

Dell Client Management Pack Version 6.3 for Microsoft System Center Operations Manager

User's Guide



Notes, cautions, and warnings

 **NOTE:** A NOTE indicates important information that helps you make better use of your product.

 **CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

 **WARNING:** A WARNING indicates a potential for property damage, personal injury, or death.

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1 Overview for Dell Client Management Pack 6.3	4
What is new in this release	4
Key features of Dell Client Management Pack	4
About Dell Client Management Pack	5
Details of components modeled by Dell Client Management Pack	5
2 Dell Client Management Pack 6.3 operations	6
Discovery and grouping	6
Discovering a Dell Client system	6
Dell hardware discovery and grouping	7
Objects discovered by Dell Client Management Pack	7
Monitoring	8
Health status indicators	8
Views	8
Tasks	11
Client reboot and shutdown	11
Launching the remote desktop for a Dell client system	11
Accessing Reports	11
OpenManage Windows Event Log	11
Customizing the Dell Client Management Pack	12
Unit monitors	12
Object discoveries	13
Rules	13
Dell Command Monitor or OMCI override properties	14
3 Related documentation and resources for Dell Client Management Pack 6.3	15
Microsoft guidelines for performance and scalability for OpsMgr	15
Other documents you may need	15
Accessing documents from the Dell EMC support site	15
4 Troubleshooting for Dell Client Management Pack 6.3	17

Overview for Dell Client Management Pack 6.3

This document describes the activities that you can perform with the Dell Client Management Pack version 6.3.

The integration of Dell Client Management Pack version 6.3 with Microsoft System Center Operations Manager 2007 R2, Microsoft System Center 2012 R2 Operations Manager, Microsoft System Center 2012 SP1 Operations Manager, and Microsoft System Center 2016 - Operations Manager that enables you to manage and monitor the availability of Dell client systems.

CAUTION: To avoid data corruption, data loss, or both; perform the procedures in this document only if you have proper knowledge and experience in using Microsoft System Center Operations Manager 2007 R2, Microsoft System Center 2012 R2 Operations Manager, Microsoft System Center 2012 SP1 Operations Manager, and Microsoft System Center 2016 - Operations Manager.

NOTE: The term OpsMgr in this document sees Microsoft System Center Operations Manager 2007 R2, Microsoft System Center 2012 R2 Operations Manager, Microsoft System Center 2012 SP1 Operations Manager, and Microsoft System Center 2016 - Operations Manager, unless otherwise specified.

See the Dell Client Management Pack's Release Notes, which contain the latest information about software and management server requirements, and also information about known issues. The Release Notes is posted to the Systems Management documentation page on dell.com/support/home. The Release Notes is also packaged in the self-extracting executable `Dell_Client_Management_Pack_v6.3_Axx.exe` (where xx is the Dell Client Management Pack release number).

Topics:

- [What is new in this release](#)
- [Key features of Dell Client Management Pack](#)
- [About Dell Client Management Pack](#)

What is new in this release

- Support for Microsoft System Center 2016 - Operations Manager.

Key features of Dell Client Management Pack

Table 1. Features and functionality

Feature	Functionality
Discovery	<p>Supports in-band discovery of Dell Venue Pro tablets, Dell Precision, Dell Latitude, and Dell OptiPlex client systems that has the supported Dell Command Monitor or OMCI and Windows operating system installed.</p> <p>The Client management pack discovery process classifies a Dell system as Dell UnManaged Clients if:</p> <ul style="list-style-type: none"> • Supported Dell Command Monitor or OMCI service is not installed. • Lower version than OMCI 8.1 is installed on the Dell client system. • Dell Command Monitor or OMCI service has been stopped or disabled. • Client system is a Dell Vostro system.
Monitoring	<p>Supports health monitoring of Dell client systems, and instance level health information for processors, Dell Command Monitor or OMCI service, sensors, and storage.</p>

Feature	Functionality
	<p>NOTE: Only group level monitoring is supported for memory component. Instance level monitoring is not supported for memory instance.</p>
Alerts from Dell client systems	Dell Command Monitor or OMCI generates events in the Windows event log.
Report OpenManage Windows Event Log	The event analysis report displays the event time, log record, and status (criticality) of Dell Command Monitor or OMCI events for selected Dell Windows client systems.
Launching Remote Desktop	Launches the remote desktop for client systems through OpsMgr console.
Client Shutdown and Reboot	Supports the shutdown and reboot tasks for the Dell client systems through OpsMgr console.
Hardware Health roll-up	Provides the client hardware health roll up to Windows Computer Health. For more information, see Viewing Dell Client hardware health roll-up .

