

Dell OpenManage Mobile Version 1.0 User's Guide



Notes, Cautions, and Warnings

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

 **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 1.3 or later 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.

Key features

You can perform the following tasks by using OpenManage Mobile:

- Monitor systems using multiple OpenManage Essentials and iDRAC connections from your mobile device.
- Receive notification of alerts based on OpenManage Essentials filters.
- View device status and inventory.
- View system event logs.
- View alert details.
- Perform power control operations on systems.

Setting up OpenManage Mobile

This chapter provides information about installing and starting 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 **Free**.
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 **I Agree** if you accept the terms of the agreement, and then tap **Accept**. The **Create Password** screen is displayed.
3. Complete one of the following based on your preference:
 - To set a password to prevent unauthorized use of OpenManage Mobile: Type a password, reconfirm the password, provide a password hint, and tap **Login**.
 - To skip setting a password, tap **Skip**, and at the Warning prompt, tap **Yes**.

The OpenManage Mobile home screen is displayed.

Managing OpenManage Essentials console


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

Adding an OpenManage Essentials console

Prerequisites to add an OME:

- Ensure that you have OpenManage Essentials version 1.3 or later.
- 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  symbol.
The **Add Device** screen is displayed.
4. Select **OpenManage Essentials**.
5. Type the **IP/hostname**, **Domain** (if applicable), **Username**, **Password**, and **Description** (optional) of the OpenManage Essentials console.

< Back Add Device Add

Device type OpenManage Essentials >

IP/hostname 192.168.0.141

Port 2607




Username Administrator

Password ●●●●●●●●

Domain *

* Leave blank if none

Description (optional) First OME

6. To save the connection details, tap **Add**.
The OpenManage Essentials SSL certificate is displayed.
7. On the next screen, select the appropriate alert filter for push notifications.
 -  **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.

Editing the 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.

1. Tap the  symbol.
2. 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 **Next**.
On the next 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 the following steps:
 - Tap the OpenManage Essentials console you want to remove.

The **OpenManage Essentials** screen is displayed.

1. Tap the  symbol.
2. Tap **Edit Connection**.
3. Tap **Delete OME**.

 **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 OME**.

The OpenManage Essentials console is deleted from OpenManage Mobile.

Managing iDRAC

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

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

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 the  symbol.
The **Add** screen is displayed.
4. Select **iDRAC**.
5. Type the **IP/hostname**, **Domain** (if applicable), **Username**, and **Password** of the iDRAC.

The screenshot shows the 'Add Device' screen with the following details:

- Device type: iDRAC
- IP/hostname: 10.94.162.70
- Port: 443
- Username: root
- Password: masked with dots
- Domain: blank

* Leave blank if none

6. To save the connection details, tap **Add**.

The **iDRAC Details** screen is displayed.

Editing the 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.

1. Tap the  symbol.
2. Tap **Edit Connection**.

The **Edit Connection** screen is displayed.

2. Edit the **IP/hostname**,
3. Tap **Next** to save the connection details.

The **iDRAC Details** screen is displayed.


Deleting an iDRAC

To delete an iDRAC from OpenManage Mobile:

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

- Tap the iDRAC you want to delete.

The **iDRAC Details** screen is displayed.

1. Tap the  symbol.
2. Tap **Edit Connection**.
3. Tap **Delete iDRAC**.

The **Delete Confirmation** message is displayed.

2. Tap **Delete iDRAC**.

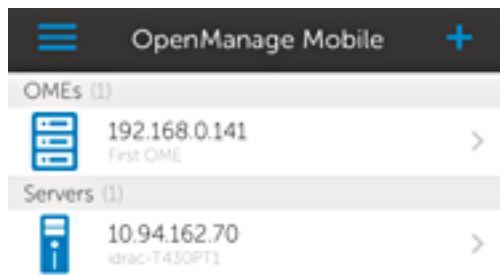
The iDRAC is deleted from OpenManage Mobile.

