

**Dell Engineered Solutions for VMware  
EVO:RAIL  
Version 1.2.1 Release Notes**



# 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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# Contents

<b>1 What's new.....</b>	<b>5</b>
VMware EVO:RAIL release 1.2.1.....	5
VMware EVO:RAIL release 1.2.0 .....	5
Support for VMware vSphere loyalty program .....	5
VMware EVO:RAIL release 1.1.0 .....	5
Increased scalability .....	5
Improved hardware monitoring .....	6
Serviceability automation .....	6
Configuration validation .....	6
Support for mixed CPU clusters .....	6
Documentation changes.....	6
<b>2 Internationalization.....</b>	<b>7</b>
<b>3 Installation.....</b>	<b>8</b>
Release contents.....	8
Update instructions.....	9
Product support notices.....	10
<b>4 Known issues and limitations.....</b>	<b>11</b>
Update.....	11
EVO:RAIL management does not display after updating (1411553).....	11
Configuration.....	11
EVO:RAIL configuration might fails when there is a time mismatch between the appliance and the NTP Server (1376917).....	11
If you are using Just Go configuration and progress bar remains at 0 percent (1305595) .....	12
EVO:RAIL service VMs storage policy displays as out of date (1400304).....	12
EVO:RAIL configuration and management is not accessible from a web browser (1409609).....	12
EVO:RAIL does not support external Single Sign-On (SSO).....	12
EVO:RAIL Management displays the total storage size to be 3.35 TB instead of the expected 13.1 TB.....	12
vCenter Server Web Client displays Misconfiguration Detection.....	12
Management or Maintenance .....	13
EVO:RAIL operation might fails with the message.....	13
Cannot import OVA/OVF templates for VM creation through the EVO:RAIL Management (1373483) .....	13
Upload of large ISO image fails in creating VM (1410674, 1455704).....	13

Create VM window has a pop-up message that does not clear (1375600).....	13
Replacement of a failed hardware component does not reset the hardware alarm (1401667).....	13
VSAN Cluster displays as Cluster requirements: HA DRS Status: Not complaint (1431891).....	13
The Add EVO:RAIL Appliance pop-up remains active (1387463).....	14
Boot node replacement on a licensed appliance requires a license key (1442796).....	14
In EVO:RAIL Management, few button does not displays on your browser (1305298).....	14
The Add EVO:RAIL Appliance and the Add EVO:RAIL Node processes cannot be minimized (1275613).....	14
Miscellaneous .....	14
Some special characters does not translate correctly (1374539).....	14
The mouse is not accessible with a VM (1370756).....	15
EVO:RAIL remote console may not support international keyboards (1370756).....	15
<b>5 Fixed in release 1.2.1.....</b>	<b>16</b>
<b>6 Fixed in release 1.2.....</b>	<b>17</b>
<b>7 Fixed in release 1.1.....</b>	<b>18</b>
<b>8 Appendix A: Add Appliance supported configurations.....</b>	<b>19</b>
<b>9 Getting help.....</b>	<b>21</b>
Contacting Dell.....	21
Documentation matrix.....	21

# What's new

## VMware EVO:RAIL release 1.2.1

EVO:RAIL release 1.2.1 is a patch release to introduce the following:

- Security issues that exist in earlier releases of Oracle (SUN) JRE, specifically SKIP-TLS (impacts VMware vCenter Server, VMware ESXi, and VMware vRealize Log Insight).
- For bug fixed information, see the Fixed in Release 1.2.1 section in this document.

## VMware EVO:RAIL release 1.2.0

EVO:RAIL release 1.2.0 contains the following enhancement:

### Support for VMware vSphere loyalty program

EVO:RAIL release 1.2 introduces support for the VMware vSphere Loyalty Program.