About Dell Client Management Pack

Table 2. Management pack functionality and dependencies management pack

Management Pack/Utility	Description	Dependency
Base Folder Utility	Defines the Dell Hardware Group and Dell folders in the Monitoring pane of the OpsMgr console.	None
Dell Windows Client Management Pack	Discovers, monitors, and provides alert management for supported Dell client systems and its components.	Base Folder Utility 4.0

Details of components modeled by Dell Client Management Pack

Table 3. Management pack details and components modeled

Management Pack	Component Details
Dell Windows Client Management Pack (Dell.WindowsClient.mp)	<p>Displays hardware components of the Dell client systems and monitors up to the component group levels.</p> <p>Health of individual components in the Client Diagram View is displayed for the following:</p> <ul style="list-style-type: none"> • Dell Command Monitor or OMCI service • Processors • Sensors • Storage • Memory

Dell Client Management Pack 6.3 operations

This chapter provides information about the various operations that you can perform on OpsMgr using the Dell Client Management Pack.

The Dell Client Management Pack enables the following operations to manage Dell client systems:

- Discovers and monitors Dell Venue Pro tablets, Dell Latitude, Dell Precision, and Dell OptiPlex systems running the supported Dell Command | Monitor or OMCI service and client Windows operating systems.
- Groups Dell clients systems running without Dell Command | Monitor or OMCI service under the **Dell UnManaged Clients** group.
 - **NOTE: Dell Vostro systems are displayed under the Dell UnManaged Clients group.**
- Monitors the health status for client hardware components by polling at periodic intervals, and updates the state of each component in the **Diagram View**. A health status is a standardized description of the functional performance of a component, system, or service.
- Performs client shutdown and reboot tasks.
- Launches remote desktop for Dell client systems.
- Generates reports on Dell Windows Event Log and Dell Command | Monitor or OMCI events from the Windows Event Log of the managed system.

Topics:

- [Discovery and grouping](#)
- [Monitoring](#)
- [Tasks](#)
- [Accessing Reports](#)
- [Customizing the Dell Client Management Pack](#)

Discovery and grouping

Discovering a Dell Client system

To discover Dell client systems in a network, ensure that the devices appear in the **Agent Managed** view under the **Administration** section of the OpsMgr console. You can use overrides to increase or decrease the discovery and monitoring intervals for specific Dell hardware to meet the needs of your implementation.


The client discovery process classifies a Dell system as **Dell UnManaged Clients** if:

- Lower version than OMCI 8.1 is installed on the Dell client system.
- Dell Command | Monitor or OMCI services are disabled or not running.
- Client system is a Vostro system.

Adding Dell client systems

To add a Dell client system to the **Agent Managed** list:

1. Log in to the system with an account that has the OpsMgr Administrator role for the OpsMgr management groups.
2. In the **OpsMgr** console, click **Administration**.
3. At the bottom of the **Administration** pane, click **Discovery Wizard**. The **Computer and Device Management Wizard** screen is displayed.
4. Click **Next** after reading the instructions on the screen.
5. To discover the Dell client systems, select the **Advanced discovery** option.
6. In the **Computer and Device Classes** drop-down list, select **Clients Only**.
7. Click **Next**. The **Discovery Method** screen is displayed.
8. Select one of the two options given below:
 - **Scan Active Directory** — enables you to specify the selected objects from the Active Directory.

