

# **iDRAC9 with Lifecycle Controller Version 3.17.17.17**

Release Notes

## Notes, cautions, and warnings

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

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

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

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# Overview

The Integrated Dell Remote Access Controller (iDRAC) is designed to make server administrators more productive and improve the overall availability of Dell servers.

iDRAC alerts administrators to server issues, helps them perform remote server management, and reduces the need for physical access to the server. Additionally, iDRAC enables administrators to deploy, monitor, manage, configure, update, and troubleshoot Dell EMC servers from any location without using any agents. It accomplishes this regardless of the operating system or hypervisor presence or state.

iDRAC also provides an out-of-band mechanism for configuring the platform, applying firmware updates, saving or restoring a system backup, or deploying an operating system, either by using a GUI or a remote scripting language, such as Redfish or RACADM.

## Topics:

- [Version](#)

## Version

iDRAC9 with LC 3.17.17.17

## Release Date

December 2017

## Previous version

N/A

## Importance

**RECOMMENDED:** Dell recommends applying this update during your next scheduled update cycle. The update contains feature enhancements or changes that will help keep your system software current and compatible with other system modules (firmware, BIOS, drivers, and software).

## Platforms affected

- PowerEdge R6415
- PowerEdge R7415
- PowerEdge R7425

# What is supported

## License requirements

iDRAC features are available based on the purchased license.

- iDRAC Express — Available by default on all blade servers, and rack or tower servers of 600 or higher series.
- iDRAC Enterprise — Available on all servers.

For information on the features available for a license, see the Managing Licenses section in the iDRAC 3.15.15.15 User's Guide available at <http://www.dell.com/idracmanuals>

## Supported managed server operating systems and hypervisors

Microsoft

- Server 2016 Essentials
- Server 2016 Standard
- Server 2016 Datacenter
- WinPE 10

RHEL 7.4

SLES 12 SP3

VMware vSphere 2016 U1 (ESXi 6.5 U1)

## iDRAC iSM support — Version 3.0.2

**Table 1. Supported operating systems for iSM**

Microsoft Windows Server 2016	GUI and CLI
Microsoft Windows 2012 R2	GUI and CLI
Red Hat Enterprise Linux 6.9	GUI and CLI
Red Hat Enterprise Linux 7.4	GUI and CLI
SUSE Linux Enterprise Server 12 SP2	GUI and CLI
VMware ESXi 6.0 U3	GUI and CLI
VMware ESXi 6.5 U1	GUI and CLI
Citrix XenServer 7.1	GUI and CLI
Ubuntu 16.04.02 LTS	GUI and CLI

iDRAC Service Module (iSM) can be installed on CentOS. Dell provides only limited support for CentOS. For more information or support on CentOS, contact the CentOS community.

## Supported web browsers

- Microsoft Internet Explorer 11
- Microsoft EDGE
- Safari version 8.0.8

- Safari version 9.0.3
- Mozilla Firefox version 53
- Mozilla Firefox version 54
- Google Chrome version 58
- Google Chrome version 59

## Java support

- Java - Oracle version

## New in this release

### Authentication

- Default password is randomly generated and printed on the system information tag, unless the legacy password (calvin) was selected while ordering the system.

### BIOS and UEFI

- Added BIOS configuration feature using iDRAC GUI.
- Added support for the UEFI 2.5 network and firmware management protocols.
- Added certificate management for secure UEFI boot.

### Hardware - server and storage platform specific

- iDRAC Direct USB on the front of the server is now a micro-B slot. For increased security, this port is hardwired to iDRAC.
- Quick Sync 2 replaces Quick Sync Near Field Communication (NFC) with Bluetooth Low Energy (BLE) and Wi-Fi. This interface provides higher throughput and supports iDRAC GUI and Virtual Console access.
- Internal 16 GB vFlash card (optional)
- Bezel with LCD panel (optional).
- Multi-vector cooling for better air-flow cooling of 3<sup>rd</sup> party PCIe cards.

