

Dell OpenManage Mobile

Version 1.5 User's Guide (iOS)

Notes, cautions, and warnings

 **NOTE:** A NOTE indicates important information that helps you make better use of your product.

 **CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

 **WARNING:** A WARNING indicates a potential for property damage, personal injury, or death.

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About OpenManage Mobile

OpenManage Mobile is a systems management application that enables you to monitor your datacenter from an iOS mobile device. OpenManage Mobile enables you to add one or more OpenManage Essentials consoles and/or Integrated Dell Remote Access Controllers (iDRACs) 7 or later. OpenManage Mobile provides OpenManage Essentials alerts to your mobile device and enables you to troubleshoot your hardware in case of emergencies. In addition, OpenManage Mobile allows you to view the health of your data center and perform basic tasks such as power control functions.

This document provides information about installing, using, and troubleshooting OpenManage Mobile.

Topics:

- [What is new in this release](#)
- [Key features](#)

What is new in this release

The release highlights are:

- Share feedback using the Contact Dell option

 **NOTE: For new features and latest fixes, Dell recommends that you upgrade to OpenManage Mobile version 1.5.**

Enhancements

You can perform the following tasks by using OpenManage Mobile:

- View memory and processor details in hardware inventory.
- View location details of server based on data center, room, aisle, rack, and slot.

Key features

You can perform the following tasks by using OpenManage Mobile:

- Idle time out after 15 minutes.
- View memory and processor details in hardware inventory.
- View location details of server based on data center, room, aisle, rack, and slot.

Setting up OpenManage Mobile

This chapter provides information about installing and starting OpenManage Mobile.

Topics:

- [Installing OpenManage Mobile](#)
- [Starting OpenManage Mobile](#)
- [Viewing OpenManage Mobile home screen](#)
- [Enabling or disabling demo mode](#)
- [Configuring analytics settings](#)
- [Resetting OpenManage Mobile](#)

Installing OpenManage Mobile

Prerequisites to install OpenManage Mobile:

- Ensure that you have iOS version 7 or later on your mobile device.
- Ensure that you have access to App Store Application on your mobile device.

To install OpenManage Mobile:


1. On your mobile device, open the **App Store** application.
2. Search for **OpenManage Mobile**.
3. Tap **OpenManage Mobile** in the search result, and tap **Get**.
4. Enter **Apple ID** password and click **OK**.

Starting OpenManage Mobile

To start OpenManage Mobile:

 **NOTE: An Internet connection is required when you start OpenManage Mobile for the first time. The application attempts to install a Apple Push Notification (APN) token and it can take up to one minute to complete the process.**

1. Search for **OMM** in the list of applications on your mobile device, and then tap **OMM** to start. The OpenManage Mobile End User License and Evaluation Agreement is displayed.
2. Read the terms in the agreement, and tap **Agree**.

 **NOTE: The Diagnostics and Usage screen is displayed only when you open OpenManage Mobile for the first time. If you want to enable sharing Diagnostics and usage at a later time, see [Resetting OpenManage Mobile](#).**

The **Diagnostics and Usage** screen is displayed.

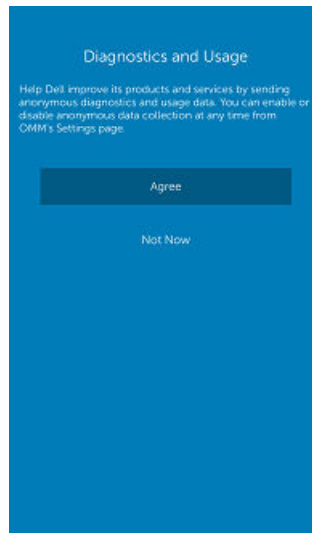


Figure 1. Diagnostics and Usage

3. Tap **Agree**.
4. The **Demo Mode** screen is displayed. Tap one of the following based on your preference:
 - **Try Demo mode now:** To open OpenManage Mobile in demo mode, see [Enabling or Disabling Demo Mode](#).
 - **Continue to OpenManage Mobile:** To open the OpenManage Mobile home screen.

The OpenManage Mobile home screen is displayed.

Viewing OpenManage Mobile home screen

To view the OpenManage Mobile home screen:

1. Start OpenManage Mobile.
2. If applicable, enter the OpenManage Mobile password and tap **Login**.
The OpenManage Mobile home screen is displayed with the list of OpenManage Essentials added.

To view the list of iDRAC devices added, tap **iDRAC** on the OpenManage Mobile home screen.

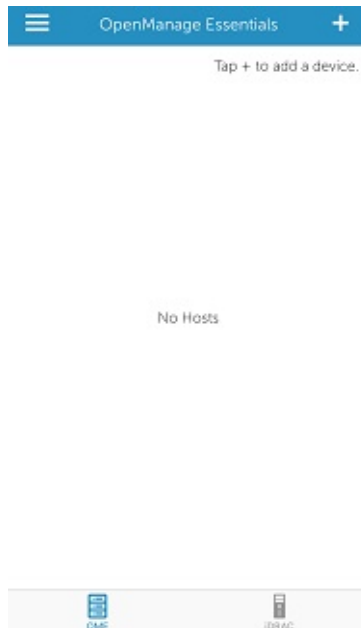


Figure 2. Home screen

NOTE: To add an OpenManage Essentials console, see [Adding OME](#)

 **NOTE:** To add an iDRAC, see [Adding iDRAC](#)

Navigation menu

The navigation menu allows you to quickly navigate to various screens. The following are the available navigation options:

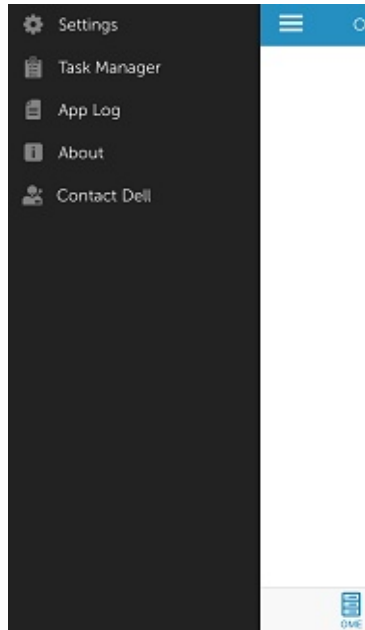



Figure 3. Navigation menu

- Home — Navigates to the OpenManage Mobile home screen.
- Task Manager — Allows you to view the actions performed in OpenManage Mobile.
- Settings — Navigates to the **Settings** screen.
- Log — Allows you to view the application log.
- About — Allows you to view the OpenManage Mobile version and links to related resources.

Accessing the navigation menu


To access the navigation menu:

Tap  from any screen.
The navigation options are displayed.

Enabling or disabling demo mode

Demo mode allows you to explore the features of OpenManage Mobile. You can work on basic OpenManage Mobile features such as creating and deleting hosts, viewing alerts, and so on.

 **NOTE:** Features the require a network connection will not work in demo mode.

 **NOTE:** Enabling demo mode does not clear the information saved by you on OpenManage Mobile. When you disable demo mode the information saved by you will be restored to OpenManage Mobile.

To enable to disable demo mode:

1. Tap the Navigation menu icon.
2. Tap **Settings** .
The **Settings** screen is displayed.
3. In **Misc Settings**, turn on or turn off the **Enable Demo Mode** option.

Configuring analytics settings

The analytics settings in OpenManage Mobile collects information about the actions you perform in OpenManage Mobile and sends it to Dell. The information is used by Dell to enhance the functionality of the application. You can choose to enable to disable analytics settings based on your preference.

NOTE: The analytics data collected by OpenManage Mobile does not contain any Personally Identifiable Information (PII). The collected data will be treated in accordance with the Dell Privacy Policy available for review at [Dell.com/privacy](https://www.dell.com/privacy).

NOTE: You will be prompted to configure the analytics settings when you start OpenManage Mobile for the first time after an installation or upgrade.

To configure the analytics settings:

1. Tap .
2. Tap **Settings**.
The **Settings** screen is displayed.
3. In **Analytics Settings**, turn on or turn off the **Enable Analytics Data Collection** option.

Resetting OpenManage Mobile

This feature allows you to reset OpenManage Mobile to original settings and start a new session. You can use the reset option if the OpenManage Mobile password is not retrievable.