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 and iDRACs added.



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.

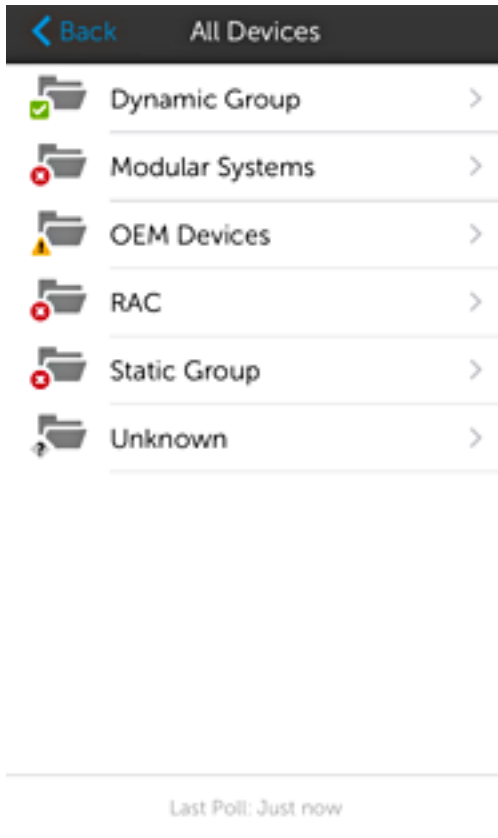


- indicates the number of devices or alerts that are unknown.
 - indicates the number of devices or alerts that are critical.
 - indicates the number of devices or alerts that are with warning status.
 - indicates the number of devices or alerts that are healthy.
2. Tap **Devices by health** to view the devices managed by OpenManage Essentials and tap **Alerts by severity** to view the alerts.

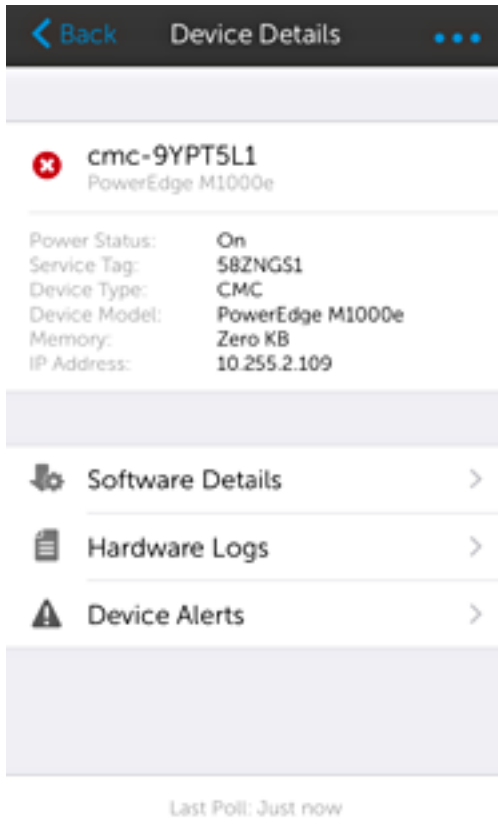
Viewing devices by health of an OpenManage Essential console

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.



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



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 Log** to view the hardware log, and tap **Device Alerts** to view the alerts associated with the device.

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**.
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.

The image shows two screenshots from a mobile application. The left screenshot is titled 'Alerts' and shows a list of alerts. The right screenshot is titled 'Alert Details' and shows the details for a specific alert.

