

Dell Active System Manager Release 8.3.1

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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Active System Manager Release 8.3.1 Release Notes

This document describes the new features, enhancements, and known issues in Dell Active System Manager Release 8.3.1.

Release Type and Definition

Active System Manager

Active System Manager (ASM) is Dell's unified management product that provides a comprehensive infrastructure and workload automation solution for IT administrators and teams.

The release note contains important information available at the time of release of Active System Manager (ASM) release 8.3.1, including information about the ASM release lineup and dependencies, ASM documentation lineup, known issues, and the methods to contact Dell technical support.

This document contains updated information for ASM and any other technical documentation included with ASM.

Release

8.3.1 build 7128

Release Date

February 2017

Previous Release

8.3 build 6744

 **NOTE:** To view the build details, click ? > About on the ASM user interface.

Platforms Affected

Supported ASM Software Components

ASM virtual appliance

Supported Virtualization Platforms

- VMware 5.1—ASM appliance includes update 03 build 2323236.
- VMware 5.5—ASM appliance includes update 03 build 3248547.
- VMware 6.0—ASM appliance includes update 02 build 3620759.
- VMware 6.5—ASM appliance includes build 4564106.
- Microsoft Windows Hyper-V 2012
- Microsoft Windows Hyper-V 2012 R2
- System Center Virtual Machine Manager 2012
- System Center Virtual Machine Manager 2012 R2

What is supported

Supported Web Browsers

- Microsoft Internet Explorer, version 9 and later
- Mozilla Firefox, version 26 and later
- Google Chrome, version 32 and later
- Safari, version 6 and later

New in this Release

Active System Manager 8.3.1 is focused on expanding capabilities around the vSAN deployment, adding new capabilities around managing Ready Bundle for Virtualization, and improving the granularity of information shown around the current state of environments under management.

The highlights of the Active System Manager release 8.3.1 include the following:

- Support for the SATADOM boot option for Dell PowerEdge R630, PowerEdge R730, and PowerEdge R730xd systems.
- Support for the Dell Storage Center Operating System (SCOS) 7.1, which promotes greater flash adoption and increased data efficiency.
- Extended ASM plug-in support for vRealize Orchestrator 7.1
- Support for virtual SAN (vSAN) 6.5, which offers improved scalability, flexibility, and automation capabilities.

This release also includes compatibility support for the following:

- Support of the vSAN configurations for the Ready Bundle for Virtualization
 - PowerEdge R630, PowerEdge R730, PowerEdge R730XD - hybrid configurations
 - PowerEdge FC430, PowerEdge FC630, and PowerEdge FX2 - all flash configurations

For more information about the components supported in the 8.3.1 release, see the *Active System Manager Release 8.3.1 Compatibility Matrix* at [Dell.com/asmdocs](https://www.dell.com/asmdocs).

ASM release 8.3.1 build 7128 is an update to ASM release 8.3. It also includes the following fixes and enhancements:

- Enhanced service details page to display all static IP addresses assigned to virtual machines.
- Added ability to use the HTTPS protocol to perform ASM appliance upgrades from local servers.
- Added ability to configure ports that can be used to verify if an IP address is in use, to prevent certain firewalls from causing all IP addresses to appear to be in use.
- Extended timeout for vCenter discovery to prevent some discoveries from failing due to large or geographically distributed vCenter environments.
- Resolved an issue where the Windows VM deployments failed on first attempt due to the time change on the VM during deployment.
- Resolved an issue where server discovery failed with certain chassis firmware versions.
- Resolved an issue where upgrading older versions of the ASM appliance to a latest version failed.

Important Notes

To support interoperability, ASM 8.3.1 requires:

- The following resource locales are set to English:
 - Microsoft System Center Virtual Machine Manager (SCVMM)
 - VMware vCenter
 - Dell EqualLogic
 - Dell Compellent
 - Dell Chassis Management Controller (CMC)
 - Integrated Dell Remote Access Controller (iDRAC)
 - NetApp
- All Physical server OS installations must be in English to support unattended installation process.
- The credentials used for all the external systems that ASM interfaces to must be in English. For example, Virtual Machine Manager Credentials for systems such as SCVMM and VMware vCenter must be in English so that ASM can provision to these environments.
- DNS names must be in English.