- a. Click **Configure** to create a query to find the objects that you want to scan.
 - b. Select the domain where the objects that you want to discover reside, from the **Domain** drop-down list.
 - **Browse for, or type-in computer names** — enables you to browse for or type the names of the Dell client systems you want to discover. Click **Browse** to search for systems on the network or type the name of the system you want to discover.
9. Click **Next**.
The **Administrator Account** page is displayed.
10. Specify the user account that has administrator rights on the computers that you want to scan using one of the two options:
- **Use selected Management Server Action Account** - indicates that you can use the existing Management Server Action Account as the administrator account.
 - **Other user account** - indicates that you can specify any account other than the existing Management Server Action Account. Specify the **User Name**, **Password**, and the **Domain** in which the account is present.
-  **NOTE: If you select This is a local computer account, not a domain account and then you must specify the Computer Name instead of the Domain name.**
11. Click **Discover**.
The **Select Objects to Manage** page displays the list of Dell client systems that you selected.
12. Select the Dell client systems that you want to manage and click **Next**.
13. Specify the path for **Agent Installation Directory**, specify the credentials for **Agent Action Account**, and click **Finish**.

Dell hardware discovery and grouping

The following table lists the details of the hardware discovery and grouping by Dell Client Management Pack:

Table 4. Dell hardware discovery and grouping

Classification	Group name on OpsMgr console	Hardware type
Dell Windows	Dell Managed	Dell client systems: <ul style="list-style-type: none"> • Dell Latitude • Dell Precision • Dell OptiPlex • Dell XPS • Dell Venue Pro tablets
	Dell UnManaged	Vostro client system

Objects discovered by Dell Client Management Pack

The following table lists the details of objects that are discovered by the Dell Client Management Pack:

Table 5. Dell object discoveries

Discovery Object	Description
Dell Managed Client Group population discovery	Discovers the Dell Managed group with all the supported models of Dell business clients.
Dell Client discovery	Discovers all the supported models of Dell Business Clients that have the supported Dell Command Monitor or OMCI.
Discover Hardware Components for Dell clients	Discovers all Dell clients components which include Processors, Sensors, Storage, and Memory components.
Services discovery	Discovers the Dell Command Monitor or OMCI service.
Dell Hardware Group population discovery	Discovers the Dell Hardware Group of Dell Clients groups.
UnManaged Client Group population discovery	Discovers the Dell Client systems as Dell Unmanaged if:

Discovery Object	Description
	<ul style="list-style-type: none"> Supported Dell Command Monitor or OMCI service is not installed. Lower version than OMCI 8.1 is installed Dell Command Monitor or OMCI service has been stopped or disabled Client system is a Dell Vostro system.
Dell Client Group population discovery	Discovers the Dell Clients group with Managed and Unmanaged Clients groups.






Monitoring

The Dell Client Management Pack enables you to monitor the discovered Dell client systems. The Health status indicators helps you to monitor the health of the Dell client systems on the network.

Health status indicators

The following table lists the icons that indicate the health status of the discovered Dell client systems on the OpsMgr console. For more information about severity propagation, see [State Views](#).

Table 6. Icons and Severity levels

Icon	Severity Level
	Normal/OK - The component is working as expected.
	Warning/Noncritical - A probe or other monitoring device has detected a reading for the component that is above or below the acceptable level. The component may still be functioning, but it could crash. The component may also be functioning in an impaired state.
	Critical/Failure/Error - The component has either failed or failure is imminent. The component requires immediate attention and may need replacement. Data loss may have occurred.
	The specific component is not monitored.
	The service is unavailable.

Views

You can monitor the Dell Client systems using the following views:

- Alerts Views
- Diagram Views
- State Views

Alerts views

The **Alerts Views** displays alerts for the events received from the supported Dell Command | Monitor or OMCI service running on the systems that you are monitoring. To view the alerts for the systems you are monitoring:

- In the OpsMgr console, click **Monitoring**.
- In the **Monitoring** pane, navigate to the **Dell** folder and click the folder to display the different views.

3. Click **Alerts Views > Client Alerts.**

The OpsMgr console displays the alerts for all the Dell client systems that you are monitoring in the **Client Alerts** pane. You can see alerts that meet the criteria that you specified in the **Authoring** pane of the OpsMgr console, such as severity, resolution state, or alerts that are assigned to you.