Alert Title	Time	Status
Message: The iDRAC gen...	Nov 5, 2014, 10:37 AM	Resolved (Green checkmark)
Chassis Intrusion - Physi...	Nov 4, 2014, 1:45 PM	Not Acknowledged (Red X)
Over-Temperature Warni...	Nov 4, 2014, 1:36 PM	Warning (Yellow triangle)
Fan speed warning (Fan s...	Nov 4, 2014, 1:36 PM	Warning (Yellow triangle)
Watchdog Reset	Nov 4, 2014, 1:36 PM	Resolved (Green checkmark)
Module SD Card Failed (...)	Nov 4, 2014, 1:36 PM	Not Acknowledged (Red X)
Processor Configuration...	Nov 4, 2014, 1:36 PM	Resolved (Green checkmark)

Alert Details for 'Chassis Intrusion - Physical Se...':

Status	Not Acknowledged
Time	11/04/14 1:45 PM
Category	Security
Source	172.18.9.101

You can forward, acknowledge, or delete an alert.

 **NOTE:** Alerts can be filtered using **Filter** option.

Acknowledging an alert


To acknowledge an alert:

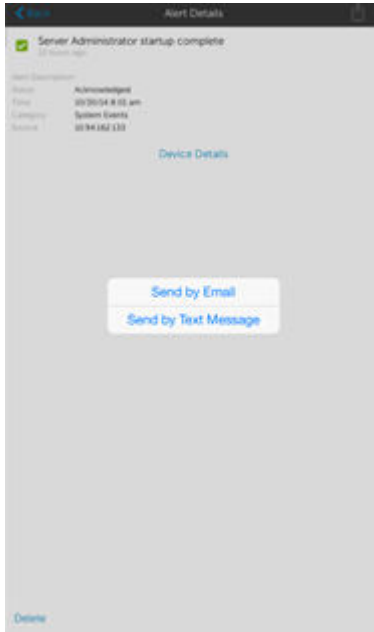
On the **Alert Details** screen, tap **Acknowledge** to acknowledge an alert.

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

Sharing an alert

To share an alert:

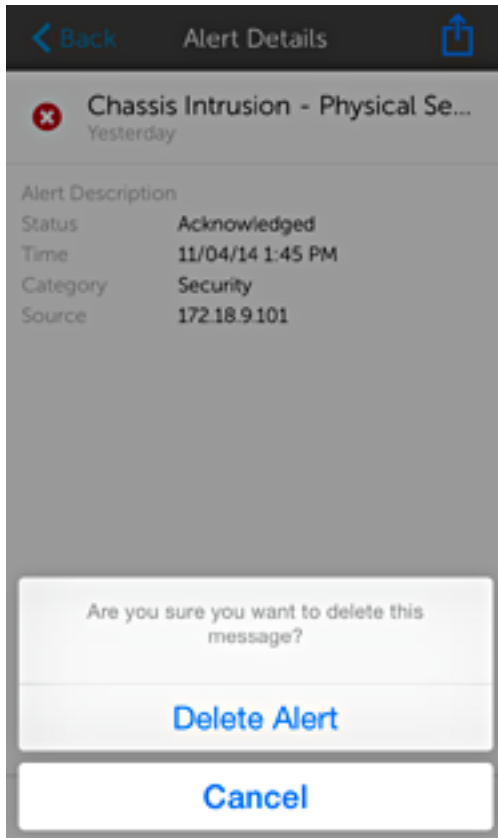
1. On the **Alert Details** screen, tap  to share an alert.
2. Select the option you want to use to share the alert details.



Deleting an alert

To delete an alert:

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



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

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

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.





2. Tap **Hardware Logs** to view the hardware logs, tap **Firmware Details** to view the firmware details, tap **Network Details** to view the network details, and tap **Health Status** to view the health status.

