

Dell OpenManage Essentials Version 2.2

Release Notes

This document describes the new features, enhancements, and known issues in Dell OpenManage Essentials Version 2.2.

Release type and definition

Dell OpenManage Essentials

Dell OpenManage Essentials provides a central point of access to monitor and manage systems on a local area network (LAN). By allowing an administrator a comprehensive view across the enterprise, OpenManage Essentials can increase system uptime, reduce repetitive tasks, and prevent interruption in critical business operations.

Version

2.2

Release Date

September 2016

Previous Version

2.1

Importance

OPTIONAL: Dell recommends the customer review specifics about the update to determine if it applies to your system. The update contains changes that impact only certain configurations, or provides new features that may/may not apply to your environment.

For the latest updates to the release notes, see delltechcenter.com/ome.

Platforms Affected

For a complete list of affected Dell systems and supported operating systems, see the *Dell OpenManage Essentials Version 2.2 Support Matrix* at delltechcenter.com/ome or dell.com/OpenManageManuals.




What is Supported?

For a complete list of supported devices, operating systems, and web browsers, see the *Dell OpenManage Essentials Version 2.2 Support Matrix* at delltechcenter.com/ome or dell.com/OpenManageManuals.


What's New

- Ability to create a device configuration template from an IOA.
- Ability to deploy a device configuration template on an IOA.
- Display of VLAN configuration inventory information of the IOAs within a chassis.
- Ability to assign VLAN IDs to the IOAs within a chassis.
- Ability to deploy the VLAN configuration of IOAs during the deployment of a blade server.
- Support for installing OpenManage Essentials with a customized database name.
- Support for retargeting OpenManage Essentials to a database with a customized name.
- Requirement to enter the MapQuest key for rendering the Map View feature.
- Map View support for the PowerEdge FX2 and FX2s chassis.
- Addition of the All Identity Attributes and Agent Health Status reports.
- Support for additional models of Dell Storage and Dell Networking devices.
- Integration of the MIB Import functionality within OpenManage Essentials.
- Enhancements:
 - Support for launching the IOA console.
 - Display of an appropriate health status icon when a device is unreachable.
 - Display of iDRAC name for devices in the RAC device group.
 - System update task enhancements:
 - * Display of timestamp and download status in the task details pane.
 - * Support for the base location attribute of a Dell Repository Manager (DRM) catalog.
 - * Option to reset the iDRAC before performing an out-of-band system update.
 - * Options to select the method of restarting the server, after applying an out-of-band system update.

 **NOTE:** For a complete list of supported device models, see the *Dell OpenManage Essentials Version 2.2 Support Matrix* at dell.com/OpenManageManuals.

Known Issues

System Updates

 **NOTE:** OpenManage Essentials does not support the software update task on the management station. This is because the Software Update task is interrupted and the final results of the update are not known. You can perform software updates using the other Dell tools.

Before creating an update task for Non-Compliant systems, it is recommended that you update to the latest catalog from ftp.dell.com by clicking the **Get the latest** button under the **System Update** tab. Make sure that you have internet connectivity to download the latest catalog.

Issue 1:

Description: When performing the system update task as a sudo user on a target that does not have OMSA installed, the Scheduled F/W & Driver Inventory task fails with the **sudo requires password** error. [48587]

Resolution: Edit the sudoers file using the `visudo` command, and add the following:

- For target systems running a 32-bit operating system:
 - `Cmnd_Alias OMEUPDATE = /bin/tar, /opt/dell/srvadmin/bin/omexec, /tmp/LinuxPreInstallPackage/runbada, /tmp/LinuxPreInstallPackage/omexec, /tmp/invcoll.bin <sudo_username> ALL=OMEUPDATE, NOPASSWD: OMEUPDATE`
- For target systems running a 64-bit operating system:
 - `Cmnd_Alias OMEUPDATE = /bin/tar, /opt/dell/srvadmin/bin/omexec, /tmp/LinuxPreInstallPackage64/runbada, /tmp/LinuxPreInstallPackage64/omexec, /tmp/invcoll64.bin <sudo_username> ALL=OMEUPDATE, NOPASSWD: OMEUPDATE`

Issue 2:

Description: Simultaneously running the OMSA deployment task and in-band system update task on the same server is not supported. [44598]

Issue 3:

Description: Dell Update Packages (DUPs) for supporting Red Hat Enterprise Linux 7 updates are not yet available in the update catalog, and those systems will appear as compliant in OpenManage Essentials. After the packages are available OpenManage Essentials will be able to calculate compliance and update the target systems.

Issue 4:

Description: In rare cases, inapplicable package may be listed in the compliance report, but the updates are not applied to the target node if the package is not applicable.

Issue 5:

Description: Intel PCI-E driver package information for a server seen in OpenManage Essentials might be different than the driver package information seen in SUU. Package name, Component name, Current Version, and Repository Version might be different. [473495]

Issue 6:

Description: Broadcom NetXtreme driver package information for a server seen in OpenManage Essentials might be different than the driver package information seen in SUU. Package name, Component name, Current Version, and Repository Version might be different. [473493]

Issue 7:

Description: For systems with a Trusted Computing Group (TCG) 1.2-compliant Trusted Platform Module (TPM) chip, software updates for the BIOS fail if all of the following are true:

- The Microsoft Windows BitLocker Drive Encryption feature is enabled.

- The TPM feature is set (using BIOS) to ON with Preboot Measurement.

For information about TPM security settings, see the *Dell OpenManage Server Administrator Online Help* or the *Dell OpenManage Server Administrator User's Guide* available at dell.com/OpenManageManuals and on the appropriate media supplied by Dell. For software updates for BIOS to function, perform the following steps:

1. Disable the **Microsoft Windows BitLocker Drive Encryption** feature. For information on disabling this feature. See the *Microsoft documentation* at microsoft.com.
2. Update the BIOS.
3. Re-start the system.
4. Re-enable the **Microsoft Windows BitLocker Drive Encryption** feature.

You can use OpenManage Essentials to view the TPM information in the **Device Details** page.

Issue 8:

Description: If after successfully running the **Software Update Task** on Windows HyperV server, the server is still displayed in the **Non-Compliant** tab, wait for 30 – 45 minutes. The server is displayed under the **Compliant** Tab.

Issue 9:

Description: While updating PERC using OpenManage Essentials, two firmware packages may be displayed for PERC 4e/Di RAID Controller, if you use the 6.5 SUU DVD. You can use any of the packages to update your PERC.

Issue 10:

Description: After creating a system update task to run immediately, it may take several minutes or more to see the task created, because the update packages are downloaded in the background before the task is registered.

Issue 11:

Description: When enable downgrade is selected, be sure to refresh the browser before attempting update/downgrade.

Issue 12:

Description: ActiveX installation is blocked through OpenManage Essentials.

Resolution: To resolve this issue, run the Windows update to download the latest certificate sources.

Issue 13:

Description: A warning message `No Compliant updates found in selected repository` is displayed if you have created a bundle for updating iDRAC using Repository Manager Version 1.4.

Resolution: Use **FTP** or the **SUU DVD** to update your iDRAC.

Issue 14:

Description: While performing in-band updates to the Broadcom NIC firmware on ESX servers, you may intermittently notice that the task status displays failed, even though the update was performed successfully. This is because of an incorrect status message that is provided by the update package during execution.

Resolution:

1. Reboot the target and perform inventory to verify if the update is successful.
2. Re-apply the update if required.

Issue 15:

Description: When quota management is enabled on the management station and a user approaches the quota limit, system update tasks created by the user are not initiated. The **Task Execution History Status** displays the pause icon. [29773]

Resolution: Increase the quota assigned to the user and then re-run or recreate the system update task.

Issue 16:

Description: System Update task does not work if the security group policy called Admin Approval Mode for the built-in Administrator account is enabled on the system running OpenManage Essentials. [30884]

Resolution: OpenManage Essentials cannot elevate permissions to copy and execute updates when Admin Approval Mode is enabled on the OpenManage Essentials system. Use the default settings to execute the System Update task.

Issue 17:

Description: System Update tasks through iDRAC (out-of-band) do not complete. [30029]

Resolution:

1. Delete the job queue in iDRAC.
2. Reset the iDRAC.
3. Re-inventory the iDRAC to get the updated inventory.
4. Re-run the **System Update** tasks.

Issue 18:

Description: OMSA deployment task displays success, even if OMSA is not installed on the target system. [26652]

Issue 19:

Description: OpenManage Essentials only supports system updates on PowerEdge systems. Sometimes PowerVault NX devices may display in the compliance report even though system updates on PowerVault NX devices are not supported by OpenManage Essentials.

Issue 20:

Description: A Linux 64-bit Dell Update Package (DUP) is displayed as an applicable package for a device running a 32-bit Linux operating system. When the package is applied on the device, the following

message is displayed: This package does not support running on 32-bit operating systems. [59158]

Issue 21:

Description: System update task to upgrade Emulex LightPulse HBA — Storport Miniport driver (10 GbE Network Adapter) on Windows Server 2008 R2 or 2012 results in a time-out error. [61903]

Resolution: Installation of the Emulex NIC driver on Windows Server 2008 R2 and Windows Server 2012 results in an error message that states that a KB article from Microsoft needs to be installed, even if the indicated KB article (hot fix) is already installed. Therefore, ensure that the hot fix specified in Microsoft KB article 2846340 is applied on the server, and then run the system update task.

Issue 22:

Description: System update task on a managed node running VMware ESX 4.x results in a time-out error. On verifying the managed node, some of the updates are applied successfully. [58417]

Issue 23:

Description: After updating the PSU firmware through OpenManage Essentials, the **Device Inventory** page continues to display the earlier PSU firmware version.

Issue 24:

Description: After the PSU firmware is updated through OpenManage Essentials, some PowerEdge servers may not turn on automatically after they shut down.

Resolution: Turn on the server manually.

Issue 25:

Description: Out-of-band firmware update for the backplane of a PowerEdge R620 server is unsuccessful. [69682]

Installation

It is recommended that you install OpenManage Essentials by using either the `Setup.exe` or `Autorun.exe` file.

Issue 1:

Description: An SQL ODBC Driver timeout error is displayed during the installation of OpenManage Essentials. [47759]

Resolution: This error may be seen invalidly if the host name cannot be resolved on the OpenManage Essentials server.

1. Ping the host name of the OpenManage Essentials server to confirm that name resolution works.
2. If the ping fails, fix the DNS issues before attempting to install or use OpenManage Essentials.



NOTE: Both the installer and application require proper name resolution to function properly.

3. If name resolution is successful, follow the instructions in the *Troubleshooting: Timeout Expired* knowledge base article at technet.microsoft.com.

Issue 2:

Description: In the **Prerequisite Checker** screen, the following message may be displayed: An error occurred while attempting to execute a Visual Basic Script. Please confirm that Visual Basic files are installed correctly.

Resolution:

- In Internet Explorer, make sure that the **Active Scripting** and **Scripting of Java applets** options are enabled.
 - a. Click **Tools** → **Internet Options** → **Security** → **Custom Level**.
The **Security Settings** window is displayed.
 - b. Under **Scripting** setting, make sure that **Active Scripting** and **Scripting of Java applets** are set to **Enable**.
- Verify if running VB scripts is disabled by the Windows Scripting Host (WSH).
 - a. Click **Start** → **Control Panel** → **Default Programs**.
 - b. Click **Associate a file type or protocol with a program**.
 - c. In the **Set Associations** window, under Extensions, select **.vbs** and verify that the **Description** is displayed as **VBScript File**. If the **Description** is not displayed as **VBScript File**, click **Change Program** and select open with **Microsoft Windows Based Script Host**.
- The Windows Scripting Host (WSH) may be incompatible, corrupted, or not installed. By default, WSH is installed during operating system installation. To download the current version of WSH, go to: <http://msdn2.microsoft.com/en-us/library/ms950396.aspx>.

Issue 3:

Description: After installing Essentials on a database retained from an earlier Essentials installation, the following are unsuccessful:

- Discovery/Inventory
- Remote task/Scheduled tasks
- Proxy connection
- Email alert action [40085]

Resolution: The following must be provided after the Essentials installation:

- Protocol-specific credentials for discovery and inventory.
- Credentials for remote/scheduled tasks.
- Proxy credentials.
- Email alert action credentials.
- Any other feature that requires credentials.

Issue 4:

Description: The **OpenManage Essentials Install** window displays junk characters in the Japanese language operating system. [39199]

Resolution:

1. Click **Start** → **Control Panel** → **Region and Language**.
2. In the **Format** drop-down list, select **Japanese (Japan)**.
3. Click **Apply**.
4. Try installing OpenManage Essentials again.

Issue 5:

Description: After installing OpenManage Essentials, if you reinstall the database application (which is used by OpenManage Essentials) the OpenManage Essentials database is detached from the database application.

Issue 6:

Description: If you are installing OpenManage Essentials using **Administrators** group user, and UAC is enabled, the **Prerequisites installer** window is blocked after the reboot. You have to allow setup to proceed with rest of the prerequisites installation using the **System tray** icon.