4. Select an alert to view the details in the **Alert Details** pane.

Diagram views

The **Diagram Views** displays a hierarchical and graphical representation of all Dell clients on your network that OpsMgr manages. The Dell Windows Client Management Pack offers the following views:

- **Client Diagram**
- **Complete Diagram View**

Client diagram view

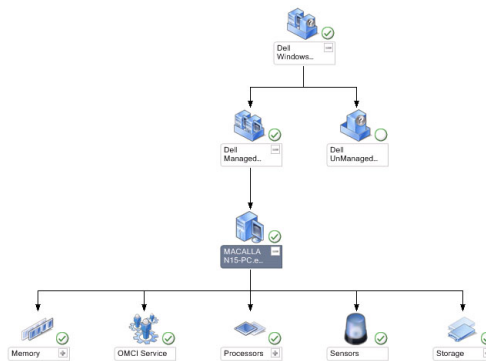


Figure 1. Graphical representation of dell client systems managed by Opsmgr

To access the Client Diagram:

1. In the OpsMgr console, click **Monitoring.**

2. In the **Monitoring** pane, go to the **Dell** folder and click the folder to display the different views.

3. Click **Diagram Views > Client Diagram.**

The **Client Diagram** offers a graphical representation of all Dell client systems that OpsMgr manages. You can expand and verify the status of individual systems and their components in the diagram. The root node for this view is the **Dell Windows Clients** group. You can view details for **Dell Clients** with this view.

4. Select a component in the diagram to view the details in the **Detail View** pane. You can view details of the Dell Command | Monitor or OMCI service and the following hardware components of Dell clients:

- **Memory**
- **Processors**
- **Sensors**
- **Storage**

Complete diagram view

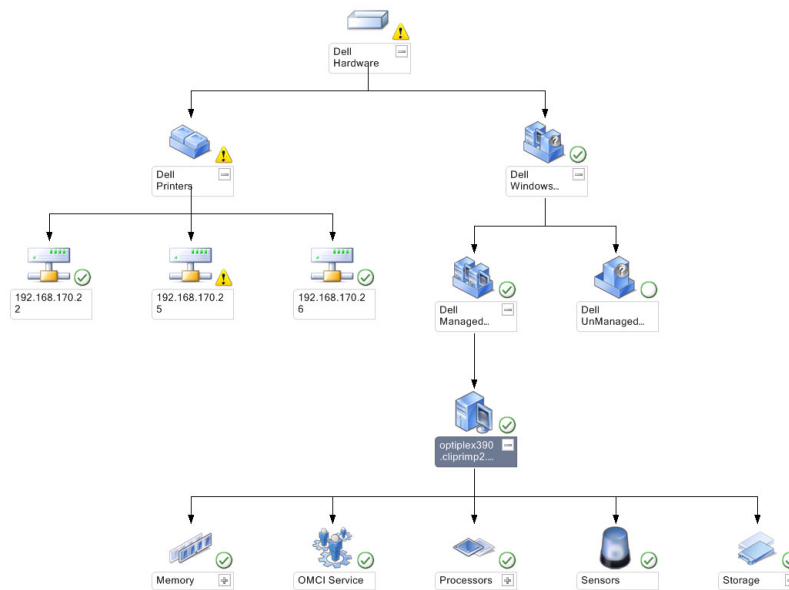


Figure 2. Graphical representation of all dell devices

To access the **Complete Diagram View**:

1. In the OpsMgr console, click **Monitoring**.
2. In the **Monitoring** pane on the left side, navigate to the **Dell** folder and click the folder to display the different views.
3. Click **Diagram Views > Complete Diagram View**.
The **Complete Diagram View** offers a graphical representation of all Dell devices that OpsMgr manages. You can expand and verify the status of individual devices and their components in the diagram. You can view details for **Dell Clients** and **Dell UnManaged** with the **Complete Diagram View**.
4. Select a component in the diagram to view the details in the **Detail View** pane.

Viewing Dell client hardware health roll-up

You can view the Dell client hardware health rolled up to Windows computer health.