NOTE: Resetting OpenManage Mobile with delete all user entered information such as Login Password, Saved hosts, Logs, Analytics data, and so on.

To reset OpenManage Mobile:

1. Tap the Navigation menu icon.
2. Tap **Settings**.
The **Settings** screen is displayed.
3. Tap **Reset OMM app**.
The **Are you sure?** screen is displayed.
4. Tap **OK** to reset OpenManage Mobile application.

Managing OpenManage Essentials console

This section provides information you require to add, edit, or delete an OpenManage Essentials console in OpenManage Mobile.

Topics:


- [Adding an OpenManage Essentials console](#)
- [Viewing OpenManage Essentials dashboard](#)
- [Editing connection details of an OpenManage Essentials console](#)
- [Deleting an OpenManage Essentials console](#)
- [Deleting multiple hosts](#)
- [Performing power control operations](#)
- [Performing power control operations on a server managed by OpenManage Essentials](#)

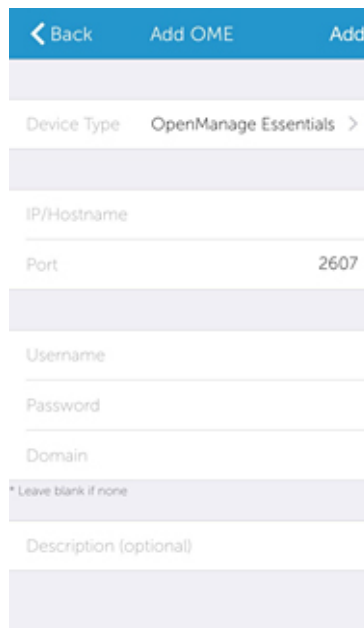
Adding an OpenManage Essentials console

Prerequisites to add an OME:

- Ensure that you have installed the latest OpenManage Essentials version.
- Ensure that you have VPN or internal Wi-Fi access to the OpenManage Essentials network on the mobile device.

To add an OpenManage Essentials console:

1. Start OpenManage Mobile.
2. If applicable, type the OpenManage Mobile password and tap **Login**.
The OpenManage Mobile home screen is displayed.
3. Tap .
The **Add OME** screen is displayed.
4. By default the **Device Type** is selected as **OpenManage Essentials**.
5. Type the **IP/hostname**, **Username**, **Password**, **Domain** (if applicable), and **Description** (optional) of the OpenManage Essentials console.



The screenshot shows the 'Add OME' screen in a mobile application. At the top, there is a blue header bar with a back arrow, the text 'Add OME', and an 'Add' button. Below the header, the 'Device Type' is set to 'OpenManage Essentials'. The 'IP/Hostname' field is empty. The 'Port' field is set to '2607'. The 'Username', 'Password', and 'Domain' fields are empty. Below these fields, there is a note: '* Leave blank if none'. The 'Description (optional)' field is also empty.

Figure 4. Adding OME (phone view)

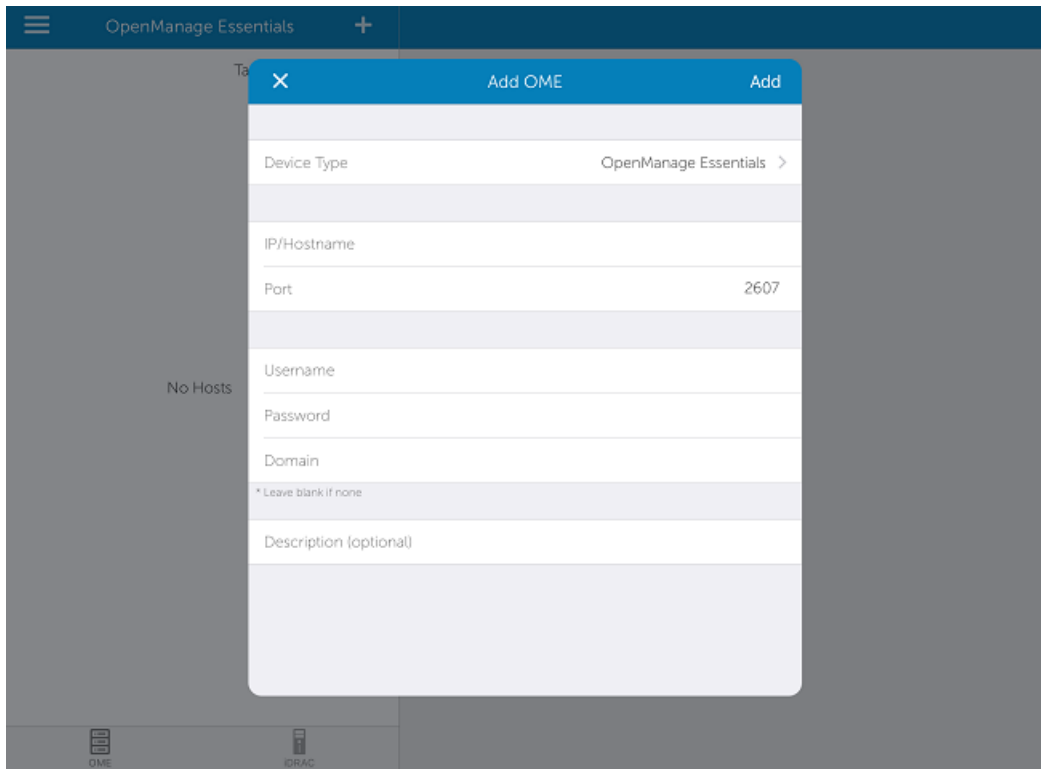


Figure 5. Adding OME (tablet view)

6. To save the connection details, tap **Add**.
The OpenManage Essentials SSL certificate is displayed.
7. Tap **Yes** to accept the certificate and save the OpenManage Essentials console.
8. On the **Set Alert Subscription** screen, select the appropriate alert filter for push notifications and tap **Save**.
 - NOTE:** To set a custom alert filter, see *OpenManage Essentials User's Guide*.
 - NOTE:** If you do not want to receive push notifications, you can clear the *enable push notifications* check box.
 - NOTE:** In certain situations, there may be a delay in receiving push notifications in OpenManage Mobile. For more information about this, see [Troubleshooting OpenManage Mobile](#).

The newly added OpenManage Essentials console dashboard is displayed.






Viewing OpenManage Essentials dashboard

To view the OpenManage Essentials dashboard:

1. On the OpenManage Mobile home screen, tap the appropriate OpenManage Essentials console.
The appropriate OpenManage Essentials dashboard is displayed.



Figure 6. OME dashboard

-  indicates the number of devices or alerts that are critical.
-  indicates the number of devices or alerts that are with warning status.
-  indicates the number of devices or alerts that are healthy.
-  indicates the number of devices or alerts that are unknown.
-  indicates the available information about the devices or alerts.

2. Tap **Devices by health** to view the devices managed by OpenManage Essentials and tap **Alerts by severity** to view the alerts.



 **NOTE:** To share the information using an application available on your device, tap  and select the share option.

Refreshing OpenManage Mobile data for any screen

To refresh the information displayed in OpenManage Mobile:

Perform one of the following:

- Touch and swipe down on any screen.
- On any screen, tap the overflow menu and then tap **Refresh**.

 **NOTE:** The overflow symbol may differ from device to device. For example, in some devices it is displayed as a  symbol, or at the lower left corner of the screen., or at the lower right corner of the screen.

Viewing devices in an OpenManage Essential console

To view the devices by health of an OpenManage Essential console:

1. On the OpenManage Mobile home screen, tap the appropriate OpenManage Essentials console.
2. In the OpenManage Essentials dashboard, tap **Devices by health**.
The **All Devices** screen is displayed.



Figure 7. All devices

3. Tap the appropriate device category and then tap to select the device you want to view.



Figure 8. Device details

The inventory information of the devices managed by OpenManage Essentials is displayed.

4. Tap **Software Details** to view the software details of the device, tap **Hardware Logs** to view the hardware log, tap **Device Alerts** to view the alerts, tap **Warranty Information** to view warranty information of the device, and tap **Support** to access the Dell Quick Resource Locator website.

Viewing software details

To view the software details:

- On the **Device Details** screen, tap **Software details**.

The **Software Details** screen is displayed with the software information of an OME.