Issue 7:

Description: If using the prerequisites link, SQL Server 2008 R2 SP1 does not install on a specific operating system version and service pack, verify the SQL Server 2008 R2 SP1 support matrix. Windows Server 2008 x86 (SP2) is required to install SQL Server 2008 R2 SP1.

Issue 8:

Description: If you have an older version of the OpenManage Essentials installation prerequisite application installed on your system, and the application is not getting upgraded using the **Install all critical prerequisites** button or the specific prerequisite URL, verify the support matrix of the specific application. You may have to uninstall the previous version and then install the newer version recommended by OpenManage Essentials from its installer prerequisites window.

Examples:

- SilverLight
- Microsoft SQL Server

Issue 9:

Description: OpenManage Essentials installation may stop after a system reboot.

Cause: This issue occurs because the files are extracted to the %temp% directory and the files get deleted after a system reboot.

Resolution: To resolve this issue, re-launch the OpenManage Essentials executable file again.

Issue 10:

Description: After the installation of a prerequisite for OpenManage Essential is completed, the system does not restart even after confirmation. [67806]

Resolution: Manually restart the system.

Migration

The following Tasks will not get migrated from ITA:

- Server Software Update
- Client Software Update
- IPMI Command Line
- Power Control Device (via ASF)
- Performance Management
- Import Dell Catalog
- Server Administrator Deployment for Windows
- Server Administrator Deployment for Linux
- While migrating tasks from IT Assistant to OpenManage Essentials, all the **Run Now** tasks are migrated as disabled.
- While migrating tasks from IT Assistant to OpenManage Essentials, if **Run Once** tasks have the start schedule in the future they will start in the future. If the start schedule is in the past, they will not start.
- Migration of IT Assistant to OpenManage Essentials installation using local database, or OpenManage Essentials using remote database is not supported.
- While migrating Alerts from IT Assistant to OpenManage Essentials, Alert filters get migrated, but alert actions do not get migrated from ITA.
- While migrating from IT Assistant 8.x to OpenManage Essentials 1.0 to OpenManage Essentials 1.0.1, if you encounter a problem during OpenManage Essentials 1.0.1 repair, rename the folder containing OpenManage Essentials 1.0 installation and retry the repair.
- It is recommended that you ensure that all system update and remote tasks are completed before you upgrade OpenManage Essentials. If a system update folder migration error occurs during upgrade, you can copy the folder manually from the %temp% folder, or you can re-run the required tasks after upgrade.
- On a system where OpenManage Essentials version 2.1 and SupportAssist version 2.1 are installed, after upgrading OpenManage Essentials to version 2.2, you must manually start the SupportAssist service.

Issue 1:

Description: After upgrading from OpenManage Essentials version 2.1 to version 2.2, duplication of the PowerVault MD Series storage arrays is observed in the device tree. [68438]

Resolution: To eliminate the duplicate entries, ensure that you delete and rediscover the PowerVault MD Series storage arrays.

Issue 2:

Description: After upgrading from OpenManage Essentials version 1.1.1 to 2.2, or 1.1.1 to 1.2 to 1.3 to 2.0 to 2.0.1 to 2.1 to 2.2, the **Custom URL settings** page may display multiple custom URLs based on the classification of a device in the device tree.

For example, if a custom URL is created for the Servers device group and the servers in your environment are classified under the Servers, RAC, and VMware ESX Servers device groups in the device tree, after upgrading to OpenManage Essentials version 2.2, the **Custom URL settings** page displays three Custom URLs (one for each of the device groups under which the servers are classified in the device tree). [40774]

Issue 3:

Description: After upgrade to OpenManage Essentials version 2.2:

- The devices are not classified correctly.
- The devices that were reported in the **Non-Compliant Systems** tab are displayed in the **Compliant Systems** tab. [40445]


Resolution: After the upgrade, you must initiate the discovery and inventory for all ranges.

1. Click **Manage** → **Discovery and Inventory**.
2. Under Discovery Ranges, click **All Ranges**. The Discovery Range Summary is displayed.
3. Select all the discovery ranges, right-click and select **Perform Discovery and Inventory Now**.

Issue 4:

Description: If an earlier version of OpenManage Essentials is installed in a custom location under the **Program Files (x86)** folder, upgrade to the latest version of OpenManage Essentials is unsuccessful. [39859]

Resolution:

 **NOTE:** It is not recommended to create or copy a custom folder under the **Program Files (x86)** folder and then use the folder for installing any application. Doing so may result in unexpected behavior during/after upgrade of the application.

1. Uninstall the existing version of OpenManage Essentials while retaining the existing OpenManage Essentials database.
 - At the **Uninstalling OpenManage Essentials removes the OpenManage Essentials database. Do you want to retain the database?** prompt, click **Yes**.
2. Install the latest version of OpenManage Essentials.

Issue 5:

Description: Migrating from ITA 8.9 or updating from OpenManage Essentials 1.0.1 silent installation of the **Troubleshooting Tool** and **MIB Import** tool along with any other products selected in the auto run screen fails to install or upgrade on Windows 2008 SP2 32-bit and 64-bit. This occurs when OpenManage Essentials requires system reboot during critical pre-requisite installation.

Resolution: Manually install these components from their respective installers located in the Windows folder where OpenManage Essentials is extracted to.

Issue 6:

Description: While migrating tasks from ITA 8.9 to OpenManage Essentials, all scheduled tasks that are configured to **Run Once** appears as **Periodic Daily** and are disabled. This issue occurs because ITA task information is incomplete when sent to OpenManage Essentials during the migration process. This does not affect any of the existing tasks that OpenManage Essentials has configured.

Resolution: It is recommended that any tasks that are not required must be deleted before starting migration.

Issue 7:

Description: After an upgrade from OME 1.0/1.0.1 or migration from ITA, RAC health status will be unknown if it was discovered using IPMI protocol and user or operator privileges.

Resolution: Provide the user account in the discovery wizard with IPMI admin privileges on the RAC and re-run discovery to get the health status.

Issue 8:

Description: Customizations to the Devices portal layout are deleted on upgrading to OpenManage Essentials 2.2. [18342]

Issue 9:

Description: While upgrading from OpenManage Essentials version 1.0.1 or 1.1 installed with remote SQL Server 2005 to OpenManage Essentials version 2.2, the following message is displayed:

```
SQL Server 2005 is detected on the target system. The minimum version of SQL Server supported by Essentials is SQL server 2008. [31161]
```

Resolution: In this case, you must manually migrate the data from SQL Server 2005 to other supported SQL Server versions, and then upgrade to OpenManage Essentials version 2.0. For more information, see the **Frequently Asked Questions** section in the *OpenManage Essentials version 2.0 User's Guide*.

Issue 10:

Description: After upgrading OpenManage Essentials to version 2.2, the Microsoft Hyper-V servers are not grouped under Microsoft Virtualization Servers in the Devices portal's device tree. [31770]

Resolution: The Microsoft Hyper-V servers are automatically grouped under Microsoft Virtualization Servers on the next discovery or inventory, if scheduled. You can also select **Perform Inventory Now** on the respective discovery IP range to resolve the issue manually.

Issue 11:

Description: After upgrading from OpenManage Essentials version 1.0.1 to 1.2, while accessing hardware logs for any server, you start seeing one or more exceptions in the console.

Resolution:

1. Stop **OmeDAService**, **OmeHostService**, **DSM Essentials Task Manager** and **DSM Essentials Network Monitor** services.
2. Restart the IIS server.
3. Start **OmeDAService**, **OmeHostService**, **DSM Essentials Task Manager** and **DSM Essentials Network Monitor** services.
4. Launch the OME console.

Launching OpenManage Essentials

Issue 1:

Description: If the host name of the management station is changed after the installation of OpenManage Essentials, you will be prompted to provide the system credentials when OpenManage Essentials is launched. [38871]

Issue 2:

Description: OpenManage Essentials launches in Internet Explorer even if any other browser is set as the default browser. [35491]

Issue 3:

Description: OpenManage Essentials does not launch or displays an exception when the number of connections to the OpenManage Essentials website is limited in IIS.

Resolution: The OpenManage Essentials console requires constant communication with the web server to ensure that the data is up-to-date always. The communication between the console and the web server is performed utilizing web method calls in a multi-threaded environment. As such, multiple, simultaneous connections to the web server are required in order for OpenManage Essentials to operate properly. As a general rule, ensure that your web server is configured for a minimum of 50 active connections.

Issue 4:

Description: When launching OpenManage Essentials, the following error is displayed:

```
Client Logon credentials not authorized error. [31507]
```

Resolution: Restart the DSM Essentials Host service.

Issue 5:

Description: OpenManage Essentials does not launch when the IP address of the remote database is changed. [31801]

Resolution: Reinstall OpenManage Essentials and target the existing remote database with the new IP address.

Discovery and Inventory

The processor count in OpenManage Essentials differs for managed systems that contain processors with multiple cores or HyperThreading enabled. The count differs based on whether the managed system is discovered using the CIM or SNMP protocol. The systems discovered using SNMP report physical processors, and the systems discovered using CIM report logical processors.

Issue 1:

Description: In the OpenManage Essentials GUI, if you attempt to create a discovery range with an IP address ending in **.0**, the following error message is displayed: *The last octet cannot be 0.* Depending on the subnet mask, an IP address ending in **.0** is valid for a device. [48781]

To workaroud this issue, import a `.csv` file with a device IP ending in **.0**. OpenManage Essentials discovers and classifies the device properly using this method.

Issue 2:

Description: If you create a new custom device group with modular servers, and perform another discovery, all the server objects in that group are lost. [49224]

To workaroud this issue, do not select the group node for discovery, but rather just the devices within that group.

Issue 3:

Description: An EqualLogic storage array is displayed even after excluding the EqualLogic discovery range.

Resolution: If the EqualLogic Group Management, EqualLogic Storage Group, and all the EqualLogic member IP addresses are included in a single discovery range configuration, excluding that range will exclude the entire group in the device tree.

If these IP addresses are distributed among multiple discovery range configurations, to exclude the EqualLogic group, all the associated discovery ranges must be excluded.

Issue 4:

Description: For Dell PowerVault MD storage arrays with thin virtual disks, the **Virtual Disk Information** table in the OpenManage Essentials device inventory displays the name of the repository for thin provisioning instead of the thin virtual disk name. [42606]

Issue 5:

Description: For Dell PowerVault MD storage arrays, OpenManage Essentials displays critical health status, even if the device is in a warning state. [42607]

Issue 6:

Description: The model number for both Dell Force10/Networking C150 and C7004 Ethernet switches is displayed as C150/C7004 switch in the device inventory. The model number for both Dell Force10/Networking C300 and C7008 Ethernet switches is displayed as C300/C7008 switch in the device inventory. [43443]

Issue 7:

Description: vFlash information is displayed in the **iDRAC Information** table in the device inventory even though this information does not belong to the iDRAC information section. [41115]

Issue 8:

Description: The Service Tag may not be displayed correctly in the device inventory for certain PowerVault MD Series storage arrays. [40631]

Issue 9:

Description: OEM devices discovered using the SNMP or WS-Man protocol are classified under **Modular Systems** in the device tree. [40572]

Issue 10:

Description: When a PowerEdge FX2s chassis is discovered using WS-Man protocol, the hostname of the corresponding mapped sled is not displayed in the **PCIe Slot Information** table in the device inventory. [37351]

Issue 11:

Description: When a PowerEdge FM120x4 sled is discovered in-band using SSH protocol, the **Embedded Device Information** table is not displayed in the device inventory. [39312]

Issue 12:

Description: When a PowerEdge FM120x4 sled is discovered using SNMP+WMI protocol, the **Software Inventory Table** displays multiple entries for the iDRAC version. [39428]

Issue 13:

Description: If a device is not configured with the system contact details, the **Contact Information** table is not displayed in the device inventory information. [36733]

Issue 14:

Description: If the PowerEdge RAID Controllers (PERC) in a PowerEdge VRTX chassis have different versions of firmware installed, the **Software Inventory Information** table displays only the PERC with the main controller firmware version. [39761]

Resolution: Make sure you update the firmware version of the PERC manually in the Chassis Management Controller console.

Issue 15:

Description: Dell EqualLogic FS7500 NAS device discovered using the management member IP is displayed as **Unknown** in the device tree. [39618]

Resolution: Discover the Dell EqualLogic FS7500 NAS device using the group manager IP.

Issue 16:

Description: If a Dell PowerEdge VRTX chassis is discovered using SNMP protocol and NetBIOS name resolution setting, the instrumentation (NetBIOS) name is not resolved. [27327]

Issue 17:

Description: When a monolithic Dell 11th or 12th Generation PowerEdge server with iDRAC6/7 is discovered using the IPMI protocol only (iDRAC out-of-band discovery), the overall health status of the server is not reported correctly in OpenManage Essentials. This issue occurs due to a known limitation in iDRAC. [21599]

Resolution: Discover the server's iDRAC (out-of-band) using either WS-Man or SNMP protocol.

Issue 18:

Description: When only the EqualLogic storage array in a PowerEdge chassis is discovered, the EqualLogic storage array is not classified under **Modular Systems** → **PowerEdge chassis** → **Storage** in the device tree. [38654]

Resolution: Make sure that the PowerEdge chassis is also discovered.