To view the Dell client hardware health roll-up:

1. In the OpsMgr console, click **My Workspace**.
2. Right-click **Favorite Views** and from the menu select **New > Diagram Views**.
A **Create Diagram View** window is displayed.
3. In the **Name** text box, provide the name.
4. In the **Description** text area, provide the description.
5. In the **Choose Target** section, click **Browse**.
The **Select Object** window is displayed.
6. In the **Select Object** window, select **Dell Windows Clients** from the **Look for** drop-down list and then click **Search**.
7. Click **Add** and then click **OK**.
8. In the **Choose from a template** section, select **Client Diagram** from the drop-down list.
9. Click **Create**.

State views

The **State Views** displays the status of each Dell device managed by OpsMgr on your network. The Dell Client Management Pack provides a list of severity level indicators to help you monitor the health of the Dell client systems on the network.

Accessing state views

To access the **State Views**:

1. In the OpsMgr console, click **Monitoring**.
2. In the **Monitoring** pane on the left side, select the **Dell** folder and click the folder to display the different views.
3. Click **State Views > Clients**.
The OpsMgr console displays the status of all the Dell client systems that you are monitoring on the right pane.
4. Select a state to view the details in the **Detail Views** pane.

Tasks

Tasks are available in the **Actions** or **Tasks** pane of the OpsMgr console. When you select a client system in the **Diagram Views** or the **State Views**, the relevant tasks are displayed in the **Actions** or **Tasks** pane.

Client reboot and shutdown

To reboot or shutdown a client:

1. In the OpsMgr console, select either the **State Views** or **Diagram Views**.
2. Select any discovered Dell client system.
3. In the **Actions** or **Tasks** pane, click either **Client Reboot** or **Client Shutdown**.
The **Run Tasks** screen is displayed.
4. Click **Run**.

Launching the remote desktop for a Dell client system

To launch a remote desktop for the client system:

1. In the OpsMgr console, navigate to either the **Diagram Views** or **State Views**.
2. Select any discovered Dell client system.
3. Click **Launch Remote Desktop** under **Dell Client Instance Tasks** in the **Actions** or **Tasks** pane.
The remote desktop for the client system is launched.

Accessing Reports

To access the reporting feature:

1. Click **Reporting** on the OpsMgr console.
2. Expand **Reporting** in the navigation pane.
3. Click **Dell Client**.

i **NOTE:** You can also access Reporting from the Diagram Views by clicking on the client instance. The option **Dell OpenManage Windows Event Log** is located in the Actions or Tasks pane under the Dell System instance reports along with the default Microsoft reports.

OpenManage Windows Event Log

The event analysis report displays the event time, log record, and status (criticality) of Dell Command | Monitor or OMCI events for selected Dell Windows client systems.

To create a report for OpenManage Windows Event Log:

1. Click **Reporting** on the OpsMgr console.
2. Expand **Reporting** in the navigation pane.
3. Click **Dell Client for the OpenManage Windows Event Log**.
4. Click **Open** in the **Actions** or **Tasks** pane.
5. Select the time period to generate the report.
6. Click **Add Object** or **Add Group**.
7. Click **Search** to search for an object or group.
8. Select **Add** to add a single or multiple objects.

The object is displayed in the selected object pane.

9. Choose the event severity to generate a report.
10. Click **Run** to generate the Windows Event Log report.

Customizing the Dell Client Management Pack

You can customize the following components of the Dell Client Management Pack by using overrides to increase or decrease the intervals to the specific Dell hardware management needs of the OpsMgr operator.

- **Monitors** — Assesses various conditions that can occur in monitored objects. The result of this assessment determines the health state of a target and the alerts that are generated.
- **Object Discoveries** — Discovers objects on a network that requires monitoring.
- **Rules** — Collects data, such as events generated by managed objects.

Unit monitors

The following table provides information about the various Dell unit monitors and the applicable parameters for client systems:

Table 7. Dell unit monitors in Dell Client Management Pack

Groups	Unit Monitor Name	Default Periodic Poll Setting
DCM/OMCI Service Instance	Periodic	3600 seconds (60 minutes)
Memory Group for Dell Client	Periodic	3600 seconds (60 minutes)
Processor Group for Dell Client	Periodic	3600 seconds (60 minutes)
Processor Unit Instance	Periodic	3600 seconds (60 minutes)
Sensors of Dell client systems	Periodic	3600 seconds (60 minutes)
<ul style="list-style-type: none">• Battery• Battery Charging status• Battery Health status• Current• Fan• Intrusion• Temperature• Voltage		
Storage Group for Dell Client	Periodic	3600 seconds (60 minutes)
Disk Unit Instance	Periodic	3600 seconds (60 minutes)

