

Manage iDRAC alerts by using the Redfish Eventing feature in YX3X and later PowerEdge servers

Abstract

In PowerEdge servers, alerts are generated and delivered to predict or foresee any actions to be done. This technical white paper enables you to configure and subscribe for alerts generated in iDRAC by using the Redfish Eventing feature.

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Revisions

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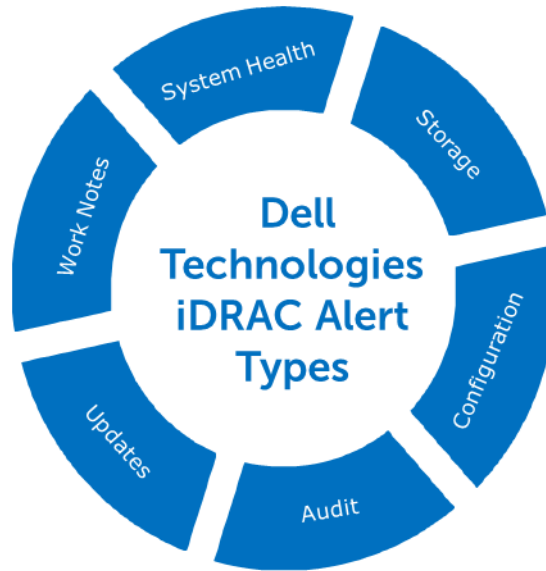
Executive summary

In the entire server lifecycle, several events may occur that administrators must be notified about to take corrective and preventive actions. Therefore, iDRAC supports the alerts-notification feature by using the Redfish Eventing feature. Alerts are streamed to client-created destinations either through Server Sent Events (SSE) or HTTP Push subscription mechanism. iDRAC8 supports Redfish Eventing for alerts by using the HTTP push style Eventing. However, iDRAC9 and later versions support both SSE and HTTP push style Eventing.

Each alert event includes necessary information such as Message, Severity, and Resolution that helps administrators quickly identify issues in the data center environment. The alerts combined with Telemetry and Lifecycle events enables administrators to analyze the failure trend or predict the future failures.

1 Overview of Redfish Eventing for iDRAC alerts

A server, in its lifetime, would go through several events such as fan failure, increase in temperature, Power Supply Unit (PSU) failure, and driver software issues. These events must be captured and sent to the customers for further actions. To do this, iDRAC provides a mechanism for notifying about alerts in different ways such as SNMP alerts, Email alerts. Similarly, Redfish Eventing mechanism is also one of the ways to send the iDRAC alerts. iDRAC alerts are broadly classified as shown in the infographics:



The Redfish Event Service supports the following event types:

Lifecycle Events

See the Dell Redfish Life Cycle Events streaming from iDRAC technical white paper available on the support site

Telemetry Streaming

See the Telemetry Streaming with iDRAC9-What you Need to Get Started available on the support site

Alert Events

This technical white paper describes the features supported by Alert Events

The Redfish Event Service provides the ability to subscribe for the alerts generated in the iDRAC by using Redfish Eventing.