### iDRAC and LC firmware

- Improved adding and removing users from iDRAC.
- Added new System Lockdown feature to restrict use of Dell tools to make changes to BIOS, iDRAC, firmware, and so on.
- Added Group Manager. All iDRACs in the same subnet can be grouped together and managed by one master iDRAC of the group.
- Full HTML5 web interface for faster page loading and ease of use.
- Added **Power Control** and **Next Boot** options in HTML5 vConsole.
- Export and import Server Configuration Profiles (SCP) from the iDRAC GUI.
- Added support for HTTP/HTTPS file transfers.
- WSMAN CIM Query Parsing mechanism was enhanced to handle extreme stress scenarios.

### Monitoring and alerting

- Streamlined alerts configuration

### Networking and IO

- By default, DHCP is enabled for iDRAC IP address. In previous generations, the default setting was static IP address.
- Added Connection View feature that provides information about the switch and port for iDRAC, LoMs, and Dell supported PCIe cards.

### OS deployment

- iDRAC Service Module (iSM) is pre-installed on iDRAC.

## Scripting - all CLI related items

- Added support for Redfish 2016 R1 and R2, a RESTful Application Programming Interface (API), which is standardized by the Distributed Management Task Force (DMTF). It provides a scalable and secure systems management interface.
- Enhanced iDRAC RESTful API support for Server Configuration Profiles with access via local file streaming and via HTTP/S file transfer.
- Added support for WSMAN streaming for Server Configuration Profiles.

## Security

- By default, support for TLS 1.1 and higher is enabled. You can select TLS 1.0 and higher, TLS 1.1 and higher, or TLS 1.2 only. See Note 2 in the Important Notes section.
- Added security banner for GUI login page.

## Storage and PERC

- Added support to perform disk erase (secure and non-secure disks) in the Retire and Re-purpose feature.
- Expanded storage functions through iDRAC. Perform tasks such as Online Capacity Expansion (OCE) and RAID Level Migration (RLM) without the use of agents, using GUI or CLI.

## SupportAssist and parts replacement

- SupportAssist can be set up through the iDRAC for 1x1 'phone home' service to Dell EMC Technical Assistance.
- SupportAssist Collector now includes iDRAC core dumps, hardware crash dumps, and ESXi logs.
- SupportAssist viewer — Export HTML5-formatted report for viewing on web browsers.
- Added option to collect iDRAC debug logs with the SupportAssist report export feature.

## Updates

- Added Support for Firmware updates using SCP(System Configuration profile) XML Import.
- Added support for the DUP dependency to handle component dependencies.
- Added Server Configuration Profile support for firmware repository-based updates and JSON file format.

## Fixes

N/A

This release supports the 14<sup>th</sup>-generation of Dell EMC servers and is not backward-compatible with any prior generations.

## Important notes

1. Windows Server 2012 and Windows 7 do not support TLS 1.2 and TLS 1.1. Install the following update to enable TLS 1.2 and TLS 1.1 as a default secure protocols in WinHTTP in Windows:  
<http://support.microsoft.com/kb/3140245/EN-US>
2. The drivers exposed by LC are present in a read-only drive labeled OEMDRV and the drive is active for 18 hours. During this period:
  - You cannot update any DUP.
  - LC cannot involve CSIOR.However, if an AC power cycle (cold boot) is performed, the OEMDRV drive is automatically deleted.
3. CPLD firmware update has no impact on Trusted Platform Module enablement.
4. Depending on the virtual storage device attached through iDRAC, that is, USB drive or CD/DVD .ISO file, LC displays **Virtual Floppy** or **Virtual CD** respectively.
5. If the network is not configured and you try to perform a network operation, a warning message is displayed. When you navigate to the network settings page from this message, the left navigation panel on network settings page may not be displayed.
6. If Test Network Connection fails for a valid address, try configuring the network settings again. If the issue persists, restart the system and retry the operation.
7. When you reset or update the iDRAC, you must reboot LC if it is launched already. If you do not reboot, LC may show unexpected behavior.
8. Fibre-channel NIC cards with dual or four ports are displayed as a single port card in LC. However, all ports are updated when a firmware update is performed.
9. The option to enable or disable the disk cache policy for SWRAID controllers are supported only on SWRAID controller driver version 4.1.0-0025 or later.
10. Rollback is not supported for CPLD.
11. If any of the NVMe drives report a 'Failed' status (Red LED) due to any of NVMe controller SMART errors (critical warning bits set), it should be treated as a predictive failure (Blinking amber LED). This includes SMART errors such as:
  - Available spare threshold
  - Reliability degraded
  - Read-only mode
  - Virtual memory backup failed, and so on