Viewing hardware log

To view the hardware log:

- On the **Device Details** screen, tap **Hardware Log**.
The **Hardware log** screen is displayed.

Viewing the warranty information

To view the warranty information:

- On the **Device Details** screen, tap **Warranty Information**.
The **Warranty** screen is displayed.

i **NOTE:** An internet connection is required to view the warranty information.

Accessing Dell Quick Resource Locator website through OME

To access the Dell QRL website:

- On the **Device Details** screen, tap **Support**.
The Dell Quick Resource Locator website is displayed in a new web browser.

i **NOTE:** An internet connection is required to access the Dell Quick Resource Locator website.

Viewing alerts in OpenManage Essentials

To view the alerts in OpenManage Essentials:

1. On the OpenManage Mobile home screen, tap the OpenManage Essentials console you want to view alerts for.
2. Tap **Alerts by severity**.

i **NOTE:** You can filter the alerts by using the drop-down menu available on the top of the Alerts page.

i **NOTE:** You can perform action on multiple alerts, for more information see [Performing action on multiple alerts](#).

The alerts that are associated with the selected OpenManage Essentials are displayed.

3. Tap the alert you want to view details for.
The **Alert Details** screen is displayed.

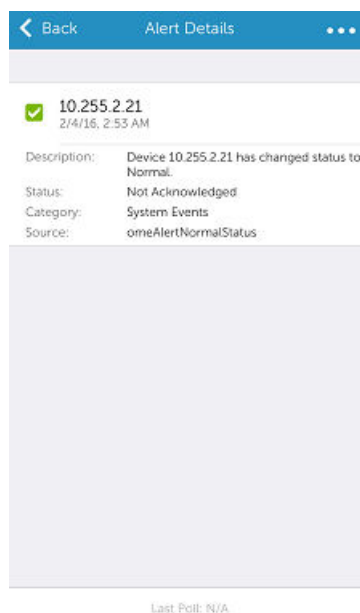


Figure 9. Alerts and Alerts Details (phone view)

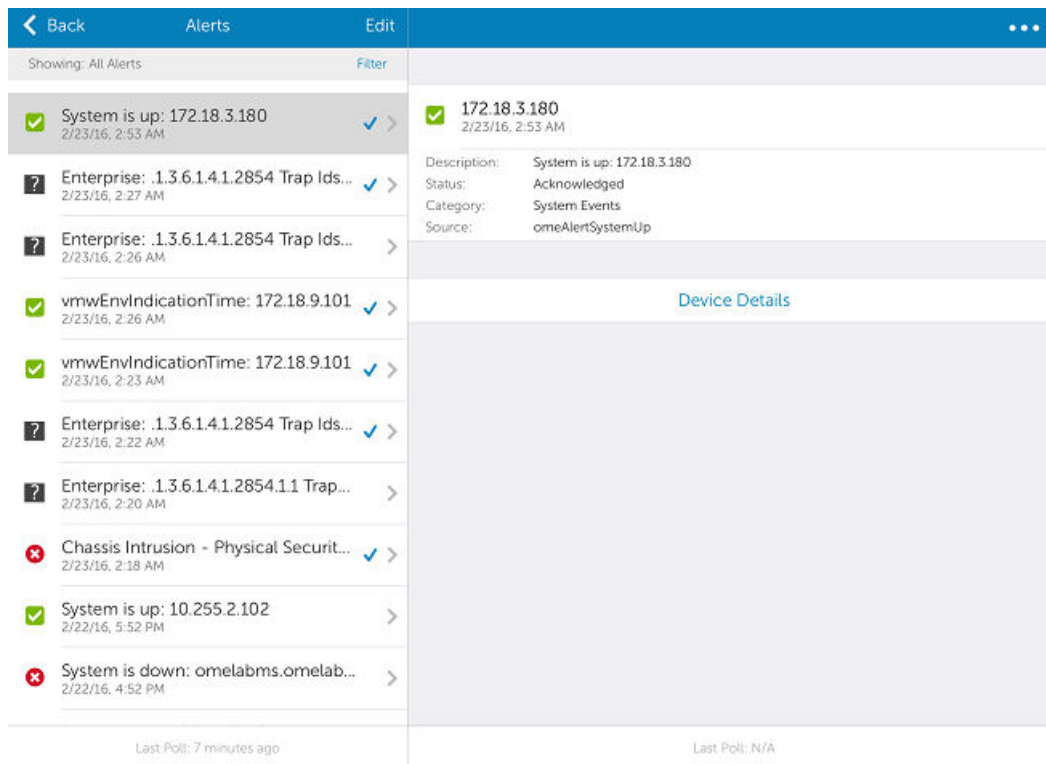


Figure 10. Alerts and Alerts Details (tablet view)

You can forward, acknowledge, or delete an alert.

NOTE: Alerts can be filtered using Filter option.

Performing an action on multiple alerts

To Perform an action on multiple alerts:

1. On the **OME Console** screen, tap **Alerts by severity**.
The **Alerts** screen is displayed.
2. Tap **Edit**
3. Select multiple alerts by selecting the check box on the left of each alert and tap **Delete** to delete the alerts, tap **Acknowledge** to acknowledge the alerts, or tap **Share** to share the selected alerts.
4. Tap **View Progress** in the next window to view the status of the action performed.
The **Alert Task** screen is displayed with the status information of the action.
5. Tap **Back** to view the task manager.
The **Task Manager** screen is displayed with the list of tasks.
6. Tap **Back** to return to the OME dashboard.

Acknowledging an alert

To acknowledge an alert:

On the **Alert Details** screen, tap **Acknowledge** to acknowledge an alert.

The alert is acknowledged, and the **Alert Details** screen is automatically refreshed.

NOTE: To share the information using an application available on your device, tap and select the share option.

Sharing an alert

To share an alert:

1. On the **Alert Details** screen, tap to share an alert.

2. Select the option you want to use to share the alert details.

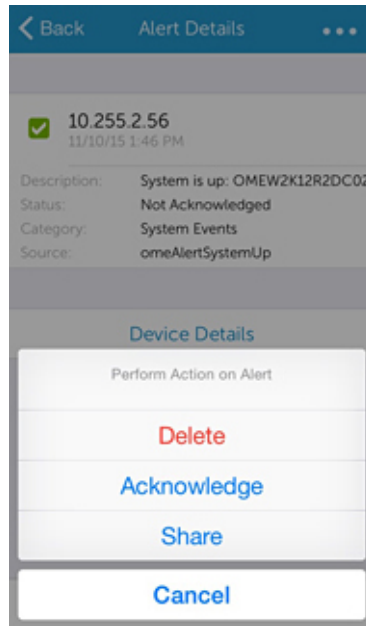


Figure 11. Alert sharing options

Deleting an alert

To delete an alert:

1. On the **Alert Details** screen, select the alerts you want to delete and tap **Delete** to delete an alert.

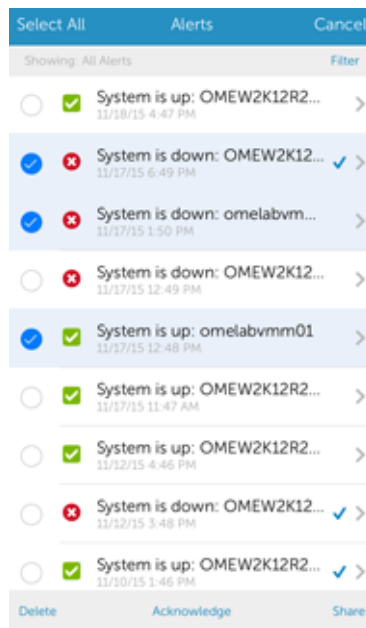


Figure 12. Deleting alerts

2. In the **Delete Confirmation** box, tap **Delete Alert** to confirm.

The alert is deleted, and you are returned to the **Alerts** list screen.

Editing connection details of an OpenManage Essentials console

To edit the connection details of the OpenManage Essentials console:

1. On the OpenManage Mobile home screen, perform the following steps:

- Tap the OpenManage Essentials console you want to edit.

The OpenManage Essentials dashboard is displayed.

- a. Tap .
- b. Tap **Edit Connection**.

The **Edit Connection** screen is displayed.

2. Edit the **IP/hostname**, **Domain** (if applicable), **Username**, **Password**, and **Description** (optional) as required.