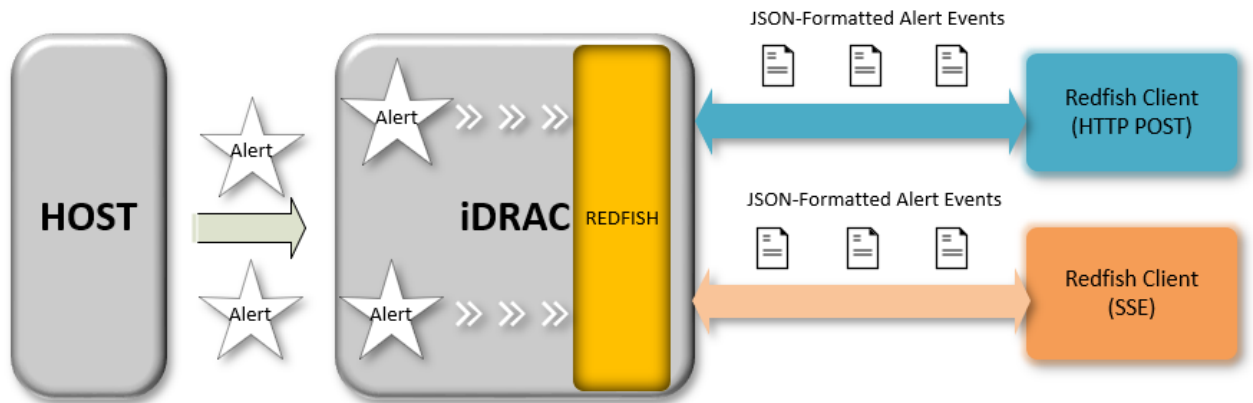
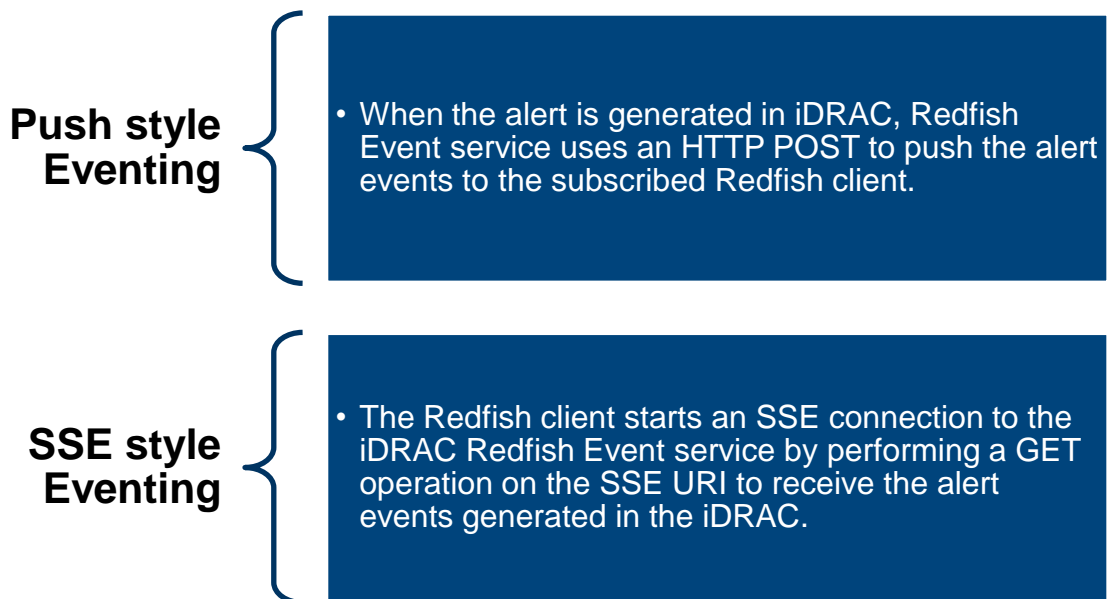


Figure 1 Overview of Redfish Eventing for alerts

Redfish Event Service supports two styles of subscription.

- Push Style Eventing (HTTP POST)
- Server Sent Events (SSE)



Note—SSE is supported from iDRAC9 v4.00.00.00 and later versions.

1.1 SNMP traps vs Redfish alerts

SNMP traps and/or Redfish alerts can be used for asynchronous event reporting. Both are supported in iDRAC.

- SNMP traps—iDRAC alerts are configured to generate SNMP traps.
- Redfish alerts—All iDRAC alerts that can currently generate SNMP traps can also be configured to generate Redfish event. Redfish events are supported for a larger spectrum of system events. In combination with Redfish Lifecycle events and Telemetry, a complete monitoring solution can be built.
- SNMP traps—SNMP clients require the latest MIB to be imported to decipher the traps.
- Redfish alerts—Redfish event are in human readable format and do not have such a restriction.
- SNMP traps—SNMP is preferred by older SNMP based clients.
- Redfish alerts—Modern REST or Redfish clients such as OpenStack Ironic can easily consume Redfish events.
- SNMP traps—The iDRAC SNMP implementation currently supports only GET and TRAP operations. SET operations are not supported.
- Redfish alerts—The Redfish stack supports GET, PATCH, POST, DELETE, and PUT operations.
- SNMP traps—SNMPv2 or SNMPv3 can be used to encrypt packets and send traps securely.
- Redfish alerts—Redfish events use HTTPS to send events securely.
- SNMP traps—SNMP supports only the push type.
- Redfish alerts—Redfish supports push type and ServerSentEvents. SSE uses single HTTPS GET Connection operation to subscribe and receive the alert events. This connection exists until either the client or server closes it.

