

# Dell Command | Monitor Version 10.3.1

## 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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# 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 about deployed Dell business client systems.

## Version

10.3.1

## Release Date

June 2020

## Previous Version

10.3

### Topics:

- [Compatibility](#)
- [What's new in this release for Dell Command | Monitor 10.3.1](#)
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## Compatibility

### Platforms Affected

- OptiPlex
- Latitude
- Venue Pro Tablet
- XPS Notebook
- Dell 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, see 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 10.3 User's Guide.

## Supported Windows operating systems

- Windows 10 Redstone 1, Redstone 2, Redstone 3, Redstone 5, and Redstone 6.
- Windows 10, Windows 10 Pro, Windows 10 19H1, and Windows 10 IoT Enterprise LTSC 2016 (64-bit) editions.
  - **NOTE: Windows 10 IoT Enterprise LTSC 2016 is supported only on Dell IoT Gateway systems, and for Dell Embedded PCs.**
- Windows 8.1, Windows 8.1 Professional, and Enterprise (32-bit and 64-bit) editions.
- 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: Windows 7 Professional FES is supported only on Dell IoT Gateway systems, and for Dell Embedded PCs.**
  - **NOTE: 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) 8.0 (64-bit)
- Red Hat Enterprise Linux (RHEL) 7.0 (64-bit)
- Ubuntu Desktop 16.04 (64-bit)
- Ubuntu Desktop 18.04 (64-bit)
- Ubuntu Server 18.04 (64-bit)

## What's new in this release for Dell Command | Monitor 10.3.1

- Fixed an issue where the DSM data manager service is not deployed on Windows operating system.
- Upgraded xerces and libxml2 open-source libraries to latest version.

## Importance

RECOMMENDED: Dell recommends using the latest version of the software for an optimized experience. 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 10.3 for Linux is not DASH-compliant.
- Features that are supported for systems running Linux is a subset of that supported for systems running Microsoft Windows. For detailed information, see Dell Command | Monitor version 10.3 Reference Guide.

## Fixes

Fixed an issue where the DSM data manager service is not deployed on Windows operating system. This issue occurred on systems with a RAID configuration, an Onboard Intel Controller, and an M.2 NVME SSDs.

## 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 updated core architecture.

**Issue:** While enumerating the supported BIOS features, the unsupported attribute **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, it is displayed because the attributes are exposed in SMBIOS.

**Resolution:** **Peak Shift Battery Threshold** attribute is not functional before the BIOS is 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 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 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 do 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 is 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 operating system 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 is 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` is blank.

**Issue:** The Non-Critical threshold levels for voltage and current cannot be negative values.

**Issue:** Setting the Non-Critical threshold levels for fans is not supported. For the attributes `SettableThreshold`, the Non-Critical 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 Non-Critical Threshold attributes may not be supported although `SupportedThreshold` attributes show that it is supported.

**Issue:** If the values of Upper Non-Critical 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 number 161 of category type: Warning) generated by source MR\_MONITOR.

**Issue:** After upgrading from Windows operating system, 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:** Hyperv does not work.

**Description:** Hyperv does not work if Dell Command | Monitor is installed for the first time on clean installation of Windows 10.

**Resolution:** Rebuild Hyper V WMI repository by running the command:

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

**Issue:** DCIM\_Docked class displays value Unknown for ElementName property.

**Issue:** HAPI driver that is 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 do not allow you to set the system password.

**Issue:** Windows failed to initiate DSM Data Manager service on a local system.

**Resolution:** Visual C++ Redistributable for Visual Studio 2015 must be installed.

## 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 and (1) stands for Custom Logo. `IsReadOnly` value that is 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 simultaneously. For example, the BIOS settings are enumerated and configured continuously in a stress run.

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

### NOTE:

**This behavior is rarely noticed. This issue is addressed in upcoming release.**

**Issue:** Setting up BIOS configuration may occasionally fail.

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

**Resolution:** Apply BIOS configuration settings again, and it is 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 that are 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

**Issue:** The performance of Dell Command | Monitor 10.3 in Linux operating system regarding `DCIM_BIOSEnumeration` class is slower on the systems that are running on kernel versions 4.15 or later.

## Limitations

Dell Command | Monitor for Linux works only on the SMM Enabled (Security Mitigation) environments, if the kernel version is 4.15 or later. Otherwise, SMM Enabled (Security Mitigation) environment must be disabled or turned off.

## Installation Instructions

For information and procedure for installing Dell Command | Monitor, see the Dell Command | Monitor - Installation Guide, available at [dell.com/dellclientcommandssuitemanual](http://dell.com/dellclientcommandssuitemanual).

## Installation Prerequisites

.NET Framework 4.6.1 or later must be installed.

For windows 7 and 8.1, Visual C++ Redistributable for Visual Studio 2015 must be installed.

## 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 administrator's 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"><li>• Open Manage infrastructure (OMI) 1.1.0</li><li>• HAPI version 9.3.0</li></ul>
Dell Enterprise Client PC Supporting Ubuntu Desktop 18.04 (64-bit)	Ubuntu Desktop 18.04 (64-bit)	<ul style="list-style-type: none"><li>• Open Management Infrastructure (OMI) 1.4.2-2</li><li>• HAPI version 9.3.0</li></ul>
Dell Enterprise Client personal computer Supporting Ubuntu Server 18.04 (64-bit)	Ubuntu Server 18.04 (64-bit)	<ul style="list-style-type: none"><li>• Open Management Infrastructure (OMI) 1.4.2-2</li><li>• HAPI version 9.3.0</li></ul>

**Table 1. For systems running Linux (continued)**

Hardware requirements	Operating system requirements	Prerequisites
Dell Enterprise Client PC Supporting RHEL 7.0 (64-bit)	RHEL 7.0 (64-bit)	<ul style="list-style-type: none"><li>Open Management Infrastructure (OMI) 1.1.0</li><li>HAPI version 9.3.0</li></ul>
Dell Enterprise Client PC Supporting RHEL 8.0 (64-bit)	RHEL 8.0 (64-bit)	<ul style="list-style-type: none"><li>Open Management Infrastructure (OMI) 1.6.4-0</li><li>HAPI version 9.3.0</li></ul>

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 about installation, uninstallation, and upgrade of Dell Command | Monitor, see the *Dell Command | Monitor 10.3 User's Guide* at [https://www.dell.com/support/home/en-us/products/software\\_int/software\\_client\\_systems\\_mgmt](https://www.dell.com/support/home/en-us/products/software_int/software_client_systems_mgmt)

## 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:

- Go to [dell.com/contactdell](http://dell.com/contactdell).
- Select your country or region from the interactive world map. When you select a region, the countries for the selected regions are displayed.
- Select the appropriate language under the country of your choice.
- Select your business segment. The main support page for the selected business segment is displayed.
- Select the appropriate option depending on your requirement.

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