3. Tap **Update**.

On the **Set Alert Subscription** screen, edit the alert filter subscription if needed.

4. Tap **Save** to save the connection.

The OpenManage Essentials dashboard is displayed.

Deleting an OpenManage Essentials console

To delete an OpenManage Essentials console from OpenManage Mobile:


1. On the OpenManage Mobile home screen, perform one of the following steps:


- Select the OpenManage Essentials console you want to remove.

 **NOTE: If you want to remove multiple OpenManage Essentials consoles, select each console that you want to remove.**

- a. Tap **Delete**.
 - b. In the **Delete Confirmation** box, tap **Delete OME**.
- Tap the OpenManage Essentials console you want to remove.

The **OpenManage Essentials** screen is displayed.

- a. Tap .
- b. Tap **Edit Connection**.
- c. Tap **Delete Device**.

 **NOTE: If OpenManage Mobile is unable to contact the OpenManage Essentials server when the console is deleted, the OpenManage Essentials server retains the device in its mobile subscribers list until it is manually deleted. For more information about deleting a mobile subscriber, see *OpenManage Essentials User's Guide*.**

The **Delete Confirmation** screen is displayed.


2. Tap **Delete Device**.

The OpenManage Essentials console is deleted from OpenManage Mobile.

Deleting multiple hosts

To delete multiple hosts (OpenManage Essentials consoles and iDRACs) from OpenManage Mobile:

1. On the OpenManage Mobile home screen, select the hosts that you want to remove.

 **NOTE: If OpenManage Mobile is unable to contact the OpenManage Essentials server when the console is deleted, the OpenManage Essentials server retains the device in its mobile subscribers list until it is manually deleted. For more information about deleting a mobile subscriber, see *OpenManage Essentials User's Guide*.**

2. Tap **Delete**.
The **Confirm Deletion** screen is displayed.
3. Tap **Delete Device**.

The hosts are deleted from OpenManage Mobile.

Performing power control operations

You can perform power control operations on a server managed by OpenManage Essentials or an iDRAC.

- Performing power control operations on a server managed by OpenManage Essentials
- Performing Power Control Operations on an iDRAC

Performing power control operations on a server managed by OpenManage Essentials

For devices managed by OpenManage Essentials, power control operations are supported only on iDRACs and servers.

To perform a power control operation:

1. On the OpenManage Mobile home screen, tap the appropriate OpenManage Essentials console.
2. In the OpenManage Essentials dashboard, tap **Devices by health**.
The **All Devices** screen is displayed.
3. Tap the appropriate device category (for example, **RAC**), and then tap to select the device you want to perform power control operation on.
The **Device Details** screen is displayed.
4. Tap **...** and select **Power Options**.
The supported power control operations are displayed.

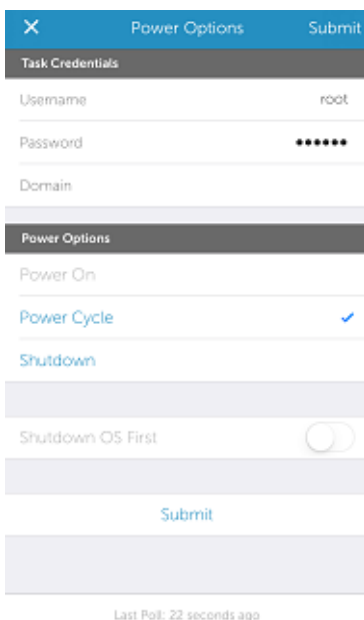


Figure 13. Power control options

5. Type the **Username** and **Password** for the device, and then select the power control operation you want to perform.

NOTE: For all tasks except **Power On**, the server needs to be discovered in addition to the iDRAC.

6. Tap **Submit**.
OpenManage Mobile performs the power control operation and then displays the result of the operation.

Managing iDRAC

This section provides information you require to add, edit, or delete an iDRAC in OpenManage Mobile.

Topics:

- [Adding an iDRAC](#)
- [Viewing iDRAC dashboard](#)
- [Editing connection details of an iDRAC](#)
- [Deleting an iDRAC](#)
- [Device inventory](#)
- [Viewing iDRAC details in web browser](#)
- [Performing power control operations on an iDRAC](#)
- [Activating or deactivating the system ID LED](#)

Adding an iDRAC

Prerequisites to add an iDRAC:

- Ensure that you have iDRAC 7 or later with Enterprise or Express edition license.
- Ensure that you have VPN or internal Wi-Fi access to the iDRAC network from your mobile device.

You can add an iDRAC :

- Using WS-Man Protocol
- Using IP range

Adding an iDRAC using WS-Man Protocol

To add an iDRAC using WS-Man Protocol:


1. Start OpenManage Mobile.
2. If applicable, type the OpenManage Mobile password and tap **Login**.
OpenManage Mobile home screen is displayed.
3. Tap **iDRAC**.
The **iDRACs** screen is displayed.
4. Tap the  symbol.
The **Add iDRAC** screen is displayed.
5. By default the **Device Type** is selected as **iDRAC**.
6. Type the **IP/hostname**, **Username**, **Password**, and **Domain** (if applicable) of the iDRAC.

Figure 14. Add iDRAC (phone view)

Figure 15. Add iDRAC (tablet view)

7. To save the connection details, tap **Add**.
The iDRAC SSL certificate is displayed.
8. Tap **Yes** to accept the certificate and save the iDRAC.
The **iDRAC Details** screen is displayed.

Adding multiple iDRACs using the IP range

This feature allows you to add multiple iDRACs using iDRAC range.

NOTE: You can add multiple iDRACs only if the username and password is the same.

To add multiple iDRACs:

1. Start OpenManage Mobile.
2. If applicable, type the OpenManage Mobile password and tap **Login**

OpenManage Mobile home screen is displayed.

3. Tap **iDRAC**.

The **iDRACs** screen is displayed.

4. Tap the  symbol.

The **Add iDRAC** screen is displayed.

5. By default the **Device Type** is selected as **iDRAC**.

6. Type the start and end range of the iDRACs in the last octet separated by a dash in the **IP/Hostname**. For example 192.168.0.50-100

NOTE: You can also add all the iDRACs in the range using a * for the last octet. For example, 192.168.0.*.

7. Type the **Username**, **Password**, and **Domain** (if applicable) of the iDRAC and tap **Add**. The process of adding multiple iDRACs is initiated. You can check the status of the process in the task manager.

8. Select **Discover iDRAC Range**.

9. Type **Range Start**, **Range End**, **Subnet Mask**, **Username**, **Password**, and **Domain** (optional).

10. Tap **Discover iDRACs**.

The process of adding multiple iDRACs is initiated. You can check the status of the process in the task manager.

Viewing iDRAC dashboard

To view the iDRAC dashboard:

1. On the OpenManage Mobile home screen, tap the appropriate iDRAC console. The iDRAC dashboard is displayed.



Figure 16. iDRAC dashboard (phone view)