Issue 19:

Description: Dell Fibre Channel switches (modular) are classified under **Network Devices** → **Switches** and not under **Modular Systems** in the device tree. [36990]

Issue 20:

Description: When the name resolution on an IP address to a host name fails using DNS, OpenManage Essentials attempts to resolve the name using the NetBIOS name query. This action may cause the device to appear in Essentials with the NetBIOS name even if it does not have a DNS entry. [138013]

Issue 21:

Description: In case of SNMP discovery, when the name resolution on an IP address to a host name fails using DNS, Essentials attempts to resolve the name using the MIB2 name query. If the MIB2 name query also fails, then Essentials displays the IP address of the device as the device name.

Issue 22:

Description: For Remote Access Controllers (RACs) that have instrumentation installed and that are running on the host operating system, the RAC IP addresses are shown in the **RAC Device** table. [134365]

Issue 23:

Description: For NIC information on systems, Essentials uses the operating system's provider(s) to retrieve data rather than Server Administrator. This behavior can result in discrepancies in reporting NIC information between Essentials and Server Administrator. For example:

- On Linux systems, adapters may be named differently between OpenManage Essentials and Server Administrator. For example, OpenManage Essentials may report a NIC adapter as **eth0**, while Server Administrator shows the actual manufacturer name of the NIC.
- If more than one NIC card is not configured with an IP address, OpenManage Essentials may show only one of the cards with an IP address of 0.0.0.0.
- OpenManage Essentials may not report disabled NIC adapters.

Issue 24:

Description: While performing discovery, if a device is discovered using **host name**, and if its IP address changes at a later time, OpenManage Essentials displays two devices after the next discovery cycle. One device displays the old IP address and status as **Power Down**, while the other displays the new IP address. This problem is likely to affect systems that have DNS-DHCP IP addressing and for which the IP addresses frequently change. [148069]

Resolution: A workaround to eliminate duplicate device is to delete the device with the old IP address.

Issue 25:

Description: The choice of protocols specified for discovering and managing the devices can result in varying levels of manageability. For instance, if you choose to manage devices in your network using only WMI, the devices with only SNMP agent (example DRAC) are classified under the **Unknown** group and consequently, you may not get the **Application Launch** (example RAC console) functionality for the device. To avoid such issues, make a careful choice of the protocols while configuring discovery ranges,

keeping in mind the devices (and protocols supported by agents running on those devices) that you are going to manage. [153729]

Issue 26:

Description: NIC information is not displayed in the device details screen for Dell/EMC arrays. Use **Navisphere Manager** to view these details.

Issue 27:

Description: If you are managing a Dell/EMC storage array, enter the IP address for only one of the storage processors (that is, either SPA or SPB, and not both) in the discovery range. The storage processors are redundant and return the same inventory data to OpenManage Essentials. If you enter both SPs in the discovery range, only one SP will be displayed in the device tree.

Issue 28:

Description: It is not recommended to provide an IP address in multiple ranges, especially when you are using the IPMI protocol. This could result in duplicate devices being displayed in the device tree. [78710]

Issue 29:

Description: For IPMI-based discovery or inventory, the maximum length for the host operating system name is 62 characters. Any character beyond that limit will be truncated. [91210]

Issue 30:

Description: SNMP connectivity from Essentials may fail if the SNMP ports on the management station and managed system are different. If some management applications change the default SNMP port, it could lead to SNMP connectivity failure from Essentials. [175442]

Issue 31:

Description: If you manually change the host name of the server which has already been discovered in OpenManage Essentials, then duplicate entries appear in the device list corresponding to the IP address of the device whose host name has been changed. The new host name also corresponds to same IP address and the duplicate entry of the earlier host name is not automatically deleted. OpenManage Essentials displays both the new and the old host names. [247879]

Issue 32:

Description: If a server is discovered using both SNMP and IPMI (in-band and out-of-band IP addresses respectively), Essentials will correlate the two and display a single device under the **Servers** group in the devices view. If IPMI is then disabled, a new device would appear under the **Unknown** group, corresponding to the out-of-band interface. The device details under the **Servers** group continues to display the out-of-band IP address as well. After you re-enable IPMI, the device under **Unknown** group can be removed by right-clicking it and selecting **Remove**. [262869]

Issue 33:

Description: When a **Power Monitoring Capable** Server is discovered through the CIM protocol, on the **Device Details** screen, Essentials may display **No** under the **Power Management** column in the **Power**

Supply Information section. To display the correct information, discover the server using either SNMP, or both SNMP and CIM protocols. [300080]

Issue 34:

Description: Even after performing inventory on the discovered Linux servers **N** number of times, the Linux servers are still listed under **Non-Inventoried systems**.

Resolution: To resolve this issue perform the following steps:

For Red Hat Enterprise Linux 5.5, SUSE Linux Enterprise Server 10, SUSE Linux Enterprise Server 11

1. Mount the OpenManage Server Administrator DVD in the Linux server.
2. Install '**srvadmin-cm**' rpm.
3. Restart the OpenManage Server Administrator services.
4. Ensure that the OpenManage Server Administrator inventory collector is working fine (Run `./invcol -outc=/home/inv.xml` from `/opt/dell/srvadmin/sbin/invcol` location)
5. Re-inventory the Linux server in OpenManage Essentials.
6. Now the Linux server will be either listed under **Compliant systems** or **Non-Compliant systems**.

Issue 35:

Description: An exception might be seen in the OpenManage Essentials Console, when a discovered virtual machine of a VMware Classic ESX server is selected from the **Unknown** node in the **All Devices** tree. [516274]

Issue 36:

Description: The RAC Console application launch point is available when SNMP protocol is used to discover the DRAC (Dell Remote Access Controller) devices. [515308]

Issue 37:

Description: To properly discover, inventory and classify a Dell server running ESXi 5.0, you must install the OpenManage Offline Bundle and VIB 6.5 A02 available at **support.dell.com**. For more information, see **delltechcenter.com/ome**.

Issue 38:

Description: When you create a custom group, you have the ability to select a pre-defined device search query or the ability to select individual devices and groups to form your newly created custom group.

If you select a device search query as your basis for your custom group content and you subsequently decide to modify the device search query, the results of the modified device search query is not reflected in the custom group. You will have to delete the custom group and recreate it using the newly modified device search query group.

If you create a custom group using a device search query, you subsequently modify the device search query and then attempt to edit the custom group that used the device search query in question, the original device search query group gets deleted. So, once you create a custom group based on a device search query, do not edit it. If you need to modify it, delete it first and then re-create it.

Issue 39:

Description: When a Dell PowerConnect 8100 series switch is discovered, the MAC address associated with the management IP in the **NIC Information** table will be displayed as **N/A** in OpenManage Essentials.

Issue 40:

Description: Discovery and Inventory of servers that have virtual network adapters are not displayed in the **NIC Information** table of the server. This occurs when discovering and inventorying Microsoft Windows servers with SNMP, WMI, or both along with Hyper-V role configured with virtual networks adapters.

Resolution: OpenManage Essentials displays only the IP of the network adapter it was discovered on. If it is a virtual network adapter, it displays **Host NIC Adapter**. OpenManage Essentials displays only the physical network adapters in the **NIC Information** table of the server.

Issue 41:

Description: When discovering and inventorying 12G servers using SNMP, there may be some instances where the device is removed from the device tree and replaced with another 12G server. This issue is known to occur with the initial release of the iDRAC7 firmware 1.06.06.

Resolution: It is recommended that the iDRAC7 firmware is updated to version 1.20.20 or later.

Issue 42:

Description: If you import more than 1,500 discovery ranges (each range can have one or more IP addresses) using the Discovery **import CSV** feature, the first time you navigate to the **Manage | Discovery and Inventory** page, you may see a delay of 10-15 seconds until the page loads. After that, subsequent visits to that page will load normally.

Resolution: Do one of the following:

1. Allow the console to complete loading for up to 15 seconds.
2. Do not import individual IP addresses, instead import the IP ranges.

Issue 43:

Description: While discovering ESXi 5.0 and ESXi 5.0 U1 using WS-Man you may observe that the discovery task may take about 6 minutes. This issue is due to the enhanced information OpenManage Essentials is gathering from the ESXi 5 host and the increased storage and software calls being sent to the OMSA ESXi 5 VIB.

Resolution: Do one of the following:

1. Perform discovery and inventory of ESXi 5 when the servers are not busy.
2. Review the *Performance and Scalability white paper* at delltechcenter.com/ome for other recommendations.

Issue 44:

Description: When OpenManage Essentials is used to discover and inventory devices of the same category having same name (for example, servers) in different subnets (for example, my_server), then

- The device tree displays the information of the device that was discovered last.
- The device information portal (Details tab) displays the merged data from all devices.

Resolution:

1. Ensure that the correct FQDN is defined for each target device.
2. Set the UI discovery to use the DNS for name resolution.
3. Go to **C:\Program Files (x86)\Dell\SysMgt\Essentials\configuration** or the path where OpenManage Essentials is installed.
4. Open the **dconfig.ini file**, and add the following under **[DISCOVERY_PARAM]:**
NAME_CORRELATION_MODE=value
The possible values are:
 - 0 = Default (OpenManage Essentials works as described in this issue).
 - 1 = Matches device names based on the name resolution method set in the UI.
 - 2 = Matches device names based on the name resolution method set in the UI, but also uses the alternate name if it gives a more optimal match. Setting the NAME_CORRELATION_MODE to 2 helps when you do not want a preferred name resolution method for correlation.

Issue 45:

Description: When a Dell Compellent device discovered using the management IP (virtual IP) address or master controller IP address is rediscovered using a non-master controller IP address, the management IP (virtual IP) address will not be displayed in the NIC Information report. [30191]

Issue 46:

Description: The Service Tag may not be populated in OpenManage Essentials for devices with certain firmware versions. The device list may also display multiple entries for these devices if the hostname of these devices are changed. [29823]

Resolution: To ensure that the Service Tag is populated, upgrade the firmware of the managed nodes to the latest version.

Issue 47:

Description: When a Dell client device such as Dell OptiPlex, Dell Latitude, or Dell Precision with OMCI 8.x installed is discovered using the WMI protocol, the Agents table in device details page displayed the OMCI version as N/A. [16891]

Issue 48:

Description: When a XenServer is discovered using SSH, the MAC address is not displayed in the same column for the IP address.

Issue 49:

Description: HA Clusters can be discovered using SNMP only. The discovery task that is intended to discover HA Clusters must have SNMP enabled and the associated credentials must be correct for the target devices.

In order for the members to be discovered, the IP address of each cluster member must be included in the list of addresses to be discovered by the discovery task.

When discovering HA Clusters, the cluster name may replace the name of the active cluster node. To avoid this, do not include the cluster IP address in the discovery range.

If the cluster IP address is the only IP address in the discovery task that is related to the HA Cluster, the currently active cluster node will be discovered and its name will be the same as that of the cluster itself. This results in the cluster name appearing in several places under the All Devices organizational view.

Another option which helps with cluster discovery is setting the name resolution to NetBIOS instead of DNS names and running the discovery.

Issue 50:

Description: For Dell's 13th Generation of PowerEdge servers discovered using out-of-band method, the system uptime displayed in OpenManage Essentials may not match with the actual system uptime. [51626]

Issue 51:

Description: OpenManage Essentials may not display the appropriate version in the inventory for OpenManage Storage Services (OMSS) version 8.0.2. [51149]

Issue 52:

Description: After replacing a server (source) with another server (target) from a compute pool, if the operating system IP address is discovered again, drill-down of the IP address on the **Discovery and Inventory** page displays both the source and target servers. [61513]

Resolution: Delete both the servers and then discover the servers again.

Issue 53:

Description: In OpenManage Essentials version 2.2, when the iDRAC and the server with the iDRAC are correlated:

- Deleting the discovery range of the iDRAC removes the iDRAC details in the **NIC Information** table of the server. However, the iDRAC is not removed from the device tree.
- Deleting the discovery range of the server removes the server details in the **NIC Information** table of the iDRAC. However, the server is not removed from the device tree. [61985]

Issue 54:

Description: For EqualLogic PS4210 storage arrays with EqualLogic firmware version 8.0.4, the **Application Launch** option is disabled. [62421]

Issue 55:

Description: When a server is discovered with the SNMP protocol, the RAC name of the server is not displayed in the device tree, portals, and wizards. [64443]

Resolution: Ensure that the iDRAC of the server is discovered with the WS-Man protocol. Otherwise, the system name is displayed in the device tree, portals, and wizards instead of the RAC name.

Issue 56:

Description: The location of a server is not displayed in the **Device Summary** table when the server is discovered out-of-band with either the WS-Man or SNMP protocol. [62819]

Resolution: The location of the server is displayed in the **Device Summary** table only if the server has OMSA installed and is discovered in-band. If the server is discovered out-of-band with either the WS-Man or SNMP protocol, the device location is displayed only in the **Data Center Location Information** table.