# Limitations

- After an iDRAC reset or firmware update operation, the `ServerPoweredOnTime` (a property in RACADM and WSMAN) may not be populated until the host server is restarted.
- Sometimes, when using WSMAN, an Internal SSL Error is reported and the WSMAN command fails. If this happens, retry the command.
- Due to known limitations in OpenSource (SFCB), query filtering with long integers and lengthy strings may not work as expected.
- If the LCD display is blank, press any one of the 3 LCD buttons to turn on the LCD before inserting a USB storage device.
- Windows operating system deployment may intermittently fail with the following error message: `A required CD/DVD drive device driver is missing. If you have a driver floppy disk, CD, DVD, or USB drive, please insert it now.` Reboot to LC and retry until the operating system is successfully deployed.
- Some of the supported components may not be displayed on the **Firmware Update > View Current Versions** page. To update this list, restart the system.
- While performing any network operation, LC may go into an infinite loop if there are network glitches, leaks, or packet loss. Restart LC and retry the operation with the correct NFS share name details.
- You may be unable to scroll using the keyboard. Use the mouse to scroll.
- If NPAR is enabled, LC might show unexpected behavior when configuring network settings. Disable NPAR and execute the network setting configurations. To disable the NPAR option, go to **System Setup > Device Setting**.
- When NPAR is enabled, the port numbers displayed on the LC Network Settings page (**Settings > Network Settings**) do not match the port numbers displayed on the Device Settings page (**System Setup > Advanced Hardware Configuration > Device Settings**).
- When Virtualization Mode is set to NPAR for Network Adapter that support the partitioning feature, `PartitionState` attribute can only be used for checking the state of partitions created for base partition in WSMAN enumeration. You can see the states of all the partitions by pressing F2 during POST and going to **Device Setting**.
- The process of retrieving IPv6 address from the DHCP server with VLAN connection takes a few minutes. Wait for a few minutes and check the **Network Settings** page to view the assigned IPv6 address.
- Deployment of Windows Server operating systems (OS) using LC may fail with one of the following message:
  - Windows installation cannot continue because a required driver could not be installed.
  - Product key required.
  - Windows cannot find the software license terms.

This happens when the Windows setup copies the driver to the scratch space (X: drive) and the scratch space becomes full. To resolve this issue, do any of the following:

- Remove all the installed add-on devices before starting the OS installation. After the OS installation is complete, connect the add-on devices and manually install the remaining drivers using Dell Update Packages (DUPs).
- To avoid physically removing the hardware, disable the PCIe slots in the BIOS.
- Increase scratch space size beyond 32 MB using `DISM set-scratchspace` command when creating customized deployment. For more details, see Microsoft's documentation.
- LC supports the following characters for username and password:
 

<b>Alphabets</b>	a-z, A-Z
<b>Numbers</b>	0-9
<b>Special characters</b>	- _ .
- If the iDRAC firmware update is interrupted, you may have to wait up to 30 minutes before attempting another firmware update.
- Firmware update is supported only for LAN on Motherboards (LoM), Network Daughter Cards (NDC), and network adapters from Broadcom, QLogic, and Intel, and some of the QLogic and Emulex fiber channel cards. For the list of supported fiber channel cards, see the Lifecycle Controller 3.15.15 User's Guide available at [www.dell.com/idracmanuals](http://www.dell.com/idracmanuals).
- LC can import and view an iDRAC license but cannot export or delete the iDRAC license. The iDRAC license can be deleted from iDRAC GUI.
- The iSCSI offload attribute can be enabled only on two of the four available ports. If a card, which has this attribute enabled on two of its ports, is replaced with another card that has the attribute enabled on the other two ports, an error occurs. The firmware does not allow the attribute to be set because it is already set on the other two ports.
- In LC, not all the vendor FC cards are supported for VLAN configuration.
- LC displays two drive names for some CDs or DVDs, such as the ones containing operating systems.