- The VMware vSphere Loyalty Program enables you to apply your vSphere Enterprise Plus licenses to the EVO:RAIL appliances. This allows you to preserve existing investment in VMware software, reducing the overall cost of an EVO:RAIL appliance.
- Customers with licenses obtained through Enterprise Licensing Agreements, OEM partners, distribution, or other resale channels are eligible.
- For vSphere with Operations Management Enterprise Plus, vCloud Suite, and Horizon Suite licenses. For more information, contact your Sales Representative.

For more information, see the *VMware vSphere Loyalty Program Frequently Asked Questions* document at <http://www.vmware.com/products/evorail/>.

## VMware EVO:RAIL release 1.1.0

EVO:RAIL release 1.1.0 contains the following enhancements:

### Increased scalability

EVO:RAIL is now scalable up to eight EVO:RAIL appliances per cluster, for a total of 32 server nodes. This effectively doubles maximum supported scale for CPU, memory, and storage. It provides the ability to support:

- Up to 800 general purpose server Virtual Machines (VMs)
- Up to 2000 VMware Horizon View VMs

EVO:RAIL expansion is always per appliance – you cannot add individual nodes to a cluster.

## Improved hardware monitoring

The updates to the EVO:RAIL Management interface offer an improved look into your hardware's health status. You are able to see the status of every node in every appliance, and monitor hard disk drives (HDDs), solid state drives (SSDs), Network interface controllers (NICs), and ESXi boot devices.

## Serviceability automation

The EVO:RAIL Management interface now automates the Hardware Replacement Process for HDDs, SSDs, and 10 GbE NICs. ESXi boot device replacement is now semi-automated.

## Configuration validation

Deeper configuration validation is provided to address common errors while configuring or adding an appliance. This validation ensures that:

- All hosts are able to communicate with each other on a link-local network.
- Only the primary ESXi host is running vCenter Server.
- Only two configured port groups exist: one for EVO:RAIL and one for the vCenter network.
- All Dell Solution VMs are configured properly.
- An uploaded JSON configuration file is valid and any incorrect fields are highlighted in EVO:RAIL Configuration.

## Support for mixed CPU clusters

EVO:RAIL now supports mixing Ivy Bridge (2620–v2) and Haswell (2620–v3) CPUs in the same EVO:RAIL cluster. This applies only to EVO:RAIL appliances that are initially built with release 1.1.0 and later. EVO:RAIL appliances that are updated from release 1.0.x are not automatically enabled. For more information, see the Enable EVC instructions section in this document.

## Documentation changes

Extensive documentation changes have been made based on feedback. The updated documentation includes both release 1.1 and 1.2. The EVO:RAIL User's Guide has been expanded and split into two separate documents (Initial Configuration and Network Guide and Management and Maintenance Guide).

# Internationalization

VMware EVO:RAIL is available in the following languages:

- English
- French
- German
- Japanese
- Korean
- Simplified Chinese
- Traditional Chinese

# Installation

Dell installs this software bundle onto an integrated hardware, software, and supported hyper-converged infrastructure appliance. This release includes both updated binaries and updated documentation as described here.

## Release contents

All the components have changed for release 1.2.1.

**Table 1. Release Contents**

Component	Release Notes
VMware EVO:RAIL 1.2.1 Build #2812592	This document.
VMware vCenter Server 5.5 Update 2e Build #2646489	<a href="https://www.vmware.com/support/vsphere5/doc/vsphere-vcenter-server-55u2e-release-notes.html">https://www.vmware.com/support/vsphere5/doc/vsphere-vcenter-server-55u2e-release-notes.html</a> .
VMware ESXi 5.5 U2 (P05) Build #2718055	<a href="https://www.vmware.com/support/vsphere5/doc/vsphere-esxi-55u2-release-notes.html">https://www.vmware.com/support/vsphere5/doc/vsphere-esxi-55u2-release-notes.html</a> .  The patch information can be found in the <a href="#">VMware Knowledge Base article 2114245</a> .
VMware vRealize Log Insight 2.0.5 Build #2629934	<a href="https://www.vmware.com/support/log-insight/doc/log-insight-205-release-notes.html">https://www.vmware.com/support/log-insight/doc/log-insight-205-release-notes.html</a> .  The patch information can be found in the <a href="#">VMware Knowledge Base article 2113235</a> .