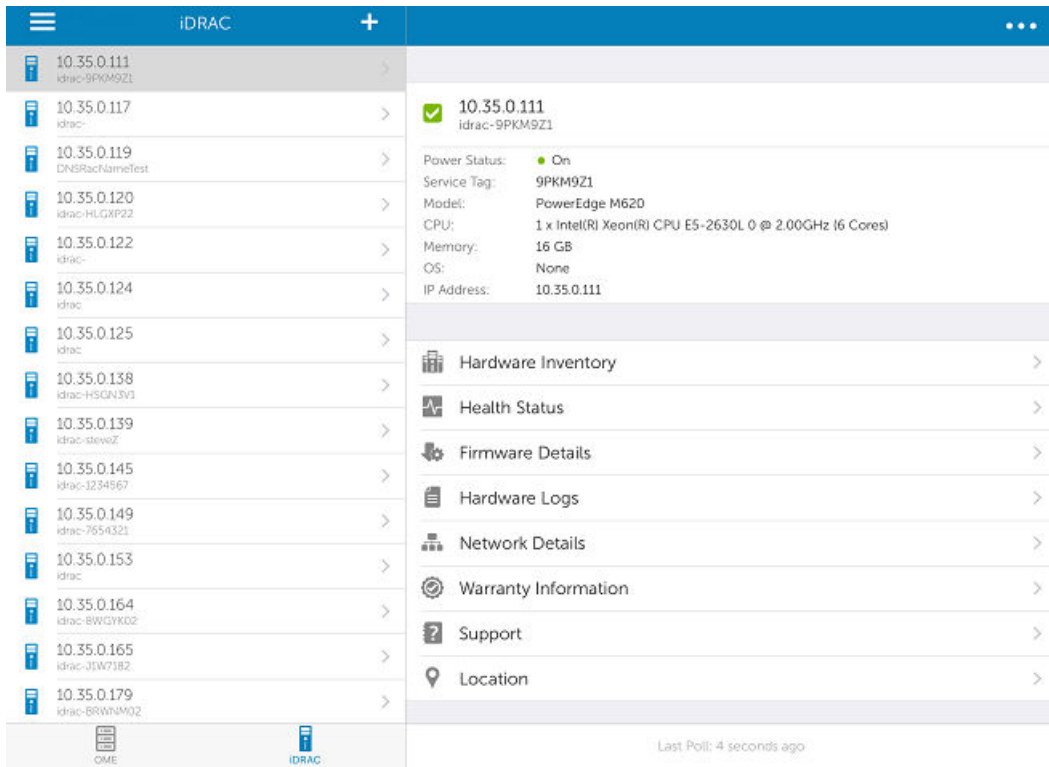


Figure 17. iDRAC dashboard (tablet view)

2. You can view the detail and status of the options below


- **Hardware Log**- View the hardware logs.
- **Firmware Details**- View the firmware details.
- **Network Details**- View the network details.
- **Hardware Inventory**- View the Hardware Inventory. You can view the **Memory** and **CPU** details.
- **Health Status**- View the health status.
- **Warranty Information**- View the warranty information.
- **Location Details**- View the Data Center, Room, Aisle, Rack, and Slot.
- **Support**- Access the Dell Quick Resource Locator website.

NOTE: To share the information using an application available on your device, tap  and select the share option.

Viewing hardware logs of an iDRAC

To view the hardware logs of an iDRAC:

1. In the **iDRAC Details** screen, tap **Hardware Log**.
The **Hardware Log** screen is displayed.

NOTE: Tap  to share the list of Hardware Log

2. Select **System Event Log** or **Lifecycle Log** from the list that is displayed.
3. Tap the appropriate log entry for additional details.

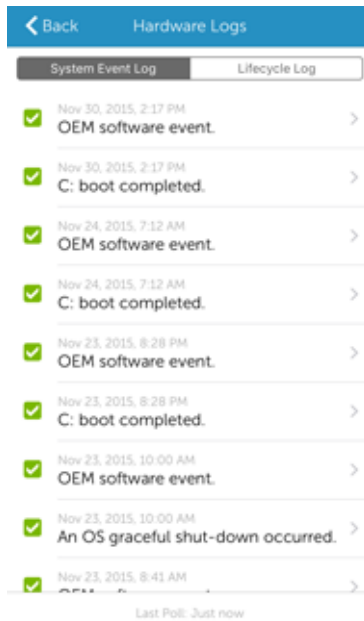


Figure 18. Hardware logs

NOTE: Retrieving hardware logs may take a few minutes.

Viewing firmware details of an iDRAC

To view the firmware details of an iDRAC:

- In the **iDRAC Details** screen, tap **Firmware Details**.
The **Firmware Details** screen is displayed.

The screenshot shows the 'Firmware' screen with a table listing various components and their versions. The table has two columns: 'Name' and 'Version'.

Name	Version
Power Supply.Slot.2	00.10.31
Integrated Remote Access Controller	2.40.40.40
Broadcom Gigabit Ethernet BCM5720 -	7.10.61
Broadcom Gigabit Ethernet BCM5720 -	7.10.61
Broadcom Gigabit Ethernet BCM5720 -	7.10.61
Broadcom Gigabit Ethernet BCM5720 -	7.10.61
BIOS	2.1.7
PERC H730P Mini	25.2.1.0037
Disk 0 in Backplane 1 of Integrated RAID	3B05
Disk 3 in Backplane 1 of Integrated RAID	3B05
BP13G+EXP 0:1	3.03
Lifecycle Controller	2.40.40.40
Diagnostics	0
OS Drivers Pack	0
OS Collector	0
System CPLD	1.0.1
Identity Module	0.01

At the bottom of the screen, it says 'Last Poll: A minute ago'.

Figure 19. Firmware details

Viewing network details of an iDRAC

To view the network details of an iDRAC:

1. In the **iDRAC Details** screen, tap **Network Details**.
The **Network Details** screen is displayed.



Figure 20. Network details

2. Tap **IPv4**, **IPv6**, or **MAC Addresses** for additional network details.

Viewing health status of an iDRAC

To view the health status of an iDRAC:

- In the **iDRAC Details** screen, tap **Health Status**.
The **Health Status** screen is displayed with the **Temperature** and **Power** values.

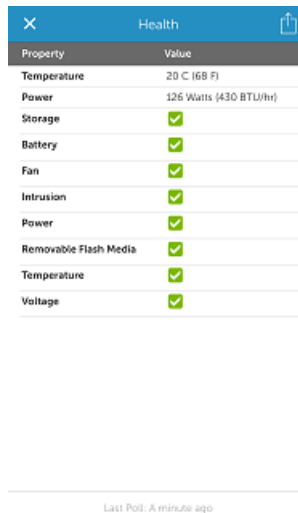


Figure 21. Health status

Viewing the warranty information of an iDRAC

To view the warranty information of an iDRAC:

- In the **iDRAC Details** screen, tap **Warranty Information**.
The warranty information of the server is displayed.

 **NOTE:** An internet connection is required to view the warranty information.

Accessing Dell Quick Resource Locator website through iDRAC

To access the Dell Quick Resource Locator website:

- In the **iDRAC Details** screen, tap **Support**.

The Dell Quick Resource Locator website is displayed in a new web browser.

 **NOTE:** An internet connection is required to access the Dell Quick Resource Locator website.


Generating and Sharing the iDRAC Report

To generate the iDRAC report:

1. On the OpenManage Mobile home screen, tap the appropriate iDRAC console.
The iDRAC dashboard is displayed.
2. Tap the menu key and tap **Report**.
The **Report** page is displayed
3. Tap **Generate Report**.
4. Tap **Share Report** to share the generated report using an email application.


Sharing iDRAC Details

To share the iDRAC details:

1. On the OpenManage Mobile home screen, tap the appropriate iDRAC console.
The iDRAC dashboard is displayed.
2. Navigate to the details page you want to share. For example, tap **Hardware Log**, **Firmware Details**, **Network Details**, or **Health Status**.
3. Tap  to share the details using a preferred application.

Editing connection details of an iDRAC

To edit the connection details of an iDRAC:

1. On the OpenManage Mobile home screen, perform the following steps:
 - Tap the iDRAC server you want to edit.
The **iDRAC Details** screen is displayed.
 - a. Tap .
 - b. Tap **Edit Connection**.The **Edit Connection** screen is displayed.
2. Edit the **IP/hostname**, **Username**, **Password**, and **Domain** (if applicable).
3. Tap **Update** to save the connection details.

The **iDRACs** screen is displayed.

Deleting an iDRAC

To delete an iDRAC from OpenManage Mobile:


1. On the OpenManage Mobile home screen, perform one of the following steps:
 - Select the iDRAC that you want to remove.

 **NOTE:** If you want to remove multiple iDRACs, select each iDRAC that you want to remove.

- a. Tap **Delete**.
- b. In the **Delete Confirmation** box, tap **Delete iDRAC**.

Tap the iDRAC you want to remove.

The **iDRAC Details** screen is displayed.

- a. Tap .
- b. Tap **Edit Connection**.
- c. Tap **Delete Device**.

The **Delete Confirmation** message is displayed.

2. Tap **Delete Device**.

The iDRAC is deleted from OpenManage Mobile.

Device inventory

You can view the following device inventory information of a server (iDRAC connection) or an OpenManage Essentials — managed device.


