

# iDRAC9 Version 4.10.10.10

## 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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# Release summary

The Integrated Dell Remote Access Controller (iDRAC) is designed to make server administrators more productive and improve the overall availability of Dell servers. This release adds support for a new generation of Intel Scalable processors.

## Version

iDRAC9 4.10.10.10

## Release date

January 2020

To download this version of iDRAC, see [Downloading iDRAC firmware installation file](#) on page 33.

 **NOTE:** For details about the previous releases, if applicable, or to determine the most recent release for your platform, and for latest documentation version, see *KB article SLN308699* available at <https://www.dell.com/support/article/sln308699>.

### Topics:

- [Priority and recommendations](#)

## Priority and recommendations

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).

# Compatibility

## Topics:

- [License Requirements](#)
- [Supported systems](#)
- [Previous versions](#)
- [Supported managed server operating systems and hypervisors](#)
- [Supported web browsers](#)
- [Supported software](#)

## 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 as an upgrade
- iDRAC Datacenter—Available on all servers as an upgrade.
- iDRAC Secure Enterprise Key Manager(SEKM)—Only available on systems that are mentioned in the Supported Systems section

For more information about the features available for a license, see the iDRAC licenses section in the iDRAC User's Guide available at [dell.com/idracmanuals](http://dell.com/idracmanuals).

 **NOTE:** To manage new and existing licenses, go to the [Dell Digital Locker](#).

## Supported systems

- PowerEdge C4140
- PowerEdge C6420
- PowerEdge C6525
- PowerEdge FC640
- PowerEdge M640
- PowerEdge R240
- PowerEdge R340
- PowerEdge R440
- PowerEdge R540
- PowerEdge R640
- PowerEdge R6415
- PowerEdge R6515
- PowerEdge R6525
- PowerEdge R740
- PowerEdge R740xd
- PowerEdge R740xd2
- PowerEdge R7415
- PowerEdge R7425
- PowerEdge R7515
- PowerEdge R7525
- PowerEdge R840
- PowerEdge R940
- PowerEdge R940xa

- PowerEdge T140
- PowerEdge T440
- PowerEdge T640
- PowerEdge T340
- PowerEdge MX740c
- PowerEdge MX840c
- PowerEdge M640 for VRTX
- PowerEdge XR2
- Dell Precision Rack R7920
- DCS 9650
- DCS 9660
- DCS 9670
- DCS 9690
- DSS 9620
- DSS 9600
- DSS 9630

## Previous versions

- 3.30.30.30
- 3.31.31.31
- 3.32.32.32
- 3.34.34.34
- 3.36.36.36
- 3.40.40.40
- 3.42.42.42
- 4.00.00.00

**i NOTE:** Updating iDRAC firmware from a previous version such as 3.2x, 3.1x, 3.0x to the latest version is not supported. Update the firmware to version 3.30.30.30 first, and then update to version 4.00.00.00 or later.

## Supported managed server operating systems and hypervisors

- Microsoft Windows
  - Server 2012 R2 Essentials
  - Server 2012 R2 Standard
  - Server 2012 R2 Datacenter
  - Server 2016 Essentials
  - Server 2016 Standard
  - Server 2016 Datacenter
  - Server 2019 Essentials
  - Server 2019 Datacenter
  - Server 2019 Standard
  - WinPE 5.0 64-bit
  - WinPE 10
- Linux
  - RHEL 8.1
  - RHEL 8.0
  - RHEL 7.7
- SLES
  - SLES 15 SP1
- Ubuntu

- Ubuntu 18.04.3
- VMware
  - ESXi 6.5 U3
  - ESXi 6.7 U3
  - ESXi 7.0

## Supported web browsers

- Microsoft Internet Explorer 11
- Microsoft EDGE
- Safari 12.x
- Mozilla Firefox 64
- Mozilla Firefox 65
- Google Chrome 75
- Google Chrome 76

## Supported software

### Java

- Java - Oracle version

### OpenSource tools

- OpenJDK 8u202
- Adopt Open JDK
- You may utilize an open source version of AdoptOpenJDK or OpenJDK (“Adopt Open JDK”) subject to the terms and conditions of the Adopt Open JDK community at the link below.
- You use Adopt Open JDK at your own risk. Adopt Open JDK may not meet your requirements or expectations. It could include quality, technical or other mistakes, inaccuracies or typographical errors.
- Dell does not provide support or maintenance for Adopt Open JDK.
- Dell makes no express warranties, and disclaims all implied warranties, including merchantability, fitness for a particular purpose, title, and non-infringement as well as any warranty arising by statute, operation of law, course of dealing or performance or usage of trade regarding Adopt Open JDK.
- Dell has no liability to you for any damage that arise out of or relate to your use of Adopt Open JDK.

### iDRAC tools

This version of iDRAC requires the following tools based on the operating system:

- Dell EMC iDRAC Tools for Microsoft Windows Server(R), v9.4.0
- Dell EMC iDRAC Tools for Linux, v9.4.0
- Dell EMC iDRAC Tools for VMware ESXi (R), v9.4.0

This version contains:

- Remote/Local RACADM on Windows or Linux or ESXi
- IPMI Tool on Windows or Linux

Download the DRAC tools from the **Drivers & downloads** page for your system at <https://www.dell.com/support>.

Before installing iDRAC tools from OM 9.4.0, you must uninstall any older versions of DRAC tools. For more information about uninstalling applications, see the documentation for your operating system.

## New and enhanced features

- Improved iDRAC stability.

### Topics:

- [iDRAC and LC firmware](#)

## iDRAC and LC firmware

- Added support for 2<sup>nd</sup> Generation Intel Xeon Scalable processors
  - Added support for BIOS Hardware Root of Trust (RoT) and BIOS recovery
  - Added support for BIOS Live Scan in iDRAC9 x5 systems
-  **NOTE:** For iDRAC9 x5 systems list, see the "Supported Systems" section.

**Topics:**

- [iDRAC and LC firmware](#)
- [Monitoring and alerting](#)

## iDRAC and LC firmware

- 154003: Fixed an issue that was not allowing LC logs to capture System event logs in MX platforms.
- 152837: Fixed an issue where iDRAC virtual console is not accessible through ActiveX or HTML5 plug-ins.
- 153166: Fixed an issue where Virtual Console displays No signal with black screen.
- 156761: Fixed an issue that was not allowing LC logs to capture System event logs.

## Monitoring and alerting

- 152441: Fixed an issue that caused higher fan speeds when PERC adapter sensor target value is set as 0 and Reserved.
- 152661: Fixed an issue where PowerEdge R940 server reboots continuously during update of Intel Optane firmware.
- 150653: Fixed a kernel race condition in loop device block size under stress that could lead to watchdog reset
- 153231: Fixed an issue where Link status displays status of Network devices as unknown after a cold reboot.

