

Dell Command | Monitor Version 10.2

Release Notes



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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Contents

Release Type and Definition	4
Version	4
Release Date	4
Previous Version	4
Compatibility	5
Platform(s) Affected.....	5
Supported operating systems.....	5
Supported Windows operating systems.....	5
Supported Linux operating systems.....	5
What's new in this release for Dell Command Monitor 10.2	6
Fixes	7
Importance	8
Important Notes	9
Known Issues	10
On systems running Linux.....	12
Limitations	13
Installation Instructions	14
Installation Prerequisites.....	14
Hardware RequirementsFor systems running Microsoft WindowsOther Requirements.....	14
Installation process.....	15
Resources and support	16
Contacting Dell	17

Release Type and Definition

The Dell Command | Monitor enables remote management application programs to access the client's system information, monitor the status, change the state, and shut it down remotely. Through standard interfaces, Dell Command | Monitor exposes key system parameters, allowing administrators to manage inventory, monitor system health, and gather information on deployed Dell business client systems.

Version

10.2

Release Date

April 2019

Previous Version

10.0

Platform(s) Affected

- OptiPlex
- Latitude
- Venue Pro Tablet
- XPS Notebook
- Precision

NOTE: Dell Command | Monitor 10.0 or later requires platforms supporting WMI-ACPI BIOS. The complete functionalities of Dell Command | Monitor is available for the supported platforms. For more information, refer the [Supported Platforms](#) list.

NOTE: For the limited functionalities on non WMI-ACPI compliant platforms, see Windows SMM Security Mitigations Table (WSMT) Compliance section in Dell Command | Monitor Version 10.2 User's Guide.

Supported operating systems

Dell Command | Monitor supports the following Windows and Linux operating systems:

Supported Windows operating systems

- Microsoft 10 Red Stone 1, Red Stone 2, Red Stone 3, Red Stone 5, Red Stone 6.
- Microsoft Windows 10, Microsoft Windows 10 Pro, and Windows 10 IoT Enterprise LTSB 2016 (64-bit) editions.
 - NOTE:** Microsoft Windows 10 IoT Enterprise LTSB 2016 is supported only on Dell IoT Gateway systems, and for Dell Embedded PCs.
- Microsoft Windows 8.1, Microsoft Windows 8.1 Professional, and Enterprise (32-bit and 64-bit) editions.
- Microsoft Windows 7, Windows 7 Service Pack 1 (SP1), Professional, Professional FES, Enterprise, Embedded Standard 7 Professional (WES7-P), Embedded Standard 7 Enterprise (WES7-E), and Ultimate (32-bit and 64-bit) editions.
 - NOTE:** Microsoft Windows 7 Professional FES is supported only on Dell IoT Gateway systems, as well as for Dell Embedded PCs.
 - NOTE:** Microsoft Embedded Standard 7 Professional (WES7-P), Embedded Standard 7 Enterprise (WES7-E) are supported only on Dell Embedded PCs.

Supported Linux operating systems

- Red Hat Enterprise Linux (RHEL) 7.0 (64-bit)
- Ubuntu Desktop 16.04 (64-bit)
- Ubuntu Core 16 (64-bit) — Installed on Dell Edge Gateway 3000 series
- Ubuntu Desktop 18.04 (64-bit)
- Ubuntu Server 18.04 (64-bit)

What's new in this release for Dell Command | Monitor 10.2

- Support for Dell Dock, Dell Performance Dock, and Dell Thunderbolt Dock.
- Return value for setBIOSAttributes method is updated to "4294967295" from "1" for unsupported BIOS settings (applicable to Dell Command | Monitor Linux).
- Support for the following new BIOS settings:
 - Absolute
 - AMD TSME
 - Dynamic Backlight Control
 - Dynamic Privacy Screen
 - Enable AMD SmartShift
 - Enable Fingerprint Reader Device
 - Enable Fingerprint Reader Single Sign On
 - Expansion Bay 1
 - Expansion Bay 2
 - Expansion Bay 3
 - Fan Speed Auto Level on Flex Bay Zone
 - Fan Speed Auto Level on Upper PCIe Zone
 - Front Power Button
 - Intel AMT Capability
 - Intel Speed Select Technology
 - Ignition Enable
 - Ignition On Delay
 - Ignition Off Delay
 - Ignition De-Bounce Cycle
 - I/O Module 2
 - I/O Module 3
 - I/O Module 4
 - Launch Control Policy
 - PCIe Bus Allocation
 - Power On Lid Open
 - Power Usage Mode
 - WWan Bus Mode
 - Watchdog OS Boot Protection