Fixes

This release includes improvements and bug fixes, including the following previously reported Known Issues that are now resolved:

- **ASM-7003**—Resolved an issue where manually created VMware Virtual Distributed Switch (VDS) are not displayed in the list of switches in the template.
- **ASM-7745**—Resolved an issue where clicking the **Export All** option on the **Resources** page, exported only the first page.

- **ASM-7934**—Resolved an issue where a failed server in a cluster deployment prevented the storage DRS configuration from completing until all servers were deployed successfully.

Known Issues

This section provides information about open issues and resolutions with this release of Active System Manager 8.3.1.

- **Issue: ASM-1469:** The puppet agent fails to install on CentOS v6.4. The CentOS v6.4 cannot mount the appliance's CIFS share to download the rpm.

Description: The samba-client must be installed on the Linux VM for the mount to work, but it is not installed. In RHEL 6.5, samba-client is installed by default but not on CentOS v6.4.

Resolution/Workaround: The problem occurs when you use the minimal ISO. It does not contain the samba-client. You must ensure that the full ISOs are used.

- **Issue: ASM-1674:** Invalid password error when trying to create a user, credential, or service template component.

Description: Known issue when using Firefox Remember Password feature. If Firefox detects that you type in a value that matches the Remember password it passes a blank value rather than the typed-in value. So the second time you try to type the same password value for the same type of entity in ASM, if the password you enter matches the previously used value for that type of entity then the system is passed a blank value for the password.

Resolution/Workaround: Add an exception to Firefox to not save passwords for ASM URL. Perform the following steps:

1. Start Firefox.
2. Go to **Tools > Options**.
3. Click the **Security** tab.
4. If you already have saved passwords for your ASM appliance, click the **Save Passwords** button, select your ASM Appliance URL, and click **Remove**, then click **Close**.
5. Exit out of the Firefox options.
6. The next time you log in to ASM and enter a password for one of these fields, when prompted to the Remember passwords for the site click the drop-down arrow and click **'Never Remember Passwords** for This Site'.

NOTE: This is a browser/system specific setting, so if multiple users are using your ASM appliance all users must ensure to disable Remember Password for ASM Appliance URL.

- **Issue: ASM-1894:** ASM is unable to distinguish volumes with the same names in different Dell Compellent folders.

Description: ASM cannot distinguish volumes with a same name in different folder in a Dell Compellent inventory.

Resolution/Workaround: Ensure that you provide unique names for volumes used by ASM in your Dell Compellent inventory.

- **Issue: ASM-2144:** Server with bare hard drive fails to get HddSeq set properly.

Description: If you select SD boot and the server has a bare hard drive (not connected through a RAID controller) the HddSeq may fail to get set properly, Leaving the bare hard drive at the top of the list. The server may boot off the bare hard drive instead of the SD card where the operating system was installed.

Resolution/Workaround: None

- **Issue: ASM-2599:** Issue with Configure Resources when IOM Firmware is out-of-date with minimum firmware requirements.

Description: The following error message is displayed while configuring resources when a firmware running on the IO Module does not meet the minimum requirements. If the IOM firmware is not within the compatibility matrix minimum firmware, the following error is displayed when it attempts to show the discovered resources: *An Unexpected error has occurred on the system. Please try again later.*

Resolution/Workaround: You must update the I/O module firmware and retry initial discovery and configuration of the chassis.

- **Issue: ASM-2951:** Error message is displayed during firmware update on C series.

Description: While performing firmware update on C series servers, the health status of the C series switch changes to <gray> and the following error message is displayed:

Unknown error querying IPMI on host 172.31.32.142: Could not retrieve IPMI status: ipmi_sensor_read: internal IPMI error.

Resolution/Workaround: This is an expected behavior because connection is not established with the BMC for a few seconds when you initiate firmware update operation, and the firmware update continues after the connectivity is established with BMC.

- **Issue: ASM-3133:** ASM performs the discovery operation on the PowerEdge FX2 chassis after you update the CMC firmware.

Description: The chassis firmware update triggers the chassis inventory which triggers the chassis discovery to detect any newly inserted blades or IOMs.

Resolution/Workaround: This is an expected behavior. When you update the CMC firmware on the PowerEdge FX2 chassis, the chassis firmware update operation initiates the chassis inventory operation, which in turn initiates the chassis discovery operation to collect the information about the blades or IOMs that are newly inserted.

