh** icon in the **Controller->Properties** page, displays the RAC0507 error message, when you navigate to **Controller->Properties** page by clicking the controller link from the following pages:

- Physical Disk->Properties
- Virtual Disk->Properties
- Enclosure->Properties

Resolution

Use IE 10, IE 11, or any and other supported browsers. You can also click **Controller->Properties** tab instead of the **Refresh** icon in IE 9.

Versions/Systems Affected

All Dell PowerEdge systems with iDRAC8.

Issue 32:

Description

Unable to start or stop patrol read by PERC controller, when the required patrol read actions are applied from the iDRAC Web interface.

Resolution

Set the Patrol Read Mode action to Manual, select the required patrol read actions, and then click Apply. After the job completion, the selected patrol read operations are started by PERC controller.

Versions/Systems Affected

All Dell PowerEdge systems with iDRAC8.

Issue 33:

Description

On 13 generation PowerEdge systems, after replacing the motherboard, if you use the Easy Restore feature to restore the UEFI Diagnostic utility, the UEFI Diagnostic is restored successfully. But, the iDRAC Web interface may not show the restored Diagnostic version in the System Inventory page.

Resolution

Reset iDRAC.

Versions/Systems Affected

All Dell PowerEdge systems with iDRAC8.

Issue 34:

Description

On 13 generation PowerEdge systems, a clone export of a system having 64 Virtual Disks does not recreate Virtual Disks on target system.

Resolution

On Clone or Replace modes of Configuration XML export, the virtual disk creation operation is set to "CreateAuto" by default. Change the operation to "Create" and specify the Physical disks to be used by FQDD to resolve this issue.

Versions/Systems Affected

All Dell PowerEdge systems with iDRAC8.

Issue 35:

Description

On 13th generation PowerEdge systems, while performing a RAID configuration job to set multiple attributes, an additional entry for StopPatrolRead may appear in the Lifecycle Logs Configuration Results.

Resolution

None. This is a cosmetic issue that can be ignored.

Versions/Systems Affected

All 13th generation Dell PowerEdge systems with iDRAC8.

Issue 36:

Description

This is applicable only when using BIOS NewSyspassword and SHA256SystemPassword.

When using ConfigXML to import BIOS System Password and passwordstatus together, the import operation may be unsuccessful if the order in which the passwordstatus and NewSyspassword/SHA256SystemPassword attributes are arranged:

- If the passwordstatus attribute is set as "Unlocked" and if it is after the NewSyspassword or SHA256SystemPassword attribute, then it may not be set successfully.
- If the passwordstatus is set as "locked" and if it is before the NewSyspassword or SHA256SystemPassword attribute, then it may not be set successfully.

Resolution

If the passwordstatus value has to be set to "unlocked", set it and add it before the NewSyspassword or SHA256SystemPassword attribute.

If the passwordstatus value has to be set to "locked", set it and add it after the NewSyspassword or SHA256SystemPassword attribute.

Versions/Systems Affected

All Dell PowerEdge systems with iDRAC8.

Issue 37:

Description

(Virtual) Keyboard stopped working on iDRAC Virtual Console, but the mouse movements continues to work.

Resolution

Exit and restart Virtual Console. If the Virtual Media was in use, it must also be activated (Connect and Map media)

Versions/Systems Affected

All Dell PowerEdge systems with iDRAC8.

Issue 38:

Description

Infrequently, iDRAC logs the following message to the Lifecycle Controller log:

PWR2262 "The Intel Management Engine has reported an internal system error"

Also, logs the following within the next few minutes:

PWR2264 "The Intel Management Engine has reported normal system operation".

Resolution

No action required.

Versions/Systems Affected

All Dell PowerEdge systems with iDRAC8.

Issue 39:

Description

In iDRAC Web interface, the following storage pending operations status is not displayed in Pending Operations popup message and Storage->Pending Operations page:

- Virtual Disk(s) - Encrypt operations.
- Controller(s) - Create, Modify, or Delete security key operations.
- Controller(s) - Import or Clear Foreign Configuration operations.
- PCIe SSD(s) - Secure Erase or Prepare to Remove operations.

Resolution

None.

Versions/Systems Affected

All Dell PowerEdge systems with iDRAC8

Issue 40:

Description:

When a passive backplane (that is not connected to PERC) is updated from the operating system, the System Inventory page in the iDRAC Web interface does not display the updated version.