For more information on BIOS attributes, see the *Dell Command | Monitor Reference Guide* at dell.com/dellclientcommandsuitemanuals.

Fix: Issues observed on health state for FAN instance of DCIM_NumericSensor class had reported incorrectly. This issue has been resolved.

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).

Important Notes

- All root or DCIM or SYSMAN namespace classes are prefixed with DCIM.
- Dell Command | Monitor 10.2 for Linux is not DASH compliant.
- Features supported for systems running Linux is a subset of that supported for systems running Microsoft Windows. For detailed information refer Reference Guide.

Known Issues

Issue: While enumerating the supported BIOS features, the SMM Security may also be listed for configuration. But, user cannot set it to disable using Dell Command | Monitor.

Resolution: These attributes are configured manually from BIOS Setup screen (F2).

Issue: Service startup time is increased due to the changed architecture at the core.

Issue: When user tries to enumerate supported BIOS features, the unsupported attributes, that is Peak Shift Battery Threshold is listed for configuration. Since, it is not supported by the platform, user may not be able to configure it using DCM, but DCM displays it because it is getting exposed in SMBIOS.

Resolution: These attributes are not functional prior to BIOS is fixed.

Issue: While enumerating the supported BIOS features, the unsupported attributes **Peak Shift Battery Threshold** may also be listed for configuration. As, it is not supported by the platform, user may not be able to configure it using DCM, but DCM still displays because it is getting exposed in SMBIOS.

Resolution: These attributes are not functional prior BIOS getting it fixed.

NOTE: **RearUsb3Ports and FrontUsbPortCollection are deprecated as these features are not applicable, but same attributes IDs can be used for configuring WakeOnLan2.**

Issue: Additional attributes that gets enumerated by DCM under `DCM_BIOSEnumeration`.

Description: Additional SMBIOS attributes that are available are displayed in DCM. These additional attributes are displayed in the `DCIM_BIOSEnumeration` class and the set operation does not work as the attributes are not available in BIOS.

Following are the attributes:

- Force PXE on next boot on
- Force PXE on next boot off
- Watchdog timer on
- Watchdog timer off

Issue: Some attributes does not work as expected which are enumerated by DCM under `DCM_BIOSEnumeration`.

Description: Additional SMBIOS attributes that are available are displayed in DCM. These additional attributes are displayed in the `DCIM_BIOSEnumeration` class but the set operation does not work on these attributes. Following are the attributes:

Following are the attributes:

- LCD brightness
- Keyboard illumination
- Modern standby control
- Energy star logo

Issue: `dsm_sa_datamgr32` service stops responding while installing chipset driver

Description: This issue occurs only when Dell Command | Monitor is installed on some platforms before installing the chipset driver.

Issue: `SecureEraseSupported` and `SecureEraseEnabled` parameters in `HDDInfo` displays 'No' even if enabled from BIOS setup screen.

This issue will be addressed in the upcoming BIOS versions.

Issue: `dsm_sa_datamgr32` service stops responding while installing chipset driver.

Issue: Class DCIM_PhysicalDiskView enumerates only IDE disk drives for Intel controller.

Issue: The value of Link technology property in DCIM_EthernetPort class appears empty.

Description: If the value of any attributes is not in English, then that attributes field may appear blank. For example, DCIM_EthernetPort_LinkTechnology. Dell Command | Monitor is not localized and is an English language application; however, Dell Command | Monitor can be installed on other OS language versions such as French, German, Spanish, Japanese, Korean, Simplified Chinese, and Traditional Chinese of supported Windows operating systems.