Only the Customer Release Notes and Management and Maintenance User Guide have changed in Release 1.2.1.

**Table 2. Related Documentation**

Document	Documentation Description
VMware EVO:RAIL Customer Release Notes Revision 1.2.1-1	This document provides customer release notes for EVO:RAIL Release 1.2.1.
VMware EVO:RAIL Initial Configuration User's Guide	This document describes the steps needed for EVO:RAIL Initial Configuration.

Document	Documentation Description
VMware EVO:RAIL Network User's Guide Revision 1.1.0-1	This document describes the network configuration requirements for EVO:RAIL.
VMware EVO:RAIL Setup checklist and VMware EVO:RAIL Network Configuration Table	Checklists used for EVO:RAIL deployment. They are integrated into the EVO:RAIL Network User Guide but are also provided as separate documents.
VMware EVO:RAIL Management and Maintenance User's Guide Revision 1.1.0-4	This document is a user guide for EVO:RAIL Management and Maintenance after appliance configuration.

## Update instructions

Check with Dell before proceeding with this update.

1. Create a snapshot or backup copy of the vCenter Server Appliance virtual machine.
2. All components must be uploaded from <http://my.vmware.com> into a directory accessible from your EVO:RAIL Management workstation or laptop.



**WARNING: All components must be updated. You cannot mix and match the components here:**

- *vmware-marvin-1.2.1-2812592.rpm* (Must be updated prior to the other components)
- *EVO\_RAIL\_1.2.1-2812592.zip*
- *VMware-vCenter-Server-Appliance-5.5.0.20500-2646489-updaterepo.zip*
- *ESXi550-201505002.zip*

3. Click **Config** in the left pane.
4. Update *vmware-marvin-1.2.1-2812592.rpm*.
  - a. Click the **Updates** tab.
  - b. Select *vmware-marvin-1.2.1-2812592.rpm*.
  - c. Click **Open**.
5. Click **Check now**. If the EVO:RAIL check succeeds, the offline updates box adds a switch for you to enable to perform the update.
6. Click the **Offline Updates** switch from **No** to **Yes** for *vmware-marvin-1.2.1-2812592.rpm*
7. Click **Update**.

After the update is complete, you receive a notification that you were disconnected from EVO:RAIL Management. It can take up to 5 minutes for the new EVO:RAIL RPM to initialize. After EVO:RAIL Management restarts, you are allowed log in.



**NOTE:** If EVO:RAIL Management is not fully present after the automatic restart, refresh the web browser. For information, see [VMware Knowledge Base article 2101828](#).

8. Update the other components.
  - a. Click the **Updates** tab.
  - b. Click **Upload** and browse to the directory with the components you are updating.
    - *EVO\_RAIL\_1.2.1-2812592.zip*
    - *VMware-vCenter-Server-Appliance-5.5.0.20500-2646489-updaterepo.zip*
    - *ESXi550-201505002.zip*
9. Click **Check now**. If the EVO:RAIL check succeeds, the *Offline Updates* box adds a switch for you to enable to perform the update.

10. Click the **Offline Updates** switch from **No** to **Yes** for each component you uploaded.

11. Click **Update**.

It can take up to 15 minutes for the vCenter Server to reboot and for all services to initialize. The update time for ESXi depends on the quantity of virtual machines and might take a few hours to complete; however, the appliance will function as normal during that time.

12. Perform the following steps to upgrade vRealize Log Insight:

- a. Create a snapshot or backup copy of the vCenter Log Insight virtual machine.
- b. Download *VMware-vCenter-Log-Insight-2.0.5-2629934.pak*.
- c. Verify that you are logged in to the vCenter Log Insight web user Interface as a user with the **Edit Admin** permission.
- d. Click the **Configuration** drop-down menu, and then select **Administration**.
- e. Under Management, click **Appliance**.
- f. Click **Upload PAK**, browse through for the *VMware-vCenter-Log-Insight-2.0.5-2629934.pak* file, and then click **Open**.
- g. Click **Upgrade**.
- h. Click **Upgrade** to confirm.
- i. Select **Accept**, the new EULA to complete the upgrade procedure.