Resolution

Reset iDRAC using racadm racreset command.

Versions/Systems Affected

All Dell PowerEdge systems with iDRAC8

Issue 41:

Description:

On 13th generation PowerEdge systems, if the system has no boot devices (in the BIOS boot list or the UEFI boot list), exporting the configuration does not work.

Resolution

Add a boot device to the system, run CSIOR, and retry the export configuration operation.

Versions/Systems Affected

All Dell PowerEdge systems with iDRAC8.

iDRAC8 - Limitations

- If floppy emulation is enabled when a bootable USB key is mounted as a Virtual Media from the Virtual Console and if you try to delete any file from the mounted USB key (floppy), the blue screen appears immediately.
- Web server session time-out is not exact. It is either 10% more or 15 seconds more, whichever is greater.
- WinRM and RACADM commands may become unresponsive during BIOS update or when setting BIOS, NIC, or RAID attributes through Lifecycle Controller.
- If invalid credentials are used for the maximum login attempts, the IP is blocked for the duration of the IP Blocking Penalty Time and a message is not displayed.
- If Internet Explorer (IE) 64-bit browser is used to log in to iDRAC8 Web interface and when viewing the power usage graph, the X and Y axis labels appear too small to read. This is a known limitation for IE 64-bit only.
- The labels appear correctly in IE 32-bit browser.
- On Linux management stations, if Firefox is launched from the root user, a USB key is mapped in Virtual Media successfully. If Firefox is launched from any user other than the root user, a USB key is not shown for mapping because the user must have root privileges to access all the low-level drives.
- Alert notification for battery events does not work.
- Operating system information on the System Summary page does not display after rebooting iDRAC8 until the operating system is rebooted.
- iDRAC8 users with user names containing a semi-colon (;) cannot log in to iDRAC8 through SSH.
- In the iDRAC8 Web interface, the power consumption sensor reading may have a rounding error of up to 13 Watts depending on the actual power reading. This is an IPMI limitation. The power cap, power graphs, cumulative power, and peak power are not affected by this inaccuracy. However, the power values shown in the power graphs are average values over a period of time and should not be used to calculate instantaneous power.
- Virtual Console uses self-signed certificates. Due to this, when launching Virtual Console from some management stations with Windows operating systems, a certificate warning appears.
- Virtual Console in dual monitor mode is not supported and hence the behavior is undefined, especially using Java plug-in. The primary console is used as the target console.
- The e-mail address specified in iDRAC8 Web interface -> **Overview** -> **iDRAC Settings** -> **Network** -> **SSL** -> **Generate Certificate Signing Request (CSR)** page is not validated.
- On a Linux management station with Matrox drivers, from the Virtual Console Viewer if you access the iDRAC Chat window, the mouse appears flickering inside the chat window.
- Work notes can display up to 255 characters. If any of the characters are special characters or non-alpha numeric characters, then the total number of characters displayed is less than 255 to accommodate overriding special characters.
- Performing a graceful shutdown from the iDRAC8 Web interface or updating the BIOS or the firmware using the iDRAC8 update method:
 - For SLES 11 SP2:
A prompt appears for the Super user password in the operating system console. Provide the root password and proceed with the graceful shutdown or firmware/BIOS update.
 - For Windows OS in screen lock state:
Graceful shutdown does not happen because, Windows operating system has a policy setting to disable shutdown while in locked state. Make sure that this policy is enabled. If it is not enabled, then it proceeds with ungraceful shutdown. This is equivalent to losing power. After the server resets, multiple options are displayed to start Windows. Select **Start Windows Normally** and then check the System Event Log file. You can see that an event is logged in for the ungraceful shutdown.
- In the iDRAC Web interface > **Overview** > **Server** > **Lifecycle Log** page, when the filter criteria results in nothing found, the **Log Results** section does not display any user-friendly information and it is blank instead.
- VNC disconnects after host reboot on Wyse PocketCloud,