Issue 57:

Description: The Service Tag is not displayed for the PowerEdge FN IOAs that were manufactured prior to February 1, 2016. [63831]

Issue 58:

Description: For Dell PowerEdge chassis, the **Enclosure Slot Information** table displays a slot as available, even though the slot may be occupied by quarter-width sleds. [65732]

Issue 59:

Description: For Dell's 11th or earlier generation of PowerEdge blade servers, the NIC and NIC Port details are not displayed in the VLAN configuration inventory, if the blade servers are discovered out-of-band with SNMP protocol. [69306]

Issue 60:

Description: For PowerVault MD Series storage arrays that are daisy chained, the Service Tag may not be displayed or displayed incorrectly in the device inventory. [64070, 18069]

Issue 61:

Description: For a Dell 11th generation PowerEdge modular server having iDRAC firmware version 3.75 installed, the health status displayed in OpenManage Essentials may not match with health status displayed in the RAC console. [61951]

Issue 62:

Description: For PowerVault MD Series storage arrays that are daisy chained, the enclosure ID displayed in the OpenManage Essentials Firmware Information inventory does not match with the enclosure ID displayed in PowerVault Modular Disk Storage Manager if default Enclosure ID values are changed. [67086]

Issue 63:

Description: Thin provisioned virtual disks of a PowerVault MD 38xxi storage array are displayed with REPOSITORY NAME & current size and not the actual disk name & maximum size in the Virtual Disks inventory information. [42606]

Issue 64:

Description: For PowerVault MD 38xxi storage arrays, the health status displayed in OpenManage Essentials may not match with the health status displayed in PowerVault Modular Disk Storage Manager. [42607]

Issue 65:

Description: The Service Tag of a PowerVault MD 38xx Series storage array displayed in OpenManage Essentials does not match with the Service Tag displayed in PowerVault Modular Disk Storage Manager. [64059]

Issue 66:

Description: If the mode of the IOAs in a chassis is changed from Standalone or VLT to PMUX, the IOAs of a chassis are not discovered when using the **Chassis (CMC) Discovery – All Components** filter. [65026]

Resolution: Do one of the following:

- Update the SNMP Community string of the IOA in the corresponding CMC console.
- Discover the IOAs separately in OpenManage Essentials.

Issue 67:

Description: The Memory Type information is displayed as **Unknown** in the device inventory, when a server running VMware ESXi and with DDR4 type memory DIMM is discovered by using the operating system IP address (in-band) with WS-MAN protocol.

Resolution: Discover the server by using the iDRAC IP address (out-of-band) with WS-Man protocol.

Alerts

OpenManage Essentials can receive and process alerts from systems with an IPv4 address format.

Issue 1:

Description: Some of the alerts received in OpenManage Essentials from Dell Networking C-Series devices may not indicate the actual cause of error or problem on the device.

Issue 2:

Description: OpenManage Essentials may receive alerts with unknown severity from SonicWALL firewall devices. [41420]

Resolution: To change the severity of the alert, edit the alert/trap definition using the **MIB Import Utility**.

Issue 3:

Description: FluidFS alerts received from the controller or management member IP are not associated with the corresponding Dell EqualLogic FS7500 NAS device. [39667]

Issue 4:

Description: If the intensity of an alert storm increases beyond 5 traps per second, it could take OpenManage Essentials several minutes to process all the alerts. New alerts that are received in the interim are not displayed on the console until all the alerts in the storm are processed.

Issue 5:

Description: Alert Actions: Application Launch alert actions do not show the application in interactive mode if the Microsoft Windows **Interactive Service Detection** service is stopped. To see the applications, you have to start the service.

Issue 6:

Description: Alerts are not received when the **SNMP Trap** service is stopped and started. To resolve the issue, restart the **DSM Essentials Network Monitor** service.

Issue 7:

Description: For large number of alerts, two auto refreshes are required to show the total alerts and count on the home page. If the alert count is large, the first refresh fetches and shows only a subset of alerts. The second refresh displays the entire list.

Issue 8:

Description: If you edited sample alert actions in OpenManage Essentials version 1.0, you must manually clone them before migration. Those will get overwritten with default sample actions.

Issue 9:

Description: The test trap from PowerVault MD 32xx/32xxi is received in OpenManage Essentials system with IP 0.0.0.0. This is an expected behavior in OpenManage Essentials and any other trap listener.

Issue 10:

Description: While upgrading OpenManage Essentials from version 1.0.1 to 1.2 or above, all the existing Dell Force10 traps are deleted because OpenManage Essentials version 1.2 installs the tested and verified Dell Force10 trap definitions. Also, the Dell Force10 traps from the MIB Import Utility are also removed and the severity of the traps are set as defined in OpenManage Essentials version 1.2. After upgrading to OpenManage Essentials version 1.2, make sure that you update the associated Event view/action filters for these Dell Force10 trap definitions, because the previous OpenManage Essentials version 1.0.1 event filters may not work after the upgrade.

Issue 11:

Description: When creating an alert action for an application launch, OpenManage Essentials system path variables which contain % signs are not supported. Examples of unsupported variables are: %WINDIR %, %SystemRoot%, %APPDATA%, %HOMEPATH%, %PATH%, and so on.

Resolution: Avoid using the system path variables with % sign and use the full absolute path to the executable file.

Issue 12:

Description: For Compellent storage arrays, the **Alert Details** window displays an incorrect SCSI device type and SCSI device status. [62467]

Issue 13:

Description: For EqualLogic storage arrays, the **Alert Details** window displays an incorrect alert description. [62474]

Remote Tasks

- OpenManage Essentials supports iSM deployment on servers running Community Enterprise Operating System (CentOS).

Issue 1:

Description: The task targets tree is not expandable when iDRAC Service Module Deployment task is opened in view mode. [51128]

Resolution: Open the corresponding task in edit mode to view the selected targets.

Issue 2:

Description: The iDRAC Service Module deployment task is unsuccessful when parameters are provided for installing selective components. [52132]

Resolution: Perform one of the following:

- Create the iDRAC Service Module deployment task without any parameters, and then run the task. After the deployment is completed, open the iDRAC web interface and enable or disable the components.
- Include the `MAIN_FEATURE` parameter along with the parameter you want to use. For example, `ADDLOCAL=OSInfo,MAIN_FEATURE`.

Issue 3:

Description: Target selection changes made to a remote task are applied to other remote tasks, if the tasks are created in quick succession. [49249]

Resolution: Right-click and delete the affected remote tasks, and re-create the required remote tasks.

Issue 4:

Description: While deploying iSM on servers running Linux with OMSA version 7.4 or earlier, the deployment task may display a success message, even though the task actually failed because of dependency issues. To confirm if the task was successful or failed, you can see the task details.[48523]

Issue 5:

Description: The OMSA deployment task displays success, even if OMSA is not installed because the selected OMSA package is not supported on the target device. [45910]

Issue 6:

Description: The iDRAC Service Module (iSM) deployment task is unsuccessful when deploying iSM version 1.0 on a target device running Linux operating system.

Resolution: Ensure that the dependency packages/executables required for iSM deployment are installed on the target device, and then run the task again. For information on the dependency files, see the **Linux**

Install Dependency section in the *iDRAC Service Module Version 1.0 Installation Guide* at dell.com/support/manuals. [47177]

Issue 7:

Description: After deployment of iDRAC Service Module (iSM) using a .rpm package, the iSM service (dsm_ism_srvmgrd) is not started. [43476]

Resolution: Start the iSM service manually on the server running Linux.

Issue 8:

Description: The **Task Execution History of a Power Task** (Power cycle, Reboot, or Power off) displays success even though the task is not run on managed nodes that do not have OMSA installed. [41102]

Issue 9:

Description: If an OMSA deploy task is run on a target using either incorrect parameters or a non-applicable package, the **Tasks Execution History** displays success, even though the task fails on the target device.

Example scenarios:

- Installing OMSA Instrumentation on a virtual machine
- Upgrading OMSA on a target that does not have OMSA installed
- Downgrading OMSA [083482]

Issue 10:

Description: Only the OMSA web server component can be installed on a virtual machine. If you deploy the server administrator component using the OMSA Deploy Task on a virtual machine, the Task Status displays success. However, OMSA is not installed on the virtual machine. [26652]

Issue 11:

Description: The Dell OpenManage Server Administrator Managed Node (MSP file) supports minor upgrades only (from version n to version n+1). If you use the MSP file to deploy a major OMSA upgrade (from version n to version n+2), the Task Status displays success. However, OMSA is not upgraded on the target system. [16166]

Issue 12:

Description: If a user from the OmeAdministrators group executes a command that requires system Administrator privileges for tasks such as a command to stop a service, the task status is not displayed correctly. To view the correct status of the task, click the task under **Task Execution History**.

Issue 13:

Description: When OpenManage Essentials is installed with a remote database server, the database connection may be lost (due to local network failures, database server reboot, and so on). If this happens, the tasks may no longer run as scheduled. When observed, normal operation can be restored by restarting the OpenManage Essentials Windows services: **DSM Essentials Network Monitor** and **DSM Essentials Task Manager**. [498134]

Issue 14:

Description: Remote Server Administrator command line task may not respond for Server Administrator running on Microsoft Windows Server 2008 and Microsoft Windows Server 2008 R2.

To enable the successful functioning of remote Server Administrator CLI and software updates/deploy features, ensure the following (applicable to Microsoft Windows only):

- The managed system and the management station must be on the same domain or there should be a trust relationship between the two domains.
- If you have a Windows Firewall configured on the management station or the managed system, make the following configuration changes to enable remote Server Administrator CLI and software updates to work successfully.

Management Station:

1. Open TCP port 135.
2. Add the application **omremote.exe** (located in **Essentials\bin**) to the Firewall exception list.

Managed System:

- If you have the Windows firewall configured, enable remote administration by running the following command in the command prompt:

```
- "netsh firewall set service RemoteAdmin"
```

For more information on connecting through the Windows firewall, see *Microsoft's MSDN website for Platform SDK: Windows Management Instrumentation (Connecting through Windows Firewall)* at:

- [http://msdn.microsoft.com/en-us/library/aa389286\(VS.85\).aspx](http://msdn.microsoft.com/en-us/library/aa389286(VS.85).aspx)
- <http://support.microsoft.com/kb/875605>

For Windows Server 2008 onwards, see the following link: [http://msdn.microsoft.com/en-us/library/aa822854\(VS.85\).aspx](http://msdn.microsoft.com/en-us/library/aa822854(VS.85).aspx). [312918]

Issue 15:

Description: When creating or updating a task, the stamp for the creation or update time is that of the OpenManage Essentials UI. The **Last Run Time** displayed on the summary report, however, is the time of the Essentials Services system. If there is a significant variation in the UI and Services system time, it is possible that a scheduled task may not execute or show that it was executed before it was created. [137997]

Issue 16:

Description: If you set the task start or end time to a time in Daylight Saving Time (DST) shift period, OpenManage Essentials changes the task start or end time to the closest valid time. [165393]

Resolution: A workaround to eliminate the changing of start or end time is to set a valid start/end time.

Issue 17:

Description: By default, root login through SSH is not enabled on VMware ESX Servers. As a result, all the OpenManage Essentials tasks that use the root account fail. To enable the SSH root login on the ESX Server, set the option **PermitRootLogin=YES** in **/etc/ssh/sshd_conf** file. [174023]

Issue 18:

Description: The Server Administrator Deployment task requires dependent components (example libc+ +) to be installed on the target systems running the Linux operating system. If these components are not installed, the task fails with the following error message:

- omexec must be installed on the remote node for the task. See the help and ensure that the remote node requirements are met before executing the task.

Issue 19:

Description: If the **Log On** account of **DSM Essentials Task Manager** or **DSM Essentials Network Monitor** services are changed, the following user rights must be assigned for the **Log On** account:

- **Adjust memory quotas for a process**
- **Replace a process level token**

If the **Log On** account is missing the above user rights, the Essentials tasks fails to execute.

Resolution: To assign user rights to an account on the local computer:

1. From the **Start** menu, point to **Administrative Tools** and then click **Local Security Policy**.
2. In the **Local Security Settings** dialog box, double-click **Local Policies**, and then double-click **User Rights Assignment**.
3. In the details pane, double-click **Adjust memory quotas for a Process**.
4. Click **Add User or Group**, and in the **Enter the object names to select** box, type the user or group name to which you want to assign the user right and click **OK**.
5. Click **OK** again and double-click **Replace a process level token** in the **Details** pane.
6. Click **Add User or Group** and in the **Enter the object names to select** box, type the user or group name to which you want to assign the user right and click **OK**. [239550]

Issue 20:

Description: While creating a **Generic Command Line** task, the **Application requires interaction with desktop** check box does not work and the executable window is not be visible when Essentials is installed on the Microsoft Windows Server 2008 R2 system. The task runs the executable in the background. If Windows requires input, the task may hang and you may need to kill the process for the task to continue.

Issue 21:

Description: After successfully running the **Deploy Server Administrator** task on the Linux server, if discovery still classifies the server as **Unknown**, restart the Linux server and run the discovery again. The Linux server should start showing up under the device tree.

Issue 22:

Description: When trying to run a remote server administrator command against some Linux targets, the **Task Execution History** pane may show the task as complete even though, when the **Execution Details** pane is examined, the **Execution Summary** states: The task is not supported for the target device.