## Deprecated features

The following table displays the features that are listed as Deprecated\* or Removal\*\*:

| Features                          | iDRAC9     | iDRAC9 for PowerEdge Rx5xx/Cx5xx |
|-----------------------------------|------------|----------------------------------|
| SM-CLP                            | Removal    | Removal                          |
| VM CLI                            | Removal    | Removal                          |
| VFlash                            | Deprecated | Removal                          |
| Backup and Restore                | Deprecated | Removal                          |
| RBAP and Simple Identity profiles | Removal    | Removal                          |
| WSman                             | Deprecated | Deprecated                       |
| DCIM_account profile              | Removal    | Removal                          |

Deprecated\*-No longer being updated or new features added.

Removal\*\*-Code has been removed, this feature is no longer functional.

## Important notes

1. For Dell online catalog update, [downloads.dell.com](https://downloads.dell.com) only supports https protocol.
2. After updating the iDRAC license to Data Center license, ensure that you reboot the iDRAC for Idle server detection feature related attributes to function.
3. In iDRAC Redfish interface, firmware update for system components using Simple Update action with TransferProtocol parameter automatically creates a reboot job along with the firmware update job. The reboot job forces the server to reboot immediately after the update job completes the download of the payload from the firmware package and moves to schedule state. For information about the components that require a server restart after firmware update, see the Lifecycle Controller User's Guide at [Dell.com/idracmanuals](https://Dell.com/idracmanuals).
4. Updating firmware from version 3.30.30.30/3.34.34.34/3.36.36.36 to 4.00.00.00 or later using http/https/ftp share may fail if you use default file name. Ensure to rename the file name before you proceed with the firmware update.
5. In LifeCycle Controller GUI, use mouse to browse files or folders. Keyboard navigation does not work while browsing files.
6. If the BIOS date and time are set incorrectly while resetting iDRAC to default settings, the iDRAC's IP address may be lost. Reset iDRAC or AC power cycling the server to recover iDRAC IP.
7. iDRAC GUI search output points to a GUI page where the search keywords are missing within the page. These are typical false positives like any other search engine that may be ignored.
8. While performing any method (GET/POST and so on) on an incorrect Dell-specific URI, a proper extended error message specifying that "Resource URI is incorrect" is not provided in the response body.
9. PSU Part Replacement Firmware Update will not initiate if the secondary string of the new firmware is the same as the secondary string of replaced PSU's existing firmware. Firmware version string format is denoted as xx.yy.zz, where zz is the secondary string.
10. You may get an irrelevant response message while performing operating system method to Insert media with incorrect media for firmware upgradation or OS deployment.
11. While streaming telemetry reports for an older version of Rsyslog servers, the system may intermittently miss a few reported data. Upgrade the Rsyslog server to the latest version.
12. If a single DUP is used to update firmware for multiple devices, and if any update fails then the firmware for the subsequent cards may display an incorrect version. Update the firmware for all the failed devices again.
13. iDRAC RESTful API with Redfish displays an error stating unacceptable header specified in request for commands that are run on PowerShell. You need to explicitly include a header while using Powershell for any type of Redfish request.
14. When node initiated discovery or Group Manager is enabled, iDRAC uses mDNS to communicate through port 5353. Turn off Group Manager and node initiated discovery to disable mDNS.
15. SMART monitoring is disabled for a hard drive while it is set to Non-Raid mode.
16. In systems with network adapters without internal temperature sensors, for some adapters the NIC temperature sensors metric value is reported as 0.
17. After any iDRAC reset event, including the iDRAC firmware update, the LC Log event time is incorrectly reported for few events. This condition is momentary, and iDRAC time catches up to correct time.
18. Performing GET method on Steps only shows the next scheduled jobs and not the completed jobs.
19. If you install OMSA while iSM is already installed and connected, iSM may restart after the OMSA installation is complete.
20. After iDRAC is upgraded to version 4.00.00.00 or later for the first time, there may be a change in network settings option including IPv4 and IPv6. Reconfigure the network settings to resolve this.
21. After iDRAC is upgraded to version 4.00.00.00 or later, you may stop receiving encrypted email alerts from iDRAC, if the external email server does not support encryption. iDRAC firmware version 4.00.00.00 or later introduces a user-selectable encryption option and the default protocol is StartTLS. To start receiving email messages again, disable the email encryption by using the following RACADM command: `racadm set idrac.RemoteHosts.ConnectionEncryption None`
22. Windows Server 2012, Windows Server 2008 R2, 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>
23. The drivers that LC exposes are present in a read-only drive that is labeled OEMDRV and the drive is active for 18 hours. During this period:
  - a. You cannot update any DUP.
  - b. LC cannot involve CSIOR.

However, if a server AC power cycle or iDRAC reboot is performed, the OEMDRV drive is automatically detached.

24. CPLD firmware update has no impact on Trusted Platform Module enablement.
25. 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.
26. If the network is not configured and you try to perform a network operation in LC, a warning message is displayed. When you go to the network settings page from this message, the left navigation panel on network settings page may not be displayed.
27. If a network operation fails for a valid address, try configuring the network settings again. If the issue persists, restart the system and retry the operation.
28. 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.
29. 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.
30. 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.
31. Rollback is not supported for CPLD and HBA controllers.
32. When CMCs are daisy chained, only the first CMC (CMC which is connected to Top of Rack switch) receives LLDP packets. Other CMCs do not receive LLDP packets. So, the iDRAC network port (dedicated mode) LLDP information is not available in the blades whose corresponding CMC is not the first CMC in the daisy chain. The LLDP information is also not available for every CMC in the daisy chain that is not connected to TOR switch directly.
33. 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). These errors include SMART errors such as:
  - a. Available spare threshold
  - b. Reliability degraded
  - c. Read-only mode
  - d. Virtual memory backup failed, and so on.
34. This note is applicable only to PowerEdge C6420, DCS9650, DCS9670, and DCS9690 systems. If you update iDRAC to this version from version 3.02.x.x or earlier, you must perform a power cycle of the system before performing any power-related operations. The power cycle is required to tune the memory parameters without affecting the host. iDRAC tunes the memory parameters at the first power cycle after a firmware update. To allow the memory tuning to be completed:
  - a. Update to this version of iDRAC.
  - b. At the next possible maintenance cycle, or before any power operations are performed, power off the host.
  - c. Wait for 2 minutes to allow iDRAC to reset and tune the memory parameters.
  - d. Power on the host.
35. This note is applicable only to PowerEdge M640 and FC640. If you update iDRAC to this version, you must perform a virtual reseal of the system from CMC. Reseat is required to tune the memory parameters and to resolve issues that may lead to the watchdog timer causing iDRAC to be reset. To allow the memory tuning to be completed:
  - a. Update to this version of iDRAC.
  - b. At the next possible maintenance cycle, perform a virtual reseal.
36. After updating iDRAC Firmware to 3.30.30.30 from a previous version, the first inventory collection after system reboot may display both PR7 (New Device Detected) and PR8 (Device not detected) messages. This is an expected behavior that is caused by a change in the slot number display format.
37. Ensure that the SSH client is updated to the latest version. Following SSH configurations are no longer available on iDRAC:

KEX algorithms:

  - a. diffie-hellman-group14-sha1

MAC:

  - a. umac-64
  - b. umac-64-etm@openssh.com
38. This note is applicable only to PowerEdge M640 and FC640. When performing BIOS Recovery operation, host may not turn on. To recover from this condition, do a virtual/physical reseat operation of the blade server.
39. After updating the iDRAC firmware, LC logs may display Message ID PR36 that "Version change detected for PCIe SSD firmware. Previous version:X.X.X, Current version:X.X.X." This is due to a change in the naming convention. Ignore the log entry.
40. After downgrading the iDRAC firmware to any previous versions, storage page and drives may display warnings. To resolve the issue, reset iDRAC using the 'racreset' command.
41. This note is applicable only to PowerEdge R540. While updating the BIOS firmware through local RACADM with local share, you may get an error "ERROR: RAC989: Unable to apply the BIOS\_3P4XY\_WN64\_1.6.11.EXE firmware update." Use the direct DUP installation or installation through CIFS/NFS share to update the BIOS firmware.