- **Issue: ASM 3490:** Host and sub host groups cannot be used in separate deployments for the Hyper-V deployments.

Description: Hyper-V deployments uses one logical network and all hosts are assigned the same logical network. In case of two deployments, if the first deployment uses the parent host group and the second deployment uses a user defined host group, then the second deployment with the user defined host group fails.

Resolution/Workaround: None

- **Issue: ASM-3545:** C-series cannot be taken as a reference server though it is displayed in the import list.

Description: This is an expected behavior. C-series servers cannot be referenced as reference servers as they do not have iDRAC supported.

Resolution/Workaround: None

- **Issue: ASM-3639:** Time difference between the installed operating system and ASM appliance may cause the operating system post-install configuration on servers and virtual machines to fail while waiting for puppet agent to check in.

Description: ASM includes a puppet agent while installing the Windows or Linux operating systems. The puppet agent communicates with the ASM appliance to retrieve the post-install configuration and both server (ASM), and client-side SSL certificates are checked for validity during this process. The ASM server-side SSL certificate is created when the ASM appliance is first started and is marked valid only after the first boot time of the appliance. Hence, a failure may occur if the initial time set on the appliance is incorrect.

To view this issue, manually run the "puppet agent -t" command on the server or VM that is experiencing a failure. This problem usually results in SSL_connect errors in the output, and the following message is displayed: *CRL is not yet valid for /CN=dellasm.*

Resolution/Workaround: Ensure that the hypervisor host on which you want to install ASM is set to the correct time and NTP is used for the ASM appliance, ASM installed servers, virtual machines to ensure consistency in the time.

- **Issue: ASM-3862:** UEFI boot is not supported in ASM.

Description: The BIOS boot mode does not change to UEFI after the local hard drive is set as the target boot device. This issue occurs because ASM does not support UEFI boot support.

Resolution/Workaround: None

- **Issue: ASM-4205:** ESXi 6.0 with Dell Compellent fails if the array has firmware version later than v6.6.

Description: vCenter 6.0 support is added with Storage Center 6.6. While creating a deployment with ESXi 6.0, select Dell Compellent for which storage center is upgraded to version 6.6.

Resolution/Workaround: In case the storage center is running on version less than 6.6, then for Dell Compellent Storage component, select Operating System as "ESXi 5.5" or "ESXi 5.1".

- **Issue: ASM-4273:** Volumes deleted from a Hyper-V service in ASM are not removed completely from the Hyper-V host.

Description: If you delete a storage volume from a Hyper-V service, the volume is deleted on the storage array and removed from ASM service, but there may be stale references left on the Hyper-V hosts.

Resolution/Workaround: Manually remove references to non-existent volumes in Hyper-V using disk manager.

- **Issue: ASM-4328:** After restore, operating system and firmware must be able to be rebuilt.

Description: After a restore, operating system and firmware repositories are placeholders. The user must now remove the repositories and add new ones. However, any existing templates or services that rely on the repositories prevent the existing repositories from being deleted to be re-added. Hence, the user must change the repositories for all templates, and any existing services have to be deleted to point to the correct repository.

Resolution/Workaround: For any repositories, they cannot be used for new templates or as an option for adding resources to a service, and provide a method to rebuild the existing repository without requiring deletion.

- **Issue: ASM-4561:** Problem with 7.12 Broadcom firmware

Description: Broadcom NIC firmware 7.12.xx is not compatible with ASM. It can cause intermittent connectivity issues which results in hypervisor and bare metal OS deployment failures.

Resolution/Workaround: Apply the firmware available in the latest ASM catalog. Alternatively, manually downgrade your Broadcom NIC firmware to 7.10.xx. Also, note that v7.12.17 will not work and later versions resolves this issue, but 7.10.xx is the qualified version.

- **Issue: ASM-4590:** Intel NIC cards must be at version 15.5.0 or later for firmware updates to work.

Description: Firmware update for 12th generation blades with the Intel cards and the Broadcom card fails in some cases when Intel NICs are installed if it is not of version 15.5.0.

Resolution/Workaround: Updating Intel X520 cards with versions earlier than 15.5.0 to 16.5.x requires a manual update to 15.5.0, prior to upgrading to 16.5.x with ASM.