This occurs when the Dell OpenManage Server Administrator on the target devices does not properly report the information needed for OpenManage Essentials to determine if the Remote Server

Administrator command can run on the system(s). This may mean that OMSA is not properly configured, is in an unknown state, or needs to be upgraded.

Issue 23:

Description: If you are a super-user on a system and you do not have full permissions to this path: `~\InstalPath\SysMgt\Essentials\SystemUpdate\Packages`, you must give the super-user full access to that path before running the OM-Deploy task.

Issue 24:

Description: If a remote task is scheduled to run periodically and system time is changed to a future time, an exception may be seen in the console.

Resolution: To resolve this issue, disable all periodic tasks, stop the **DSM Essentials Task Manager** service, then change the system time. After time has been changed, start the **DSM Essentials Task Manager** service, and edit each period task schedule.

Issue 25:

Description: If the Remote task is running, it cannot be deleted from **Task Execution History** pane, though it can be deleted by right-clicking the task from **Task Tree** pane

Issue 26:

Description: For Deploy Server Administrator Task, after the task is created, the task status may say **pending** while the task icon shows the **Task complete**. This means that the Deploy Server Administrator package i.e msi or msp has been downloaded successfully though the task execution is still pending. Once the task starts execution the 'task complete' icon will change accordingly.

Issue 27:

Description: For **Remote Task** and **System Update** multiple selection of task is not supported.

Issue 28:

Description: Even though a task is **Run Now** task, or if the task does not have a valid schedule associated with it, right-clicking the task in the left side task pane will show the **Activate Task Schedule** option. Though, activating the schedule will not do anything as there is no schedule associated with the task.

Issue 29:

Description: If you activate schedule for cloned sample tasks without adding targets, it may display a message for entering credentials for targets since the schedule cannot be activated without valid targets. To avoid this message, add valid targets for the cloned task before activating the task schedule

Issue 30:

Description: In view mode of the Task, you will be able to see the Task Targets. You will also be able to expand the tree to view sub-targets. Though, any selection made here is not saved, this has been made viewable so that you know all the targets associated with the task.

Issue 31:

Description: Sometimes when editing the remote task the target selection is not seen. To see the targets, cancel or close the edit window and re-edit the task to see the target selection.

Issue 32:

Description: Users can select the type of OpenManage Server Administrator packages depending on whether they want to perform an upgrade (major or minor) or clean install of OpenManage Server Administrator using OpenManage Essentials.

- Use .msi package for clean install /major upgrade/minor upgrade of OpenManage Server Administrator
- Use .msp package for minor upgrade
- Use .exe package for major/minor upgrade

Issue 33:

Description: OpenManage Server Administrator deployment on XenServer: OpenManage Server Administrator cannot be deployed on XenServer from OpenManage Essentials. OpenManage Server Administrator needs to be installed manually on the managed node. Dell OpenManage is available for XenServer as a Supplemental Pack. The supplemental pack can be downloaded from support.dell.com.

Issue 34:

Description: OpenManage Server Administrator deployment on ESXi server: OMSA cannot be deployed on ESXi server using OpenManage Essentials. For more information, see the *How to set up and configure ESXi 5 for use in OpenManage Essentials white paper* and the *Installing OpenManage Server Administrator on ESXi4 with OpenManage Essentials video* at delltechcenter.com.

Issue 35:

Description: To Install OpenManage Server Administrator on 64 bit Linux system, install the following 32 bit rpms and their dependent packages before running OpenManage Server Administrator Deploy task from OpenManage Essentials.

- compat-libstdc++-33.i686
- libxml2.i686
- pam.i686
- glibc.i686
- zlib.i686
- libgcc.i686

Issue 36:

Description: While creating an OpenManage Server Administrator update deployment task; the task may remain in the **In-progress** state for 6 hours. This occurs in certain scenarios where OpenManage Server Administrator was not properly uninstalled prior to running the update deployment task. This may also occur if the task was interrupted during the deployment process.

Resolution: Before running the update deployment task, make sure that OpenManage Server Administrator is uninstalled from the target server and then create an OpenManage Server Administrator deployment task.

Issue 37:

Description: Creating a Remote Server command task with the command `omreport system alertlog` may take longer than expected to complete. This occurs if the alert logged on the target system is unusually large, the task may fail to complete.

Resolution: Review the alert log on the system to determine if the log can be cleared.

Issue 38:

Description: When Server Administrator deployment task is performed on more than 20 Linux targets, the task may fail. This issue is due to the limitation on the number of simultaneous Server Administrator deployments task OpenManage Essentials is capable of.

Resolution: It is recommended to deploy Server Administrator on up to 20 targets with each task.

Issue 39:

Description: When creating a Command Line task and selecting Remote Server Administrator command for a Linux target using a command other than `omreport` and `omconfig`, the task status indicates the task as completed and displays a green status. This occurs because the Remote Server Administrator command supports `omreport` and `omconfig` commands.

Resolution: While creating a Remote Server Administrator command, make sure to use only `omreport` and `omconfig` commands for the task to return correct data. You can get the complete list of these commands at support.dell.com.

Issue 40:

Description: If you select an MSP package to update major versions of OpenManage Server Administrator, (for example, version 6.x to version 7.x) the task displays the status as successful and the details indicate that the software update is complete. However, you can notice that the update was never completed. This occurs because the MSP is only supported while updating minor versions. For example, 6.3 to 6.5 or 7.0 to 7.1. For more information about the valid packages that can be used to update OpenManage Server Administrator, see *OpenManage Server Administrator User's Guide* at dell.com/support/manuals.

Resolution: While updating major versions of OpenManage Server Administrator make sure that the MSI package is used.

Issue 41:

Description: The Deploy Server Administrator task runs forever.

Resolution: Make sure that the install arguments are valid for Deploy Server Administrator task. For more information about the Deploy Server Administrator task and install arguments refer to the *OpenManage Essentials User's Guide* or the *Deploy Server Administrator white paper* at http://en.community.dell.com/techcenter/extras/m/white_papers/20069180/download.aspx. If the arguments are invalid, stop the task and create a new task with valid arguments.

Issue 42:

Description: If OpenManage Essentials is added to a domain, the Generic Command Line task fails when the username is provided as `localhost\<Username>`.

Resolution: Provide the username in one of the following formats:

<Username>

<Hostname>\<Username>

.\<Username>

\<Username>

Issue 43:

Description: The Sample — Linux OMSA Uninstall command line task does not support the uninstallation of OMSA version 6.1 or earlier. [30243]

Issue 44:

Description: The 64-bit Dell Remote Access Controller Admin (RACADM) tool does not support the OpenManage Essentials RACADM Command Line Task. [29703]

Issue 45:

Description: The Total Targets in the Task Execution History retains the count of the previously executed targets and also the execution history. [29583]

Issue 46:

Description: OpenManage Essentials allows editing and re-run of OMSA deployment tasks. It is recommended that the editing and re-run options are selected only for tasks that have finished execution. [29525]

Issue 47:

Description: Invalid parameters provided for RACADM command line tools are not validated by OpenManage Essentials, and the tasks status displays that the command was executed successfully as part of the task. [30539]

Issue 48:

Description: After the successful execution of the Sample — Windows OMSA Uninstall command line task, no details are displayed in the Task Execution History. [30535]

Issue 49:

Description: The Schedule View calendar allows you to select a date prior to the current date for launching the task creation wizard. OpenManage Essentials validates the date only during the task creation, and displays an error message if the task is scheduled on a date prior to the current date. [27551]

Issue 50:

Description: The Sample — Windows Upgrade OMSA command line tasks does not verify if OMSA is installed on the target. After execution of the task, the Task Status displays **Successful**, even if OMSA is not installed on the target system. [28272]

Issue 51:

Description: The Sample — Windows OMSA Uninstall and Sample — Linux OMSA Uninstall command line tasks do not verify if OMSA is installed on the target. After execution of the task, the Task Status displays Successful, even if OMSA is not installed on the target system. [30244, 30533]

Issue 52:

Description: When using a single OMSA deploy task on multiple targets, if one or more task targets are not updated, OpenManage Essentials displays The task was cancelled for the target device. The Task Execution History displays the Stop status.

Resolution: Re-run the task:

1. In the **Task Execution History**, right-click the task and click **Edit**.
2. Deselect all the targets that were successfully updated.
3. Provide the credentials and click Finish. [16585]

Issue 53:

Description: An existing remote task may be replaced by a newly created remote task. [31534]

Resolution: Restart the DSM Essentials Task Manager service.

Issue 54:

Description: Deploying OpenManage Server Administrator (OMSA) as a sudo user does not work on a system running SLES 11.

Resolution: Ensure that the directory for the sudo user exists in the /home directory on SLES 11, and then deploy OMSA. If the directory does not exist under /home, create the sudo user using the useradd -m option. The -m option ensures that the directory for the sudo user is created in /home directory.

Issue 55:

Description: If a device group is selected as a task target, the task runs on all devices in the group, including devices that were added to the group after the task creation. [55466]

Resolution: Before the task runs, edit the task and ensure that the task target only includes the required devices.

Issue 56:

Description: While accessing OpenManage Essentials remotely as an OMESiteAdministrator, creating a remote task displays an insufficient permission error. [61746]

Resolution: Close the web browser and open OpenManage Essentials again.

Issue 57:

Description: The **Task Target** page does not display all device groups for the OMESiteAdministrator. [61821]

Issue 58:

Description: Clicking the **Browse** button available in a task wizard displays a JavaScript error.

Resolution: Clear the web browser cache and click Browse again.

Issue 59:

Description: A cloned task may not display all the task targets immediately after the task is cloned. [55462]

Resolution: Wait until the cloned task is displayed in both the **Remote Tasks** tree and the **Remote Tasks** grid, and then verify the task targets.

Configuration Management

Issue 1:

Description: When the **Deploy Template** wizard is run and both deployment and boot-to-network-ISO are requested, if the boot-to-network-ISO task fails to start for some reason, the task will never show that it has completed. The task details window shows the failure and the task completes, but it fails to update its status in the database, so the UI never shows it as completed. [52861]

Resolution: If the task details contain a message that the boot-to-network-ISO task failed to start, and the task continues to show as running, manually stop the task using the context menu on the task. The task has already ended, but stopping it manually will update the database so the task doesn't appear to be still running.

Issue 2:

Description: The device configuration **Inventory** and **Compliance** tabs in the **Devices Portal** display inventory and compliance information only after the corresponding tab is manually refreshed. [48567]

Issue 3:

Description: For device configuration inventory tasks, the **Task Execution History** displays the user who ran the task as System. [48738]

Issue 4:

Description: If a device on which a configuration template was deployed, is deleted and then rediscovered, the last template deployed on the device is not displayed in the **Repurpose and Bare Metal Devices** tab.

Issue 5:

Description: Auto deployment tasks created in OpenManage Essentials version 2.0 do not run successfully after upgrade to version 2.0.1 or version 2.2. [61955]

Resolution: Recreate the auto deployment task after the upgrade.

Issue 6:

Description: If the attributes of a template are modified after the template is deployed, all tasks that use that template reflect the modified values and not the previously deployed values. [67391]

Issue 7:

Description: **Compute Pool** tree view may display blank nodes when CMCs or IOAs are added to bare-metal pool. [69829]

Resolution: Collapse and then expand the root node of the **Compute Pool** tree or refresh the OpenManage Essentials user interface.

Security

To prevent security issues due to cross frame scripting (XFS) in Internet Explorer, you must disable web frames across different domains:

1. Click **Tools** → **Internet Options**.
2. Click **Security**.
3. Under **Select a zone to view or change security settings**, select **Local** intranet.
4. Under **Security level for this zone**, click **Custom** level.
5. Under **Miscellaneous** → **Navigate windows and frames across domains**, select either **Prompt** or **Disable**.

Reports

Issue 1:

Description: In the Agent and Alert Summary report, if the devices are filtered by any Group other than **All Devices**, the **Agent Summary** table does not display the correct information. [49510]

Resolution:

Issue 2:

Description: **Device Name** is a default field and is present in all reports. [134260]

Issue 3:

Description: The time displayed in the reports generated by Essentials and the **Device Summary/Details** page are in the time zone corresponding to the management station. [75603]

Issue 4:

Description: Software Components report does not show entries for ESXi servers.

Issue 5:

Description: To populate **Modular enclosure reports**, CMC should have firmware version 4.0 and above.

Issue 6:

Description: Windows Server 2008 R2 and Windows 7 will not let you add the **Administrators and Users** group to the **OmeUsers** and **OmeAdministrators** groups using computer management. If you want to add the **Administrators and Users** group use the command prompt or delete the OME groups to have them reset.

Command to list your local groups: `net localgroup`

Command to add Users to OmeUsers: `net localgroup "OmeUsers" Users /add`

Command to add Administrators to OmeAdministrators: `net localgroup "OmeAdministrators" Administrators /add`

Command Line Interface (CLI)

Issue 1:

Description: OpenManage Essentials CLI functionality will not work when a non-default Console Launch port is used for installing OpenManage Essentials. If you want to use the CLI functionality, make sure that the default Console Launch port 2607 is used during installation.

Issue 2:

Description: OpenManage Essentials CLI does not support deleting nested custom groups. While deleting a child custom group using CLI, OpenManage Essentials deletes the parent custom group as well. You can delete the child custom group using the right-click option in the GUI.