42. If you get an error while performing SupportAssist collection through RACADM using HTTPS share, use the following commands to perform the collection:

- a. Racadm SupportAssist collect.

```
racadm supportassist collect -t Sysinfo
```

- b. Racadm SupportAssist exportlastcollection

```
racadm supportassist exportlastcollection -l <https> -u <username> -p <password>
```

43. Features including Server Management Command Line Protocol (SMCLP) and Virtual Media Command Line Interface (VMCLI) is deprecated in the later releases.
44. The Lifecycle Controller GUI features available on your system depends on the iDRAC license installed. The GUI help pages may display information about features that are not available with the license installed. For licensed feature list, see the Licensed Feature section in iDRAC User's guide available at [Dell.com/iDRACmanuals](http://Dell.com/iDRACmanuals).
45. For improved support on drives and operating system deployment, it is recommended to use the UEFI BIOS boot mode.
46. To create a virtual disk or deploy an operating system, ensure that you use the Dell supported SATA, SAS, or NVMe drives. For more information, see the documentation for BIOS, controller, and drive.
47. In the software inventory, the hash value for iDRAC firmware is displayed as NA instead of hash.
48. If SMBv2 share fails in Lifecycle GUI, ensure that:
- The **Digitally sign communications** option is disabled.
  - Permissions to access the folder or file is granted.
  - folder/file name does not have a space.
  - Share contains fewer files and folders.
49. While iDRAC is initializing, all communications with iDRAC may fail. For any service requests, wait until the initialization process is complete.
50. Performing Redfish Patch method on Read-Only property for PowerControl resource returns a status code 200.
51. In iDRAC, if there is no link that is detected in the selected iDRAC port then the iDRAC IP is displayed as 0.0.0.0.
52. While performing a firmware update on a system where the operating system is installed with GNOME GUI enabled, system may get into Suspend mode. To avoid the system from going into suspend mode, ensure that you change the power settings in the operating system. To change the power settings:
- a. Go to Settings, and select Power.
- b. For the option, "When the Power Button is pressed" select Power Off.
53. Firmware update on drives and backplanes through Windows DUP will reflect in iDRAC after a cold boot. In Lifecycle logs, version change may be displayed repeatedly if cold reboot is not done.
54. FRU objects or properties for Network adapters that are embedded on the motherboard are not available through any of the iDRAC interfaces.
55. Lifecycle Controller supports ISO images with ISO-9660 format only. Other formats including combination with ISO-9660 are not recommended.
56. UserDefined delay AC Recovery Power Delay is slow with lower limit of 60, but some conditions might cause BMC ready to be later than this and hence may not work. So, it is advised that the UserDefined delay be set to 80 s or higher. Any values less than this may cause the operation to fail.
57. The iDRAC feature "Topology LLDP" is not supported on 1 GbE controllers and on selected 10 GbE controllers (Intel X520, QLogic 578xx).
58. Mellanox network adapters that are used in PowerEdge MX740c and MX840c servers must be updated to version 14.23.10.20 or later, before updating the iDRAC firmware to version 4.00.00.00 or later.
59. Install SEKM license before you update the iDRAC to SEKM supported version 4.00.00.00 or later. If you install the SEKM license after updating the iDRAC to SEKM supported version, you have to reapply SEKM supported iDRAC firmware.
60. If you are configuring a Gemalto based KeySecure SEKM Server with iDRAC, and to get the redundancy feature functional, copy the certificates manually from primary Gemalto KeySecure cluster to secondary Gemalto SEKM KeySecure cluster. The redundance feature works after the iDRAC is set up for SSL certificate-based authentication.
61. Key sharing between multiple iDRACs is supported and can be configured on the SEKM server. Key sharing can be done if all the iDRACs are part of the same SEKM group and all keys are assigned to the same group with the right permissions.
62. When FCP is enabled, 'Default Password Warning' setting is disabled after the default user password is changed.
63. Firmware update from iDRAC versions earlier than version 3.30.30.30 is not supported (For example, updating iDRAC firmware from version 3.21.21.21 to version 4.00.00.00 or later is not supported). First update to version 3.30.30.30 or higher, and then initiate update to 4.00.00.00 or later.
64. If system lockdown mode is enabled while a user is logged into LifeCycle Controller GUI, then lockdown mode will not be applicable on LifeCycle Controller.

- 65. Due to a DMTF tool limitation, the URIs for some OEM actions that are extensions to the DMTF schemas may not appear in the OpenAPI.YAML file.
- 66. The iDRAC Virtual Keyboard labeling is changed to upper case to align it with the physical keyboard layout.
- 67. Keyboard interactive authentication has been enabled on the iDRAC SSH Server to provide enhanced security. SSH clients now require both password authentication and keyboard interactive authentication to before logging in a user in to iDRAC.
- 68. If you see iSM0050 event in LC log, then ensure that you update the iDRAC Service Module (iSM) to version 3.4 or to a TLS-capable iSM. iSM without TLS capability is not supported on iDRAC firmware version 3.30.30.30 or later.

# Known issues — To be fixed in future releases

## Topics:

- iDRAC DUP update fails in Linux operating systems when secure boot is enabled
- System Setup iDRAC Power Configuration Menu prompts to save changes unexpectedly
- iDRAC and iSM Communication failure
- SupportAssist collection failing
- Cooling fans displaying N/A status
- CMC firmware update fails from iDRAC
- Joining iDRAC to Group Manager fails on VLAN network
- CPU information not available in hardware inventory
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- Unable to create virtual disk through Redfish
- SCP Import Job completes with error due to HddSeq error
- iDRAC LC Log shows reset cause as 'watchdog'
- Delayed response when iDRAC's network settings are reconfigured
- Integrated/Embedded NIC displaying status as Unknown
- No errors when the selected component and the selected device firmware do not match
- PCIe SSD Backplane 2 is displayed as unknown
- Firmware update operation not scheduled through WSMAN
- Access to serial interface fails.
- Remote File Share (RFS) does not stay connected after downgrading iDRAC
- LC log created after going to Virtual media page in iDRAC GUI
- Firmware update for a replaced PSU failing
- Device description and type not displayed
- Get method on UefiTargetBootSourceOverride attribute shows null value
- Sluggishness in Virtual Console
- Blank boot capture file generated
- Unable to export factory shipped inventory
- NIC or FC device slot listed in hardware inventory even when disabled in BIOS
- Get operation not displaying model or serial number for PCIe devices
- iDRAC DUP update fails on SLES when secure boot is enabled
- Boot mode error during OS deployment
- Repetitive PR7 messages related to PSU in LC logs after a system erase operation
- After a warm reboot, LC logs display Disk Inserted