## Enable EVC

EVO:RAIL appliances that are initially built with release 1.0.x, and then updated to 1.1 or later, are not automatically enabled for mixing Ivy Bridge and Haswell CPUs in the same EVO:RAIL cluster. The following manual procedure is required to enable EVC.

For Haswell (2620-v3) based appliances built on EVO:RAIL release 1.0.x, and then updated to EVO:RAIL 1.1 or later, contact Dell for EVC enablement.

For Ivy Bridge (2620-v2) based appliances built on EVO:RAIL release 1.0.x, and then updated to EVO:RAIL 1.1 or later perform the following steps:

1. Update your EVO:RAIL appliance to EVO:RAIL 1.1 or later.
2. Connect to the vSphere Web Client and log in with administrator credentials.
3. From the **Home** menu, click **Hosts and Clusters**.
4. Click the **EVO:RAIL cluster**, *Marvin-Virtual-SAN-Cluster-<uuid>*.
5. Click **Manage** → **Settings** → **Configuration** → **VMware EVC** → **Edit**.
6. Select the **Enable EVC for Intel Hosts** option.
7. From the **VMware EVC Mode** drop-down menu, select **Intel Ivy Bridge Generation**, and then click **OK**.

The VMware EVC settings is displayed the Intel Ivy Bridge Generation EVC is enabled.

## Product support notices

This software is supported by Dell.

Network Configuration cannot be changed with the EVO:RAIL interface after initial configuration. If changes are required, contact Dell for an appliance reset.

# Known issues and limitations

The known issues are grouped as follows:

- Update
- Configuration
- Management or Maintenance
- Miscellaneous

For an updated list of known issues, go to <http://kb.vmware.com/selfservice/microsites/microsite.do>, and then select **EVO:RAIL** from the **Products** drop-down menu.

## Update

### **EVO:RAIL management does not display after updating (1411553)**

<b>Description</b>	EVO:RAIL management does not display after updating.
<b>Workaround</b>	Reload your web browser page. For more information, see the <a href="#">VMware Knowledge Base article 2101828</a> .

## Configuration

### **EVO:RAIL configuration might fail when there is a time mismatch between the appliance and the NTP Server (1376917)**

<b>Description</b>	<p>The EVO:RAIL configuration might fail around the 40 percent progress mark with the error message:</p> <pre>EVO:RAIL was not able to configure Virtual Center Server</pre> <p>The issue occurs when the time of the vCenter Server is incorrect and the NTP server is configured by EVO:RAIL.</p>
<b>Workaround</b>	There is no workaround at this time. An appliance reset is necessary. After the reset, the time set on the vCenter Server must be verified that it is the correct time.

## If you are using Just Go configuration and progress bar remains at 0 percent (1305595)

<b>Description</b>	If you are using <i>Just Go</i> Configuration and the progress bar remains at 0 percent, this could represent a networking issue, a manufacturing issue, or a product issue.
<b>Workaround</b>	Restart the configuration by browsing to <b>https://evorail_ip_addr:7443</b> . (default is 192.168.10.200:7443). Go through the <i>Customize</i> configuration and you see your pre-configured values; and then click the <i>Validate</i> button. If validation fails, a message is displayed that you must take note of and pass on to Dell.

## EVO:RAIL service VMs storage policy displays as out of date (1400304)

<b>Description</b>	From the vSphere Web Client, the Virtual Machine storage Policy Compliance Status displays as Out of Date for all service VMs.
<b>Workaround</b>	For resolution, see the <a href="#">VMware Knowledge Base article 2117230</a> .