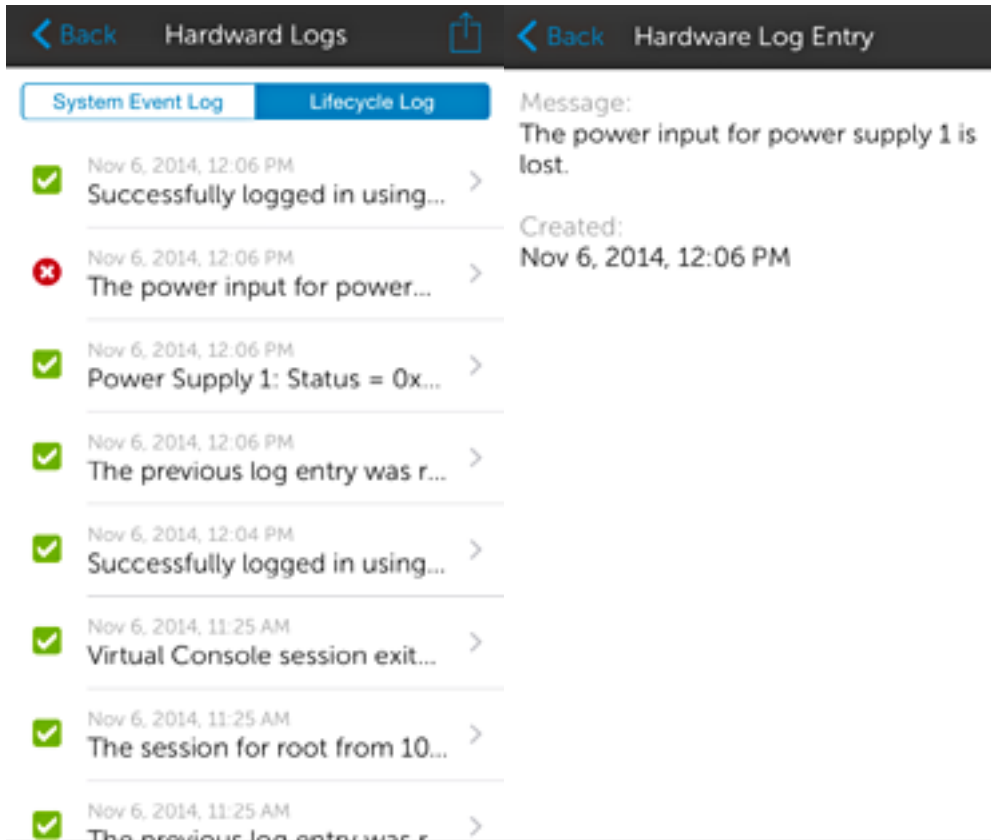
Viewing hardware logs of iDRAC console


To view the hardware logs of iDRAC console:

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

 **NOTE:** Tap  to share the list of **Hardware Logs**

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



 **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.

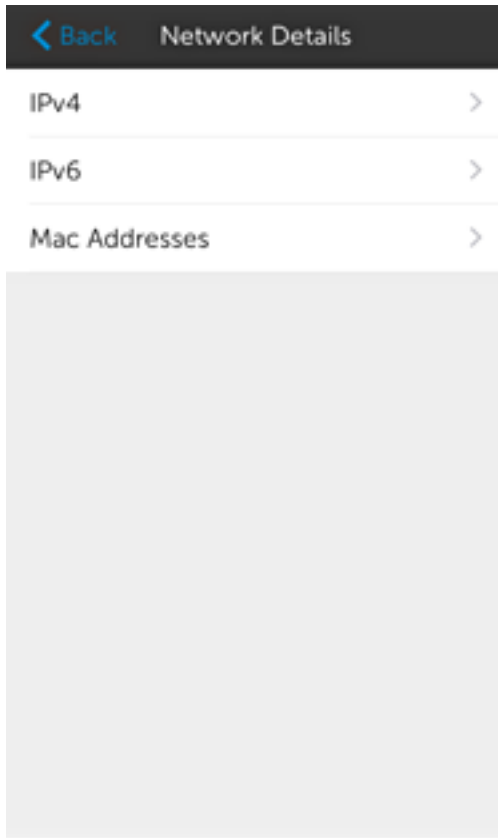
Firmware Details	
Name	Version
Integrated Dell Remote Access Controller	2.05.05.05
Broadcom Gigabit Ethernet BCM5720 - C8:1F:66:C3:79:61	7.10.0
Broadcom Gigabit Ethernet BCM5720 - C8:1F:66:C3:79:62	7.10.0
BIOS	1.0.0
Lifecycle Controller	2.05.05.05
Enterprise UEFI Diagnostics, 4239A10, 4239.18	4239A10
OS Drivers Pack	0
OS Collector	0
System CPLD	1.0.0

Last Poll: Just now

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.