## iDRAC DUP update fails in Linux operating systems when secure boot is enabled

|                         |                                                                                                                                                                                       |
|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Description</b>      | On all Linux Operating Distributions, while secure boot is enabled, if you perform iDRAC DUP update, it fails with an error "This Update Package is not compatible with your system." |
| <b>Workaround</b>       | For iDRAC DUP updates, use other interfaces such as iDRAC GUI, RACADM, or WSMAN.                                                                                                      |
| <b>Systems affected</b> | All systems supported by this release.                                                                                                                                                |
| <b>Tracking number</b>  | 113574                                                                                                                                                                                |

## System Setup iDRAC Power Configuration Menu prompts to save changes unexpectedly

|                         |                                                                                                                   |
|-------------------------|-------------------------------------------------------------------------------------------------------------------|
| <b>Description</b>      | While exiting System Setup iDRAC Power Configuration menu, a warning is displayed to save or discard the changes. |
| <b>Workaround</b>       | Select <b>Yes</b> to save changes when exiting iDRAC Settings Menu.                                               |
| <b>Systems affected</b> | DSS 8440 and PowerEdge R940xa, with four Power Supply Units.                                                      |
| <b>Tracking number</b>  | 163753                                                                                                            |

## iDRAC and iSM Communication failure

|                         |                                                                                                                                                        |
|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Description</b>      | iSM loses communication with iDRAC while iDRAC is under stress with multiple alerts and running WMI requests.                                          |
| <b>Workaround</b>       | In iDRAC GUI, go to iDRAC Settings > Connectivity > OS to iDRAC Pass-through, toggle the State from Enabled to Disabled and change it back to Enabled. |
| <b>Systems affected</b> | All systems supported by this release.                                                                                                                 |
| <b>Tracking number</b>  | 158062                                                                                                                                                 |

## SupportAssist collection failing

|                         |                                                                                                           |
|-------------------------|-----------------------------------------------------------------------------------------------------------|
| <b>Description</b>      | Unable to generate SupportAssist collection while iDRAC is under stress and CPU utilization is above 90%. |
| <b>Workaround</b>       | Generate SupportAssist collection with only system information option checked.                            |
| <b>Systems affected</b> | All systems supported by this release.                                                                    |
| <b>Tracking number</b>  | 159527                                                                                                    |

## Cooling fans displaying N/A status

|                    |                                                                                                                         |
|--------------------|-------------------------------------------------------------------------------------------------------------------------|
| <b>Description</b> | Fans labeled as B in PowerEdge R7525 and external fans in PowerEdge T640 are displaying N/A status in iDRAC interfaces. |
| <b>Workaround</b>  | Reset the iDRAC.                                                                                                        |

**Systems affected** PowerEdge R7525 and PowerEdge T640.

**Tracking number** 157163 and 159790

## CMC firmware update fails from iDRAC

**Description** When attempting to update CMC firmware through Dell Update Package from iDRAC or modular host, the update fails with RED084 error.

**Workaround** Use the CMC GUI to update the CMC firmware.

**Systems affected** PowerEdge M640

**Tracking number** 159080

## Joining iDRAC to Group Manager fails on VLAN network

**Description** When attempting to join a member iDRAC to an existing group in iDRAC Group Manager, sometimes the group is not seen and cannot be joined if the iDRACs are configured on a VLAN network.

**Workaround** Perform a racreset of the member iDRAC and, if necessary, the lead iDRAC.

**Systems affected** PowerEdge MX740c and PowerEdge MX840c

**Tracking number** 156984

## CPU information not available in hardware inventory

**Description** After a system reboot, iDRAC hardware inventory fails to populate CPU device information.

**Workaround** Reset iDRAC.

**Systems affected** All system supported by this release.

**Tracking number** 158951

## Intel Coldstream NVMe drives appearing as cryptographic erase capable

**Description** While performing LC Wipe, the Intel Coldstream NVMe drives are displayed in the Cryptographic Erase Disks list. These drives do not support cryptographic erase and will report an error in LC Logs if cryptographic erase is attempted.

**Workaround** To erase the data from the drive, perform a manual wipe.

**Systems affected** All system supported by this release.

**Tracking number** 156509

## Missing Qlogic NIC Partitions in iDRAC GUI

|                         |                                                                                                             |
|-------------------------|-------------------------------------------------------------------------------------------------------------|
| <b>Description</b>      | After disabling a partition for a mezzanine port, iDRAC may stop listing multiple partitions for that port. |
| <b>Workaround</b>       | Use the RACADM interface to list the inventory.                                                             |
| <b>Systems affected</b> | All system supported by this release.                                                                       |
| <b>Tracking number</b>  | 155852                                                                                                      |

## SupportAssist collection job creation fails

|                         |                                                                                                                                                               |
|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Description</b>      | Unable to create a SupportAssist collection for the first time with the option “Do not ask me again” selected for saving the collection to the default share. |
| <b>Workaround</b>       | Do not select the check box “Do not ask me again” and proceed.                                                                                                |
| <b>Systems affected</b> | All system supported by this release.                                                                                                                         |
| <b>Tracking number</b>  | 155650                                                                                                                                                        |

## System configuration profile NIC job completes with errors

|                         |                                                                                                                                                                                  |
|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Description</b>      | Importing a XML file for configuring NIC through SCP while the <b>VirtualizationMode</b> attribute is set to NPAR, the import completes with error “Failure at NicPartitioning”. |
| <b>Workaround</b>       | Ignore the error as there is no impact to the system.                                                                                                                            |
| <b>Systems affected</b> | All system supported by this release.                                                                                                                                            |
| <b>Tracking number</b>  | 155892                                                                                                                                                                           |

## iDRAC Firmware Update page not responding

|                         |                                                                                                                                                                                                                                                                       |
|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Description</b>      | Query parsing error is observed while parsing the SQL query with a space in some properties. While updating iDRAC firmware through the Dell EMC Lifecycle Controller update wizard, the progress bar may cycle continuously if multiple large downloads are selected. |
| <b>Workaround</b>       | Use any other iDRAC interface to apply the update.                                                                                                                                                                                                                    |
| <b>Systems affected</b> | All system supported by this release.                                                                                                                                                                                                                                 |
| <b>Tracking number</b>  | 155564                                                                                                                                                                                                                                                                |

## IDSDM controller listed in iDRAC without an IDSDM installed

|                    |                                                                                                                                                                                                                                                                                                             |
|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Description</b> | Query parsing error is observed while parsing the SQL query with a space in some properties. iDRAC may incorrectly display IDSDM controller in the Firmware Inventory while an IDSDM is not installed in the system. The firmware version is listed as NA and any attempt to update the firmware will fail. |
|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

**Workaround** Ignore this entry in the inventory

**Systems affected** PowerEdge R7525

**Tracking number** 153974

## Webserver restarts after remote presence port number is updated

**Description** Changing the Remote Presence Port number through virtual console settings page may cause a system restart, further causing a session timeout for iDRAC GUI.