## EVO:RAIL configuration and management is not accessible from a web browser (1409609)

<b>Description</b>	The EVO:RAIL management interface is not accessible from a web browser.
<b>Workaround</b>	For resolution, see the <a href="#">VMware Knowledge Base article 2099966</a> .

## EVO:RAIL does not support external Single Sign-On (SSO)

<b>Description</b>	EVO:RAIL does not support external Single Sign-On (SSO).
<b>Workaround</b>	There is no workaround at this time.

## EVO:RAIL Management displays the total storage size to be 3.35 TB instead of the expected 13.1 TB

<b>Description</b>	EVO:RAIL Management displays the total storage disk space to be 3.35 TB instead of the expected 13.1 TB.
<b>Workaround</b>	For resolution, see the <a href="#">VMWare Knowledge Base article 2118997</a> .

## vCenter Server Web Client displays Misconfiguration Detection

<b>Description</b>	vCenter Server Web Client displays <b>Misconfiguration Detection</b> in the <b>Network Status</b> field for Virtual SAN.
<b>Workaround</b>	For resolution, see the <a href="#">VMware Knowledge Base article 2118997</a> .

## Management or Maintenance

### EVO:RAIL operation might fails with the message

**Description** EVO:RAIL operation might fail with the message indicating that the license has expired. The EVO:RAIL evaluation period has expired.

**Workaround** For resolution, see the [VMWare Knowledge Base article 2109758](#).

### Cannot import OVA/OVF templates for VM creation through the EVO:RAIL Management (1373483)

**Description** EVO:RAIL Management does not support importing existing pre-built copies of VMs in OVA/OVF format.

**Workaround** Use the vSphere Web Client interface to create VMs from an existing OVA/OVF format.

### Upload of large ISO image fails in creating VM (1410674, 1455704)

**Description** The size of the ISO image is limited by the available space on vCenter Server.

**Workaround** For resolution, See the [VMware Knowledge Base article 2109915](#).

### Create VM window has a pop-up message that does not clear (1375600)

**Description** When an ISO image is imported with the same name as an image already stored on the Virtual SAN datastore, an error message displayed. After you close the error message and start the Create VM process again, a red-color 'X' is displayed and the dialog box cannot be closed.

**Workaround** Refresh your browser to close the dialog box.

### Replacement of a failed hardware component does not reset the hardware alarm (1401667)

**Description** Hardware alarms cannot be cleared automatically in vCenter Server.

**Workaround** To clear the alarm, see the [VMware Knowledge Base article 2113427](#).

### VSAN Cluster displays as Cluster requirements: HA DRS Status: Not complaint (1431891)

**Description** VSAN Cluster displays `Cluster requirements: HA DRS Status: Not complaint` after adding a second EVO:RAIL appliance.

**Workaround** For resolution, see the [VMware Knowledge Base article 1017714](#).

## The Add EVO:RAIL Appliance pop-up remains active (1387463)

**Description** The Add EVO:RAIL Appliance message is displayed even if the appliance being added has a hardware failure.

**Workaround** For resolution, see the [VMware Knowledge Base article 2106735](#).

## Boot node replacement on a licensed appliance requires a license key (1442796)

**Description** Boot node replacement on a licensed appliance requires a license key reassignment after replacement.

**Workaround** After the replacement process is complete perform the following steps:

1. From **Inventory Trees**, select **Hosts and Clusters**.
2. Click the replaced *ESXi host* and select **Manage** → **Settings** → **Licensing**.
3. Click **Assign License Key**.
4. Select the *License Key* for the appliance, and then click **OK**.

## In EVO:RAIL Management, few button does not displays on your browser (1305298)

**Description** In EVO:RAIL Management, refresh your browser if you notice any discrepancies in the user controls. For example, the **Download Log Bundle** button may not be displayed after the log has been generated.

**Workaround** Depending on your browser (Internet Explorer), you may need to restart it rather than just refreshing the page.