- Encrypted VNC does not work through Real VNC client.
- VNC does not work through mobile when encryption is enabled.
- OS to iDRAC communication through the USB NIC interface is not supported on RHEV – H (hypervisor) system.
- USB NIC IP address must always be assigned Link local address. Assigning IP address other than Link Local IP address or conflicting IP address of other network interface may cause network related issues.
- iDRAC Virtual NIC driver is not loaded when Windows 2008 SP2 (64-bit) installation has completed.
- When Virtual Console is in Lifecycle Controller, if **Next Boot** is set to **BIOS Setup**, rebooting the system boots to Lifecycle Controller instead of BIOS Setup.
- If the http or https service port is set to 1 or 65535, and if you launch the iDRAC8 Web interface using Google Chrome browser, it does not launch iDRAC8. This is because of a limitation in the Google Chrome browser. The resolution is to use Internet Explorer or Mozilla Firefox browsers.
- You cannot start the iDRAC after updating the NIC firmware because the update process resets NDC. To resolve this issue, reset iDRAC after updating the NIC firmware.
- When iDRAC NIC is in shared mode and the host system is power cycled, the network connection is lost for a few seconds. During this time, if you perform any action in the active VNC client, the VNC session may close. You must wait for time out (value configured for the VNC Server settings in the Services page in iDRAC Web interface) and then re-establish the VNC connection.
- The ports 6000-6063 are reserved for x-server display. Hence, any service configured with these ports on iDRAC is unsuccessful. Use ports other than 6000 to 6063 to configure the service.
- For servers with higher configuration (more enclosures and RAID components), remote racadm may not provide the output for hwinventory or swinventory commands. In such cases, try using firmware racadm (SSH).

LC GUI - Fixes

Initial release. Hence, not applicable.

LC GUI - Important Notes

- The drivers exposed by Lifecycle Controller are present in a read-only hard disk drive, labeled OEMDRV, which are active for 18 hours. During this period:
 - You cannot update any DUP.
 - Lifecycle Controller cannot invoke CSIOR.

However, if an AC power cycle (cold boot) is performed, the OEMDRV drive is automatically deleted.

- To log the update events in the Lifecycle Log, make sure that the installed versions of Lifecycle Controller and iDRAC are from the same release.
- If Lifecycle Controller and iDRAC are not from the same release, the Lifecycle Log displays blank messages and messages with a "~" character.
- CPLD firmware update has no impact on Trusted Platform Module enablement.
- On the basis of virtual storage device type attached through iDRAC, that is, USB drive or CD/.ISO file, Lifecycle Controller will display Virtual Floppy or Virtual CD respectively.

LC GUI - Known Issues

Issue 1

Description

If FlexAddress is enabled on Chassis Management Controllers, iDRAC and Lifecycle Controller do not display the same MAC addresses.

Resolution

To view the chassis-assigned MAC address, use the iDRAC Web interface or the CMC Web interface. Go to **General**-> **Network Settings**.

Versions/Systems Affected

All LC-supported Dell PowerEdge servers.

Issue 2

Description

While deploying Windows Server 2008 R2 SP1 from OS Deployment of Lifecycle Controller, installation stops with the following error:

There is no disk in the drive. Please insert a disk into drive \Device\Harddisk0\DR0.

This issue may occur due to any of the following reasons:

- Virtual Media is in the attached state and a media is not mapped.
- Virtual Media is in the auto-attached state and a media is not mapped.
- Virtual Media being presented by the AVCT SIP and Virtual Media from iDRAC8 in the detached state.
- Due to failure to load drivers for RAID controllers on the system.

NOTE: It does not occur with Virtual Media in the detached state. It also does not occur without the SIP and with Virtual Media in the detached from iDRAC8.

Resolution

Retry the operation.

Versions/Systems Affected

All LC-supported Dell PowerEdge servers.

Issue 3

Description

Some of the supported components are not displayed on the **Firmware Update**-> **View Current Versions** page.

Resolution

Restart the server and open **View Current Versions** page.

Versions/Systems Affected

All LC-supported Dell PowerEdge servers

Issue 4

Description

If a Mellanox card is present in the system, then under **Network Settings**, the port number must be displayed as Port 1 and Port 2, because it is a dual port. But, the port number is displayed as Port 1 for both the ports or the port numbers are not displayed.

Resolution

To distinguish between the port numbers, see the MAC address or the Device Settings.

You can access Device Settings in the following methods:

- During POST, press <F2>, and then click **System Setup**.
- On the Lifecycle Controller Home page, click System Setup, and then click Advanced Hardware Configuration.