1.2 Prerequisites

Redfish alert events can be subscribed by following event subscription as defined by DMTF redfish specification with no additional iDRAC licensing requirement from iDRAC8 2.30.30.30 and later versions.

2 Configure iDRAC alerts for Redfish events

2.1 Enable iDRAC alerts

To enable the Redfish Event Service, set the “ServiceEnabled” property in the EventService URI (/redfish/v1/EventService) to **Enabled**, which in turn enables the iDRAC alerts.

- **Operation:** HTTP PATCH
- **URI:** <https://<iDRAC -IP>/redfish/v1/EventService>
- **Schema:** <https://redfish.dmtf.org/schemas/v1/EventService.xml>

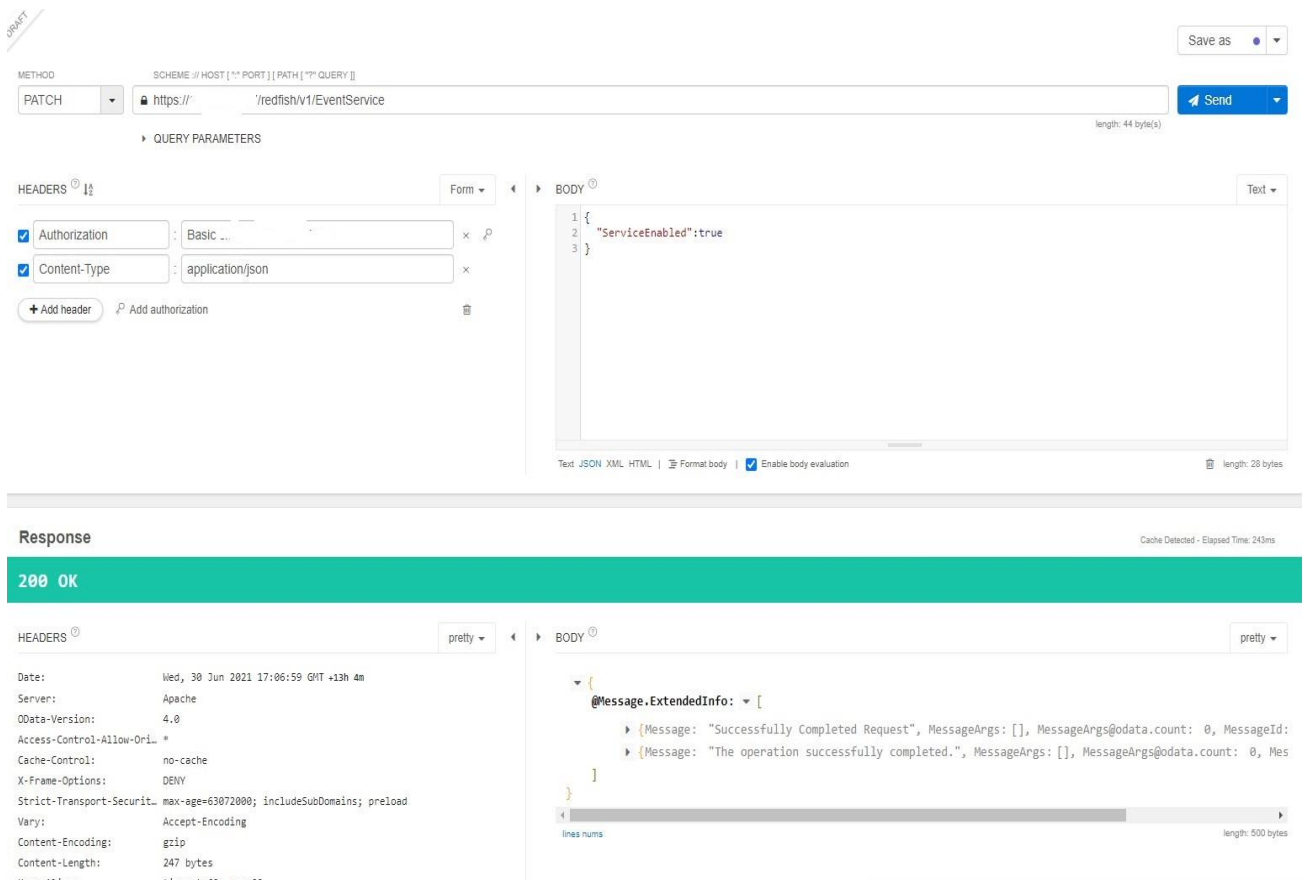


Figure 2 Enable iDRAC alerts for Redfish events

2.2 Configure the category of iDRAC alerts for Redfish events

iDRAC alerts can be configured through SCP (Server Configuration Profile). For more information, see the *Using Server Configuration Profiles to Deploy Operating Systems to Dell EMC PowerEdge Servers* on the support site. For information about framing payload, see <http://ftp.dell.com/manuals/common/dellemc-server-config-profile-refguide.pdf>.

2.3 Configure Redfish alert subscriptions

