Server Administrator Installation and Management

7.4.0

Release Notes

DELL

Version

 7.4.0

Release Date:

March 2014

Previous Version

7.3.0

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's New

- Intel and Broadcom SNMP Agents 64-bit versions are available as part of the 64-bit server administrator installer.
- **srvadmin-cm** RPM 64-bit version is available as part of the 64-bit Linux installer stack for all supported Linux flavors.

Installation

- To install Server Administrator on Windows Server 2008 R2 SP1 Core and Windows Server 2012 Core, Windows-on-Windows (WOW) mode must be enabled.
- On Microsoft Windows operating systems, run **setup.exe** from the *SYSMGMT\srvadmin\windows* directory of the DVD or the software package.
  Note: This step is not necessary if the DVD runs automatically.
- On the Red Hat Enterprise Linux and SUSE Linux Enterprise Server operating systems, to perform an **Express Install**, execute **srvadmin-install.sh -x** from the *SYSMGMT/srvadmin/linux/supportscripts* directory

For more information on installation instructions, including silent installation options, see the *Server Administrator Installation Guide*.

User Notes for Supported Windows Operating Systems

In the Prerequisite Checker screen, you may get the following message: **An error occurred while attempting to execute a Visual Basic Script. Please confirm that Visual Basic files are installed correctly**. This error occurs when the Prerequisite Checker calls the **vbstest.vbs** (a Visual Basic [VB]) script to verify the installation environment and fails for some reason.

The possible causes are:

Issue 1:

Description: Incorrect Internet Explorer **Security** settings.

Resolution: Ensure that **Active Scripting** is enabled. Click **Tools → Internet Options → Security → Custom Level → Scripting → Active Scripting → Enable**.

Ensure that **Scripting of Java Applets** is enabled. Click **Tools → Internet Options → Security → Custom Level → Scripting → Scripting of Java Applets → Enable**.

Issue 2:

Description: Windows Scripting Host (WSH) has disabled the running of VB scripts.

Resolution: By default, WSH is installed during the operating system installation. WSH can be configured to prevent the execution of .VBS scripts. On the desktop, right-click **My Computer**, then go to **Open → Tools → Folder Options → File Types**. Look for the extension VBS and verify that **File Types** is set to **VBScript Script File**. If not, click **Change** and select **Microsoft Windows Based Script Host** as the application to run the script.

Issue 3:

Description: WSH is the wrong version, is corrupted, or is not installed.

Resolution: By default, WSH is installed during the operating system installation. To download the current WSH version, go to: **http://msdn2.microsoft.com/en-us/library/ms950396.aspx**

Issue 4:

Description: The **Scrrun.dll** file may not be registered.

Resolution: Register it manually by running the following command: **regsvr32 Scrrun.dll**

- A new console window must be opened and CLI commands executed from that window after an **Unattended Installation** has completed. It is not possible to execute CLI commands from the same console window on which Server Administrator is installed.
- If Server Administrator is being installed or uninstalled on a system where the Web download version of Server Diagnostics (version 2.x) or Server Update Utility is running, the Windows Installer service may display a message stating that specific files needed by Server Administrator are in use by diagnostics or by the Server Update Utility. Click **Ignore** and continue. (62159)
- On the Windows 2008 SP2 SBS operating system, the listener creation link on the prerequisite checker screen does not work. See the Server Administrator Installation Guide for creating the HTTPS listener using the **winrm** command line utility. (332601)

User Notes for Supported Red Hat Enterprise Linux, SUSE Linux Enterprise Server and VMware ESX Operating Systems

- The OpenIPMI device driver used by Server Administrator will conflict with the Intel IMB device driver. You must uninstall the IMB driver before installing Server Administrator.

- When Server Administrator is installed on a system, dependency issues related to RPMs may occur. To resolve these issues, install the missing RPMs from *SYSMGMT/srvadmin/linux/RPMS/supportRPMS*. If the RPMs are not available in this directory, install these from the operating system media. (341495)

- On SUSE Linux Enterprise Server for **srvadmin-omilcore** rpm, upgrade from Server Administrator 6.5 to Server Administrator 7.0 using the "rug" command fails. (DF524371). This is due to a known limitation with the "rug" command which does not allow a package to be upgraded across multiple architectures.