Versions/Systems Affected

All LC-supported Dell PowerEdge servers

Issue 5

Description

After you successfully update the firmware of a CPLD on a modular server, and then perform a firmware update operation of a component that requires a system restart (such as BIOS), the server is automatically and repeatedly restarted.

Resolution

Perform a Power Cycle operation on the server.

Versions/Systems Affected

All LC-supported Dell PowerEdge servers.

Issue 6

Description

Lifecycle Controller may go into an infinite loop when a network operation is tried with an incorrect NFS share name.

Resolution

Restart Lifecycle Controller and retry the operation with the correct NFS share name details.

Versions/Systems Affected

All LC-supported Dell PowerEdge servers

LC GUI - Limitations

- The following characters are supported for 'User Name' and 'Password':
 - Digits (0-9)
 - Alphanumeric (a-z, A-Z)
 - Hyphen (-)

Note: For 'Domain Name', a period (.) is allowed. For example, 'x123.com'.

- While updating iDRAC firmware using a tool other than Lifecycle Controller, Lifecycle Controller must not be open, or running, because it results in an unknown behavior. Use Lifecycle Controller after the firmware is successfully updated.
- If the iDRAC firmware update is interrupted for any reason, wait for 30 minutes before attempting another firmware update.
- Only Windows operating system can be deployed on systems with a software RAID controller.
- Firmware update is supported only for LAN On Motherboards, Network Daughter Cards, and network adapters from Broadcom, QLogic, and Intel, and some of the QLogic and Emulex fiber channel cards. For the list of supported fiber channel cards, see *Lifecycle Controller Graphical User Interface Version 2.00.00.00 For 13th Generation Dell PowerEdge Servers User's Guide*.
- After the CPLD firmware is updated on modular servers, on the View Current Versions page, under Firmware update, the firmware update date is displayed as 2000-01-01, regardless of the

actual update date. The updated date and time is displayed on the basis of time zone that is configured on the server.

- Lifecycle Controller does not support firmware update for Intel Ethernet X520 10GBE Dual Port KX4 Mezz Card.
- Rollback is not supported for CPLD.
- On some modular systems, after a firmware update, the Lifecycle Log displays the date in the time stamp as 1999-12-31, instead of the date on which Firmware Update was performed.
- Some properties related to devices installed in PowerEdge VRTX system are not displayed while viewing the current hardware inventory.
- Lifecycle Controller can import and view an iDRAC license, but it cannot export or delete the iDRAC license.
- The iSCSI offload feature can be enabled only on two of the available four ports. If the iSCSI offload attribute is enabled on a card, and is replaced by another card whose iSCSI offload mode is also enabled on the other two ports, an error is thrown. The firmware will not allow the attribute to be set, because it is already set on the other two ports.
- The unattended OS (operating system) installation feature is not supported for the Microsoft Windows Server 2012 R2.
- Windows OS supports both the manual installation and unattended installation features. However, Lifecycle Controller supports the unattended installation feature for Windows and RHEL-7 operating systems only.
- In Lifecycle Controller, all the vendor FC cards are not supported for VLAN configuration.
- Lifecycle Controller displays two drive names for some CDs or DVDs such as the one containing operating systems.
- Network operations such as Update, Export, or Import may take more time than expected. The delay may occur because the source or destination share is not reachable or does not exist, or due to other network issues.
- Lifecycle Controller displays a warning message if the operating system selected for installation and the operating system on the media used are different. However, while installing Windows operating systems, the warning message appears only when the bit count (x86 or x64) of the operating system does not match. For example, when Windows Server 2008 x64 is selected for installation and Windows Server 2003 x64 media is inserted,
- Lifecycle Controller proceeds with the installation without displaying a warning message.
- Lifecycle Controller does not support operating system deployment on Dell Precision R7910.
- When NPAR is enabled, the port numbers displayed on the **Lifecycle Controller Network Settings** page (**Settings->Network Settings**) do not match with the port numbers displayed on the **Device Settings** page (**System Setup->Advanced Hardware Configuration-> Device Settings**).
- The word encrypted is incorrectly translated as scripted in the Step 3 OS deployment Spanish help page.

LC-RS - Fixes

Not applicable.

LC-RS - Important Notes

If the iDRAC8 version is 2.00.00.00, Lifecycle Controller version must be updated to 2.00.00.00.

LC-RS - Known Issues

None.