You can subscribe to Redfish Alert events by creating event subscriptions as defined by the DMTF Redfish event subscription service. iDRAC supports two styles of subscriptions—SSE and HTTP Push based. By default, this feature does not require any additional iDRAC license, but requires Redfish service and Redfish Event Service (iDRAC alerts) to be enabled to receive redfish alert events.

2.3.1 Push Style Subscription (HTTP POST)

2.3.1.1 Create a Push Style subscription

Subscription for Redfish alert events, through HTTP push mechanism, is created on performing a POST operation with necessary key-value payload comprising Destination, Context, and Protocol as mandatory properties.

If you do not enter EventTypes and EventFormatType Property, by default, iDRAC Redfish event service creates alert subscription:

- **Operation:** HTTP POST
- **URI:** `https://<iDRAC -IP>/redfish/v1/EventService/Subscriptions`

Schema: <https://redfish.dmtf.org/schemas/v1/EventDestination.xml>

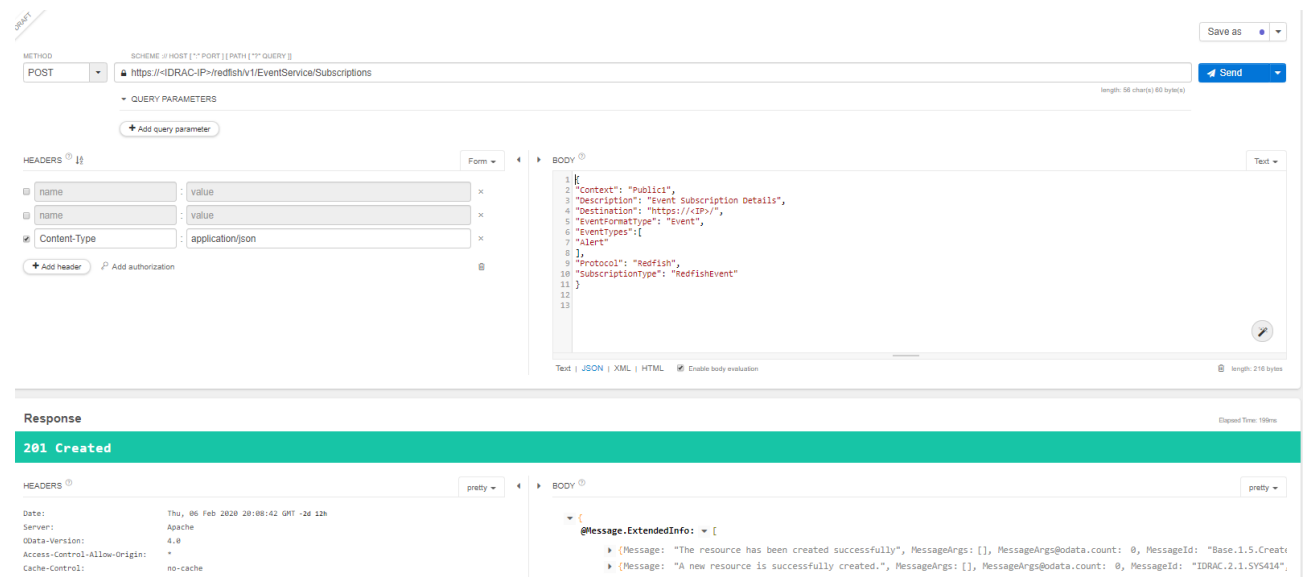


Figure 3 Create a Push style subscription

2.3.1.2 View a subscription instance

View the subscription instance you created by entering the subscription ID:

- **Operation:** HTTP GET
- **URI:** `https://<iDRAC -IP>/redfish/v1/EventService/Subscriptions/<Sub-Id>`
- **Schema:** <https://redfish.dmtf.org/schemas/v1/EventDestination.xml>

Configure iDRAC alerts for Redfish events

The screenshot shows a REST client interface. The top section displays a GET request to the URL `https://<iDRAC-IP>/redfish/v1/EventService/Subscriptions/791cd2a0-491c-11ea-a6e5-509a4ca81b1a`. The headers section is empty. The response section shows a `200 OK` status. The response headers include `Date: Thu, 06 Feb 2020 20:09:13 GMT -24 13h`, `Server: Apache`, `Allow: DELETE`, `Link: </redfish/v1/Schemas/EventDestination.v1_6_0.json>;rel=describedby`, `OData-Version: 4.0`, `Access-Control-Allow-Origin: *`, `Cache-Control: no-cache`, `X-Frame-Options: DENY`, `Strict-Transport-Security: max-age=63072000; includeSubDomains; preload`, `Content-Length: 834 bytes`, `Keep-Alive: timeout=60, max=98`, `Connection: Keep-Alive`, and `Content-Type: application/json;odata.metadata=minimal; charset=utf-8`. The response body is a JSON object representing a subscription instance.

Figure 4 View a subscription instance

2.3.1.3 Delete a subscription instance

Delete the subscription instance by entering the subscription ID:

- **Operation:** HTTP DELETE
- **URI:** `https://<iDRAC-IP>/redfish/v1/EventService/Subscriptions/<Sub-Id>`
- **Schema:** <https://redfish.dmtf.org/schemas/v1/EventDestination.xml>

The screenshot shows a REST client interface. The top section displays a DELETE request to the URL `https://<iDRAC-IP>/redfish/v1/EventService/Subscriptions/31d797abbbb187da5bdf97e68657dda`. The headers section includes `Authorization: Basic cm9vdDpYWw2aW4=` and `OdataVersion: 4.0`. The response section shows a `200 OK` status. The response headers include `Date: Wed, 09 Oct 2019 05:48:50 GMT -85d 4h`, `Server: Apache`, `OData-Version: 4.0`, `Access-Control-Allow-OrL: *`, `Cache-Control: no-cache`, `X-Frame-Options: DENY`, `Strict-Transport-Securit... max-age=63072000; includeSubDomains; preload`, and `Content-Length: 501 bytes`. The response body is a JSON object containing a success message.

Figure 5 Delete subscription instance

2.3.1.4 View the collection of subscriptions

View the created subscriptions in the subscriptions URI:

- **Operation:** HTTP GET
- **URI:** `https://<iDRAC-IP>/redfish/v1/EventService/Subscriptions`
- **Schema:** <https://redfish.dmtf.org/schemas/v1/EventDestinationCollection.xml>

The screenshot displays a REST client interface. At the top, the method is set to GET and the URI is `https://<iDRAC-IP>/redfish/v1/EventService/Subscriptions`. The request headers include `Authorization: Basic cm9vdDpjYWxzZW4=` and `OdataVersion: 4.0`. The response status is `200 OK`. The response body is a JSON object representing an EventDestinationCollection:

```

{
  "@odata.context": "/redfish/v1/$metadata#EventDestinationCollection.EventDestinationCollection",
  "@odata.id": "/redfish/v1/EventService/Subscriptions",
  "@odata.type": "#EventDestinationCollection.EventDestinationCollection",
  "Description": "List of Event subscriptions",
  "Members": [
    {
      "@odata.id": "/redfish/v1/EventService/Subscriptions/7417baea-eeef-11e9-adf9-509a4ca49a4a"
    }
  ],
  "Members@odata.count": 1,
  "Name": "Event Subscriptions Collection"
}
    
```