- Network operations such as Update, Export, or Import may take more time than expected. The delay may occur because the source or destination share is not reachable or does not exist, or due to other network issues.
- If the operating system (OS) selected for installation and the OS on the media used are different, LC displays a warning message. However, while installing Windows OS, the warning message appears only when the bit count (x86 or x64) of the OS does not match.
- LC does not support SOCK4 proxy with credentials.
- LC GUI supports share names and file paths that are up to 256 characters long. However, the protocol you use may only allow shorter values for these fields.
- Because of internal UEFI network stack protocol implementation, there may be a delay while opening the LC GUI **Network Settings** page or while applying the network setting.
- The inventory displayed in LC GUI may not be the same as that of any iDRAC interfaces. To get the updated inventory, run the CSIOR, wait for 2 minutes, reboot the host, and then check the inventory in LC GUI.
- Before performing any network operations, verify that the network is configured with the network cable connected. In some scenarios, a warning message may not be displayed but the operation may fail. Following are some examples that may lead to failure:
  - Static IP is configured without the network cable being connected.
  - Network cable is disconnected.
  - After a Re-purpose and Retire operation is performed.
  - Network is configured with the network cable connected but the network card is replaced later.
- If you set a user with only SHA256 password, for example, through SCP, you cannot delete the user using the GUI. To delete such a user, edit the user explicitly setting a password and then try to delete the user.
- Using WSMAN, the attribute `LCD.ChassisIdentifyDuration` cannot be set to -1 (indefinite blink). To make the LED blink indefinitely, use the `IdentifyChassis` command with `IdentifyState=1`.
- RACADM supports the underscore character (`_`) for `iDRAC.SerialRedirection.QuitKey` along with the existing symbols shown in the integrated help.
- Using remote RACADM, if you use the `racadm hwinventory export` command to export the hardware inventory using an incorrect CIFS share, an incorrect message is displayed: `RAC930 : Unable to export the hwinventory. If the issue persists, restart the iDRAC and then retry the operation after the iDRAC has finished restarting.`
- If iDRAC is in lock-down mode, and you run the `racadm rollback` command followed by the `racadm resetcfg` command, an incorrect message is displayed: `ERROR: A firmware update is currently in progress. Unable to reset the RAC at this time.` Reboot iDRAC to display the correct error message.
- In certain cases, in Group Manager Jobs view, the completion percentage for a job may be displayed incorrectly (>100%) for a job in progress. This is a temporary condition and does not affect how Group Manager jobs are performed. When the job is completed, Group Manager Jobs view displays `Completed successfully` or `Completed with errors`.
- In certain cases, Group Manager Jobs view may not show a detailed error message for a member iDRAC job. For more information about the failure, review the job execution details in the Lifecycle Logs of the member iDRAC by using the GUI (**Maintenance > Lifecycle Log**) or by using the RACADM command `racadm lcllog view`.
- If there are no slots available to add a new user in iDRAC, the Group Manager Job for `Add New User` shows a failure with error GMGR0047. Use the GUI (**iDRAC Settings > Users**) to verify the number of iDRAC local users.
- If the user does not exist on a specific iDRAC, Group Manager Jobs for `Change User Password` and `Delete User` show a failure with error GMGR0047. Use the GUI (**iDRAC Settings > Users**) to verify that the user exists.
- The **Discovered Servers** view of Group Manager may not show available iDRACs as available to onboard. Verify that the iDRACs are on the same link local network and not separated by a router. If they are still not visible, reset the Group Manager's controlling iDRAC.
  1. Open Group Manager on one of the member iDRACs.
  2. In the search box, type the controlling system's Service Tag.
  3. Double click the iDRAC that matches the search results and navigate to **iDRAC Settings > Diagnostics**.
  4. Select **Reset iDRAC**.

When iDRAC fully restarts, Group Manager should see the new iDRAC.