Issue: Dell Command | Monitor allows enabling Secure Boot when Legacy Option ROM is enabled and boot mode is UEFI; however, there is no negative impact due to this on the BIOS. This issue will be addressed in the upcoming BIOS versions.

Issue: If the fan is not working as indicated by Health Status and OperationalStatus attributes, then the attributes Current Status will be blank.

Issue: The NonCritical threshold levels for voltage and current cannot be negative values.

Issue: Setting the NonCritical threshold levels for fans is not supported. For the attributes SettableThreshold the NonCritical value can be set to Settable.

Issue: For temperature probe, the Upper Critical Threshold level should be greater than 0.

Issue: Digital signatures are missing for some third party files.

Issue: Setting Lower NonCritical Threshold attributes may not be supported although SupportedThreshold attributes shows that it is supported.

Issue: If the values of Upper NonCritical Threshold for NumericSensor class are close to reading or status values, then an event might be generated although the same might not be shown in the class attributes.

Issue: Lower Threshold alerts are not generated; however, they can be monitored using the Current State attributes in NumericSensor class.

Issue: Degraded status and alert for physical disk is not supported with LSI controllers.

Issue: In LogEntry the element name for alerts is displayed as Alert Log Entry <Alert ID>.

Issue: While stopping the data manager service, an error message might be displayed saying the process cannot be stopped. But the service will be stopped.

Issue: For LSI controllers, status or event may not be generated when the Battery Backup Unit (BBU) is degraded.

Resolution: The BBU degraded status can be viewed in the application log for event (Id #161 of category type: Warning) generated by source MR_MONITOR.

Issue: After upgrading from Windows OS, enumerating WMI classes may not display appropriate results.

Resolution: Reinstall Dell Command | Monitor to the newer build or repair the build from control panel.

Issue: Error message might be displayed in Application Log of event viewer while restarting the system or service.

Issue: Hyper-v does not work

Description: Hyper-v doesn't work if Dell Command | Monitor is installed for the first time on clean installation of Windows 10.

Resolution: Rebuild Hyper V WMI repository by executing the command:

```
MOFCOMP <SYSTEMROOT>\System32\WindowsVirtualization.V2.mof
```

Issue: DCIM_Docked class displays value Unknown for ElementName property.

Issue: HAPI driver shipped with Dell Command | Monitor version 10.1 and 10.0 complies with Windows Hardware Quality Labs (WHQL) for Windows 10. A security message is displayed while installing Dell Command | Monitor on any other Windows operating systems.

Resolution: Upgrade to latest Dell Command | Monitor.

Issue: After the setup password has been set in DINO-XPS-Win7 or any other platform, then those platforms does not allow you to set the system password.

On systems running Linux

Issue: While enumerating the supported BIOS features, the **Report Logo Type** may also be listed. `PossibleValueDescription` may be blank, where (0) stands for Dell Logo & (1) stands for Custom Logo. `IsReadOnly` value listed is **False**, whereas it must be **True**.

Issue: 'Door' open indication is generated although door is not opened.

Description: Occasionally 'Door Open' indication gets generated due to multiple operations running at the same time. For example, the BIOS setting are enumerated and configured continuously in a stress run.

Resolution: Chassis door open indication is repetitive and unless multiple alerts occurs, this should not be serviced.

NOTE:

This behavior is rarely noticed. This issue will be addressed in upcoming release.

Issue: Setting up BIOS configuration may occasionally fail.

Description: Failure messages is displayed while a user tries to apply BIOS configurations.

Resolution: Apply BIOS configuration settings again, and it will be successful.

Issue: BIOS setting enumeration value appears as 1

Description: Installing HAPI library from other source may not load the HAPI driver.

Resolution: Install HAPI package from Dell Command | Monitor tar package. If the package is installed, then load the driver module by running the following command:

```
insmod <filename>
```

Issue: Element Name in DCIM_Card class returns blank or displays value (2) Unknown while enumeration.