**Workaround** N/a

**Systems affected** All systems supported by this release.

**Tracking number** 144597

## Getting an error SWC0018 during OS installation

**Description** Modifying BIOS Boot Mode while installing operating system thorough Lifecycle Controller GUI, an error "SWC0018" is displayed.

**Workaround** This message does not impact the installation, click OK to proceed.

**Systems affected** All systems supported by this release.

**Tracking number** 143561

## WSMan query with space between attributes fails

**Description** Query parsing error is observed while parsing the SQL query with a space in some properties.

**Workaround** Scripts may be edited to remove the space between properties to be selected in the WSMan Query parameter.

**Systems affected** All systems supported by this release.

**Tracking number** 153493

## Attributes for CNA cards not displayed through Redfish or RACADM interface

**Description** If the partitions are disabled on FCoE capable CNA cards, few HII attributes values for WWN, VirtWWN, WWPN, VirtWWPN are displayed in the iDRAC GUI's Network page. However, the same data is not displayed when Get commands are performed in Redfish and RACADM interfaces.

**Workaround** N/A

**Systems affected** All systems supported by this release.

**Tracking number** 151560

## Rollback firmware Version is not displayed for NVDIMMs

|                         |                                                                                                  |
|-------------------------|--------------------------------------------------------------------------------------------------|
| <b>Description</b>      | After updating a NVDIMM component firmware with a new version, rollback option is not displayed. |
| <b>Workaround</b>       | Restarting iDRAC to view the rollback firmware version.                                          |
| <b>Systems affected</b> | All systems supported by this release.                                                           |
| <b>Tracking number</b>  | 153116                                                                                           |

## Get method not displaying certificates after all certificates are deleted

|                         |                                                                                                                                                                                |
|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Description</b>      | After performing POST method ResetkeysType with DeleteAllkeys option through Redfish interface, executing GET method is not listing the certificate URIs available for import. |
| <b>Workaround</b>       | Use the RACADM interface.                                                                                                                                                      |
| <b>Systems affected</b> | All systems supported by this release.                                                                                                                                         |
| <b>Tracking number</b>  | 152912                                                                                                                                                                         |

## iDRAC dashboard page in IE displays an expanded progress bar

|                         |                                                                                                           |
|-------------------------|-----------------------------------------------------------------------------------------------------------|
| <b>Description</b>      | While logging into iDRAC GUI on IE browser the progress bar may expand into a longer bar with more icons. |
| <b>Workaround</b>       | Use another browser.                                                                                      |
| <b>Systems affected</b> | All systems supported by this release.                                                                    |
| <b>Tracking number</b>  | 153331                                                                                                    |

## Unable to create a recurring job after same recurring job was completed

|                         |                                                                                                         |
|-------------------------|---------------------------------------------------------------------------------------------------------|
| <b>Description</b>      | Creating a recurring job will fail if the same job was completed recently and its Task ID still exists. |
| <b>Workaround</b>       | Wait for ten minutes for the Task ID to be deleted                                                      |
| <b>Systems affected</b> | All systems supported by this release.                                                                  |
| <b>Tracking number</b>  | 147501                                                                                                  |

## Unable to create virtual disk through Redfish

|                         |                                                                                                               |
|-------------------------|---------------------------------------------------------------------------------------------------------------|
| <b>Description</b>      | On physical disks configured with software RAID, creating virtual disk is not supported in Redfish interface. |
| <b>Workaround</b>       | Use any other iDRAC interface to create the VDs                                                               |
| <b>Systems affected</b> | All systems supported by this release.                                                                        |

**Tracking number** 153951

## SCP Import Job completes with error due to HddSeq error

**Description** In a system with BOSS card containing two M.2 SATA SSDs, if you export an SCP XML file and make some changes to the BIOS and NIC attributes before importing it, the import may fail with an error "HddSeq".

**Workaround** Configure the attribute using BIOS (F2) Page and set BIOS Boot-mode to UEFI mode before importing the file.

**Systems affected** All systems supported by this release.

**Tracking number** 151725

## iDRAC LC Log shows reset cause as 'watchdog'

**Description** Some of the log events in LC Log shows 'The iDRAC firmware was rebooted with the following reason: Watchdog'. This happens when iDRAC recovers from an error that was captured error handler. This is part of iDRAC recovery mechanism.

**Workaround** N/A

**Systems affected** All systems supported by this release.

**Tracking number** 154238

## Delayed response when iDRAC's network settings are reconfigured

**Description** When a Remote File Share is mounted on the iDRAC, changing network-related settings, or OS-BMC settings, on the iDRAC will take two minutes to apply. During this extended time, the iDRAC will not be reachable until after the reconfiguration is completed.

**Workaround** Disconnect Remote File Share mounts before modifying network settings.

**Systems affected** All systems supported by this release.

**Tracking number** 152168

## Integrated/Embedded NIC displaying status as Unknown

**Description** Systems with only Integrated/Embedded NIC may report the status as Unknown.

**Workaround** Reboot the iDRAC or the host

**Systems affected** All systems supported by this release.

**Tracking number** 151475

## No errors when the selected component and the selected device firmware do not match

|                         |                                                                                                                                                                                                                                                                                                  |
|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Description</b>      | While updating a component firmware using Component or Device update filter in OME-Modular, if the DUP device firmware selected is for another component, then the update goes through without any errors and device firmware for the relevant component is updated instead of the one selected. |
| <b>Workaround</b>       | Use the firmware rollback option to downgrade the firmware to the previous version.                                                                                                                                                                                                              |
| <b>Systems affected</b> | All MX platform systems supported by this release.                                                                                                                                                                                                                                               |
| <b>Tracking number</b>  | 150783                                                                                                                                                                                                                                                                                           |

## PCIe SSD Backplane 2 is displayed as unknown

|                         |                                                                                                                                                                                                                            |
|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Description</b>      | On the storage enclosure page, PCIe SSD Backplane 2 is displayed as unknown instead of showing the faulty physical drive. This issue is observed if there is any unsupported/unresponsive physical drive in the enclosure. |
| <b>Workaround</b>       | Remove the unsupported/unresponsive physical drive from the enclosure and perform racadm racreset.                                                                                                                         |
| <b>Systems affected</b> | All root port attached NVMe configuration systems.                                                                                                                                                                         |
| <b>Tracking number</b>  | 145300                                                                                                                                                                                                                     |

## Firmware update operation not scheduled through WSMAN

|                         |                                                                                                                |
|-------------------------|----------------------------------------------------------------------------------------------------------------|
| <b>Description</b>      | On Modular servers the firmware update operation on backplane cannot be scheduled through the WSMAN interface. |
| <b>Workaround</b>       | Update firmware by using other interfaces such as GUI, LCUI, Redfish.                                          |
| <b>Systems affected</b> | All modular systems supported by this release.                                                                 |
| <b>Tracking number</b>  | 145300                                                                                                         |