  For more information, see:
  http://www.novell.com/documentation/zlm73/lm72faq/data/bgcp03i.html#bkgdkc7

- Conflicting version requirements for libsmbios library Server Administrator is dependent on libsmbios. On Linux OS variants, if there is a mismatch in the version requirement of libsmbios, installing Server Administrator results in warnings. It is recommended to uninstall libsmbios versions (and the dependent software) before installing Server Administrator.

- The USB arbitration service of VMWare ESX 4.1 makes the USB devices invisible to the Hypervisor. So, when DUPs or the Inventory Collector runs on the MN, the partitions exposed as USB devices are not displayed, and it reaches the timeout after 15 to 20 minutes. This timeout occurs in the following cases:

  o When you start **DSM SA Shared Service** on the VMware ESX 4.1 managed node, it runs the Inventory Collector. While the USB arbitration service is running, you must wait for 15 to 20 minutes for the Inventory collector to complete the execution before attempting to stop this service, or uninstall Server Administrator.

  o When you manually run the Inventory Collector (invcol) on the VMware ESX 4.1 managed node while the USB arbitration service is running, you must wait for 15 to 20 minutes before the operations end. The invcol output file has the following:

  <InventoryError lang="en">

  <SPStatus result="false" module="MaserIE -i">

  <Message> Inventory Failure: Partition Failure - Attach partition has failed</Message>

  </SPStatus><SPStatus result="false" module="MaserIE -i">

  <Message>Invalid inventory results.</Message>

  </SPStatus><SPStatus result="false">

  To fix the issue, stop the USB arbitration service and run the DUPs, or Inventory Collector. Perform the following tasks to stop the USB arbitration service:

  1. Use ps aux | grep usb to find out if the USB arbitration service is running.
  2. To stop the USB arbitration service during booting, use chkconfig usbarbitrator off.
  3. Reboot the server after stopping the usbarbitrator to allow the DUPs and/or the Inventory collector to run.

If you require the usbarbitor, enable it manually. To enable the usbarbitrator, run the command - **chkconfig usbarbitrator on**. (373924)

User Notes for Supported Red Hat Enterprise Linux, SUSE Linux Enterprise Server and VMware ESX Operating Systems

- Under certain conditions with DKMS versions prior to version 2.0.9, device driver building may fail. This may prevent Server Administrator from installing. You may see the following error message:

  "Building module: cleaning build area....(bad exit status: 2) make KERNELRELEASE=2.6.5-7.232-smp -C src KSP=/lib/modules/2.6.5-7.232-smp/build MANDIR=%{_mandir}....(bad exit status: 2)

  Error! Bad return status for module build on kernel: 2.6.5-7.232-smp (x86_64)

  Consult the **make.log** in the build directory */var/lib/dkms/e1000/6.2.11/build/* for more information."

  To resolve the device driver build problems:

  1. Update the DKMS version to 2.0.9 or later.
  2. Uninstall the kernel source on your system.
  3. Reinstall the kernel source on your system.
  4. Build and install the device driver that was failing to build.
  5. If Server Administrator has failed to install, either install Server Administrator using the following script, **./srvadmin-install.sh** [OR]

  Install the appropriate Server Administrator RPMs. (31564) (31829) (42077)

- After uninstalling, some of the files and folders may remain in the installation directory. This occurs when you upgrade the Server Administrator from versions 6.1 or earlier. For security reasons, delete the directories and files under the Server Administrator installation directory. (348525) (335978)\
- Custom installation of srvadmin RPMs in the RAC folder displays a warning message during the installation of the RACSVC component. This warning is observed on systems running the SUSE Linux Enterprise Server 11 SP3 (64-bit) operating system. The warning indicates that the racsvc service is already registered on the system. This is a known issue and has no functionality impact. (091858)

Fixes

Description: Error in WINRM listener creating Link. (423985)

Resolution: On WINRM listener creation Link, HTTPS is spelled as HTTPs.

Issues and Workarounds

The following subsections list the currently known issues.

Issues on Windows

Issue 1:

Description: Server Administrator launch using the desktop icon fails in a remote desktop session. (BITS053605)

On Microsoft Windows operating system, when Server Administrator is deployed to a system with an active remote desktop session, clicking the icon to launch Server Administrator in that session fails with the following error message: **The program can't start because libxml2.dll is missing from your computer. Try reinstalling the program to fix this problem.**

Resolution: To resolve this issue:

- Log off from the remote session and login again. (or)
- Perform the following steps in the same remote session:
    1. Right-click **My Computer**.
    2. Go to the **Advanced** tab.
    3. Click **Environment Variables**.
       The **Environment Variables** pop-up screen is displayed.
    4. Click **OK** and exit from the screen.