Issue: Physical Disk View always displays value 2 (Unknown) for AF (Advance Format) Status for Physical Disks managed by LSI controllers.

Issue: Dell Command | Monitor 9.2 for Linux, syslog entries on alerts are written only when CIM events are subscribed.

Issue: If Dell Command | Configure 4.2 and Dell Command | Monitor 10.0 (or any prior versions) are installed in the system, then the Dell Command | Monitor 10.0 (or any prior versions) may not work.

Resolution: Upgrade Dell Command | Monitor to the latest version.

Issue: For the following BIOS Settings, `setBIOSAttributes` method displays incorrect value 0 (Success), while using the unsupported possible values:

1. Keyboard Backlight Color Enable
2. Keyboard Backlight Custom Color 1
3. Keyboard Backlight Custom Color 2

Limitations

Not applicable.

Installation Instructions

For information and procedure for installing Dell Command | Monitor, see the Dell Command | Monitor - Installation Guide, available at dell.com/dellclientcommandsuite/manual.

NOTE: The Dell Command | Monitor packages that are released for Ubuntu Desktop 16.04 must be installed on Ubuntu Server 18.04. Following are the installation packages:

- `omi-1.4.2-2.ssl_110.ulinux.x64.deb`
- `srvadmin-hapi_9.3.0_amd64.deb`
- `command-monitor_9.3.3-211.ubuntu16_amd64.deb`

Topics:

- [Installation Prerequisites](#)
- [Installation process](#)

Installation Prerequisites

Hardware Requirements

- Dell Gateways

For systems running Microsoft Windows

Before installing Dell Command | Monitor, ensure that:

- You have administrative rights on the client system. This means that you must be authenticated on the client system as a user who is a member of the administrators group, typically the administrator.
- The target system is a Dell system with SMBIOS version 2.3 or later. Otherwise, the Dell Command | Monitor installer exits without installing. You can get the SMBIOS version using the following command in PowerShell command line interface: `get-ciminstance win32_bios | select SMBIOSMajorVersion, SMBIOSMinorVersion`
- Systems must be compatible with WMI-ACPI compliant BIOS

NOTE:

For systems running Windows 7 Service Pack 1, KB3033929 (SHA-2 code signing support for windows 7) and KB2533623 (Insecure library loading fix) must be installed prior to installing Dell Command | Monitor.

Table 1. For systems running Linux

Hardware requirements	Operating system requirements	Prerequisites
Dell Enterprise Client PC Supporting Ubuntu 16.04 LTS	Ubuntu 16.04 LTS	<ul style="list-style-type: none">• Open Manage infrastructure (OMI) 1.1.0• HAPI version 9.3.0
Dell Enterprise Client PC Supporting Ubuntu Desktop 18.04 (64-bit)	Ubuntu Desktop 18.04 (64-bit)	<ul style="list-style-type: none">• Open Management Infrastructure (OMI) 1.4.2-2• HAPI version 9.3.0

Hardware requirements	Operating system requirements	Prerequisites
Dell Enterprise Client PC Supporting Ubuntu Server 18.04 (64-bit)	Ubuntu Server 18.04 (64-bit)	<ul style="list-style-type: none"> Open Management Infrastructure (OMI) 1.4.2-2 HAPI version 9.3.0
Dell Enterprise Client PC Supporting RHEL 7.0 (64-bit)	RHEL 7.0 (64-bit)	<ul style="list-style-type: none"> Open Management Infrastructure (OMI) 1.1.0 HAPI version 9.3.0

You have root or admin access on the target system. This means that you must be authenticated on the target system as a user who is a member of the root user group.

Other Requirements

- Active Dell EDM subscription. Go to <http://www.cloudclientmanager.com> and click Trial and Licensing for more details on subscription.
- EDM agent must be installed in order to discover the features offered by Dell Command | Monitor.

Installation process

For information on installation, uninstallation, and upgrade of Dell Command | Monitor, see the *Dell Command | Monitor 10.2 User's Guide* at Dell.com.

Resources and support

Not applicable.

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.