## Access to serial interface fails.

|                         |                                                                                                                                                                                                |
|-------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Description</b>      | The serial interface cannot be accessed with a user account that has Easy 2FA enabled. It is because the serial interface is an exempted interface which is not supported on Easy 2FA feature. |
| <b>Workaround</b>       | Disable 2FA on user account, and retry the operation.                                                                                                                                          |
| <b>Systems affected</b> | All systems supported by this release.                                                                                                                                                         |
| <b>Tracking number</b>  | 152106                                                                                                                                                                                         |

## Remote File Share (RFS) does not stay connected after downgrading iDRAC

|                    |                                                                                                                                             |
|--------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Description</b> | RFS does not stay connected after downgrading the iDRAC and user cannot reconnect and will not have access to the files mapped through RFS. |
| <b>Workaround</b>  | Disable and re-enabling Virtual Media or restarting iDRAC                                                                                   |

**Systems affected** All modular systems supported by this release.

**Tracking number** 151995

## LC log created after going to Virtual media page in iDRAC GUI

**Description** After navigating to the virtual media page, an LC log is created stating "The operation GetAttachStatus of the DCIM\_OSDeploymentService was performed".

**Workaround** No such operation is performed, ignore this log.

**Systems affected** All systems supported by this release.

**Tracking number** 142442

## Firmware update for a replaced PSU failing

**Description** Unable to initiate the firmware update for a replaced PSU through Lifecycle Controller Option "Match firmware With Replaced Part", after the PSU was replaced with AC power off.

**Workaround** Use the DUP method to update the PSU firmware or replace one PSU at a time to avoid system powering off.

**Systems affected** All systems supported by this release.

**Tracking number** 149905

## Device description and type not displayed

**Description** In iDRAC GUI, device description and device type are not displayed in the Hardware Inventory page.

**Workaround** Use any one of the following options to get the description and type:

- Export the hardware inventory from iDRAC GUI
- Hardware device FQDD
- Device description is same as device title
- Use the RACADM command `racadm hwinventory`

**Systems affected** All systems supported by this release.

**Tracking number** 151796

## Get method on UefiTargetBootSourceOverride attribute shows null value

**Description** After performing Patch method on the attribute UefiTargetBootSourceOverride successfully, then the GET method on the attribute shows value as null.

**Workaround** N/A

**Systems affected** All systems supported by this release.

**Tracking number** 152088

## Sluggishness in Virtual Console

|                         |                                                                                                      |
|-------------------------|------------------------------------------------------------------------------------------------------|
| <b>Description</b>      | You may experience slight delay while accessing Virtual Console in Edge browser using HTML5 plug in. |
| <b>Workaround</b>       | Use the Java plug in, or use other browser such as Firefox, Chrome, or Internet Explorer.            |
| <b>Systems affected</b> | All systems supported by this release.                                                               |
| <b>Tracking number</b>  | 152306                                                                                               |

## Blank boot capture file generated

|                         |                                                                                                                                                                                                    |
|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Description</b>      | While creating a job to update the BIOS configuration, if the host system is rebooted, then in addition to the normal captured video file an extra boot capture file gets created with no content. |
| <b>Workaround</b>       | Ignore the blank Boot Capture file.                                                                                                                                                                |
| <b>Systems affected</b> | All systems supported by this release.                                                                                                                                                             |
| <b>Tracking number</b>  | 152396                                                                                                                                                                                             |

## Unable to export factory shipped inventory

|                         |                                                                                                                                           |
|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Description</b>      | In Lifecycle GUI, Export Factory Shipped Hardware Inventory to a Network Share (CIFS/NFS/HTTP/HTTPS) fails with a critical error message. |
| <b>Workaround</b>       | Export the inventory to a USB Drive.                                                                                                      |
| <b>Systems affected</b> | All systems supported by this release.                                                                                                    |
| <b>Tracking number</b>  | 152692                                                                                                                                    |

## NIC or FC device slot listed in hardware inventory even when disabled in BIOS

|                         |                                                                                                                                   |
|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------|
| <b>Description</b>      | For some NIC or FC cards, even when the device slot is disabled in BIOS, the slot may still get listed in the hardware inventory. |
| <b>Workaround</b>       | N/A                                                                                                                               |
| <b>Systems affected</b> | All systems supported by this release.                                                                                            |
| <b>Tracking number</b>  | 104535                                                                                                                            |

## Get operation not displaying model or serial number for PCIe devices

|                         |                                                                                                                                             |
|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Description</b>      | If you perform a Get operation for a PCIe device using Redfish API, the response may not display the model and serial number of the device. |
| <b>Workaround</b>       | N/A                                                                                                                                         |
| <b>Systems affected</b> | All systems supported by this release.                                                                                                      |
| <b>Tracking number</b>  | 111564                                                                                                                                      |

# iDRAC DUP update fails on SLES when secure boot is enabled

|                         |                                                                                                                                                                        |
|-------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Description</b>      | On the SLES OS version 15 while secure boot enabled, if you perform iDRAC DUP update, it fails with an error "This Update Package is not compatible with your system." |
| <b>Workaround</b>       | For iDRAC DUP updates, use other interfaces such as iDRAC GUI, RACADM, or WSMAN.                                                                                       |
| <b>Systems affected</b> | All systems supported by this release.                                                                                                                                 |
| <b>Tracking number</b>  | 113574                                                                                                                                                                 |

## Boot mode error during OS deployment

|                         |                                                                                                                                                                                                                                                                                                                                                                                                  |
|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Description</b>      | While deploying OS using LC UI, if the current boot mode is set to UEFI and you change the boot mode to BIOS and click Finish on the last LC UI page, an error is displayed stating that the boot mode could not be set. The system reboots after you click OK. However, on next boot to LC UI, the boot mode is changed to BIOS and the boot device selected during OS deployment is discarded. |
| <b>Workaround</b>       | Before deploying OS using LC UI, change the boot mode to BIOS from BIOS setup (F2 at POST).                                                                                                                                                                                                                                                                                                      |
| <b>Systems affected</b> | All systems supported by this release.                                                                                                                                                                                                                                                                                                                                                           |
| <b>Tracking number</b>  | 98665                                                                                                                                                                                                                                                                                                                                                                                            |

## Repetitive PR7 messages related to PSU in LC logs after a system erase operation

|                         |                                                                                                                                                                                                    |
|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Description</b>      | When the system is powered on manually after performing a system erase on LC data, several messages are displayed in LC logs for PSU stating "PR7 New device detected: POWER SUPPLY (PSU.Slot.X)". |
| <b>Workaround</b>       | N/A                                                                                                                                                                                                |
| <b>Systems affected</b> | All systems supported by this release.                                                                                                                                                             |
| <b>Tracking number</b>  | 129440                                                                                                                                                                                             |

## After a warm reboot, LC logs display Disk Inserted

|                         |                                                                                                                                      |
|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| <b>Description</b>      | After performing a server warm reboot, iDRAC may report Disk Inserted in LC logs for drives behind HBA. Please ignore the log entry. |
| <b>Workaround</b>       | N/A                                                                                                                                  |
| <b>Systems affected</b> | All systems supported by this release.                                                                                               |
| <b>Tracking number</b>  | 144819 and 141414                                                                                                                    |

# Limitations

## Topics:

- [Authentication](#)
- [Automation — API and CLI](#)
- [BIOS and UEFI](#)
- [Hardware](#)
- [iDRAC and LC firmware](#)
- [Monitoring and alerting](#)
- [Networking and IO](#)
- [OS deployment](#)
- [Security](#)
- [Storage and storage controllers](#)
- [SupportAssist and parts replacement](#)
- [Firmware and driver update](#)
- [Miscellaneous](#)

## Authentication

1. LC supports the following characters for username and password:
  - Alphabets (a-z, A-Z)
  - Numbers (0-9)
  - Special characters (-, \_, .)
2. 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 web interface (**iDRAC Settings > Users**) to verify the number of iDRAC local users.
3. 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 web interface (**iDRAC Settings > Users**) to verify that the user exists.