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.

Property	Value
Temperature	29 C (84 F)
Power	140 Watts (477 BTU/hr)
<input checked="" type="checkbox"/> Storage	
<input checked="" type="checkbox"/> Battery	
<input checked="" type="checkbox"/> Fan	
<input checked="" type="checkbox"/> Intrusion	
<input checked="" type="checkbox"/> Power	
<input checked="" type="checkbox"/> Removable Flash Media	
<input checked="" type="checkbox"/> Temp	
<input checked="" type="checkbox"/> Voltage	

Last Poll: 30 seconds ago

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 , **Firmware Details**, **Network Details**, or **Health Status**.
3. Tap **Share** to share the details using an email application.
4. Send the details using a preferred application.

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.

Configuring push notifications

Push notifications enable OpenManage Mobile to notify you when a subscribed OpenManage Essentials console receives alerts from a monitored device. 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.

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.

Performing power control operations


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

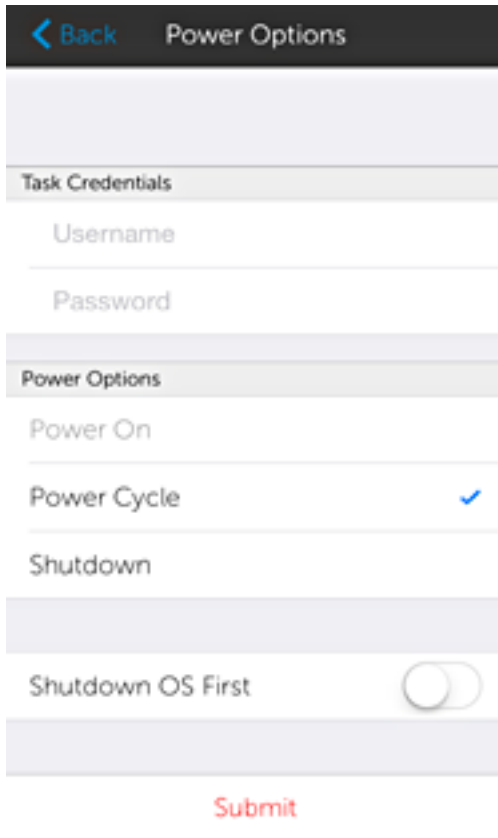
- [Performing power control operations on a server managed by OpenManage Essentials](#)
- [Performing Power Control Operations on an iDRAC](#)

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 the  symbol and select **Power Options**.
The supported power control operations are displayed.




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

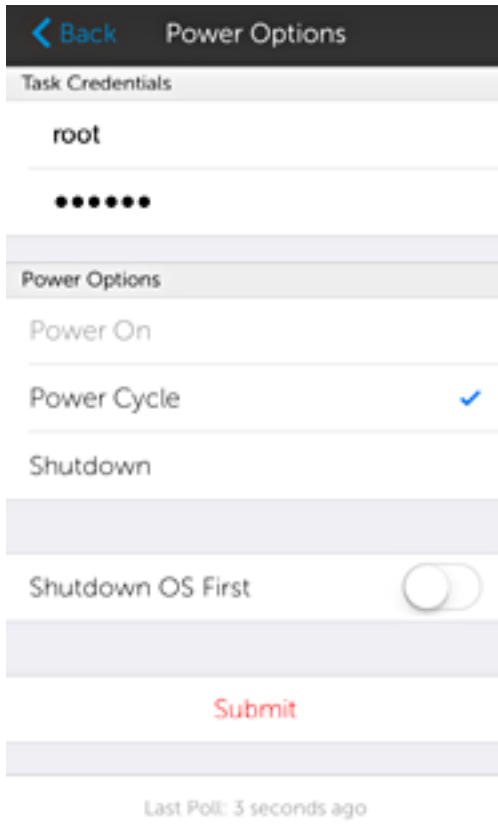
 **NOTE:** For all tasks except **Power On**, the server needs to be discovered in addition to the iDRAC.

