

Dell Command | Monitor Version 10.2.1

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

10.2.1

Release Date

December 2019

Previous Version

10.2

Compatibility




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, 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 10.2.1 User's Guide.

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 LTSC 2016 (64-bit) editions.
 **NOTE:** Microsoft Windows 10 IoT Enterprise LTSC 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, and 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.

What's new in this release for Dell Command | Monitor 10.2.1

- Support for determining the status of the Warranty.
- Dell Command | Monitor Improvement program is now available. It helps to improve the performance of Dell Command | Monitor.

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

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.

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 get 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.

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

Resolution: Visual C++ Re-distributable for Visual Studio 2015 must be installed.

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/dellclientcommandssuitemanual.

Installation Prerequisites

.NET Framework 4.6.1 or later is installed.

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

 **NOTE:** Dell Command | Monitor 10.2.1 supports Windows only operating system.

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.

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 10.2.1 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.