Table 1. Device inventory

Information	Description
Power Status	Displays the power status of the device
	If this server was added individually, this value is the IP address used to connect to the iDRAC. If this device is discovered through OpenManage Essentials, there could be multiple IP addresses associated with the device
Service Tag	The service tag associated with the device
Device Type	Displays the type of device
Device Model	The device model
CPUs	The processor model, number of processors, and number of cores
Memory	Total system memory in the server
Operating System	The name of the operating system. This may require OpenManage Server Administrator (OMSA) to be installed on the system
IP Address	If this server was added individually, this value is the IP address used to connect to the iDRAC. If this device is discovered through OpenManage Essentials, there could be multiple IP addresses associated with the device

 **NOTE:** Not all details are available for all managed devices.


Viewing iDRAC details in web browser

To view the iDRAC details in the web browser

1. On the iDRAC details screen, tap the  symbol.
2. Tap **View in browser**.
3. The iDRAC details will be displayed in the device browser.

Performing power control operations on an iDRAC

To perform power control operations on an iDRAC:

1. On the OpenManage Mobile home screen, tap the appropriate iDRAC server.
2. Tap .
- The **iDRAC Configuration** screen is displayed.
3. Tap **Power Options**.

The supported power control operations are displayed.

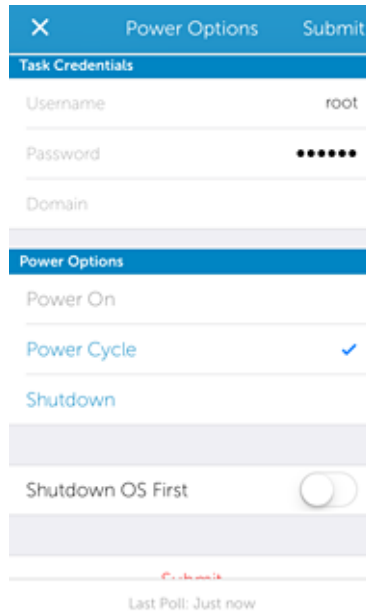


Figure 22. Power control options

4. Select the power control operation you want to perform, and tap **Submit**.

i **NOTE: Shutdown OS First option is supported only for those power control operations that support a normal shutdown of the operating system.**


i **NOTE: The Power Options screen displays the task credentials used to add the iDRAC. If you want to use a different user name and password for the power control operations, edit the username and password fields.**

OpenManage Mobile performs the requested power control operation and then displays the result of the operation.

Activating or deactivating the system ID LED

OpenManage Mobile allows you to identify a server by activating or deactivating the system ID LED.

To activate or deactivate the system ID LED:

1. Tap the iDRAC of the server you want to activate or deactivate the system ID LED.
2. Tap .
3. Tap **System ID LED**.
The **Select Blink LED Timeout or Turn Off** options are displayed.
4. Tap one of the following options to activate or deactivate the System ID LED:
 - **4 Minutes**
 - **Blink LED until turned off**
 - **Stop Blinking**

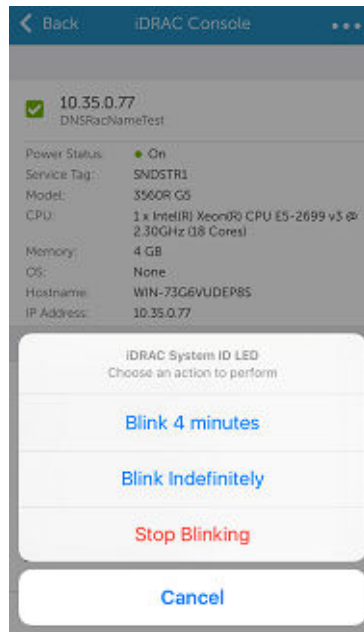


Figure 23. Blink LED options (phone view)

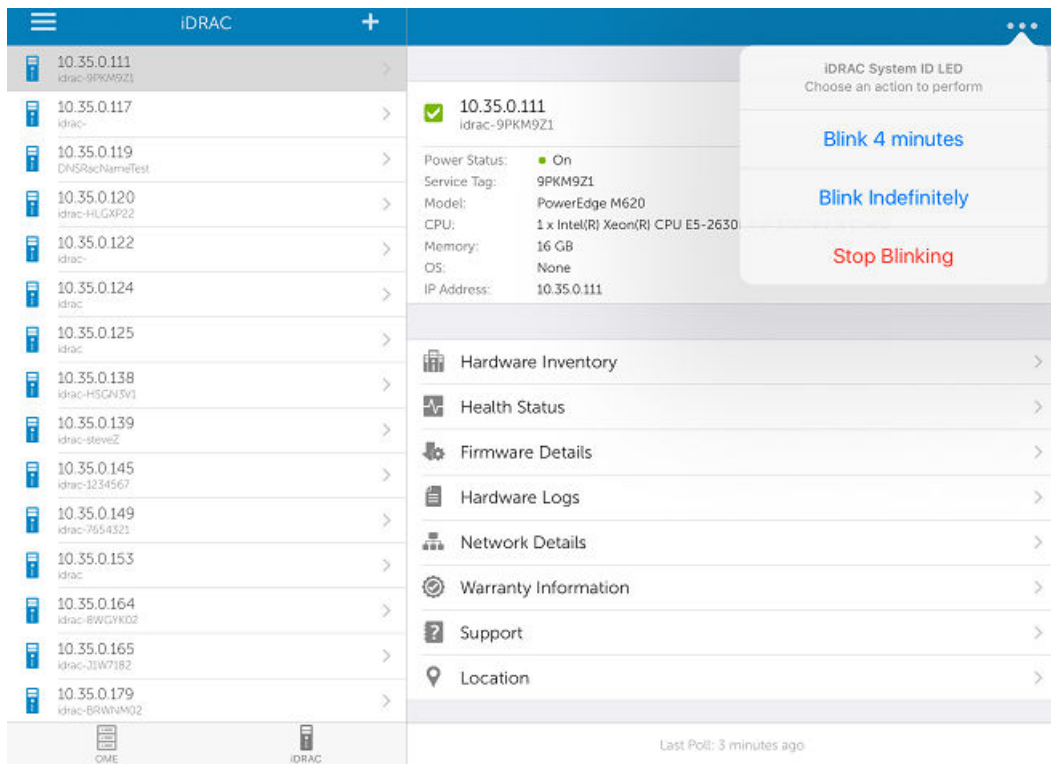


Figure 24. Blink LED options (tablet view)

Push notifications

Push notifications enable OpenManage Mobile to notify you when a subscribed OpenManage Essentials console receives alerts from a monitored device or when a task is complete in OpenManage Essentials. The notification appears in the status bar of your mobile device, similar to notifications that are displayed for messages, downloads, and so on. OpenManage Mobile allows you to configure the type of push notification you want to receive.

Topics:

- [Viewing alerts using push notifications](#)

Viewing alerts using push notifications

To view the alerts using push notifications:

1. Tap the alert notification to start OpenManage Mobile.
2. If applicable, enter the OpenManage Mobile password and tap **Login**.
The dashboard of the OpenManage Essentials console displays the newly received alert.
3. Tap **New alerts** to view the alerts associated with the push notification.

Using the OpenManage Mobile Password

To ensure OpenManage Mobile is secure, you can set a password. You can enable password authentication using the **Enable Password** option in **Settings**.

- If a password is set and you do not use the device for more than 15 minutes, OpenManage Mobile is automatically locked, and then the login page of OpenManage Mobile is displayed.
- You can manage your OpenManage Mobile password by:
 - Changing the OpenManage Mobile password
 - Disabling the OpenManage Mobile password

Topics:

- [Retrieving a forgotten password](#)
- [Changing the OpenManage Mobile password](#)
- [Disabling the OpenManage Mobile password](#)

Retrieving a forgotten password

To retrieve a forgotten password:

1. Start OpenManage Mobile.
The **Enter Password** screen is displayed.
2. Tap **Forgot Password**.
The **Forgot Password** screen displays the password hint.


i NOTE: If you forget your OpenManage Mobile password and cannot retrieve it, it is recommended to delete all of the application data and create a new password. All the added OpenManage Essentials consoles and iDRACs will be deleted and you need to add them again to OpenManage Mobile. To delete the application data, go to **Settings > Apps > OMM**, and then tap **Clear data**.

3. Enter your OpenManage Mobile password.
4. Tap **Login**.

Changing the OpenManage Mobile password

To change the current OpenManage Mobile password:

1. Perform one of the steps:
 - Start OpenManage Mobile, and tap **Change Password** in the **Enter Password** screen.
 - On the OpenManage Mobile home screen:
 - a. Tap the overflow menu. In the menu that is displayed, tap **Settings**.

i NOTE: The overflow symbol differs from device to device. For example, it can be displayed as , or at the lower-left or lower-right corner of the screen next to the Home button.