- When setting the iDRAC Service Module (ISM) monitoring attributes from the GUI, if the BIOS watchdog timer is enabled, an error may be displayed but the attributes are set. To avoid the error, disable the BIOS watchdog timer or disable the ISM Auto System Recovery and then apply the attributes.
- Any changes to the network settings in iDRAC take effect after 30 seconds. Any automation or user verification needs to wait for 30 seconds before verifying the new settings. iDRAC returns the old active value till the new values take effect. Any DHCP settings may take more time (>30 seconds) depending on the network environment.
- If the system ID/Health LED turns from blue to off while running host stress test, press the ID button for one second and then press it again to turn on the LED.
- While using a Top or Skip command, if you enter a value greater than the unsigned long type (4,294,967,295), you may get an unrelated error message.
- Due to a limitation of Google Chrome browser, HTML5 vConsole intermittently displays the following error message: **Chrome ran out of memory while trying to display the webpage.**

- It is not recommended to perform CPLD update along with other updates. If a CPLD update is uploaded and updated along with other updates using iDRAC web interface, CPLD update completes successfully but the other updates do not take effect. To complete the iDRAC updates, reinitiate the updates.
- When accessing the iDRAC web interface for the first time using Google Chrome version 59.0 or later, the mouse pointer may not be visible. Refresh the page to display the mouse pointer.
- iDRAC features cannot access CIFS or Samba shares when only SMBv1 protocol is enabled. All iDRAC features work with SMBv2/SMBv3 protocol. For information on enabling SMBv2/SMBv3 protocol, see the documentation for your operating system.
- Part-replacement of BOSS controller will not be detected by Lifecycle Controller. Follow the controller's user guide after replacement.
- Cryptographic Erase operation is not supported for hot-plugged NVMe disks. Reboot and run CSIOR before starting the operation. If the operation continues to fail, ensure that the NVMe disk is qualified by Dell.
- When trying to save network details using the **Network Configuration** page of LC GUI, the following error message may be displayed: `Unable to save the IPvX network settings`, where X is the version of IP (IPv4 or IPv6). The following could be one reason for this error:

On the **Network Settings** page of Lifecycle Controller GUI, the **IP Address Source** for both IPv4 and IPv6 is either **DHCP** or **Static** and DHCP is selected by default. So, even if you want to use only one version of IP address, LC tries to validate both versions, and displays an error if the network details for the unintended version cannot be validated. If the error does not apply to the IP version you are using, click **OK** to close the error message. All the other settings that you configured are saved. You can either click **Cancel** or **Back** to navigate away from the **Network Settings** page.

# Known Issues — To be fixed in future releases

## 1. Description

The online help of iDRAC web interface displays the **Performance** page. This feature is not supported on the systems supported by this release.

### Resolution

No action required.

**Version/Systems affected:** All systems supported by this release.

Dell tracking: 80612

## 2. Description

The online help of iDRAC web interface for the **System > Overview** page displays information about features of Intel processors. The systems supported by this release only support AMD processors.

### Resolution

For information about the features of AMD processors, see the AMD documentation.

**Version/Systems affected:** All systems supported by this release.

Dell tracking: 81790

## 3. Description

Although the ProcAcs attribute is not supported in BIOS, you may be able to create a configuration job using WSMAN. However, the job fails and returns an error message. This attribute is not visible in any of the interfaces or WSMAN enumeration.

### Resolution

Do not use the ProcAcs attribute because it is not supported in BIOS.

**Version/Systems affected:** All systems supported by this release.

Dell tracking: 78968

## 4. Description

Incorrect slot names are displayed in LC logs when NVMe Disks are installed in the system.

### Resolution

When an NVMe disk is replaced in a system that has multiple slots in a bay, PR7 message is displayed with Bay <number>, where the <number> is actually the slot number. For example, in the following message, slot number is 3 and bay number is 2:

```
[Date] PR7 Dell NVMe PCIe SSD Configuration Data(Bay 3:Enclosure Internal 0-2)
```

**Version/Systems affected:** All systems supported by this release.

Dell tracking: 79270

## 5. Description

If the system has a direct-attached NVMe SSD configuration, a dummy storage NVMe controller named PCIe SSD in Slot 1 in Bay 1 (PC) is listed in SNMP Walk/Get.

### Resolution

N/A

**Version/Systems affected:** All systems supported by this release.

Dell tracking: 80884

## 6. Description

Under certain circumstances, the CapsLock may not function in Lifecycle Controller UI.

### Resolution

N/A

**Version/Systems affected:** All systems supported by this release.

Dell tracking: 80623

#### 7. **Description**

When you install a hot-pluggable NVMe drive in a backplane slot that has never been used before, the name of the backplane may not be displayed correctly.