Figure 6 View subscriptions

2.3.1.5 Configure delivery of alert events for HTTP Push style subscription

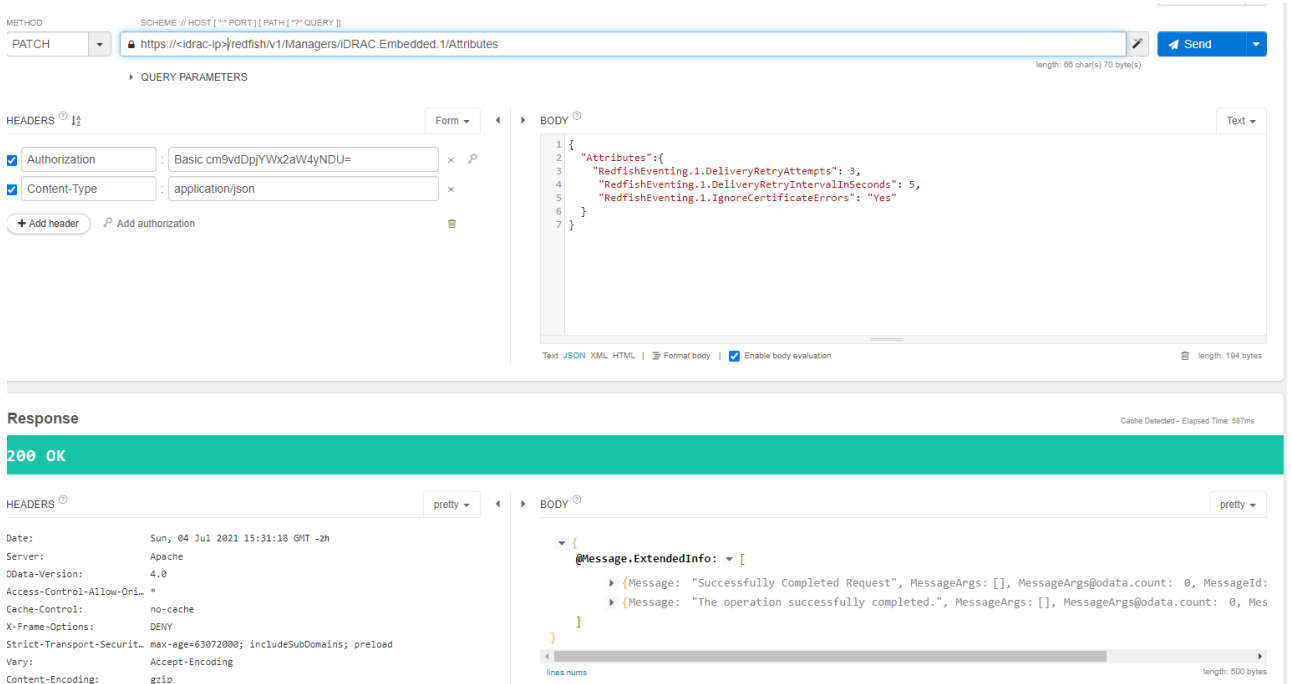





Figure 7 Configure delivery of alert events for HTTP Push style subscription

Redfish Eventing iDRAC Attributes:

		
<p>RedfishEventing.1.DeliveryRetryAttempts</p> <p>The number of times that the POST of an event to a destination is retried before the EventService goes for another subscription</p>	<p>RedfishEventing.1.DeliveryRetryIntervalInSeconds</p> <p>The interval, in seconds, between retry attempts for sending any event to a destination.</p>	<p>RedfishEventing.1.IgnoreCertificateErrors</p> <p>If yes, the certification validation will not happen over HTTPS.</p>

2.3.1.6 Redfish event listener

The Redfish Event Listener is a lightweight HTTP(S) server which is used to receive the events. The configured HTTPS endpoint must be entered in the Destination property while creating the HTTP Push Style Subscription. See <https://github.com/DMTF/Redfish-Event-Listener>.

2.3.2 Redfish SSE subscription

Server Sent Events (SSE) is another method of delivering the events in Redfish Eventing. As defined by the Web Hypertext Application Technology Working Group, SSE enables a client to start a connection with a web service and the web service can continuously push data to the client as required.

Clients can subscribe to Redfish Alert events with subscription created over an SSE channel by performing GET on web terminals supporting SSE Protocol.

Redfish URI for SSE Alert Event streaming

1. `https://<iDRAC IP>/redfish/v1/SSE (or)`
2. `https://<iDRAC IP>/redfish/v1/SSE?$filter=EventFormatType eq Event`

Event service on receiving a “GET” request from the client makes an entry of the SSE subscription in the subscription collection and starts streaming the alert events generated by iDRAC. The ID field of SSE used must be same as the unique identifier of the event and the data field of SSE contains the Event Payload.