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



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  symbol .
The **iDRAC Configuration** screen is displayed.
3. Tap **Power Options**.
The supported power control operations are displayed.



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

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

Managing password

To make sure that your OpenManage Mobile is secure, you can lock OpenManage Mobile by using a secret password. You can set a secret password by selecting the **Enable Password** option in the **Settings** screen.

- 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:
 - Retrieving a forgotten password
 - Changing the OpenManage Mobile password
 - Disabling the OpenManage Mobile password

Retrieving 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.




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 OpenManage Mobile password

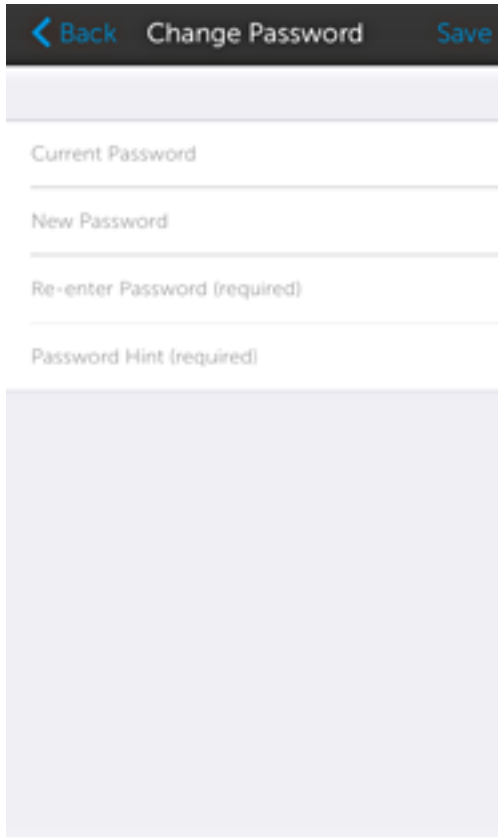
To change the current OpenManage Mobile password:

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

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.

The **Settings** screen is displayed.

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

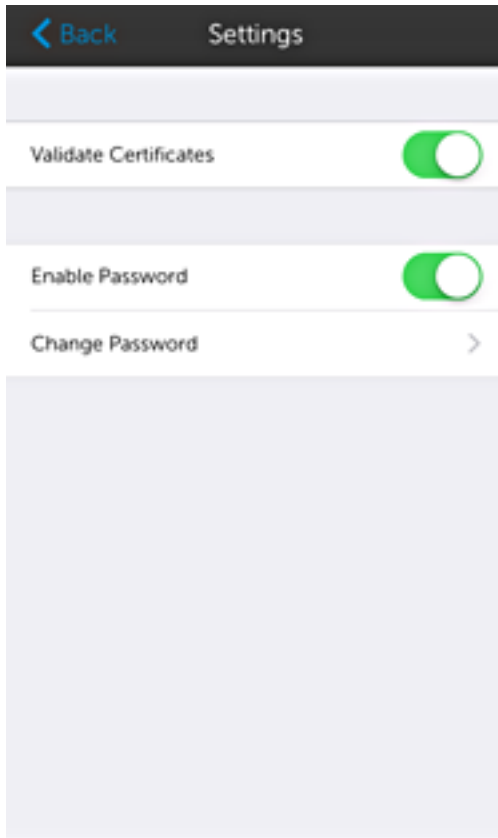


3. Type the current OpenManage Mobile password, new password, reconfirm the new password, and then type the password hint.
4. Tap **Save**.