#### **Resolution**

Perform a complete power cycle of the server to perform a Collect System Inventory On Reboot (CSIOR). This process refreshes the inventory and the correct names are displayed.

**Version/Systems affected:** All systems supported by this release.

Dell tracking: 84224

#### 8. **Description**

If **Auto Config Domain Name** is enabled and you try to disable the System Lockdown mode using iDRAC HII (**F2 at POST > iDRAC Settings**), an error message is displayed.

#### **Resolution**

The error can be ignored. If you click **OK** on the error message box, System Lockdown mode is disabled.

**Version/Systems affected:** All systems supported by this release.

Dell tracking: 85679

#### 9. **Description**

If you have a network card with some 10G or faster ports and some 1G ports, **Family Driver Version** may not display the correct version or may display **Unavailable**.

#### **Resolution**

Use operating system tools or OMSA to view the driver version.

**Version/Systems affected:** All systems supported by this release.

Dell tracking: 87441

# Installation

## Installation instructions

- From the Windows host operating system (managed node), run the Dell Update Package for Windows and follow the instructions on the update wizard.
- From the Linux host operating system (managed node), run the Dell Update Package for Linux from the shell prompt. Follow the instructions displayed on the console.
- From the management station, remotely update the firmware using the iDRAC web interface:
  1. Extract the firmware image self-extracting file to the management station.
  2. Open the iDRAC web interface using a supported web browser.
  3. Log in as an administrator.
  4. Go to **Maintenance > System Update**. The **Manual Update** page is displayed.
  5. Select **Local** to upload the firmware image file from the local system (Local is selected by default). Click **Browse**, select the .d9 firmware image file that you extracted (step 1), or the Dell Update Package (DUP) for Windows, and click **Upload**.
  6. Wait for the upload to complete. After the upload is completed, the **Update Details** section displays the uploaded file and the status.
  7. Select the firmware file and click **Install**. The message `RAC0603: Updating Job Queue` is displayed.
  8. Click **Job Queue**. The **Job Queue** page is displayed, where you can view the firmware update job status. After the update is completed, iDRAC restarts automatically.

For more information, see the iDRAC 3.15.15.15 User's Guide available at [dell.com/idracmanuals](http://dell.com/idracmanuals).

## Upgrade

N/A

## Uninstallation

N/A

# Lifecycle Controller Remote Services — client tools

Use the OpenWSMAN CLI client tool to send WS-MAN commands to Lifecycle Controller.

## OpenWSMAN CLI

OpenWSMAN CLI is an open source Linux WS-MAN client. OpenWSMAN CLI source code and installation details are available at <http://sourceforge.net/projects/openwsman/files/wsmancli>.

Sample OpenWSMAN CLI Command (Enumeration Operation):

```
wsman enumerate http://schemas.dmtf.org/wbem/wscim/1/cim-schema/2/DCIM_SystemView
-h (idrac ip address) -P 443 -u (idrac user) -p (idrac password) -v -j utf-8
-y basic -R -o -m 256 -N root/dcim -c cert_name.cer -V
```

 **NOTE: Lifecycle Controller uses a self-signed certificate for HTTPS (SSL) communication.**

Self-signed certificates are not accepted by the OpenWSMAN CLI client and WS-MAN commands do not work without these options: -c, -v, and -V. See the OpenWSMAN CLI Readme for details on these options.

# Accessing documents from Dell Support site

## Using direct links

You can directly access the documents using the following links:

**Table 2. Direct links for documents**


URL	Product
dell.com/idracmanuals	iDRAC and Lifecycle Controller
dell.com/cmcmanuals	Chassis Management Controller (CMC)
dell.com/openmanagemanuals	Enterprise System Management
dell.com/serviceabilitytools	Serviceability Tools
dell.com/OMConnectionsClient	Client System Management
dell.com/OMConnectionsEnterpriseSystemsManagement	OpenManage Connections Enterprise Systems Management

## Using the product selector

You can also access documents by selecting your product.

1. Go to <https://www.dell.com/manuals>.
2. In the **Choose from all products** section, click **View products**.
3. Click **Software and Security** and then click the required link.
4. To view the document, click the required product version.

## 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, go to <https://www.dell.com/contactdell>.