NOTE:

- **When chassis door is removed or closed, Dell Command | Monitor or OMCI generates Chassis Intrusion events. For more information about enabling, disabling, and clearing Chassis Intrusion events, see System Setup (BIOS) in the *Owner's Manual* of the Dell client system.**
- **Monitoring for memory is available at the Group level only.**

Customizing unit monitors

You can customize the following parameters of the Dell Client Management Pack unit monitors by using overrides:

- **Enabled** - Enables you to enable or disable monitors. You can set the **Override** setting to **True** or **False**. The default setting is **True**.
- **Interval in Seconds** - The frequency in seconds with which Dell Management Pack polls the Dell device to check the health of a component. The default is 3600 seconds (60 minutes).

The unit monitors are triggered by a periodic poll that is configured as interval seconds.

Object discoveries

Table 8. Dell discovery object

Discovery Object	Description	Groups
Discover Hardware Components for Dell Client systems	Discovers the disk, memory, sensors, and processor of your system.	Dell clients Dell client instance Hardware components of Dell client Storage group for Dell client Disk unit instance Memory unit instance for Dell client Processor group for Dell client Processor unit instance Sensor group for Dell client
Dell Command Monitor or OMCI Services discovery	Discovers the Dell Command Monitor or OMCI services.	Dell clients Dell client instance Services of Dell client DCM/OMCI service instance

Customizing object discoveries

Using overrides, you can customize the following Dell Client Management Pack discovery parameters:

- **Enabled** - Allows you to enable or disable discoveries. You can set the **Override** setting to **True** or **False**. The default setting is **True**.
- **Interval in Seconds** - Specifies the frequency in seconds that the Dell Client Management Pack discovers the component instance and attributes of your Dell client system. The default value for this attribute is 86400 seconds (24 hours).

Rules

Dell systems event processing rules

Dell Client Management Pack processes rules from Dell Command | Monitor or OMCI. You can customize the rules by setting override parameters for the rules.

To customize the rules:

1. In the OpsMgr console, click **Authoring**.
2. Select **Rules** under **Management Packs Objects** in the **Authoring** pane.
3. In the **Rules** pane, expand **Dell Client instance** and select a rule.
4. Right-click the rule and select **Overrides**.
5. Select **Disable the Rule** and any of the suboptions to disable the rule.

Or

Select **Override the Rule** and any of the suboptions to set the override parameters for the rule.

You can also change the **Severity** setting in the **Override Properties** window for the rule.

6. Click **OK** to apply the override parameter to your rule or **Cancel** to cancel the changes.

Dell Command | Monitor or OMCI override properties

All warning and critical events for Dell Command | Monitor or OMCI have a corresponding event processing rule.

Each of these rules is processed, based on the following criteria:

- Source Name = Dell Command | Monitor or OpenManage Client Instrumentation
- Event ID = Event ID of the Dell Command | Monitor or OMCI event
- Severity = Severity of the Dell Command | Monitor or OMCI event
- Data Provider = Windows System Event log


Related documentation and resources for Dell Client Management Pack 6.3

Topics:

- Microsoft guidelines for performance and scalability for OpsMgr
- Other documents you may need
- Accessing documents from the Dell EMC support site

Microsoft guidelines for performance and scalability for OpsMgr

For information about Microsoft's recommendations for scalability, see the Microsoft website at technet.microsoft.com.

 **NOTE:** Ensure that the **Autogrow** option is enabled in **Operations Manager Data Warehouse or Database** for improved performance.

Other documents you may need

Besides this *User's Guide*, see the following guides available at dell.com/support/home.

- The *Dell Command | Monitor User's Guide*
- The *Dell OpenManage Client Instrumentation User's Guide* provides information about how the Dell OpenManage Client Instrumentation (OMCI) software enables remote management application programs to access client system information, monitor the client system status, or change the state of the client system.
- The *Dell Client Configuration Toolkit User's Guide* describes the installation and use of the Client Configuration Toolkit (CCTK) to configure various BIOS features for Dell client computer platforms.
- The client hardware's *Owner's Manual* provides information about your system, installing the system components and troubleshooting your system.