Miscellaneous

Issue 1:

Description: Push notifications are not received in OpenManage Mobile in the following scenario:

1. Install **OpenManage Mobile** and subscribe to an OpenManage Essentials console.
2. Uninstall OpenManage Essentials, retaining the database.
3. Reinstall OpenManage Essentials using the retained database. [41335]

Issue 2:

Description: SupportAssist version 1.3 is not compliant with the Federal Information Processing Standard (FIPS). [40254]

Issue 3:

Description: If the system locale is set to English (India), clicking the **Help** icon in OpenManage Essentials displays an error.

Resolution: Copy the help file folder and rename it. For example, copy the EN-US help file folder and rename it as EN-IN.

Issue 4:

Description: If the system locale setting does not match with any of the following, clicking the **Help** icon in the Troubleshooting Tool displays an error:

- English (United States)
- German (Germany)
- Spanish (Spain)
- French (France)

- Japanese (Japan)
- Chinese (Simplified, PRC)

Issue 5:

Description: OpenManage Essentials does not display the Controller Information, Enclosure Information, and Physical Disk Information for Dell Compellent devices with firmware version 6.4.1. However, this issue is not observed for Compellent devices with firmware version 6.3.

Issue 6:

Description: You may not get appropriate privileges in the OpenManage Essentials GUI if:

- You are part of an Active Directory group, which is in turn part of another group.
- You launch Server Administrator using the desktop icon and Single Sign-on is enabled. [167801]

Issue 7:

Description: If the CPU throttles, the following message is displayed in the Hardware System Event Log (SEL) with an unknown severity:

- System Board Power Optimized: Performance status sensor for System Board, unknown event. This would be displayed in the **Hardware Logs** tab when you select the system in the Devices view. [175331]

Issue 8:

Description: If after reboot, **DSM Essentials Network Monitor** or **DSM Essentials Task Manager** services do not start automatically, you have to manually start those.

Issue 9:

Description: When you launch Dell OpenManage Server Administrator for managed systems with Server Administrator agent only installations, a remote web server is used for which you must provide the user name and password of the managed system. [390431]

Issue 10:

Description: The **Contact Information** for a device may display the firmware version instead of the technical support contact information.

Issue 11:

Description: Dell Force10 devices display MAC address for ports that are not configured under **NIC Information** instead of **N/A**.

Issue 12:

Description: OpenManage Essentials may not display the correct warranty date and time of the device. It displays the warranty date and time based on:

- The warranty start time.
- The location of the managed server or the request originator.

Issue 13:

Description: The warranty information (including expired and renewed) displayed in OpenManage Essentials for a particular Service Tag, may not match with the warranty record displayed at support.dell.com. The service level code and model name of a warranty record displayed at support.dell.com may not exactly match with the OpenManage Essentials warranty report. [44410]

Issue 14:

Description: If OpenManage Essentials uses the WMI protocol to discover a server, the RAC information table is not displayed.

Issue 15:

Description: Warranty information will not be displayed for all devices that do not display the Service Tag in the OpenManage Essentials console.

Issue 16:

Description: OpenManage Essentials displays power supply health as Normal when a redundant power supply has lost AC power source.

Resolution: This is the issue with Server Administrator version 6.x. To avoid this issue, install/upgrade to Server Administrator version 7.0 or higher.

Issue 17:

Description: After the SNMP feature is installed on Windows Server 2008 R2 or Windows Server 2012, the Windows Event Viewer logs an Error with Source: SNMP and Event ID: 1500, under Windows Logs-> System. This SNMP error is also logged whenever the SNMP Service is started. This SNMP error has been determined not to have any influence on the operation of SNMP or the system, and can be ignored. For more information, see the *Microsoft knowledgebase article 200203* at support.microsoft.com. [28951]

Issue 18:

Description: On a domain controller (DC) or a system that is part of a domain, only **The Administrator** user can repair Essentials using the **Repair** option available in the Uninstall or change a program window. Domain Admins or Enterprise Admins cannot repair Essentials using the **Repair** option. However, they can repair Essentials by launching the Essentials installer, and then selecting the **Repair** option. [31061]

Issue 19:

Description: If OpenManage Essentials is installed using domain user and if discovery/ inventory fails after the installation, verify the domain controller is responsive, a slow domain controller might cause discovery/inventory to fail.

Issue 20:

Description: REST API call to Dell's 11th generation of PowerEdge servers discovered in OpenManage Essentials using SNMP protocol does not provide the System ID attribute. [61502]

Resolution: It is recommended to discover the iDRAC of the 11th generation PowerEdge server using WS-Man protocol.

Manage MIBs

The following are some of the MIB(s) that have been verified.

- ALCATEL-IND1-PORT-MIRRORING-MONITORING-MIB, rmon-mib, rfc1213, Accord-mibs, Entity-mib, If-mib, ripv2-mib, snmpv2-mib, ADTRAN-DS1-MIB, ADTRAN-MIB, AS-2000, WaveLAN-MIB, AILUXCONNECT-MIB, AISPY-MIB, HHMSAGENT-MIB, HHMSSMALL-MIB, ALCATEL-IND1-CHASSIS-MIB, BGP4-MIB (IETF_BGP4.mib), MTSALLSTREAM-MIB, ADMIN-AUTH-STATS-MIB, ALTIGA-GENERAL-STATS-MIB, ALTIGA-MIB, ALTIGA-VERSION-STATS-MIB, ACC-NC-ALARM-MIB, ACC-NOTIFICATION-MIB, ANDOVER-CONTROLS-MIB, APPIAN-LPORT-DS1-MIB, APPIAN-PPORT-SONET-TRAP-MIB, APPIAN-SYSTEM-MIB, FLOWMGREXT-MIB, BRIDGEEXT-MIB, IPV4INTERFACE-MIB, BOOTEXT-MIB, ASANTE-HUB1012-MIB, ATI-MIB, NETSERVER-MIB, APPLETTALK-PRIVATE-MIB, IPX, AXIS-MIB, BAS-TRAPS-MIB, BAS-PBRF-OSPF-MIB, BAS-CARD-INFO-MIB, BAS-CHASSIS-MIB, BESTPOWER-MIB, BIANCA-BOX-ISDN-MIB, BIANCA-BRICK-MIB, BLUEARC-SERVER-MIB, BLUEARC-TITAN-MIB, BASP-Config-MIB, BASP-Statistics-MIB, Brcm-BSAPTrap-MIB, Bull, cabletron-mib, CT-ELS10-27-MIB, CT-ELS10-MIB, CTRON-IGMP-MIB, CAIMIB, CA-W2KOS-MIB, CAYMAN-MIB, Fastpath-MIB, CHECKPOINT-MIB, SNMPv2-M2M-MIB, ATMPrivate-Mib, ChrComIfOpticsOMS-SNK-MIB, ChrComPmAtmATM-CELL-Day-MIB, ChrComPmEthETH-Day-MIB, ChrComPmSonetsNT-PFE-Current-MIB, ChrComProtectionVpNextPeerSetVp-MIB, Citrix common mib, Mfagnet mib, COPPER-MOUNTAIN-NETWORKS-DSL-MIB, RBUC-MIB, CODAN-MIB, CODIMA-BUILTIN-CAP, CODIMA-EXPRESS-MIB, CODIMA-GLOBAL-REG, COM21-NMAPS-MIB, mau mib, OPTIMUX-MIB, CXR-CFIP-MIB, BASEBRDD MIB-MIB, SanAppliance-MIB, DL5400-MIB (dl5400.mib), DL-NEW-DSX1-MIB, DL-SLA-MIB, DMTF-DMI-MIB, DMTF-LAN-ADAPTER-MIB, EFDATA-MIB, EFDATA-SPECTRACAST-DR5000-MIB, ECLAPBEXT-MIB, RFC1315-MIB, ENTERASYS-MAC-LOCKING-MIB, ENTERASYS-PWA-MIB, ENTERASYS-RADIUS-AUTH-CLIENT-ENCRYPT-MIB, EQUIPE-TRAP-MIB, EQUIPE-SYSTEM-MIB, EQUIPE-SONET-MIB, EQUIPE-ATM-MIB, EQUIPE-ACAC-MIB, ESSENTIAL-COMMUNICATIONS-GLOBAL-REG, ESSENTIAL-COMMUNICATIONS-HIPPI-SWITCH, ESSENTIAL-ODS-ESS2000-HIPPI-SWITCH-MIB, EXTREME-ENTITY-MIB, NETOPIA-MIB, fx8210-private, ESM-snmp (fibr_GigaHUB.mib), EDB-snmp (fibr_MultiHUB.mib, Hub-rptr-prvt (fibr_NM349_rptr.mib), Fore-Apsgroup-MIB, Fore-DSX3-Ext-MIB, Fore-PLCP-MIB, POWERHUB-ATM-MIB, FOUNDRY-CAR-MIB, FOUNDRY-SN-SW-L4-SWITCH-GROUP-MIB, FOUNDRY-SN-AGENT-MIB, FOUNDRY-SN-ROOT-MIB, GDSFrameRelay-MIB, HARMONIC-INC-NSG9000-MIB, HJ-PNNI-MIB, HUAWEI-LOAD-BACKUP-MIB, HUAWEI-80DEVICE-MIB, HW-IMAPV1NORTHBOUND-TRAP-MIB, Iana Charset mib, IanaIfType mib, INKTOMI-GLOBAL-REG, INTEL-ES480-MIB, INTEL-EXPRESS110-MIB, INTEL-GEN-MIB, PRAROUTERMIB, KBRIDGE-MIB, LC-ENTITY-MIB, LC-PHYSICAL-ENTITIES-MIB, ELSA-MIB, SMARTD-MIB, APPLIC-MIB, XSWITCH-MIB, LANPLEX-SYSTEMS-MIB-1-2-2 (lp.mib), LEFTHAND-NETWORKS-NUS-COMMON-NOTIFICATION-MIB, LEFTHAND-NETWORKS-GLOBAL-REG, LEFTHAND-NETWORKS-NUS-COMMON-CLUSTERING-MIB, LEFTHAND-NETWORKS-NUS-COMMON-DNS-MIB, LEFTHAND-NETWORKS-NUS-COMMON-SECURITY-MIB, LEFTHAND-NETWORKS-NUS-COMMON-STORAGE-MIB, LEFTHAND-NETWORKS-NUS-COMMON-STATUS-MIB, LEXMARK-PVT-MIB, LINKSYS-MODEL-MIB, LINKSYS-MIB, RAID-Adapter-MIB, SYMTRAP-MIB, LUMINOUS-PROVISIONING-MIB, LUMINOUS-ROUTING-MIB, LUMINOUS-SHELF-MIB, AVAYA-MPOA-MIB, DS3-MIB, ES-1000-MIB, ES1200-MIB, ED-1032-MIB, ED-5000-MIB, EF-6000-MIB, ES-1000-MIB, CXAsync-MIB, MICOM-NAC-MIB, MICOM-SYS-MIB, MICOM-MPANL-SIGNALING-MIB, MICOM-GCM-MIB, MICOM-4400-VOICE-NETWORK-MIB, MC2350-MIB, OSPF-TRAP-MIB, ISG-NSD-COMMON-TRAPS, ANTIVIRUS-MIB, NAI-MIB, TVD-MIB, CORE-MIB, MSCR-MIB, XYPLEX-SYSTEM-MIB, NBASE-G1-MIB, ALRM-01-PCALARMS-MIB, DGV -01-PCMPEG-MIB, DOC -01-PCTHERMAL-MIB, ISI -01-PCINSERVICEINDICATOR-MIB, NETBOTZ-DEVICE-MIB, NETBOTZ-MIB, NETBOTZ-MIB, NETBOTZ-PRD-BOT-MIB, NETBOTZV2-MIB, NETCOR-MIB, LINK PROBE-MIB, NSLDAP-MIB, NSMAIL-MIB, NETSTAR-MIB, GRF-ATMP-MIB, CONTIVITY-TRAPS-V1-MIB, CONTIVITY-INFO-V1-MIB, ALTEON-ISD-PLATFORM-MIB, ALTEON-TRAP-MIB, CRMCONNECTION-MIB, CRMMISC-MIB, CRMPKGCONF-MIB, CRMPORTCONF-MIB, CRMSVC-MIB, CRMTRAFFICCOLLECTION-MIB, OKIDATA-MIB, LX-10-MIB, ORACLE-AGENT-MIB, ORACLE-ENTERPRISE-MANAGER-4-MIB, ORADB-MIB, ORAINTERCHANGE-MIB, ORALISTENER-MIB, ORANAMES-MIB, COSINE-GLOBAL-REG,

PACKETEER-MIB (PACKETEER-MIB.mib), PACKETEER-RTM-MIB, ADSL-LINE-EXT-MIB, ADSL-LINE-MIB, DIAGNOSTICS-MIB, PBC-CMTS-MIB, PBC-ENT-MIB, PBC-GENERIC-MIB, PBC-KODIAK-M-G10-MIB, PENRIL-MIB, PERIPHONICS, PERIPHONICS-VRU-NETWORK-MIB, PICTURETEL-VCS-MIB, PICTURETEL-VCS-CONFIG-MIB, PICTURETEL-VCS-H320-MIB, PICTURETEL-VCS-H323-MIB, PICTURETEL-VCS-SYSSTAT-MIB, LSF-SNMP-MIB (LSF-AGENT-MIB)

The following MIB(s) that can be parsed to view the details, but cannot be imported. The trap details of these MIB(s) are already present in OpenManage Essentials.