## Automation — API and CLI

1. Sometimes, when using WSMAN, an Internal SSL Error is reported and the WSMAN command fails. If this issue occurs, retry the command.
2. 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**.
3. RACADM supports the underscore character (`_`) for `iDRAC.SerialRedirection.QuitKey` along with the existing symbols shown in the integrated help.
4. 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 iDRAC and retry the operation after iDRAC has finished restarting.
5. If iDRAC is in lockdown mode and you run the command `'racadm rollback'`, followed by the command `'racadm resetcfg'`, 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.
6. 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 incorrect error message.
7. You cannot use the FQDD of iDRAC (`iDRAC.Embedded.1`) when changing iDRAC mode from Shared LOM to Dedicated.

# BIOS and UEFI

1. When setting the iDRAC Service Module (iSM) monitoring attributes from the web interface, 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.

## Hardware

1. In LC, not all the vendor FC cards are supported for VLAN configuration.
2. If an H730P adapter is installed in slot 9 (internal PERC slot) of PowerEdge T640, iDRAC displays it as H730P Integrated RAID Controller (Embedded).

## iDRAC and LC firmware

1. Due to known limitations in OpenSource (SFCB), query filtering with long integers and lengthy strings may not work as expected.
2. LC can import and view an iDRAC license but cannot export or delete the iDRAC license. The iDRAC license can be deleted from iDRAC web interface.
3. The iSCSI offload attribute can be enabled only on two of the four available ports. If a card, which has this attribute that is enabled on two of its ports, is replaced with another card that has the attribute that is 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.
4. 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.
  - a. Open Group Manager on one of the member iDRACs.
  - b. In the search box, type the controlling system's Service Tag.
  - c. Double-click the iDRAC that matches the search results and go to iDRAC Settings -> Diagnostics.
  - d. Select Reset iDRAC.

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

5. If Emulex LightPulse LPe31002-M6-D and Emulex LightPulse LPe35002-M2 FC adapters are configured to boot from FC storage arrays using VAM method in iDRAC, then a maximum of two boot target arrays can be configured instead of eight.
6. During import server profile operation, if the image filename is "Backup.img", operation may fail. To avoid this failure, change the filename.

## Monitoring and alerting

1. 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 web interface (**Maintenance > Lifecycle Log**) or by using the RACADM command `racadm lclog view`.
2. PCIe SSDs in NVMe RAID mode may not display the updated state due to predicted failure. To update RAID-related information, ensure that a CSIOR is performed.
3. If the LCD display is blank, press any one of the three LCD buttons to turn on the LCD before inserting a USB storage device.
4. If Flex Address is enabled on Chassis Management Controllers (CMC), iDRAC and LC do not display the same MAC addresses. To view the chassis-assigned MAC address, use the iDRAC web interface or the CMC web interface.
5. The inventory displayed in LC UI 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 UI.
6. 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**.
7. While running host stress test, if the system ID/Health LED turns off from blue, then press the ID button for a second and press it again to turn on the LED.

8. When setting the iDRAC Service Module (iSM) monitoring attributes from the web interface, 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.
9. iDRAC supports iSM version 3.4.1 and above.

## Networking and IO

1. 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.
2. 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**.
3. 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**).
4. When Virtualization Mode is set to NPAR for network adapters 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**.
5. 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.
6. 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.
7. LC does not support SOCK4 proxy with credentials.
8. LC UI 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.
9. Because of internal UEFI network stack protocol implementation, there may be a delay while opening the LC UI **Network Settings** page or while applying the network setting.
10. 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 Repurpose and Retire operation is performed.
  - Network is configured with the network cable connected but the network card is replaced later.
11. 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 until the new values take effect. Any DHCP settings may take more time (>30 seconds) depending on the network environment.
12. When trying to save network details using the Network Configuration page of LC UI, 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.
13. If the Gateway IP is not configured in a network, the network settings and operations in LC UI may show some unexpected behavior.

## OS deployment

1. Operating system installation fails when the OS media volume name (label) is blank. Recommendation is to add a valid volume name for OS media (USB drive, DVD and so on) before starting the OS installation.
2. While installing SUSE Linux Enterprise Server (SLES) operating system, a media verification warning message may be displayed. This has no impact on the installation, to proceed, click **Yes**.

3. 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.

4. Deployment of Windows Server operating systems (OS) using LC may fail with one of the following messages:

- Windows installation cannot continue because a required driver could not be installed
- Product key required
- Windows cannot find the software license terms

This issue occurs 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.
5. LC may display multiple drive names for some CDs or DVDs, such as the ones containing operating systems.
  6. 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 is displayed only when the bit count (x86 or x64) of the OS does not match. For example, if Windows Server 2008 x64 is selected for installation and Windows Server 2008 x86 media is used, the warning is displayed.
  7. In Windows10, HTML5 plug-in does not support Virtual media connection on the following versions of Edge browsers:
    - a. Microsoft Edge 44.17763.1.0
    - b. Microsoft EdgeHTML 18.17763

## Security

1. Cryptographic Erase operation is not supported for hot-plugged NVMe disks. Reboot the server before starting the operation. If the operation continues to fail, ensure that CSIOR is enabled and that the NVMe disk is qualified by Dell EMC.

## Storage and storage controllers

1. While renaming a virtual disk (VD), using a . (period) is not allowed in the VD name.
2. If your system has a PERC card configured in Enhanced HBA mode and you downgrade iDRAC to an older version, the SET commands for storage configuration may fail. To resolve the issue, ensure that a Collect System Inventory On Reboot (CSIOR) is performed after the downgrade. To perform a CSIOR, use the following methods:
  - a. Completely turn off the system and then turn it on again.
  - b. Ensure that CSIOR is enabled before turning off the system.
  - c. Use the following RACADM command: `racadm serveraction powercycle`
3. Few legacy drives do not support the SMART ID #245 "Remaining Rated Write Endurance". In such cases, iDRAC interfaces may display the "Remaining Rated Write Endurance" attribute as unavailable.

## SupportAssist and parts replacement

1. Part-replacement of BOSS-S1 controller is not detected by Lifecycle Controller. After replacing the controller, follow the instructions in the controller's documentation.

## Firmware and driver update

1. 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.