Accessing documents from the Dell EMC support site

You can access the required documents using the following links:

- For Dell EMC Enterprise Systems Management documents — www.dell.com/esmmanuals
- For Dell EMC OpenManage documents — www.dell.com/openmanagemanuals
- For Dell EMC Remote Enterprise Systems Management documents — www.dell.com/esmmanuals
- For iDRAC and Dell Lifecycle Controller documents — www.dell.com/idracmanuals
- For Dell EMC OpenManage Connections Enterprise Systems Management documents — www.dell.com/esmmanuals
- For Dell EMC Serviceability Tools documents — www.dell.com/serviceabilitytools
- 1. Go to www.dell.com/support.
- 2. Click **Browse all products**.
- 3. From **All products** page, click **Software**, and then click the required link from the following:
 - **Analytics**
 - **Client Systems Management**
 - **Enterprise Applications**
 - **Enterprise Systems Management**
 - **Public Sector Solutions**

- **Utilities**
- **Mainframe**
- **Serviceability Tools**
- **Virtualization Solutions**
- **Operating Systems**
- **Support**

4. To view a document, click the required product and then click the required version.

- Using search engines:
 - Type the name and version of the document in the search box.

Troubleshooting for Dell Client Management Pack 6.3

Table 9. Issues and resolutions applicable to OpsMgr

Issue	Resolution
Dell alerts are not sorted chronologically.	<p>Check the registry on the managed system that has this problem. The sorting flags in the left overview definition may have been set to false.</p> <p>In some instances, when you import a management pack with changes that are already done to the sorting flags, the sorting flags may not get updated in the registry of the managed system. If you delete these settings for the view in the registry, they are re-created from the new management pack when you go to that view again. You can also edit the sorting flags in the registry for the view.</p> <p>Registries edit:</p> <pre data-bbox="820 949 1453 1039">HKEY_CURRENT_USER\Software\Microsoft \Microsoft Operations Manager\3.0\Console\% GUID.ViewTitle%AlertsView\Age</pre> <p>To enable sorting of alerts, ensure the keys IsSortable and IsSorted are set to 1.</p>
Under certain conditions, alerts related to Handle Count Threshold and Private Bytes Threshold are displayed on the OpsMgr console of the management server.	Microsoft KB968760 available at support.microsoft.com resolves this.
Under certain conditions, an error message is displayed on the OpsMgr console of the management server with the Event ID – 623 and Event Source – Health Service ESE Store.	Microsoft KB975057 available at support.microsoft.com resolves this.
<p>You may experience one or more of the following situations:</p> <ul style="list-style-type: none"> • The web console does not open. • The My Workspace page does not display. • Performance and Power Monitoring Views do not display. • Health Service may not start up on the system. 	Microsoft KB954049 available at support.microsoft.com resolves this.
Reports do not be displayed as expected in the Reporting space of the Administration console.	Microsoft KB954643 available at support.microsoft.com resolves this.
The OpsMgr console intermittently displays the following error message - Health service Host Process encountered a problem and needed to close as a result of the Health Service crash. You may notice unexpected behavior in the discovery and monitoring of Dell devices.	Microsoft KB951526 available at support.microsoft.com resolves this.
Deleting management pack from OpsMgr console does not delete the client Alerts view and Diagram view. If user opens any of the client views, Object not found error displays.	Close and reopen the OpsMgr console.

Issue	Resolution
Tooltip for objects in the Diagram Views of the OpsMgr web console does not display any information that is related to attributes.	Switch to OpsMgr console.
Dell Command Monitor or OMCI alerts are not displayed in the Alerts Views of the web console.	Switch to OpsMgr console.
Few unit monitors in the Dell client Management Pack under the Sensors instance may display the status as green even though the subinstance does not exist when you use the health explorer.	This is because unit monitors cannot display an Unavailable state when the instance is present and the unit monitor has been run.
Client system not shutting down through the Client Reboot and Shutdown task.	Ensure that no application is running on the client system.