- MIB-Dell-10900, DELL-SNMP-UPS-MIB, Printer-MIB, DELL-RAC-MIB, UPS-MIB, MIB-Dell-10892, MIB-Dell-10909, ArrayManager-MIB, CLARIION-MIB, DELL-ASF-MIB, DCS3RMT-MIB, StorageManagement-MIB, FluidFS-MIB, DELL-SHADOW-MIB, DellrPDU-MIB, INTEL-LAN-ADAPTERS-MIB, Dell-LAN-TRAP-MIB, MIB-Dell-CM,DS2-MIB, DellMDStorageArray, DELLPV132T-MIB, DELLPV136T-MIB, POWERCONNECT3024-MIB, SWITCHMGT-MIB, FCEOS-MIB, DELL-POWEREDGE-C-MIB, PowerConnect3248-MIB, PowerConnect5224-MIB, Brcm-BSAPTrap-MIB, BASP-Statistics-MIB, BASP-Config-MIB, ADIC-TAPE-LIBRARY-MIB, ADIC-MANAGEMENT-MIB, ADIC-INTELLIGENT-STORAGE-MIB, Brcm-adapterInfo-MIB, SW-MIB, ADIC-SANMGR-PROXY-MIB, Dell-Vendor-MIB, POWERCONNECT5012-MIB, POWERCONNECT3048-MIB, powerConnect4-MIB, SNMPv2-MIB, RAID-Adapter-MIB, EQLDISK-MIB, EQLMEMBER-MIB, IDRAC-MIB, DELL-AIM-MIB, MIB-Dell-OME, PowerCenter-MIB, FCMGMT-MIB, COMPELLENT-MIB, EXANET-MIB, DELL-MD-SS-06-MIB, DELL-STORAGE-SC-MIB, DELL-PV-SEM-MIB
- BRIDGE-MIB, NET-SNMP-MIB, ENTITY-MIB, PIM-MIB, PIM-BSR-MIB, PIM-STD-MIB, VRRP-MIB, DIAL-CONTROL-MIB, POWER-ETHERNET-MIB, OSPF-TRAP-MIB, SNMP-REPEATER-MIB, BCCUSTOM-OPR-MIB, BD-MIB, FA-EXT-MIB FASTPATH-BOXSERVICES-PRIVATE-MIB, FASTPATH-AUTHENTICATION-MANAGER-MIB, FASTPATH-CAPTIVE-PORTAL-MIB, FASTPATH-PORTSECURITY-PRIVATE-MIB, FASTPATH-INVENTORY-MIB, FASTPATH-LOGGING-MIB, FASTPATH-QOS-ACL-MIB, BGP4-MIB, IEEE8021-AS-MIB, DNOS-BGP-MIB, DNOS-MMRP-MIB, DNOS-MRP-MIB, DNOS-MSRP-MIB, DNOS-MVRP-MIB, DNOS-BOXSERVICES-PRIVATE-MIB, DNOS-AUTHENTICATION-MANAGER-MIB, DNOS-CAPTIVE-PORTAL-MIB, DNOS-PORTSECURITY-PRIVATE-MIB, DNOS-INVENTORY-MIB, DNOS-LOGGING-MIB, DNOS-QOS-ACL-MIB, GEN-MIB, RND-MIB, DS-MIB, PET-MIB, CIOMIB, CLARIION1-MIB, RMON-MIB, ED-1032-MIB, IDRAC-Server-MIB, DELLRCSG2-TRAP-MIB
- VMWARE-ROOT-MIB, VMWARE-VMKERNEL-MIB, VMWARE-ESX-MIB, VMWARE-ENV-MIB, VMWARE-CIMOM-MIB, VMWARE-VMINFO-MIB
- LINK-INCIDENT-MIB, HA-MIB, Brocade-TC, Brocade-REG-MIB, BROCADE-MAPS-MIB, FOUNDRY-SN-ROUTER-TRAP-MIB, FOUNDRY-SN-TRAP-MIB
- CISCO-IETF-ISIS-MIB, CISCO-IPROUTE-MIB, CISCO-RHINO-MIB, CISCO-FLASH-MIB, CISCO-HSRP-MIB, CISCO-PROCESS-MIB, CISCO-ENTITY-FRU-CONTROL-MIB, CISCO-ENVMON-MIB, CISCO-CLUSTER-MIB, CISCO-PING-MIB, CISCO-SLB-MIB, CISCO-RF-MIB, CISCO-MAC-NOTIFICATION-MIB, CISCO-PAE-MIB, CISCO-L2-TUNNEL-CONFIG-MIB, CISCO-IF-EXTENSION-MIB, CISCO-PORT-SECURITY-MIB, CISCO-PORT-STORM-CONTROL-MIB, CISCO-POWER-ETHERNET-EXT-MIB, CISCO-SYSLOG-MIB, CISCO-RTTMON-MIB, CISCO-CONFIG-MAN-MIB, CISCO-VTP-MIB, CISCO-ERR-DISABLE-MIB, CISCO-ACCESS-ENVMON-MIB, CISCO-VLAN-MEMBERSHIP-MIB, CISCO-BULK-FILE-MIB, CISCO-ENTITY-SENSOR-MIB, CISCO-CONFIG-COPY-MIB
- JUNIPER-COLLECTOR-MIB, JUNIPER-CFGMGMT-MIB, JUNIPER-BFD-MIB, BGP4-V2-MIB-JUNIPER, BFD-STD-MIB, APS-MIB, OSPFV3-MIB-JUNIPER, MPLS-MIB, JUNIPER-VPN-MIB, JUNIPER-VIRTUALCHASSIS-MIB, JUNIPER-USER-AAA-MIB, JUNIPER-SYSLOG-MIB, JUNIPER-SP-MI, JUNIPER-SONET-MIB, JUNIPER-RMON-MIB, JUNIPER-PMon-MIB, JUNIPER-PING-MIB, JUNIPER-MPLS-LDP-MIB, JUNIPER-MIMSTP-MIB, JUNIPER-MIB, JUNIPER-LDP-MIB, JUNIPER-L2ALD-MIB, JUNIPER-JS-SCREENING-MIB, JUNIPER-JS-NAT-MIB, JUNIPER-JS-IDP-MIB, JUNIPER-JS-AUTH-MIB, JUNIPER-EVENT-MIB, JUNIPER-DFC-MIB
- F10-ISIS-MIB, FORCE10-BGP4-V2-MIB, F10-VIRTUAL-LINK-TRUNK-MIB, F10-CHASSIS-MIB FORCE10-COPY-CONFIG-MIB, FORCE10-SYSTEM-COMPONENT-MIB, F10-S-SERIES-CHASSIS-MIB FORCE10-MSTP-MIB, F10-LINK-AGGREGATION-MIB, DF10-DCB-MIB, F10-FIPSNOOPING-MIB, F10-M-SERIES-CHASSIS-MIB, F10-OPENFLOW-MIB

- SONICWALL-FIREWALL-TRAP-MIB
- WLSR-AP-MIB, WLSX-SWITCH-MIB, WLSX-TRAP-MIB, WLSX-WLAN-MIB
- LLDP-MIB, LLDP-V2-MIB, LLDP-EXT-MED-MIB, DVMRP-STD-MIB, MAU-MIB, DISMAN-TRACEROUTE-MIB, HC-ALARM-MIB, AI-AP-MIB

Issue 1:

Description: The following MIB(s) may not be parsed by the MIB Import Utility. You can verify if these MIB(s) compile properly with any standard MIB compiler tool.

- ORINOCO-MIB, AIBADGER-MIB, ALCATEL-IND1-PORT-MIRRORING-MONITORING-MIB, ALCATEL-IND1-STACK-MANAGER-MIB, MPLS-LDP-MIB, APTIS-TRAPS-MIB, APTIS-V2TRAPS-MIB, ASANTE-AH1012-MIB, SWITCH-VLAN-MIB, BEA-WEBLOGIC-MIB (BEA-WEBLOGIC-MIB.asn1.mib), Patrol, CAIOPSMIB, CAISECMIB, CAIUXOS, CA-NTOS-MIB, CASCADE-MIB, DHCP-MIB, COM21-HCXOC3-MIB, COM21-HCXTX-MIB, COM21-HCXTOP-MIB, COMPUTERM-COMMON-MIB, DMTF-SYSTEMS-MIB, SYMBIOSDMI20MIFDEFINITION-MIB, EICON-MIB-SERVER, EICON-MIB-PORT, EICON-MIB-CARD, EXTREME-CABLE-MIB, FUJITSU-EXTENDED-NONOS-AWN-MIB-V06, GANDALF-ENTERPRISE-MIB, XPRESS-MIB, INKTOMI-TS-MIB, INTELCORPORATIONBASEBOARD-MIB, ELSA-MIB, MERITAGE-MIB, SWITCHING-SYSTEMS-MIB, LUMINOUS-SYSTEM-MIB, LUMINOUS-TRAP-MIB, CXAsyncl-MIB, CXDDS-MIB, CXX25-MIB, CXLapBD-MIB, MICROSENS-CWDM8-MIB, FRX-MIB, NEWOAK-MIB, SQUID-MIB, OLIVETTI-MIB

 **NOTE:** If you notice any errors while parsing the MIB file and the specific MIB line number is mentioned, fix the error in the MIB file and try again. Example: Parsing of MIBs that have special characters in the OBJECT-TYPE/TRAP-TYPE/NOTIFICATION-TYPE names may fail.

Issue 2:

Description: Re-importing does not remove traps that are already imported in OpenManage Essentials. Existing traps are updated (as long as the same EOID and Specific TrapId is present in the MIB) and new traps are added.

Issue 3:

Description: Traps from the dependent MIBs are not listed while parsing a MIB. This may be inconsistent with respect to a few third-party MIB parsing tools.

Issue 4:

Description: Removing a MIB does not remove the Event Category name from OpenManage Essentials. This is to support the following use case.

In following scenario category name is not removed:

- Import MIB **A** with the default category name **A**.
- Import another MIB **B** with the same category name selected for previous MIB **A**.
- Remove MIB **A**. Category Name **A** is not removed as it is used by MIB **B** traps. If you remove **B**, category **A** will still be present.

Issue 5:

Description: All the received traps (MIB imported trap definitions) in OpenManage Essentials are removed when you remove a specific MIB using the MIB Import Utility.

Example: Import a device **A** MIB having some traps definitions. After importing, assume OpenManage Essentials receives 10 traps from device **A**. If you remove the imported MIB from OpenManage Essentials, the 10 received traps in OpenManage Essentials are also removed.

Issue 6:

Description: **Search Unknown Traps** lists traps even after the trap is added using MIB Import Utility, as previous events received are still categorized in OpenManage Essentials as unknown.

Issue 7:

Description: The data displayed in the **Edit Trap(s)** grid is invalid if you delete or revert that same trap definitions and then navigate to the **Edit Trap** menu.

Issue 8:

Description: All the received traps (manually added trap definitions) in OpenManage Essentials are removed when you remove the specific trap definition using the **Delete Trap** functionality.

Issue 9:

Description: The data displayed in **Edited Trap(s) in OpenManage Essentials** indicates the original definition of the built-in traps that are edited using **Edit Trap** functionality.

Troubleshooting

Installation

- Ensure that the latest SQL server service packs are installed on the system. You can run the following command on the command prompt to verify the SQL version.

```
- sqlcmd -Q "print @@version"
```

- For typical install, ensure that the current user has sysAdmin rights to the SQL Server. For custom install, ensure that the provided authentication credentials have sysAdmin rights.
- Try to use the custom install with different authentication methods if typical install fails.
- Collect the logs from the temp folder. Search for the latest `MgmtSt_*.log` and `InstallUtil_Install.log` files. Try to quickly analyze (if possible) `InstallUtil_Install.log`.

Launching OpenManage Essentials

- When an internet proxy server is configured on the system, the site must be added to the exception list to bypass the proxy. This should be configured with GPO's by a domain administrator.
- If you are using certificates, ensure that you use the domain certificates and those are added in IIS manager for the **DellSystemsEssentials** website.
- If you are viewing an unauthorized user message on the console, ensure that the user receiving the error has been added to the **omeAdministrators** or **omeUsers** Windows user groups.
- If shortcuts to launch OpenManage Essentials are not working, try to use the IP/hostname/localhost directly (replace XXXXXX) in the following URL to launch the Essentials.

```
- https://XXXXXX:2607/Web/Default.aspx
```

Services

- Ensure that the OpenManage Essentials database is present and accessible by running the following command on the database server command prompt.

```
- sqlcmd -E -d OMEssentials -Q sqlcmd -E -d OMEssentials -Q "select * from sys.databases where name = 'OMEssentials'"
```

- If the above command works, enable the logs using the `dconfig.ini` file and collect the logs from the specified folder location.

