

Dell Command | Monitor Version 9.3 Release Notes



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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 on deployed Dell business client systems.

Version

9.3

Release Date

July 2017

Previous Version

9.2.1



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).

Platform(s) Affected

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



Supported Operating Systems

Dell Command | Monitor supports the following operating systems for Windows:

- Microsoft Windows 10 Professional (32-bit and 64-bit)
- Windows 10 IoT Enterprise LTSC 2016
- Microsoft Windows 7 Embedded Standard 7 (64-bit)
- Microsoft Windows 7 Professional SP1 (32-bit and 64-bit)
- Microsoft Windows 7 Professional FES (32-bit and 64-bit)

Dell Command | Monitor supports the following operating systems for Linux:

- Red Hat Enterprise Linux (RHEL) 6.0 (64-bit)
- Red Hat Enterprise Linux (RHEL) 7.0 (64-bit)
- Ubuntu Desktop 16.04 (64-bit)
- Ubuntu Core 16 (64-bit)



NOTE:

Ubuntu Core 16 operating system image must be downloaded from the Dell Canonical store only.

What's new in this release

The new features for this release include:

- Support for Red Hat Enterprise Linux (RHEL) 6.0 **(64-bit)**.
- Support for the following new BIOS settings:
 - MAC Address Pass Through
 - AMD Turbo Core Technology
 - AMD Simultaneous Multithreading Technology
 - AMD-V Technology
 - AMD-Vi Technology
 - Rear USB 3.0 Ports
 - AMD CPU Core Configuration
 - Front USB Port Collection
 - Early Beep
 - Early Display
 - Early Keyboard Backlight
 - Mini SAS 0
 - Mini SAS 1
 - Mini SAS 2
 - Mini SAS 3
 - VMD technology
 - Rugged Desk Dock NIC PXE
 - Computrace
 - Serial ATA Drive 8
 - PCIe LinkSpeed
 - Allow BIOS Downgrade
 - Limit system memory to less than 1 TB
 - Tablet Button Illumination
 - Allow BIOS Downgrade
 - Trusted Platform Module Clear



Important Notes

- All root or DCIM or SYSMAN namespace classes are prefixed with DCIM.
- Dell Command | Monitor 9.3 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: Additional tokens that gets enumerated by DCM under `DCM_BIOSEnumeration`.

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

Following are the tokens:

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

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

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

Following are the tokens:

- 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 attribute is not in English, then that attribute 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 `HealthStatus` and `OperationalStatus` attributes, then the attribute `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 attribute `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 attribute 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 attribute 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: Dell Dock WD15 & Dell Thunderbolt Dock TB16 details are not enumerated.

Description: DCIM_Docked and DCIM_Chassis does not enumerate details for Dell Dock WD15 and Dell Thunderbolt Dock TB16.

On systems running Linux

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 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 will be 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 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 (Unknwn) 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.



Installation Prerequisites

Hardware Requirements

- Dell Gateways & Embedded PCs

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`

Table 1. For systems running Linux

Hardware requirements	Operating system requirements	Prerequisites
Dell Enterprise Client PC Supporting Ubuntu Desktop 16.04 (64-bit)	Ubuntu Desktop 16.04 (64-bit)	<ul style="list-style-type: none">• Open Manage infrastructure (OMI) 1.1.0• HAPI version 9.1.0
Dell Enterprise Client PC Supporting Ubuntu Core 16 (64-bit)	Ubuntu Core 16 (64-bit)	<ul style="list-style-type: none">• Open Manage infrastructure (OMI) 1.1.0• HAPI version 9.0.1
Dell Enterprise Client PC Supporting RHEL 6	RHEL 6	<ul style="list-style-type: none">• Open Manage infrastructure (OMI) 1.1.0• HAPI version 9.0.1
Dell Enterprise Client PC Supporting RHEL 7	RHEL 7	<ul style="list-style-type: none">• Open Manage infrastructure (OMI) 1.1.0• HAPI version 9.0.1

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 Instructions

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



Installation and Configuration Notes

Windows

- Following an upgrade, it may be necessary to reboot the system for the installation to complete.
- To complete the upgrade, reboot the system./Reboot the system to complete the upgrade.
- Following an uninstallation, it may be necessary to reboot the system for the uninstallation to complete.
- On some Dell systems, the Processor Logical Processor (HyperThreading) setting in the DCIM_BIOSEnumeration class displays 'Enabled' or 'Disabled' even if the installed processor does not support hyperthreading technology.
- In this case, changes to the Processor Logical Processor (HyperThreading) setting may toggle the multi-core capability on and off, rather than hyperthreading.
- On some Dell systems, the Multiple CPU Cores setting in the DCIM_BIOSEnumeration class displays 'Enabled' or 'Disabled' even if the installed processor does not support multi-core technology. In this case, changes to the multiple CPU cores are ineffective.
- Change the auditing object access audit policy to enable auditing for the desired namespace in Windows Vista. For instructions about enabling auditing, see the Microsoft article: "Access to WMI Namespaces" at: <http://msdn2.microsoft.com/en-us/library/Aa822575.aspx>. For instructions about enabling the WMI logging, see the Microsoft article "WMI log Files" at: <http://msdn2.microsoft.com/en-us/library/Aa394564.aspx>.
- For local users, if the User Account Control (UAC) is turned on, only the built-in local Administrator account can access the DCIM\SYSTEM namespace. For remote users, if UAC is turned on and the remote system is part of a domain, use a domain account that is in the local Administrators group of the remote computer, to access the DCIM\SYSTEM namespace of the target computer. For more information, see the Microsoft article "User Account Control and WMI" at: <http://msdn2.microsoft.com/en-us/library/aa826699.aspx>.
- An operation that sets or verifies a BIOS password may pause the operating system for up to five seconds.
- To install and operate Dell Command | Monitor, .NET Framework 4.0 or later is required on Windows operating systems.
- In silent mode (unattended) of DCM Dell Command | Monitor for Windows installation, the system may restart itself.

Linux

- If HAPI library is installed from different source then it may not load Systems - Management Base Driver (dcdbas) driver. Load the driver manually. See Installation Guide for more details.
- DCM for linux is depended on Systems - Management Base Driver (dcdbas) driver. Please check with OS vendor in case driver is not present in kernel.

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.**