- **Issue: ASM-4688:** In NIC firmware, the X520/I350 rNDC firmware version 15.0.28 to version 16.5.20 firmware fails to update in the firmware update logs.

Description: This is due to a specific firmware update issue with the X520/I350 rNDC firmware version 16.5.20. The X520/I350 rNDC firmware may require a step-up to an intermediate version of the firmware to upgrade from 15.0.28 to 16.5.20.

Resolution/Workaround: Updating Intel X520/I350 cards with versions earlier than 15.5.28 to 16.5.x requires a manual update to 15.5.28, prior to upgrading to 16.5.x with ASM.

- **Issue: ASM-4697:** Logs messages need to be updated for firmware retry logic.

Description: Firmware updates retries up to three attempts displaying an error message for each failed attempt. The message displayed must be updated to indicate that a failed attempt occurred and a retry follows. In some cases a success message is logged followed by an error message.

Resolution/Workaround: None

- **Issue: ASM-4775:** Broadcom NIC fails firmware update if current firmware is older than 7.8.53.

Description: Broadcom firmware in the ASM catalog, 7.10.18, requires a minimum of 7.8.53 for the firmware update to succeed.

Resolution/Workaround: None

- **Issue: ASM-4908:** Domain name lookup from the ASM interface continues to fail even after configuring DNS on the appliance.

Description: If the DNS is not configured during initial setup, the domain name lookup fails and this negative lookup is cached in the system. Subsequent domain name lookup attempts continue to fail even after configuring DNS on the appliance.

Resolution/Workaround: It is recommended to configure DNS during initial setup. If DNS is configured after the domain lookup fails, restart the appliance to resolve the issue.

- **Issue: ASM-4915:** ESXi install to SD card fails.

Description: While installing ESXi, a problem with the SD card mirroring may result in a failure occasionally and displays the following error:

BANK5: invalid configuration.

BANK6: invalid configuration.

No hypervisor found.

Resolution/Workaround: Delete the server from the ASM service, and redeploy it again.

- **Issue: ASM-5132:** On PowerEdge C6320 systems with the ESXi version 5.1 or the ESXi version 5.2 (update 2), the keyboard is unresponsive if USB 3.0 option is set to enabled in the server BIOS.

Description: This issue occurs because USB 3.0 is not supported by the ESXi version 5.1 and the ESXi version 5.2—update 2.

Resolution/Workaround: Try any of the following options to resolve the issue:

- Disable USB 3.0 from the server BIOS.
- For servers that require USB 3.0, upgrade ESXi to version 5.5 (update 3) or version 6.0.

- **Issue: ASM-5397:** Unable to log in to the user interface.

Description: The user interface is inaccessible when you log in after updating to ASM 8.2.

Resolution/Workaround: Ensure that you clear the browser cache after updating ASM and before logging in the user interface.

- **Issue: ASM-5510:** Removing the battery from a controller on a Dell Compellent storage device displays an inaccurate message.

Description: After you remove the controller battery on a Dell Compellent storage device, an incorrect error message is displayed on the **Resource** page.

Resolution/Workaround: None

- **Issue: ASM-5984:** Static IP addresses are requested or reserved for Server (Hardware Only) components.

Description: When deploying an ASM template with a **Server (Hardware Only)** configuration, IP addresses are reserved for all static networks included on the network configuration of the component. Because this is a "hardware only" component ASM does not configure the server to use these IPs.

Resolution/Workaround: Ensure that you do not assign static networks to the **Server (Hardware Only)** components or ensure that the static networks that are used have enough IP addresses that can be assigned to the component.

- **Issue: ASM-6219:** Backup and restore may reject valid CIFS share credentials.

Description: ASM may reject valid credentials in cases where CIFS shares have anonymous or guest privileges.

Resolution/Workaround: Clear the credentials, and retry the operation.

- **Issue: ASM-6498:** When adding network resources to a running service, for the VMware services that include vDS switches a port group must be entered.

Description: When adding network resources to a running service, for the VMware services that include VDS switches a port group must be entered. The user interface will not allow you to proceed until a port group is selected from the drop-down. This port group will not be used, but must be selected.

Resolution/Workaround: Select a port group from the drop-down anytime you are adding a network to a running VMware service which includes vDS switches.

- **Issue: ASM-6826:** After scaling down a virtual machine component, future deployments with the same virtual machine name is not possible.