LC-RS - Limitations

- The drivers exposed by Lifecycle Controller are present in a read-only device labeled OEMDRV, and the device is active for 18 hours. In a Microsoft(r) Windows(r) and Linux environment, the drivers are automatically installed and no further action is required. In Red Hat Enterprise Linux version 4.8 only, the drivers are not automatically installed and you have to install the drivers manually after the OS installation has been completed.
- If the boot mode is set to UEFI in BIOS (F2 setup) and if you launch System Services (F10) and Deploy OS, the installation may fail or you may not be able to boot to the OS after the installation. Always make sure that the boot mode is set to BIOS in F2 setup before launching Lifecycle Controller and deploying the OS.
- You may see a no optical device found error if you have a non-usable DVD/CD in the optical drive. This error does not mean that there are no optical devices on the system. If you remove the non-usable media, then this error is resolved.
- To maintain compatibility with other iDRAC configuration tools, it is recommended that only digits (0-9), alphanumeric (a-z, A-Z) and hyphen (-) characters be used when entering a "Name" or "Password" string. When entering a "Domain Name", such as 'x123.com', a period (.) character is also permissible.
- When attempting a Platform Update through an FTP server, specifying a valid proxy server but selecting an invalid proxy type causes Lifecycle Controller to halt for a long period (possibly over 30 minutes) before it returns to normal operation.
- If you see this error message "Unable to find a boot device on which to install the operating system. Verify boot disk availability." and if you have a USB key plugged in to the system after booting to Lifecycle Controller, remove the USB key before deploying the operating system.
- If you are updating iDRAC firmware using a tool other than Lifecycle Controller, do not run Lifecycle Controller during the firmware update because doing this result in unknown behavior. After the firmware is successfully updated, you can safely use Lifecycle Controller.
- When configuring the FTP server for your repository in the platform update, you may get a message that indicates that a network connection exists with your FTP server; however, it may mean that the validation process needs some extra time depending on your network setting. Click **OK** on the message box, and try one more time to connect to the FTP server.
- Account access can be disabled only if there is more than one user enabled on the iDRAC. To enable users, access the iDRAC Web-based GUI. Navigate to the **Users** section under the **Network/Security** tab and enable users as needed. Note that at least one more user needs to be enabled to disable the account access in the Lifecycle Controller. In the iDRAC Configuration Wizard, the DNS Domain Name may contain a maximum of 64 ASCII characters.
- When attempting a Platform Rollback, there may be a two minute delay before Rollback tasks are displayed on the screen.
- In the iDRAC Configuration Wizard, there is no a selection for auto-attached on the Virtual Media Configuration page.
- During an UEFI based SLES 10 and SLES 11 installation, make sure that no additional USB or block storage devices are connected to the system. If there are one or more USB or block storage devices plugged into the system, the auto loading of drivers from the embedded storage fails. This fails because the current implementation of SLES installer reads only from one USB or block storage device.
- If an invalid SD card is attached to the system, the values shown for "Health" and "Available Space" options are not applicable.
- An "Invalid Update Package" error message is displayed, when
 - the folder containing the Update Package is not accessible.
 - the Update Package is not present on the USB mass storage device.
 - name of the Update Package is incorrect.
- Only Windows operating system can be deployed on systems with software RAID controller.
- Using Platform Update, you cannot update components such as Complex Programmable Logic Device, Backplane, and Physical Disk. However, the View Current Versions table displays these components.

- The SATA drives and their firmware version are not displayed on the View Current Versions page of Platform Update. To view the SATA drives and their firmware information, use OpenManage Server Administrator or OpenManage Storage Services.
- The PCIe SSD drives and their firmware versions are not displayed on the View Current Versions page of Platform Update.
- Collect System Inventory On Reboot (CSIOR) must to be run before enum is successful.