2. Some of the supported components may not be displayed on the **Firmware Update > View Current Versions** page. To update this list, restart the system.
3. If the iDRAC firmware update is interrupted, you may have to wait up to 30 minutes before attempting another firmware update.
4. 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 User's Guide* available at [www.dell.com/idracmanuals](http://www.dell.com/idracmanuals).
5. After the CPLD firmware is updated on modular systems, the firmware update date is displayed as 2000-01-01 on the View Current Versions page. The update date and time is displayed according to the time zone configured on the server.
6. On some modular systems, after a firmware update, the Lifecycle Log displays the time-stamp as 1999-12-31 instead of the date on which the firmware update was performed.
7. 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.

## Miscellaneous

1. You may be unable to scroll using the keyboard. Use the mouse to scroll.
2. Due to a limitation of Google Chrome browser, HTML5 virtual console intermittently displays the following error message:

```
Chrome ran out of memory while trying to display the webpage.
```

3. When accessing the iDRAC web interface for the first time using Google Chrome version 59.0, the mouse pointer may not be visible. To display the mouse pointer, refresh the page or use Google Chrome version 61.0 or later.
4. If you use the HTML5 plug-in on Chrome version 61.0 to access Virtual Console, you cannot connect to Virtual Media. To connect to Virtual Media using the HTML5 plug-in, use Chrome version 63 or later.
5. Launching Virtual Console with Java plug-in fails after the iDRAC firmware is updated. Delete the Java cache and then launch the virtual console.
6. A Serial-On-Lan (SOL) session that has been active for more than five days or multiple reboots may get terminated automatically. If the session terminates, you must reinitiate the session.
7. Due to an issue with Safari, if an ipv6 literal address is used to log into the Web GUI, Safari is not able to launch the HTML5 based vConsole. Alternative options are to use Java based vConsole, or HTML5 vConsole by using the corresponding DNS name or by using an alternate browser in Mac OS.
8. iDRAC login page does not allow password entry using Firefox browser in Ubuntu management OS.
9. iDRAC and LC features cannot access CIFS or Samba shares when only SMBv1 protocol is enabled. All iDRAC features work with SMBv2 protocol. For information on enabling SMBv2 protocol, see the documentation for your operating system.
10. In Lifecycle Controller GUI, using keyboard to browse folders and files is not supported. Use the mouse to navigate through files and folders.

# Updating iDRAC firmware

## Topics:

- [Downloading iDRAC firmware installation file](#)
- [Updating iDRAC firmware from host OS](#)
- [Updating iDRAC remotely using iDRAC web interface](#)

## Downloading iDRAC firmware installation file

### About this task

 **NOTE:** For information about updating iDRAC firmware using various interfaces, see the *iDRAC User's Guide* available at [www.dell.com/idracmanuals](http://www.dell.com/idracmanuals).

### Steps

1. Go to <https://www.dell.com/support>.
2. In the **Enter a Service Tag, Serial Number...** field, type the Service Tag or the model number of your server, and press Enter or click the search icon.
3. On the product support page, click **Drivers & downloads**.
4. Select the appropriate operating system.
5. From the list, locate the iDRAC entry and click the download icon.

## Updating iDRAC firmware from host OS

From the host operating system, execute the installation package that you downloaded and follow the instructions of the update wizard.

For more information about opening executable files on your system, see the operating system's documentation.

## Updating iDRAC remotely using iDRAC web interface

### About this task

You can remotely update the firmware from the management stations using the iDRAC web interface.

### Steps

1. Extract the self-extracting installation package to the management station.
2. Access the iDRAC web interface using a supported web browser.
3. Log in as an administrator.
4. Click **Maintenance > System Update**.  
The **Manual Update** page is displayed.
5. Select **Local** to upload the firmware image from the local system.
6. Click **Browse**, select the .d9 file that you extracted or the Dell Update Package for Windows, and click **Upload**.
7. Wait for the upload to complete. After the upload is complete, the **Update Details** section displays the uploaded file and the status.
8. Select the firmware file and click **Install**.  
The message **RAC0603: Updating Job Queue** is displayed.

9. To view the status of the firmware update, click **Job Queue**.

### **Results**

After the update is complete, iDRAC restarts automatically.

# Lifecycle Controller Remote Services — client tools

## OpenWSMAN CLI

OpenWSMAN CLI is an open source Linux WSMAN client. You can use OpenWSMAN CLI to send WSMAN commands to Lifecycle Controller.

OpenWSMAN CLI source code and installation details are available at [sourceforge.net/projects/openwsman/files/wsmancli](https://sourceforge.net/projects/openwsman/files/wsmancli).

Sample OpenWSMAN CLI Command for an 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 WSMAN commands do not work without these options: -c, -v, and -V. See the OpenWSMAN CLI Readme for details about these options.

## Resources and support

For more information about the features of this release, see the documentation for iDRAC 4.10.10.10.

### Latest Release Notes

To access the latest Release Notes for this version of iDRAC:

1. Go to [www.dell.com/idracmanuals](http://www.dell.com/idracmanuals).
2. Click the link for the generation and then click the firmware series of iDRAC.
3. Click **DOCUMENTATION**.
4. Click **MANUALS AND DOCUMENTS**.

### Accessing documents using direct links

You can directly access the documents using the following links:

**Table 1. Direct links for documents**

| URL                                                                                             | Product                             |
|-------------------------------------------------------------------------------------------------|-------------------------------------|
| <a href="http://www.dell.com/idracmanuals">www.dell.com/idracmanuals</a>                        | iDRAC and Lifecycle Controller      |
| <a href="http://www.dell.com/cmcmanuals">www.dell.com/cmcmanuals</a>                            | Chassis Management Controller (CMC) |
| <a href="http://www.dell.com/esmmanuals">www.dell.com/esmmanuals</a>                            | Enterprise System Management        |
| <a href="https://www.dell.com/serviceabilitytools">https://www.dell.com/serviceabilitytools</a> | Serviceability Tools                |
| <a href="http://www.dell.com/omconnectionsclient">www.dell.com/omconnectionsclient</a>          | Client System Management            |

### Accessing documents using the product search

1. Go to <https://www.dell.com/support>.
2. In the **Enter a Service Tag, Serial Number...** search box, type the product name. For example, **PowerEdge** or **iDRAC**.  
A list of matching products is displayed.
3. Select your product and click the search icon or press enter.
4. Click **DOCUMENTATION**.
5. Click **MANUALS AND DOCUMENTS**.

### Accessing documents using product selector

You can also access documents by selecting your product.

1. Go to <https://www.dell.com/support>.
2. Click **Browse all products**.
3. Click the desired product category, such as Servers, Software, Storage, and so on.
4. Click the desired product and then click the desired version if applicable.  
 **NOTE:** For some products, you may need to navigate through the subcategories.
5. Click **DOCUMENTATION**.

6. Click **MANUALS AND DOCUMENTS**.

## Contacting Dell EMC

Dell EMC 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 EMC for sales, technical support, or customer service issues, see <https://www.dell.com/contactdell>.

If you do not have an active Internet connection, you can find contact information on your purchase invoice, packing slip, bill, or the product catalog.