## The Add EVO:RAIL Appliance and the Add EVO:RAIL Node processes cannot be minimized (1275613)

**Description** The Add EVO:RAIL Appliance and the Add EVO:RAIL Node processes cannot be minimized while running and other EVO:RAIL Management tasks cannot be started.

**Workaround** Not available.

## Miscellaneous

### Some special characters does not translate correctly (1374539)

**Description** Some special characters do not translate correctly with international keyboards.

**Workaround** For resolution, see the [VMware Knowledge Base article 2101467](#).

## **The mouse is not accessible with a VM (1370756)**

**Description**            The mouse is not accessible with a VM created with the Secure option.

**Workaround**            For resolution, see the [VMware Knowledge Base article 2101947](#).

## **EVO:RAIL remote console may not support international keyboards (1370756)**

**Description**            EVO:RAIL remote console may not support international keyboards when the keyboard setting within a VM does not match the physical keyboard used at the management workstation.

**Workaround**            Not available

## Fixed in release 1.2.1

The following issues are fixed in EVO:RAIL Release 1.2.1:

- If an invalid DNS server is typed during configuration, EVO:RAIL configuration takes a long time to complete (1389934).
- VSAN nodes configured by EVO:RAIL show up in different network partitions and cause misconfiguration detected (1400189).
- Memory leak in EVO:RAIL Management (1432790).
- vSphere Enterprise Plus RAM and embedded OEM license keys were not accepted as valid licenses (1458190).
- Download Support Bundle button is missing after support log is generated (1305296).
- Scrolling controls appear when not needed (1412019).
- Evaluation license message is still present after license is updated (142105).
- Cannot create VMs with non-ASCII characters. (1432381).
- L10N of ten strings not localized previously are included.

## Fixed in release 1.2

The following issues are fixed in EVO:RAIL Release 1.2:

- EVO:RAIL Management stops responding after changing the language to French.
- Unable to create a VM from EVO:RAIL Management when five or more VM networks exist.


## Fixed in release 1.1

The following are known issues that have been fixed in EVO:RAIL release 1.1:

- When a second appliance is added to an EVO:RAIL cluster, the ESXi host does not get updated license information through the EVO:RAIL engine (1404510). See the [VMware Knowledge Base article 2101839](#).
- You must turn on each node separately in an EVO:RAIL appliance with a 10-second delay between each turn-on. If the nodes are turned on at the same time or too close together, certain race conditions can occur. For resolution, see the [VMware Knowledge Base article 2108864](#).
- Clicking the logout button displays an error message in Internet Explorer (1382393). For resolution, see the [VMware Knowledge Base article 2106732](#).
- Under certain conditions EVO:RAIL Configuration can take 45 minutes or longer (1389974). For resolution, see the [VMware Knowledge Base article 2107249](#).
- EVO:RAIL Configuration might fail with an error message `Could not register: License not available`.
- The vCenter Server evaluation period starts when the EVO:RAIL appliance is initially turned on. If the appliance is not configured in this 60 day period, the error message occurs. For resolution, see the [VMware Knowledge Base article 2108768](#).
- EVO:RAIL Configuration allows user to upload out of date configuration file. For resolution, see the [VMware Knowledge Base article 2108787](#).
- Network Time Protocol (NTP) service does not restart automatically on ESXi hosts that are running on an EVO:RAIL appliance. For resolution, see the [VMware Knowledge Base article 2107258](#).
- Configuring EVO:RAIL might fail with the error message `Error creating storage policy` under certain race conditions. This error message can still occur if there is a VSAN configuration issue. (1425937, 1413059)

## Appendix A: Add Appliance supported configurations

EVO:RAIL release 1.1 introduced combining Ivy Bridge and Haswell CPUs in the same EVO:RAIL cluster. EVO:RAIL appliances that were initially built with release 1.0.x, and then updated to 1.1 or later, are not automatically be enabled for combining Ivy Bridge and Haswell CPUs in the same EVO:RAIL cluster. The following outlines the different combinations that can occur when adding an appliance to an existing cluster and the mandatory or recommended procedures to be completed. See the EVO:RAIL Management and Maintenance section in the *Dell Engineered Solutions for VMware EVO:RAIL Version 1.2 Management and Maintenance User's Guide*.