The **Settings** screen is displayed.

- b. Tap **Change Password**.
2. The **Change Password** screen is displayed.

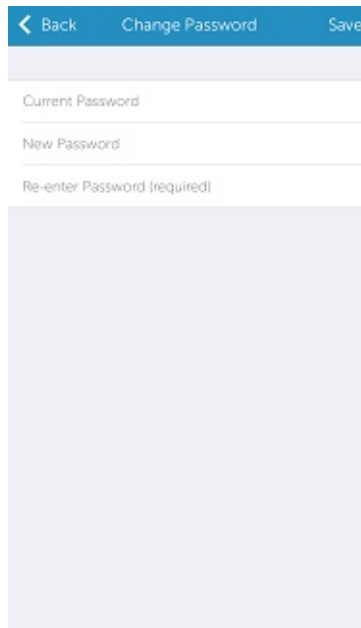


Figure 25. Change password (phone view)

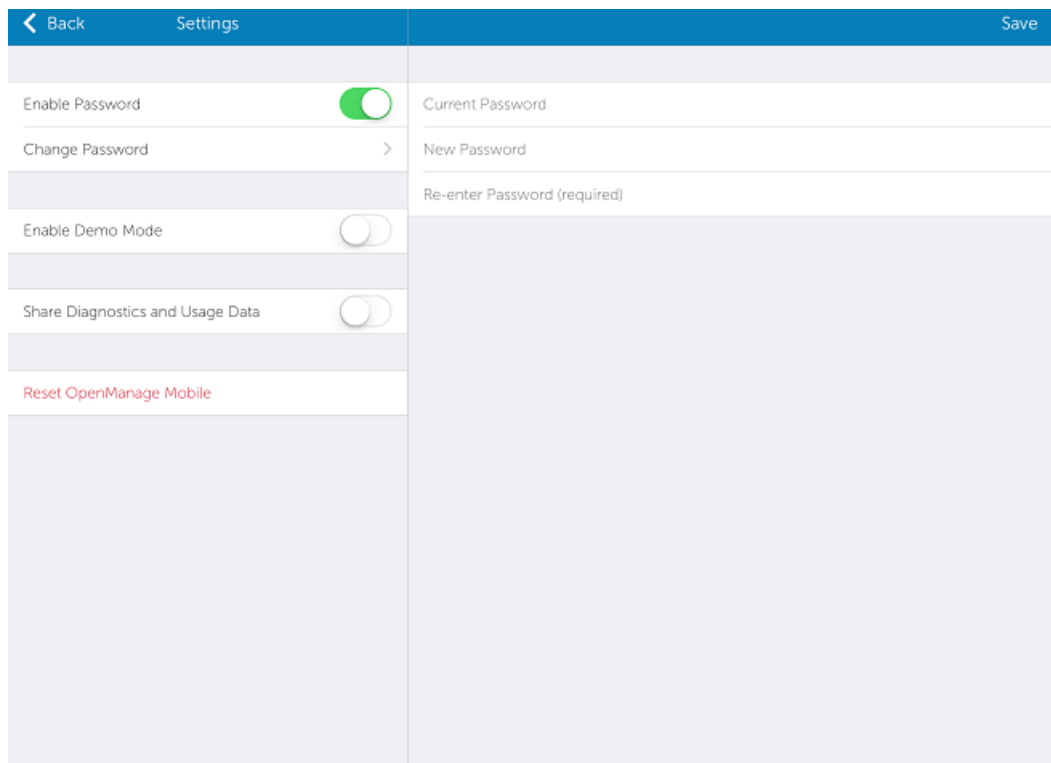


Figure 26. Change password (tablet view)

3. Type the current OpenManage Mobile password, new password, reconfirm the new password.
4. Tap **Save**.

Disabling the OpenManage Mobile password

To disable the OpenManage Mobile password:

1. On the OpenManage Mobile home screen, tap the overflow menu.
2. In the menu that is displayed, tap **Settings**.
The **Settings** screen is displayed.

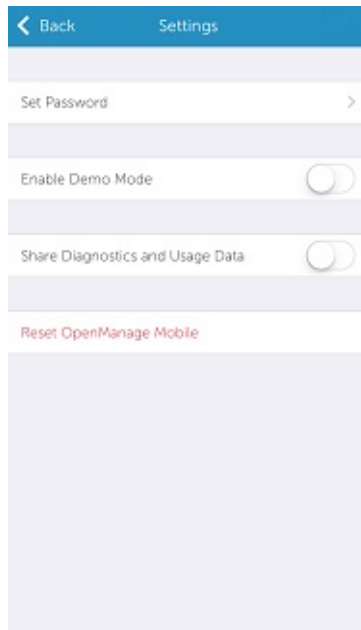


Figure 27. Settings

3. Clear the **Enable Password** option.

Viewing OpenManage Mobile information


This section provides information about viewing the OpenManage Mobile log, Version, End User License Agreement (EULA), OMM Dell Tech Center, Manuals and Documentation, Contact Dell.

Topics:

- [Viewing the OpenManage Mobile application log](#)
- [Viewing the OpenManage Mobile application version](#)
- [Viewing the OpenManage Mobile TechCenter page](#)
- [Viewing the OpenManage Mobile manuals and documentation](#)
- [Viewing the OpenManage Mobile End User License Agreement \(EULA\) and Open source licence](#)

Viewing the OpenManage Mobile application log

To view the OpenManage Mobile application log:

1. On the Home screen, tap .
2. Tap **App Log**.
The application log displays the following types of activities that are performed on the Open Manage Mobile:
 - Adding an OpenManage Mobile console or iDRAC.
 - Removing an OpenManage Essentials console or iDRAC.
 - Acknowledging an alert from an OpenManage Essentials console.
 - Deleting an alert from an OpenManage Essentials console.
 - Performing a power control operation on an OpenManage Essentials — managed device or iDRAC and the result of the operation.


Viewing the OpenManage Mobile application version

To view the OpenManage Mobile application version:

1. On the Home screen, tap .
2. Tap **About**.
The OpenManage Mobile version is displayed on the screen.


Viewing the OpenManage Mobile TechCenter page

To view the OpenManage Mobile TechCenter page:

1. On the Home screen, tap .
2. Tap **About**.
The OpenManage Mobile product information is displayed.
3. Tap **OMM Dell Tech Center**.
The OpenManage Mobile DellTech Center page is displayed.


Viewing the OpenManage Mobile manuals and documentation

To view the OpenManage Mobile manuals and documentation:

1. On the Home screen, tap .
2. Tap **About**.
The OpenManage Mobile product information is displayed.
3. Tap **Manuals and Documentation**.
The OpenManage Mobile Manuals and Documentation is displayed.

Viewing the OpenManage Mobile End User License Agreement (EULA) and Open source licence


To view the OpenManage Mobile EULA that was displayed during the installation:

1. On the Home screen, tap .
2. Tap **About**.
The OpenManage Mobile product information is displayed.
3. Tap **View EULA**.
The OpenManage Mobile EULA and Open source licence are displayed.

Sharing feedback

You can share your feedback to Dell about OpenManage Mobile.

To share your feedback:

1. Start OpenManage Mobile and tap .
2. Tap **Contact Dell**.
The Contact Dell pop up screen is displayed.
3. Tap **OK**.
The email clients installed in your device are displayed.
4. Select an email client, enter your feedback and send the email.

You can also email your feedback to .

Troubleshooting OpenManage Mobile

Unable to add OpenManage Essentials to OpenManage Mobile

If you are unable to add an OpenManage Essentials to OpenManage Mobile, you can try the following workarounds:

Workarounds:

- *Verify network configuration:* To add an OpenManage Essentials server to OpenManage Mobile, OpenManage Essentials must be available on the specified web port (default 2607) and not stopped by any firewall or other security mechanism. Make sure that VPN and/or wireless network is connected, enabled, and configured. Verify if you are able to connect to the OpenManage Essentials host from your device by using a web browser.
- *Verify credentials:* Make sure that the user name and password are correct to log in to the remote system. If you use domain credentials, make sure that the domain name is entered in the correct format supported by your directory server (such as companyname or companyname.com).
- *Verify OpenManage Essentials version:* OpenManage Mobile requires the latest OpenManage Essentials version.