The SSE Connection can be ended by either Client or iDRAC event service. On cases when there is no data being sent to client for more than one hour, the connection would be ended from Event Service endpoint. When the connection is ended, the subscription entry will be removed from the subscription collection.

SSE Client Output for Alert Events

```

Id: 44
data: [{"@odata.context":"/redfish/v1/$metadata#Event.Event", "@odata.id":"/redfish/v1/EventService/Events/44", "@odata.type":"#Event.v1_5_0.Event", "Events": [{"EventId": "8491", "EventTimestamp": "2021-07-05T02:19:43-0500", "EventType": "Alert", "MemberId": "38399", "Message": "Successfully logged in using root, from 10.10.10.10 and REDFISH.", "MessageArgs": [{"root": "...", "REDFISH": "..."}, {"@odata.id":"/redfish/v1/Managers/iDRAC.Embedded.1"}, {"Severity": "Informational"}], "Id": "44", "Name": "Event Array"}]}

Id: 45
data: [{"@odata.context":"/redfish/v1/$metadata#Event.Event", "@odata.id":"/redfish/v1/EventService/Events/45", "@odata.type":"#Event.v1_5_0.Event", "Events": [{"EventId": "4346", "EventTimestamp": "2021-07-05T02:20:29-0500", "EventType": "Alert", "MemberId": "38399", "Message": "Disk 5 in Enclosure 0 on Connector 0 of RAID Controller in Slot 5 copyback stopped for rebuild.", "MessageArgs": [{"Disk 5 in Enclosure 0 on Connector 0 of RAID Controller in Slot 5"}, {"MessageArgs@odata.count": "1"}, {"MessageId": "PDRI"}, {"Severity": "Warning"}, {"Severity": "Warning"}], "Id": "45", "Name": "Event Array"}]}

Id: 46
data: [{"@odata.context":"/redfish/v1/$metadata#Event.Event", "@odata.id":"/redfish/v1/EventService/Events/46", "@odata.type":"#Event.v1_5_0.Event", "Events": [{"EventId": "8491", "EventTimestamp": "2021-07-05T02:20:33-0500", "EventType": "Alert", "MemberId": "38401", "Message": "Successfully logged in using root, from 10.10.10.10 and REDFISH.", "MessageArgs": [{"root": "...", "REDFISH": "..."}, {"@odata.id":"/redfish/v1/Managers/iDRAC.Embedded.1"}, {"Severity": "Informational"}], "Id": "46", "Name": "Event Array"}]}

Id: 47
data: [{"@odata.context":"/redfish/v1/$metadata#Event.Event", "@odata.id":"/redfish/v1/EventService/Events/47", "@odata.type":"#Event.v1_5_0.Event", "Events": [{"EventId": "3153", "EventTimestamp": "2021-07-05T02:20:33-0500", "EventType": "Alert", "MemberId": "38402", "Message": "Fan 1 RPM is less than the lower critical threshold.", "MessageArgs": [{"1"}, {"MessageArgs@odata.count": "1"}, {"MessageId": "FAN0001"}, {"MessageSeverity": "Critical"}, {"Severity": "Critical"}], "Id": "47", "Name": "Event Array"}]}

Id: 48
data: [{"@odata.context":"/redfish/v1/$metadata#Event.Event", "@odata.id":"/redfish/v1/EventService/Events/48", "@odata.type":"#Event.v1_5_0.Event", "Events": [{"EventId": "8491", "EventTimestamp": "2021-07-05T02:20:36-0500", "EventType": "Alert", "MemberId": "38404", "Message": "Successfully logged in using root, from 10.10.10.10 and REDFISH.", "MessageArgs": [{"root": "...", "REDFISH": "..."}, {"@odata.id":"/redfish/v1/Managers/iDRAC.Embedded.1"}, {"Severity": "Informational"}], "Id": "48", "Name": "Event Array"}]}

Id: 49
data: [{"@odata.context":"/redfish/v1/$metadata#Event.Event", "@odata.id":"/redfish/v1/EventService/Events/49", "@odata.type":"#Event.v1_5_0.Event", "Events": [{"EventId": "3265", "EventTimestamp": "2021-07-05T02:20:37-0500", "EventType": "Alert", "MemberId": "38405", "Message": "Multi-bit memory errors detected on a memory device at location(s) DIMM3.", "MessageArgs": [{"DIMM3"}, {"MessageArgs@odata.count": "1"}, {"MessageId": "MEM0001"}, {"MessageSeverity": "Critical"}, {"Severity": "Critical"}], "Id": "49", "Name": "Event Array"}]}
    
```

2.3.2.1 View and delete SSE subscription

Both SSE and Push Style Subscriptions will be listed here: URI : `https://<iDRAC IP>/redfish/v1/EventService/Subscriptions`

Also see the following sections:

- [Delete subscription](#)
- [View subscriptions collection](#)

2.4 Test event

Client can use the SubmitTestEvent action to generate the test events for testing if the destination is properly configured and receiving the events.