Disabling 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.



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


Viewing OpenManage Mobile information

This section provides information about viewing the OpenManage Mobile log, version, and End User License Agreement (EULA).

Viewing the OpenManage Mobile application log

To view the OpenManage Mobile application log:

1. On any screen, tap the overflow menu.

Overflow symbol differs 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.

2. In the list that is displayed, tap **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 any screen, tap the overflow menu.

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 that is displayed, tap **About**.

The OpenManage Mobile version is displayed on the screen.

Viewing the OpenManage Mobile End User License Agreement (EULA)

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

1. On any screen, tap the overflow menu.

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 that is displayed, tap **About**.
The OpenManage Mobile product information is displayed.
3. Tap **View EULA**.
The OpenManage Mobile EULA is displayed.

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 OpenManage Essentials version 1.3 or later.

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.

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 log in to OpenManage Mobile

You cannot log in to OpenManage Mobile if:


- **Don't keep Activities** option is selected in **Settings** → **Developer options** screen.

Workaround: Make sure that **Don't keep Activities** option is not selected in **Settings** → **Developer options** screen.

- You forget your OpenManage Mobile password.

Workarounds:

- To retrieve your OpenManage Mobile password, tap **Forgot Password**. Your password hint is displayed.
- If you are unable to retrieve your OpenManage Mobile password using the password hint displayed, delete the OpenManage Mobile data, and then create a new password. To delete the OpenManage Mobile data, go to **Settings** → **Apps** → **OMM**, and then tap **Clear data**.

 **NOTE:** If application data is deleted or application is reinstalled, you need to add the OpenManage Essentials and iDRAC instances again to OpenManage Mobile.

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.

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:

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

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.

- b. In the list displayed, tap **Settings**, and then tap **Refresh** to refresh the APN token.
 - c. Edit the connections of all the OpenManage Essentials added and resubscribe to the alert filters.
- Unable to power on a server if the KG key value in the RAC GUI page is set to a non-default value. OpenManage Mobile will not perform the operation with non-default values.
 - If the log in page appears again after you exit OpenManage Mobile, use home button to minimize the application.
 - 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.
 - OpenManage Mobile cannot refresh data automatically if the application is timed out after 15 minutes.
 - Unable to receive push notifications if OpenManage Essentials is re- installed by retaining the same database as an earlier OpenManage Essentials installation.
 - Unable to acknowledge or delete an alert belonging to 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

In addition to this guide, you may require the following documents:

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

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 Dell support site

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

- Using the following links:
 - For all Enterprise Systems Management documents — **dell.com/softwaresecuritymanuals**
 - For Enterprise Systems Management documents — **dell.com/openmanagemanuals**
 - For Remote Enterprise Systems Management documents — **dell.com/esmanuals**
 - For OpenManage Connections Enterprise Systems Management documents — **dell.com/OMConnectionsEnterpriseSystemsManagement**
 - For Serviceability Tools documents — **dell.com/serviceabilitytools**
 - For Client Systems Management documents — **dell.com/clientsystemsmanagement**
 - For OpenManage Connections Client Systems Management documents — **dell.com/connectionsclientsystemsmanagement**
- From the Dell Support site:
 - a. Go to **dell.com/support/home**.

- b. Under **General support** section, click **Software & Security**.
- c. In the **Software & Security** group box, click the required link from the following:
 - **Enterprise Systems Management**
 - **Remote Enterprise Systems Management**
 - **Serviceability Tools**
 - **Client Systems Management**
 - **Connections Client Systems Management**
- d. To view a document, click the required product version.
- Using search engines:
 - Type the name and version of the document in the search box.