Issue 2:

Description: Configure HTTPS Listener link page does not time-out. (498330)

If you click the Configure HTTPS listener link in the Prerequisite page, the page does not time out.

Resolution: To resolve this issue, close and reopen the page.

Issue 3:

Description: Browser secure site warning message. (134991)

When launching the *Server Administrator Installation Guide* from the Prerequisite checker, a Windows message is displayed indicating that the page is blocked due to enhanced security configuration.

Resolution: You must add this site to the **Trusted Sites** list or minimize your security settings.

Versions Affected: 7.4 and earlier

Issue 4:

Description: Standalone Server Administrator installation fails on upgraded WinXP SP3 (289721)

During systems management software installation on managed systems or management stations, if the Prerequisite checker displays a blank Internet Explorer screen, the probable cause is a corrupted Internet Explorer installation. In such cases, browsing to any site displays the message: **The requested lookup key was not found in any active activation context**.

Resolution: Ensure that you install Internet Explorer correctly before installing your systems management software.

Issue 5:

Description: MSI reference counts affected for Intel SNMP agent install.

MSI reference counting takes effect if you install the Intel SNMP agent using the MSI provided by Intel, and then installs the Intel SNMP agent again using the Server Administrator installer.

Resolution: The Intel SNMP agent is not uninstalled during installation of the MSI; you must remove both installers from the system to remove the agent.

Issues on Linux

Issue 1:

Description: SBUU modifies **.bash_profile**. (152668)

Systems Build and Update Utility adds a script to the **.bash_profile** file of the root user that prompts the installation of systems management software. This script may interfere with remote client applications that authenticate using the root user account on the system, but cannot handle user prompts.

Resolution: To fix this, edit the **.bash_profile** file and comment the line: "[${SHLVL}...."

Versions Affected: 7.4 and earlier

Issue 2:

Description: Dependency issue during install. (303464)

During an installation, if the **libstdc++.so.5 is needed by srvadmin-<*component*>** fails, dependency error is displayed.

Resolution: Install the compatibility libraries from the Linux distribution. To install a compatibility library, use the following command: **rpm -ivh compat-libstdc++*.rpm**

Versions Affected: 7.4 and earlier

Issue 3:

Description: Server Administrator components get removed during OS upgrade. (380137)

During an OS upgrade, some of the srvadmin packages may get removed.

Resolution: After an operating system upgrade, resintall the Server Administrator since the srvadmin packages may not be applicable for the upgraded operating system. For example, after an upgrade from SLES 10 to SLES 11, Server Administrator needs to be reinstalled as the SLES 10 srvadmin packages may not work with SLES 11.

Versions Affected: 7.4 and earlier

Issue 4:

Description: Existing connection service lost after SLES 11 upgrade. (388955)

Server Administrator version 6.x for Linux will not have a functional Connection Service web GUI after upgrading SUSE Linux Enterprise Server 11 using Service Pack 1. Also, the installed WS-MAN service for OMSA will not function.

Resolution: To prevent this:

1. Before upgrading SLES 11 operating system, manually uninstall the OpenSource packages like OpenWSMAN, SFCB, SFCC and LibCmpiCppImpl packages with **--nodeps** option.
2. Upgrade the SLES11 operating system using Service Pack 1.

If the system is upgraded and is facing issues, then, reinstall the following Server Administrator packages from the install media:

rpm -Uhv srvadmin-iws-*.sles11.rpm --nodeps

rpm -Uhv srvadmin-itunnelprocider-*.sles11.rpm —nodeps

Versions Affected: 7.4 to 6.0

Issue 5:

Description: DRAC4 service failure message after YUM install. (391720)

RAC4 service startup displays failed to probe DRAC4 when Server Administrator installation is performed using YUM or if all the RAC RPMs are installed from the Server Administrator DVD. This error message is observed on a system (9G, 10G, 11G or 12G servers) that does not have a RAC4, but have installed RAC4 RPMs. However, there is no functionality impact.