Description: After you scale down a virtual machine using the vRO plug-in, future deployments using the same virtual name that was used is not possible.

Resolution/Workaround: Restart the appliance.

- **Issue: ASM-7255:** Bare metal server deployment with the Intel Ethernet Converged network adapter x710 does not work due to a driver issue.

Description: Bare metal server deployment on a server with the Intel Ethernet Converged network adapter x710 is not supported on ASM 8.3.

Resolution/Workaround: Replace the network adapter with a supported model. For more information about the supported network adapters, see the ASM Compatibility Matrix document available at Dell.com/asmdocs.

- **Issue: ASM-7408:** ESXi host intermittently loses connection to vCenter.

Description: ESXi host loses network connectivity with vCenter during ASM cluster component provisioning. This connectivity loss is observed when the same physical NIC is used for both iSCSI and vSAN traffic.

Resolution/Workaround: Ensure that you use separate NICs for vSAN and iSCSI connection to the datastore.

- **Issue: ASM-7501:** Deployments fail if the ASM appliance does not have a default gateway.

Description: If the ASM appliance and ASM-deployed servers or VMs are on a different network, ASM uses the IP address of its default gateway interface for communication between them. If the ASM appliance does not have a default gateway, the deployments fail because ASM cannot find the IP address to use.

Resolution/Workaround: When configuring ASM appliance networking, ensure that a default gateway is specified. For DHCP network configuration, ensure that the DHCP scope has a gateway set. For static network configuration, ensure that at least one network interface is configured with a gateway.

- **Issue: ASM-7553:** Duplicate cluster names in a given vCenter instance cause issues.

Description: If two clusters have the same name in a given vCenter, even if they are in different data centers, ASM is unable to tear down the cluster.

Resolution/Workaround: Manually remove the cluster from vCenter. Ensure that you do not select the cluster during a tear down of an ASM server.

- **Issue: ASM-7660:** An error in the "executionpolicy" command causes the puppet agent to fail during the Windows post install.

Description: Running the puppet agent -t command after a windows post install failure during a puppet run, displays an error message stating that the name of the cmdlet is not recognized and non-english characters are visible. This error occurs when you copy and paste the script execution command from certain documents into the post install module in ASM for the Execute File command.

Resolution/Workaround: Ensure that the text entered in the Execute File command is typed using a keyboard or copied only from documents with no special or hidden characters.

- **Issue: ASM-7852:** Time zone and Network Time Protocol (NTP) set using the user interface is not applied.

Description: Setting the time zone and NTP using the ASM web interface does not update the time in the appliance.

Resolution/Workaround: Restart the appliance for the setting to take effect.

- **Issue: ASM-8332:** Incorrect time stamp attached to custom bundles.

Description: After creating custom bundles, an incorrect time stamp is displayed for the bundles on the **View Bundles** page.

Resolution/Workaround: Set NTP and restart the appliance to fix the issue.

- **Issue: ASM-8344:** PXE boot on a second Intel NIC fails.

Description: If you are using a server with two Intel X710 NICs, operating system installation network assigned to the second port fails with the message that the NIC cannot be found.

Resolution/Workaround: Ensure that you assign the operating system installation network to the first port of the first NIC.

- **Issue: ASM-8399:** Not all storage settings are supported when deploying templates using the VMware vRealize Orchestrator (vRO) plug-in.

Description: Attempting to run the vRO workflows to scale up storage volumes with autogenerated volume names do not succeed and result in a service failure.

Resolution/Workaround: Ensure that you select only the **Specify a new storage volume name now** option in the templates that you want to deploy using vRO.

- **Issue: ASM-8386:** Using inconsistent network combinations on an ESXi server network configuration may result in VMware cluster configuration failure. In this case, the following cluster log message is displayed: `The resource 'vnic4' is in use.`

Description: The server network configuration is used to determine NIC teaming on the ESXi host. Different NIC ports or partitions that are part of a team must have the same networks on them since the team forms one virtual NIC. In some cases, a network configuration that violates this rule may get created and that would result in a failure when trying to create the NIC teams.

Resolution/Workaround: Edit the server network configuration to ensure that the same combinations of networks are used on the various NIC ports and/or partitions.