Issue:

Description: OpenManage Essentials services do not start automatically on the OME host if the Windows license is activated after a system reboot.

Resolution: If Windows is not activated, activate the Windows license, run Windows update and reboot the system. On inactivated systems, OpenManage Essentials services will not start up automatically. On such a system, the services must be restarted manually.

Protocol Specific Discovery Issues:

- Use Dell Troubleshooting Tool (gets installed with Essentials) to verify the specific protocol test.
- Ensure that the services are working, and protocol-specific ports are not blocked by the firewall.
- Manually restart the services.

Microsoft Internet Explorer

Issue:

Description:

- Unable to open OpenManage Essentials using Internet Explorer.
- Internet Explorer displays certificate errors.
- Internet Explorer displays a message to approve the certificate.
- Unable to browse the file system to deploy Server Administrator and system update.
- Unable to display the Device tree for devices.
- Unable to install active components.


Resolution:

1. Open OpenManage Essentials on the client server using Internet Explorer.
2. Click **Tools** → **Internet Options** → **Security**.
3. Enter **Local Intranet** and click **Sites**.
4. Click **Advanced**.
5. Enter the fully qualified name of the server where OpenManage Essentials is installed.
6. Click **Add**.

If the issue persists, there may be an issue with the DNS server resolving the name of the OpenManage Essentials server. To resolve the DNS server issue:

1. Contact your system administrator and add the OpenManage Essentials system name added to the DNS server.

2. Edit your host file to resolve the IP of the OpenManage Essentials server. The host file is located at `%windir%\System32\drivers\etc\hosts`.
3. Add the IP of the OpenManage Essentials server to the Local intranet sites in Internet Explorer.

 **NOTE:** You cannot remove the certificate errors unless you use the fully qualified name of the OpenManage Essentials server.

If a certificate error is displayed:

- Contact your system administrator to add the OpenManage Essentials certificate published to the **Trusted Root Certificate Authorities** and **Trusted Publishers** on domain systems.
- Add the OpenManage Essentials certificate manually to your **Trusted Root Certificate Authorities** and **Trusted Publishers** certificate stores using Internet Explorer.

Exporting data from a grid in OpenManage Essentials using Internet Explorer 10: Under certain circumstances, when you attempt to export data from OpenManage Essentials by right-clicking and selecting the **Export** menu item from any grid control, if you select the `.csv` format, the exported data is actually saved in `html` format, even though the file generated is a `.csv` suffixed file. This behavior seems to be related to the security settings associated with Internet Explorer 10. If you reset the security settings to the default set, this behavior is no longer observable. [31647]

Limitations

- The server configuration template created using OpenManage Essentials may not include some of the RAID encryption attributes that are available in the configuration template that is generated using the `WinRM` and `RACADM` commands. [47566]
- During upgrade of SupportAssist, you must uninstall Dell System E-Support Tool (DSET) version 3.3 to continue. Upgrade from DSET version 3.3 to version 3.4.1 is not possible. [46490]
- Windows Server 2012 and Windows Server 2012 R2 in a virtualization environment are only classified as **Servers** and not under **Microsoft Virtualization Servers** group.
- If you are launching OpenManage Essentials installer from an UNC/shared path, you will not be able to install prerequisites from the **OpenManage Essentials Prerequisites** window. You must copy the installer files to the system or mount the shared folder path to assign a drive to it.
- Alert Actions: Application Launch alert actions will not show the application in interactive mode if the Microsoft Window's **Interactive Service Detection** service is stopped. To see the applications, you have to start the service. Disadvantage is, each time action is executed, you would be prompted with an **Interactive Service Detection** dialog box pop-up.
- A 32-bit system with OpenManage Essentials may display an error message while applying system updates using iDRAC. To resolve this issue, make sure that you update the version of Windows Remote Management (WinRM) currently installed on the system to version 2.0 using the Windows updates.
- If you are unable to schedule system update tasks using iDRAC, check your credentials and access rights. You must have Administrator rights to update a system using iDRAC.
- For Dell EqualLogic devices, the model information is displayed as N/A in the **Details** tab. [30478]
- The **Warranty notification scoreboard** icon does not appear in the OpenManage Essentials heading banner until the browser is refreshed. [30126]
- For Dell PowerEdge M I/O Aggregator, the **Application Launch** option does not open the web console. [31059]
- Multiple simultaneous logins are not supported in OpenManage Essentials version 1.2 and above. Multiple users cannot log in using the **Sign in as Different User** feature on the same browser. [31131, 31132]
- The health status of disks displayed in the iDRAC7 console does not match with the health status of disks displayed in the OMSA console. [31383]

- On a domain controller only domain administrators are automatically added to **OmeAdministrators** and **OmeUsers** roles. Enterprise administrators must be manually added to the OpenManage Essentials roles. [31506]
- When running OpenManage Essentials using the Google Chrome browser, even if **Preferences** → **Console Settings** → **Security Settings (ActiveX)** are enabled in OpenManage Essentials:
 - The MIB Import Utility cannot be launched from the **Extensions** tab.
 - The remote desktop cannot be launched using the **Application Launch** → **Open Remote Desktop** option. [40290]
- When an HP iLO server is discovered with the IPMI protocol, the firmware name and type are displayed as Remote Access Controller in the Firmware Information table. [64315]
- When the VLAN configuration inventory of a chassis that has multiple IOAs is exported, the exported file does not contain the name, model, and status of all IOAs. [70374]

Installation

Prerequisites

Recommended Minimum Hardware Configuration for OpenManage Essentials:

Small (up to 100 Managed Systems):

- Processor: 2 cores (1.8 GHz minimum)
- Memory (RAM): 6 GB
- Disk Space: at least 10 GB
- Database: SQL Server Express
- Database location: Local

Medium (up to 500 Managed Systems):




- Processor: 4 cores (1.8 GHz minimum)
- Memory (RAM): 6 GB
- Disk Space: at least 10 GB
- Database: SQL Server Express
- Database location: Local

Large (up to 2000 Managed Systems):




- Processor: 8 cores (1.8 GHz minimum)
- Memory (RAM): 8 GB
- Disk Space: at least 10 GB
- Database: SQL Server Standard
- Database location: Supports Remote SQL installation

Large (up to 5500 Managed Systems):



- Processor: 8 cores (1.8 GHz minimum)
- Memory (RAM): 8 GB
- Disk Space: at least 20 GB
- Database: SQL Server Enterprise or Standard
- Database location: Supports Remote SQL installation


-  **NOTE:** The recommended minimum hardware requirements for OpenManage Essentials on a domain controller are 8 GB RAM, 8 cores processor, and a remote database.
-  **NOTE:** When accessing the OpenManage Essentials console via a remote browser, you will experience better performance in the console user interface by using a (remote) system that has a well-equipped processor. For small and medium configurations, a system with an Intel multi-core processor or equivalent is typically sufficient. For larger configurations, an Intel i3 (or better) processor or equivalent is recommended. The RAM and graphic capability of the system will not affect the performance as much as the processor. A virtual machine may also be used for launching OpenManage Essentials remotely. As with a physical system, a virtual machine with a better equipped processor will provide better performance in the remote console.
-  **NOTE:**
 - The disk space needed may increase based on the:
 - Number of Dell Update Packages you import for software update.
 - Number of MSI files you import for software deployment.
 - If Dell SupportAssist is installed along with OpenManage Essentials, you require 2 GB RAM, Dual core processors in addition to the minimum requirements described in the above table. If you are using SQL Server Standard or Enterprise Editions, the maximum SQL Server memory must be configured within SQL Server to prevent it from using the entire system memory. It is recommended that you use a maximum of 4 GB for a 6 GB RAM configuration.
 - For large number of managed systems, see the *OpenManage Essentials User's Guide*.

Operating system

- Microsoft Windows Server 2012 R2 Standard and Datacenter Editions
 - Microsoft Windows Server 2012 Standard and Datacenter Editions
 - Microsoft Windows Server 2008 R2 SP1 Standard and Enterprise Editions
 - Microsoft Windows Server 2008 SP2 (x64) Standard and Enterprise Editions
-  **NOTE:** OpenManage Essentials is supported only on x64 operating systems.
-  **NOTE:** The Wow64 component is required to run on a 64-bit operating system.
-  **NOTE:** OpenManage Essentials is also supported on virtual machines.

Database (Microsoft SQL Server – Local or Remote)

-  **NOTE:** Only case-insensitive instance of SQL Server is supported. SQL Server 2012 SP1 Express is installed with OpenManage Essentials version 2.2.
-  **NOTE:** For large deployments, you must use SQL Standard.
- Microsoft SQL Server 2014 Standard, Enterprise, and Express Editions
 - SQL Server 2012 Standard, Enterprise, and Express Editions
 - SQL Server 2008 R2 SP1 Standard, Enterprise, and Express Editions
 - SQL Server 2008 R2 RTM Standard, Enterprise, and Express Editions
 - SQL Server 2008 SP2 Standard, Enterprise, and Express Editions
 - SQL Server 2008 SP1 Standard, Enterprise, and Express Editions
 - SQL Server 2008 RTM Standard, Enterprise, and Express Editions


 **NOTE:**

- It is recommended that you install the latest SQL Server Service pack.
- OpenManage Essentials supports 32 bit and 64 bit SQL Server. It is recommended that you install the 64 bit SQL Server.

Other Minimum Requirement (Many of these can be installed from the prerequisites window)

- Internet Explorer 9, 10, or 11; Mozilla Firefox 38 or 39
- IIS 7.x/8
- Microsoft SilverLight 5.1.41212.0
- Microsoft .NET Framework 4.5.2
- Microsoft ASP.NET
- Dell OpenManage DRAC Tools
- Dell OpenManage IPMI Utilities
- Microsoft Visual C++ 2012 Runtime 11.0

Additional software required to run some features of OpenManage Essentials: For Dell/EMC storage arrays inventory, ensure that your array is FLARE(R) version 19 or above. You must also install Navisphere(R) Secure CLI (version 19 or above) on your management station.

 **NOTE:** This CLI software is part of the OpenManage Essentials installer media and can be installed from the prerequisites window.


Installation Instructions

First-time Installation of OpenManage Essentials version 2.2:

- See the *Dell OpenManage Essentials Version 2.2 User's Guide* for instructions on setting up OpenManage Essentials for the first time on a system.

Migrating IT Assistant to OpenManage Essentials:


- Direct migration from IT Assistant to OpenManage Essentials version 2.2 is not supported. However, you can migrate IT Assistant to an earlier version of OpenManage Essentials (version 1.3), and then upgrade to OpenManage Essentials version 2.2.
- For information about migrating IT Assistant to an earlier version of OpenManage Essentials, see the appropriate *Dell OpenManage Essentials User's Guide* at dell.com/OpenManageManuals.

 **NOTE:** The OpenManage Install dialog box displays a notification if the latest version of OpenManage Essentials or Dell SupportAssist is already installed on the system. For Dell Repository Manager and Dell License Manager, this notification may not be displayed, even if the latest versions are already installed. [28109]

Upgrade


See the *Dell OpenManage Essentials Version 2.2 User's Guide* for instructions on upgrading to OpenManage Essentials version 2.2.

Uninstallation

 **NOTE:** Before uninstalling OpenManage Essentials, you must uninstall **Dell OpenManage Essentials MIB Import Utility** and **Dell SupportAssist** (if installed).

1. Click **Start** → **Control Panel** → **Programs and Features**.
2. In Uninstall or change a program, select **Dell OpenManage Essentials** and click **Uninstall**.
3. In the message *Are you sure you want to uninstall OpenManage Essentials?*, click **Yes**.
4. In the message *Uninstalling OpenManage Essentials removes the OpenManage Essentials database. Do you want to retain the database?*, click **Yes** to retain the database, or click **No** to remove it.

Contacting Dell


 **NOTE:** 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.

Dell provides several online and telephone-based support and service options. 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. Visit www.dell.com/support.
2. Select your support category.
3. Verify your country or region in the **Choose a Country/Region** drop-down menu at the top of page.
4. Select the appropriate service or support link based on your need.

For information about documentation support:

1. Go to dell.com/support/manuals.
2. In the **Tell us about your Dell system** section, under **No**, select **Choose from a list of all Dell products** and click **Continue**.
3. In the **Select your product type** section, click **Software, Monitors, Electronics & Peripherals**.
4. In the **Choose your Dell Software, Monitors, Electronics & Peripherals** section, click **Software**.
5. In the **Choose your Dell Software** section, click the required link from the following:
 - Client System Management
 - Enterprise System Management
 - Remote Enterprise
 - System Management–Serviceability Tools
6. To view the document, click the required product version.

 **NOTE:** You can also directly access the documents using the following links:

- For Client System Management documents — dell.com/OMConnectionsClient.
- For Enterprise System Management documents — dell.com/OpenManageManuals.
- For Remote Enterprise System Management documents — dell.com/esmmanuals.
- For Serviceability Tools documents — dell.com/serviceabilitytools.

© 2016 Dell Inc. All rights reserved. This product is protected by U.S. and international copyright and intellectual property laws. Dell and the Dell logo are trademarks of Dell Inc. in the United States and/or other jurisdictions. All other marks and names mentioned herein may be trademarks of their respective companies.