 **NOTE:** The following assumes that the [Enable EVC](#) instructions have been followed for EVO:RAIL appliances that are initially built with release 1.0.x, and then updated to 1.1 or later.

- If the first EVO:RAIL Appliance is EVO:RAIL release 1.1 or later:
  - Follow the Add EVO:RAIL Appliances to an EVO:RAIL Cluster Procedure of the EVO:RAIL Management and Maintenance section in the *Dell Engineered Solutions for VMware EVO:RAIL Version 1.2 Management and Maintenance User's Guide*.
  - When the process is complete, make sure that all appliances in the cluster are running the same version of EVO:RAIL.
    - \* Click **Config** in the left pane. The **About** box indicates if different versions of the software components are installed in the EVO:RAIL cluster.
    - \* Recommendation: If all version numbers are not the same, follow the Updating Appliance Software Procedure of the EVO:RAIL Management and Maintenance section in the *Dell Engineered Solutions for VMware EVO:RAIL Version 1.2 Management and Maintenance User's Guide*. Ensure to upload the latest versions of the software components running in the EVO:RAIL cluster as shown in the previous step.
- If the first appliance is EVO:RAIL release 1.0.2 and the appliance being added is EVO:RAIL release 1.0.2:
  - If both appliances are from the same CPU family, follow the Add EVO:RAIL Appliances to an EVO:RAIL Cluster Procedure of the EVO:RAIL Management and Maintenance section in the *Dell Engineered Solutions for VMware EVO:RAIL Version 1.2 Management and Maintenance User's Guide*.
  - If not, this configuration does not support. Do not add appliance.
  - Required steps to have a supported configuration:
    - \* Update your current EVO:RAIL cluster to EVO:RAIL release 1.1 or later. Follow Updating Appliance Software Procedure of the EVO:RAIL Management and Maintenance section in the *Dell Engineered Solutions for VMware EVO:RAIL Version 1.2 Management and Maintenance User's Guide*.
    - \* Follow the Enable EVC instructions. See [Enable EVC](#).
    - \* Follow the Add EVO:RAIL Appliances to an EVO:RAIL Cluster Procedure of the EVO:RAIL Management and Maintenance section in the *Dell Engineered Solutions for VMware EVO:RAIL Version 1.2 Management and Maintenance User's Guide*.

- If the first appliance is EVO:RAIL release 1.0.2 and the appliance being added is EVO:RAIL release 1.1 or later:
  - If both appliances are from the same CPU family,
    - \* Follow the Add EVO:RAIL Appliances to an EVO:RAIL Cluster Procedure of the EVO:RAIL Management and Maintenance section in the *Dell Engineered Solutions for VMware EVO:RAIL Version 1.2 Management and Maintenance User's Guide*
    - \* Click **Config** in the left pane. The **About** box indicates if different versions of the software components are installed in the EVO:RAIL cluster.
    - \* Follow the Updating Appliance Software Procedure of the EVO:RAIL Management and Maintenance section in the *Dell Engineered Solutions for VMware EVO:RAIL Version 1.2 Management and Maintenance User's Guide*. Ensure to upload the latest versions of the software components running in the EVO:RAIL cluster as shown in the previous step.
    - \* Follow the Enable EVC instructions. See [Enable EVC](#).
    - \* If the appliances are not in the same CPU family, this configuration does not support. Do not add appliance.
  - Required steps to have a supported configuration:
    - \* Update the first appliance to EVO:RAIL 1.1 or later. Follow the Updating Appliance Software Procedure of the EVO:RAIL Management and Maintenance section in the *Dell Engineered Solutions for VMware EVO:RAIL Version 1.2 User's Guide*. Use the EVO:RAIL release that the appliance you are adding is configured with.
    - \* Follow the Enable EVC instructions. See [Enable EVC](#).
    - \* Click **Config** in the left pane. The **About** box indicates if different versions of the software components are installed in the EVO:RAIL cluster. They should match if you updated with the correct EVO:RAIL release.
    - \* Recommendation: If all version numbers are not the same, follow the Updating Appliance Software Procedure of the EVO:RAIL Management and Maintenance section in the *Dell Engineered Solutions for VMware EVO:RAIL Version 1.2 Management and Maintenance User's Guide*. Ensure to upload the latest versions of the software components running in the EVO:RAIL cluster as shown in the previous step.