An example of a valid network configuration is:

Port 1: Hypervisor Management, Hypervisor Migration Port 2: Hypervisor Management, Hypervisor Migration

An example of an invalid network configuration is:

Port 1: Hypervisor Management, Hypervisor Migration Port 2: Hypervisor Management

In the latter case ports 1 and 2 must belong to the same NIC team and therefore must have the same combination of networks on them.

- **Issue: ASM-8499:** ASM reports an error while processing storage components.

Description: When creating a volume on a newly configured Compellent storage with no existing volume, ASM fails to create a volume and the following error message is displayed: `Error: No Storage Type found on Storage Center, you must create one prior to trying to create a volume.`

Resolution/Workaround: Ensure that you create a temporary volume before initiating an ASM service to create a volume on a newly configured Compellent storage. This instantiates a storage type on the Dell Compellent storage device and which ASM uses for the volume creation process.

- **Issue: ASM-8524:** Restore operations take longer to complete if NTP is not configured.

Description: When restoring an appliance, if NTP is not set and the time is incorrect, the restore may block you from logging in after the 1-hour timeout.

Resolution/Workaround: Before performing a restore, verify that NTP settings have been applied to ASM.

- **Issue: ASM-8586:** Datastore entry is not removed from vCenter when scaling down the datastore set as the syslog location.

Description: After removing a volume from a shared storage, the datastore entry that is set as the syslog location is not removed.

Resolution/Workaround: Retry the service to reconfigure the syslog location and then manually remove the datastore.

- **Issue: ASM-8611:** Deploying a cluster with multiple networks using the same vDS or port group name causes the deployment to fail.

Description: If you specify the same name for multiple virtual distributed switches (vDS) or distributed port groups, there is a possibility that the settings may get applied to the wrong vDS or port group causing the deployment to fail.

Resolution/Workaround: Ensure that the vDS and port groups have unique names.

- **Issue: ASM-8721:** Cannot complete Boot from SAN deployment due to the following error: `An invalid host name is typed.`

Description: When attempting to deploy a template with only server and storage for boot from SAN, the deployment does not start and reports the following error: `An invalid host name is typed.`

Resolution/Workaround: Perform the following steps:

1. On the ASM user interface, click **Templates**.
2. Select the template to edit, click **Edit**.

3. Select the server object and click **Edit**.
4. Under **Hardware Settings**, select **Local Hard Drive** from the **Target Boot Device** drop-down box.
5. Under **OS Settings**, select the **Auto-generate Host Name** check box.
6. Under **Hardware Settings**, select **Boot From SAN (iSCSI)** from the **Target Boot Device** drop-down box.
7. Publish and deploy the template.

- **Issue: ASM-8734:** vDS failure if operating system installation and hypervisor management networks are set on separate ports.
Description: Deploying a template using VMware vDS with operating installation and hypervisor management networks set on different NICs results in a deployment failure.
Resolution/Workaround: Ensure that the operating system installation and hypervisor management networks are not set on different NICs.
- **Issue: ASM-8793:** Multiple clusters in a single vCenter with the same name may result in the wrong cluster being selected.
Description: When defining an existing service an incorrect cluster may get selected, if the selected vCenter has multiple clusters with the same name.
Resolution/Workaround: Ensure that you define unique cluster names while defining an existing service with multiple clusters.
- **Issue: ASM-8797:** A host is retained in SCVMM while deleting a Hyper-V service.
Description: While tearing down a deleted service, there is a possibility that the timing of the operation may result in the last host being left in the SCVMM host group.
Resolution/Workaround: Manually remove the host entry from SCVMM before trying to re-deploy the server to the same SCVMM.

Limitations

None

Installation Prerequisites

For installation pre-requisites, see the *Active System Manager 8.3.1 Installation Guide* available at Dell.com/asmdocs.

Installation Procedure

For complete installation instructions, see the *Active System Manager 8.3.1 Installation Guide* available at Dell.com/asmdocs.

Installation and Configuration Notes

None

Documentation Errata

None

Contacting Dell Technical Support

- Make sure that the Active System Manager Service Tag is available.
- Go to the tech direct portal <https://techdirect.dell.com>.
- Login using your existing account or create an account if you do not have an account.
- Create a new case for your incident.
- Add your Active system Manager service tag.
- Select Active System Manager as the Incident type
- Type relevant information in the Problem Details, and add attachments or screenshots if necessary.
- Fill in contact information and submit the request