Schema: <https://redfish.dmtf.org/schemas/v1/EventService.xml>

Sample Output

The screenshot displays a REST client interface for testing an API endpoint. The request is a POST to `https://<i>i</i>drac-ip>/redfish/v1/EventService/Actions/EventService.SubmitTestEvent`. The headers include `Authorization: Basic cm9vdDpjYWx2aW4=` and `Content-Type: application/json`. The request body is a JSON object: `{ "MessageId": "CPU0001" }`. The response is a `204 No Content` status with the following headers: `Date: Mon, 05 Jul 2021 07:00:22 GMT +13h 4m`, `Server: Apache`, `X-Frame-Options: DENY`, `Strict-Transport-Security: max-age=63072000; includeSubDomains; preload`, `Keep-Alive: timeout=60, max=99`, and `Connection: Keep-Alive`. The response body is empty, indicated by a large "No Content" watermark.

Figure 8 Test if destination is configured and receiving events

2.5 Redfish alert event format

The Redfish alert event which is delivered to both SSE and HTTP Push Style uses the following Event Schema:

Schema: <https://redfish.dmtf.org/schemas/v1/Event.xml>

Sample Output

```
{
  "@odata.context": "/redfish/v1/$metadata#Event.Event",
  "@odata.id": "/redfish/v1/EventService/Events/154",
  "@odata.type": "#Event.v1_5_0.Event",
  "Events": [
    {
      "EventId": "2241",
      "EventTimestamp": "2021-06-23T18:41:01-0500",
      "EventType": "Alert",
      "MemberId": "38124",
      "Message": "CPU 1 has a thermal trip (over-temperature) event.",
      "MessageArgs": [
        "1"
      ],
      "MessageArgs@odata.count": 1,
      "MessageId": "CPU0001",
      "MessageSeverity": "Critical",
      "Severity": "Critical"
    }
  ],
  "Id": "154",
  "Name": "Event Array"
}
```

2.6 Troubleshooting tips

Problem	Possible Solutions
Redfish client not getting Alerts in Push Style	<ol style="list-style-type: none"> 1. Ensure that the Global alert is enabled. 2. Ensure that the Subscription Destination is configured properly to receive alert events.
Redfish client not getting Alerts in SSE Style	<ol style="list-style-type: none"> 1. Ensure that the Global alert is enabled. 2. Ensure that the SSE connection is intact with iDRAC.

3 Best practices

The most suitable way to configure iDRAC Redfish Alerts Eventing is by using Server Configuration Profile (SCP). After an SCP file is created, the same file can be applied to multiple servers.

4 Redfish Events: Alerts / Telemetry / Life cycle events

Feature	Alerts	Telemetry	Life cycle events
System Anomalies	✓	✗	✗
Metrics – Time series data	✗	✓	✗
Resource - Updates/Actions	✗	*✓	✓
Triggers	✗	✓	✗
Supports HTTP Push and SSE Redfish clients	✓	✓	✓
Supported iDRAC Licenses	Express, Enterprise, Datacenter	OMEA Advanced, Datacenter	Express, Enterprise, Datacenter

A References

Telemetry

- [Telemetry Streaming with iDRAC9 — What you Need to Get Started \(dell.com\)](#)

Redfish legacy events (Alerts)

- [Implementation of the DMTF Redfish API on Dell EMC PowerEdge Servers](#)
- <https://www.dell.com/support/manuals/en-us/idrac7-8-lifecycle-controller-v2.40.40.40/redfish%202.40.40.40/eventing?guid=guid-ab574b6d-b473-4e10-9916-5d4f7e395e0d&lang=en-us>

Redfish Event Listener

- <https://github.com/DMTF/Redfish-Event-Listener>