# Getting help

## Contacting Dell

Dell provides several online and telephone-based support and service options. If you do not have an active internet connection, you can find contact information on your purchase invoice, packing slip, bill, or Dell product catalog. Availability varies by country and product, and some services may not be available in your area. To contact Dell for sales, technical assistance, or customer-service issues:

1. Go to **Dell.com/support**.
2. Select your country from the drop-down menu on the bottom right corner of the page.
3. For customized support:
  - a. Enter your system Service Tag in the **Enter your Service Tag** field.
  - b. Click **Submit**.  
The support page that lists the various support categories is displayed.
4. For general support:
  - a. Select your product category.
  - b. Select your product segment.
  - c. Select your product.  
The support page that lists the various support categories is displayed.

## Documentation matrix

The documentation matrix provides information on documents that you can refer to for setting up and managing your system.

**Table 3. Documentation matrix**

To...	See the...
Install your system into a rack	Rack documentation included with your rack solution
Set up your system and know the system technical specifications	<i>Getting Started With Your System</i> that shipped with your system or see <b>Dell.com/poweredgemanuals</b>
Install the operating system	Operating system documentation at <b>Dell.com/operatingsystemmanuals</b>
Get an overview of the Dell Systems Management offerings	Dell OpenManage Systems Management Overview Guide at <b>Dell.com/openmanagemanuals &gt; OpenManage software</b>

To...	See the...
Configure and log in to iDRAC, set up managed and management system, know the iDRAC features, and troubleshoot by using iDRAC	Integrated Dell Remote Access Controller User's Guide at <a href="http://Dell.com/idracmanuals">Dell.com/idracmanuals</a>
Know about the RACADM subcommands and supported RACADM interfaces	RACADM Command Line Reference Guide for iDRAC at <a href="http://Dell.com/idracmanuals">Dell.com/idracmanuals</a>
Launch, enable, and disable Dell Lifecycle Controller, know the features, use and troubleshoot Dell Lifecycle Controller	Dell Lifecycle Controller User's Guide at <a href="http://Dell.com/idracmanuals">Dell.com/idracmanuals</a>
Use Dell Lifecycle Controller Remote Services	Dell Lifecycle Controller Remote Services Quick Start Guide at <a href="http://Dell.com/idracmanuals">Dell.com/idracmanuals</a>
Set up, use, and troubleshoot OpenManage Server Administrator	Dell OpenManage Server Administrator User's Guide at <a href="http://Dell.com/openmanagemanuals">Dell.com/openmanagemanuals</a> > <b>OpenManage Server Administrator</b>
Install, use, and troubleshoot OpenManage Essentials	Dell OpenManage Essentials User's Guide at <a href="http://Dell.com/openmanagemanuals">Dell.com/openmanagemanuals</a> > <b>OpenManage Essentials</b>
Know the features of the storage controller cards, deploy the cards, and manage the storage subsystem	Storage controller documentation at <a href="http://Dell.com/storagecontrollermanuals">Dell.com/storagecontrollermanuals</a>
Check the event and error messages generated by the system firmware and agents that monitor system components	Dell Event and Error Messages Reference Guide at <a href="http://Dell.com/openmanagemanuals">Dell.com/openmanagemanuals</a> > <b>OpenManage software</b>