iDRAC8 - Installation

Installation Instructions

- From the Windows host operating system (managed node), run the Dell Update Package for Windows and follow the instructions on the update wizard.
- From the Linux host operating system (managed node), run the Dell Update Package for Linux from the shell prompt. Follow the instructions displayed on the console.
- From the management station, remotely update the firmware using the iDRAC8 Web interface:
 1. Extract the firmware image self-extracting file to the management station.
 2. Open the iDRAC8 Web interface using a supported Web browser.
 3. Log in as administrator.
 4. Go to **Overview** -> **iDRAC Settings** -> **Update and Rollback** -> **Update**. The **Firmware Update** page is displayed.
 5. Click **Browse**, select the **.d7** firmware image file that you extracted (step 1), or the Dell Update Package (DUP) for Windows, and click **Upload**.
 6. Wait for the upload to complete. After the upload is completed, the **Update Details** section displays the firmware file uploaded to iDRAC and the status.
 7. Select the firmware file and click **Install** or **Install and Reboot**. If it is a DUP, **Install** dynamically changes to **Install and Reboot** and at the same time the **Install Next Reboot** is activated. When you click **Install and Reboot** or **Install Next Reboot**, the message "Updating Job Queue" is displayed.
 8. Click **OK**. The **Job Queue** page is displayed, where you can view and manage the firmware update. After the update is completed, iDRAC8 restarts automatically.

For more information, see the *iDRAC8 User's Guide* available at <http://www.dell.com/support/Manuals/us/en/555/Product/integrated-dell-remote-access-cntrlr-8-with-lifecycle-controller-v2.00.00.00>

Upgrade

Not applicable.

Uninstallation

Not applicable.

Lifecycle Controller 2 Remote Services - Client Tools

Use the WinRM and OpenWSMAN CLI client tools to send WS-MAN commands to Lifecycle Controller.

WinRM

WinRM is a Windows native WS-MAN client. It is recommended to use WinRM 2.0 on Windows Management Stations. WinRM 2.0 is installed by default as a part of Windows 7 and Windows Server 2008 R2. It can also be installed as a part of the Windows Management Framework Core package on the following systems:

- Windows Server 2008 SP1
- Windows Server 2008 SP2
- Windows Server 2003 SP2
- Windows Vista SP1
- Windows Vista SP2
- Windows XP SP3

For more information on how to install WinRM 2.0 as a part of the Windows Management Framework Core package, see article 968929 in the Microsoft Knowledge Base at:

<http://go.microsoft.com/fwlink/?LinkId=186253>

Recommended WinRM Client Configuration:

- MaxBatchItems = 50
- MaxTimeoutms = 60000
- MaxEnvelopeSizekb = 150
- NetworkDelaysms = 60000

Sample WinRM Command (Enumeration Operation):

```
winrm e cimv2/DCIM_SystemView?__cimnamespace=root/dcim -u:[idrac user]
-p:[idrac password] -r:https://[idrac ip address]/wsman -encoding:utf-8
-a:basic -SkipCNcheck -SkipCAcheck -format:Pretty
```

Note: Lifecycle Controller uses a self-signed certificate for HTTPS (SSL) communication. Self-signed certificates are not accepted by the WinRM client and WinRM commands do not work without these options: `-SkipCNcheck` and `-SkipCAcheck`

OpenWSMAN CLI

OpenWSMAN CLI is an open source Linux WS-MAN client. OpenWSMAN CLI source code and installation details are available at:

<http://sourceforge.net/projects/openwsman/files/wsmancli>

Sample OpenWSMAN CLI Command (Enumeration Operation):

```
wsman enumerate http://schemas.dmtf.org/wbem/wscim/1/cim-schema/2/DCIM_SystemView -h
(idrac ip address) -P 443 -u (idrac user) -p (idrac password) -v -j utf-8 -y basic -R -o
-m 256 -N root/dcim -c cert_name.cer -V
```

Note: Lifecycle Controller uses a self-signed certificate for HTTPS (SSL) communication. Self-signed certificates are not accepted by the OpenWSMAN CLI client and WS-MAN commands do not work without these options: `-c`, `-v`, and `-V`. See the *OpenWSMAN CLI readme* for details on these options.

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

To access the documents from Dell Support site:

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:
 - Client System Management
 - Enterprise System Management
 - Remote Enterprise System Management
 - Serviceability Tools
5. To view the document, click the required product version.

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

- For Remote Enterprise System Management documents — **dell.com/esmmanuals**
- For Enterprise System Management documents — **dell.com/openmanagemanuals**
- For Serviceability Tools documents — **dell.com/serviceabilitytools**
- For Client System Management documents — **dell.com/OMConnectionsClient**
- For OpenManage Connections Enterprise systems management documents — **dell.com/OMConnectionsEnterpriseSystemsManagement**
- For OpenManage Connections Client systems management documents — **dell.com/OMConnectionsClient**

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