Unable to add iDRAC to OpenManage Mobile

If you are unable to add an iDRAC to OpenManage Mobile, you can try the following workarounds:

Workarounds:

- *Verify network configuration:* To add an iDRAC to OpenManage Mobile, iDRAC web server must be enabled on the default HTTPS port 443. Make sure that VPN and/or wireless network is connected, enabled, and configured. Verify if you are able to connect to the iDRAC host from your device using a web browser.
- *Verify credentials:* Make sure that user name and password are correct to log in to the remote system. If you use domain credentials, make sure that the domain name is entered in the correct format supported by your directory server (such as companyname or companyname.com).
- *Verify iDRAC version:* OpenManage Mobile requires iDRAC version 7 or later with Enterprise or Express license, which is available in most 12th generation or later PowerEdge servers.

Slow data retrieval

There is a delay of several minutes in retrieving data.

Workaround: Internet connection on your phone may be slow. Use OpenManage Mobile on WiFi or 3G or later network.

Operations such as viewing event logs through OpenManage Essentials require OpenManage Essentials to retrieve data from the managed nodes and sometimes there is a delay of several minutes in retrieving data.

Updated information not displayed in OpenManage Mobile

Information displayed in OpenManage Mobile does not match the information displayed in OpenManage Essentials or iDRAC.

Incomplete device information

- The operating system name or hostname is not displayed.

Workaround: To receive the hostname or operating system name, you might need to install OpenManage Server Administrator (OMSA) on the managed node.

- Incomplete information for devices managed by OpenManage Essentials.

Workaround: Make sure that data is correctly inventoried in OpenManage Essentials. For more information, see *OpenManage Essentials User's Guide*.

Unable to register for push notifications

Unable to register for push notifications. The settings screen displays: APN Token : None.

Workaround: To register for push notifications from an OpenManage Essentials, you must have a APN token installed in the OpenManage Mobile application. APN token is installed during the initial setup of OpenManage Mobile. If APN token is not installed, go to the **Settings** screen and tap **Request** to install the APN token. You must have an internet connection for this request to be successful.

Unable to receive push notifications

Unable to receive push notifications if OpenManage Essentials is re- installed by retaining the same database as an earlier OpenManage Essentials installation.

Workaround: Add the OME again to Openmanage Mobile to receive push notifications.

Delay in receiving push notifications

- Either alert notification is not received, or there is a delay of several hours in receiving alerts.

Workarounds:

- *Verify OpenManage Essentials operation:* Make sure that OpenManage Essentials is receiving alerts, and it is successfully transmitting the alerts to the Dell Message Forwarding Service. For more information about transmitting alerts from OpenManage Essentials to the Dell Message Forwarding Service, see *OpenManage Essentials User's Guide*. During normal operation, it takes up to two minutes for the alerts to transmit from OpenManage Essentials to Dell Message Forwarding Service.
- *Understand provider limitations:* The Dell Message Forwarding Service uses provider notifications services including Apple Push Notification. Apple imposes a notification limitation on a per device and per application basis. If your alert notifications are more than 100 per day, select a more specific filter to reduce the number of alerts transmitted to your mobile device.
- *Verify phone network connectivity:* Push notification requires an internet connection on your phone or a wireless connection (that may not be available in certain areas, such as remote locations and places with poor signal).

Carriers, internet service providers, and networking equipment may end the connection to Apple servers if your mobile device is inactive. Notifications cannot be received until the connection is restored.

- A message is displayed in OpenManage Essentials if it is unable to communicate with a specific device as it is not registered.

Workaround: If OpenManage Mobile is backed up and restored on to your mobile device, the APN registration token may need to be refreshed. Go to the **Settings** screen and tap **Refresh** to reinstall the APN token. You must have an internet connection for this request to be successful.

 **NOTE:** If you refresh the APN token, edit the connections of all the OpenManage Essentials added and resubscribe to the alert filters.

Unable to retrieve iDRAC data

OpenManage Mobile displays a connection not successful message if you refresh an iDRAC details screen multiple times to retrieve data.

Workaround: Refresh **iDRAC Details** screen after one minute.

If incorrect credentials are entered while adding an iDRAC or while performing power operations on an iDRAC, the iDRAC might disable all incoming requests and appear disabled for some time. For more information about this behavior, see *iDRAC User's Guide*. iDRAC will be enabled after some time. Wait till the iDRAC is enabled, and then retry the operation with correct credentials.

Topics:

- [Known issues](#)

Known issues

- To receive alert notifications in OpenManage Mobile on iOS version 7, you must have a Apple account registered on the device.

- Unable to validate the APN token if the OpenManage Mobile application is moved to the SD card, and the SD card is removed from the device.

To validate the APN token after re-inserting the SD card, do the following:

1. On any screen of OpenManage Mobile, tap the overflow menu.

 **NOTE: The overflow symbol differs from device to device. For example, it can be displayed as a  symbol, or at the lower-left or lower-right corner of the screen next to the Home button.**

2. In the list displayed, tap **Settings**, and then tap **Refresh** to refresh the APN token.

3. Edit the connections of all the OpenManage Essentials added and resubscribe to the alert filters.

- Description :Unable to power on a server if the KG key value in the RAC GUI page is set to a non-default value.

For iDRAC shown in OME OpenManage Mobile will not perform the operation with non-default values.

- If you have more than 100 devices in the **All Devices** group, the devices are sorted by health only on the first screen. From the next screen, you can view the devices but they are not sorted by health.
- OpenManage Mobile offline data cache will be lost if the phone is rebooted or if OpenManage Mobile is inactive for long periods.
- OpenManage Mobile offline cache can be lost if your mobile device has limited memory.
- OpenManage Mobile displays only the top 100 log entries from an iDRAC.
- OpenManage Mobile is not supported on 11th generation or earlier generations of iDRAC.
- Unable to acknowledge or delete an alert received by a user who is a member of the OMEPowerUsers group.

Uninstalling OpenManage Mobile

To uninstall OpenManage Mobile:

1. Tap the iOS operating system symbol.
The **Settings** screen is displayed.
2. In **Device** section, tap **Apps** or **Application Manager**.
3. In the **DOWNLOADED** tab, tap **OMM**.
The **App info** screen is displayed.
4. Tap **Uninstall**.
5. At the **Do you want to uninstall this app?** prompt, tap **OK**.

Related documents and resources

Other documents you may need


Besides this you can find the following documents on the Dell OpenManage Mobile Support website at delltechcenter.com/omm

- Dell OpenManage Essentials version 2.0 User's Guide.
- Dell Integrated Dell Remote Access Controller 8 User's Guide.

Topics:

- [Contacting Dell](#)
- [Accessing documents from the Dell EMC support site](#)

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. Go to **Dell.com/support**.
2. Select your support category.
3. Verify your country or region in the **Choose a Country/Region** drop-down list at the bottom of the page.
4. Select the appropriate service or support link based on your need.

Accessing documents from the Dell EMC support site

You can access the required documents in one of the following ways:

- Using the following links:
 - For Dell EMC Enterprise Systems Management, Dell EMC Remote Enterprise Systems Management, and Dell EMC Virtualization Solutions documents — www.dell.com/esmmanuals
 - For Dell EMC OpenManage documents — www.dell.com/openmanagemanuals
 - For iDRAC documents — www.dell.com/idracmanuals
 - For Dell EMC OpenManage Connections Enterprise Systems Management documents — www.dell.com/OMConnectionsEnterpriseSystemsManagement
 - For Dell EMC Serviceability Tools documents — <https://www.dell.com/serviceabilitytools>
- From the Dell EMC Support site:
 1. Go to <https://www.dell.com/support>.
 2. Click **Browse all products**.
 3. From **All products** page, click **Software**, and then click the required link from the following:
 - **Analytics**
 - **Client Systems Management**
 - **Enterprise Applications**
 - **Enterprise Systems Management**
 - **Mainframe**
 - **Operating Systems**
 - **Public Sector Solutions**

- **Serviceability Tools**
- **Support**
- **Utilities**
- **Virtualization Solutions**

4. To view a document, click the required product and then click the required version.

- Using search engines:
 - Type the name and version of the document in the search box.