Message observed is:

DRAC4 probe: DRAC4 pci device not found   [FAILED]

Versions Affected: 7.4 and earlier

Issue 6:

Description: Unable to upgrade Server Instrumentation in Interactive mode when older Server Instrumentation is installed from the custom folders. (062800) (062355)

The installation of Server Instrumentation will not be successful, if you have earlier, initially installed Server Instrumentation using the custom folder and later try to upgrade it manually.

Resolution:

- It is recommended that you avoid mixing install methods. Mixing install methods will cause loss of functionality and the upgrade will be unsuccessful. For example, if you have used the custom folder to install Server Instrumentation, use the same install method to upgrade Server Instrumentation.
- If the install methods are not mixed, then the upgrade will be successful.

Versions Affected: 7.2 A01 and later

Issue 6:

The Inventory Collector RPM (srvadmin-cm) requires the following RPMs to be preinstalled on servers prior to 11G running supported 64-bit Linux operating systems.

- glibc.i686
- compat-libstdc++.i686
- libstdc++.i686
- zlib.i686
- libxml2.i686

If the dependent RPMs are not installed then Inventory Collector does not function as expected and exits with appropriate error messages. (123384)

Issue 6:

Description: On a system running supported Linux operating system (French), the System Administrator Shortcut is not available. (124261)

Resolution: To connect to the local Server Administrator Web Server, open a web browser and then connect to the URL **https://localhost:1311** to access Server Administrator.

Limitations and Workarounds

The following subsections list the currently known limitations.

Limitations on Windows

Issue 1:

Description: Windows **Advertised** installation. (144364)

Server Administrator install does not support Windows **Advertised** installation - The process of automatically distributing a program to client computers for installation through Windows group policies.

Versions Affected: 7.4 and earlier

Issue 2:

Description: Server Administrator conflicts with the Intel IMB driver

Server Administrator may conflict with the Intel IMB driver. You may receive an informational message recommending that to uninstall the Intel IMB driver before installing Server Administrator.

Resolution: You can do it through the **Device Manager** performing the following steps:

1. Open the **Device Manager**.
2. Expand the **System devices** list.
3. Right-click the device with a name of the form **IMB Driver** and select **Uninstall**.
4. Click **OK** to uninstall.

If you choose to install Server Administrator during Intel IMB driver installation, Server Administrator services may fail to start or Server Administrator may have problems accessing sensor data.

Issue 3:

Description: Wrong install directory is displayed during OMInstallation. (71022)

Broadcom/Intel SNMP agent installers are provided by Broadcom/Intel, and they do not support installation of these components in the custom directory.

Issue 4:

Description: On Server Administrator 7.4, while running the Repair option from **Add/Remove Programs** or **Uninstall** or **Change** a program window, if an error occurs, use the Repair option in the MSI.

Issue 5:

Description: Do not specify user profile folders such as a desktop folder *C:\Users\administrator\Desktop* as custom installation paths for installing OMSA. This is because services running on the system account cannot access such folders.

Limitations on Linux

Issue 1:

Description: Linux install script cannot be run from Virtual Media.

The **srvadmin-services.sh** script cannot be run from Virtual Media.

Resolution: Run this script from the local file system after un-mounting the virtual media. This avoids input/output errors that you may otherwise encounter while using Virtual Media.

Versions Affected: 7.4 and earlier

Issue 2:

Description: YUM uninstall leaves services running. (410584)

If you are using methods other than the **srvadmin-uninstall.sh** command to uninstall Server Administrator RPM, the Server Administrator service processes may still continue to run.

Resolution: To prevent this, run the **srvadmin-services stop** command to stop the Server Administrator services and then remove the Server Administrator RPMs.

Versions Affected: 7.4 and earlier

Power Center → Group Management with Power Center

Collects and sums aggregate power use -rack, row, room Implement policies for power reduction in response to power or cooling events

Maximize rack utilization based on actual, not faceplate data

Contacting Dell

Note: Dell provides several online and telephone-based support and service options. 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. 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. Go to **dell.com/contactdell**.
2. Select your country or region from the interactive world map. When you select a region, the countries for the selected regions are displayed.
3. Select the appropriate language under the country of your choice.
4. Select your business segment. The main support page for the selected business segment is displayed.
5. Select the appropriate option depending on your requirement.

Note: If you have purchased a Dell system, you may be asked for the Service Tag.