

# iDRAC9 Version 5.00.00.00 Release Notes

## Release Summary

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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 multiple fixes and support for NVMeOF, HHTP/2, enhancements in the GUI to improve filtration of storage data, and also adds simplified view of PCIe slots inventory in the GUI as well as Redfish.

## Release date


June 2021

## 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).

## Minimum version

Updating iDRAC firmware from a previous version, such as 3.2x, 3.1x, 3.0x to this version is not supported. Update the firmware to version 3.30.30.30 first, and then update to this version.

 **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>.

## Previous Versions

- 4.32.10.00
- 4.40.00.00

- 4.40.10.00
- 4.40.40.00

## New and enhanced features

### iDRAC and LC firmware

- Support for NVMe Boot over Fibre Channel (NVMeOF).
- Support for firmware update of TPM 1.2 and 2.0 in 15th generation of PowerEdge servers.
- Simplified view of PCIe slots inventory
- Display the last used domain name by default in the login page (AD users).
- Enhanced SupportAssist Logs to include historical thermal inlet and outlet temperature.
- Added new filters in iDRAC GUI Storage page.
- Added option to clear the system critical status to healthy state when unconfigured internal drive is removed.
- Support for iDRAC SDK plugins for managing third-party cards

### Scripting -- All API and CLI related items

Added support for the following Redfish features:

- Redfish Life Cycle Events (RLCE) streams server lifecycle events for ResourceCreated, ResourceRemoved, and ResourceChanged message IDs
- HTTP/2 protocol for web server
- Support for following:
  - GraceFulRestart in Computer System action
  - OperationApplyTime option for update operations like SimpleUpdate, TransferProtocol and MultipartUpload
  - ConvergedInfra.1#AppRawData attribute
  - DelliDRACCardService.GetKVMSession OEM action
  - SEKM Enable and Rekey methods

### Monitoring and alerting

- All Metric Report Definitions (MRD) have three new properties ServiceTag, MetricReportDefinitionDigest, and iDRACFirmwareVersion. Digest property helps in identifying out-of-band changes in custom MRD outside the influence of the component that created it. It helps as a reference to track any changes made to the MRDs.

### Networking and IO

- Support for IPv6 Router-Advertised DNS configuration

### Support Assist and parts replacement

- CPU and Memory Utilization logging in Support Assist Collection
- Added PCIe tree of the system in the Support Assist Collection
- SupportAssist Logs to include historical thermal inlet and outlet temperature
- Added support for CPU and Memory Utilization logging in Support Assist Collection

# Fixes

## Authentication

- 196752: OpenSource IPMITOOL authentication fails USerID2 with a 20 character password.

## iDRAC and LC firmware

- 180173: Virtual Console goes into connecting viewer state if it is launched again after being in idle state for about 30 minutes.
- 179927: Virtual Console goes into connecting viewer state if multiple Virtual Console sessions are already running.
- 185487: Clearing the provisioning server IP through Remote Enablement fails in iDRAC HII.
- 187993: Incorrect job name created in job queue when DC PSU firmware is updated in Linux or Windows OS.
- 186848: iDRAC monitor critical errors that were displayed in LC logs after a VD is created in eHBA mode.
- 197946: Text alignment issues in Virtual Console session at 720x400 resolution with eHTML5 plug-in.

## Scripting -- All API and CLI-related items

- 183019: Fixed an issue that failed to display the Contains/ContainedBy relation between the enclosure chassis and modular enclosures.
- 194749: Server Configuration Profile (SCP) imports through Redfish fail if the system is in powered off state.
- 194991: Repository Update Job ID (JID) fails in RACADM interface if iDRAC firmware update is also in the repository update sequence.

## Networking and IO

- 165692: HTTP IPv6 share fails with FQDN.

## Storage and storage controllers


- 195431: CTL137 errors caused by NVME-MI timeout address change in Intel Channel NVME drives.
- 198347: vFLASH initialization failure due to mountpoint changes introduced in iDRAC9 4.40.00.00 firmware version.
- 194778 : UEFI0285 Secure Boot Policy error that is reported in LC logs after a system AC power cycle.

## Miscellaneous

- Tracking n/a: Linux BIN files displayed while parsing Linux catalogs.

## 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	Removal	Removal
 <b>NOTE:</b> Alternatively, use the Server Configuration Profiles (SCP) feature to import or export server configuration settings and firmware updates.		

Features	iDRAC9	iDRAC9 for PowerEdge Rx5xx/ Cx5xx
RBAP and Simple Identity profiles	Removal	Removal
WSMan	Deprecated	Deprecated
DCIM_account profile	Removal	Removal
Telnet and TLS 1.0	Removal	Removal

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

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

## Known issues — To be fixed in future releases

### Hardware

#### 1. CPU PPIN in Hardware inventory in iDRAC GUI shows as “Not Supported”

- Description** CPU PPIN in Hardware inventory in iDRAC GUI shows as "Not Supported" after iDRAC firmware update from previous version to 4.40.00.00.
- Workaround** Reboot the host so the CSIOR runs and populates supported CPU PPINs in Hardware inventory.
- Systems affected** All systems supported by this release.
- Tracking number** 185523

### iDRAC and LC firmware

#### 1. Crash capture displayed after firmware rollback

- Description** After downgrading iDRAC firmware from version 5.00.00.00 to any previous versions, a Crashcapture with empty file names is displayed in the Troubleshooting page even though the file does not exist. Capturing the crash video again may return an invalid file with extension type appended 1.mpg.
- Workaround** Reset the iDRAC to default configuration.
- Systems affected** All systems supported by this release.
- Tracking number** 199759

#### 2. Boot order settings change not showing in SCP export file

- Description** While trying to set the boot order over SCP, job completes successfully with planned value change in the inventory database. However, the SCP export file continues to show the old values with previous boot order.
- Workaround** Reboot the iDRAC after SCP import.
- Systems affected** All systems supported by this release.
- Tracking number** 199765

#### 3. vFlash detaching after iDRAC firmware update

- Description** Updating iDRAC firmware to version 4.40.00.00 or later may cause the vFlash partitions to detach on first boot after the update.
- Workaround** Reattach the detached vFlash partitions through any iDRAC interfaces after the first boot.
- Systems affected** All systems supported by this release.
- Tracking number** 194849

#### 4. Backplane Rollback contents not populating in iDRAC

**Description** After updating backplane firmware to a newer version and then updating it back to a previous version from host OS, the backplane information is not displayed while trying to apply the firmware Rollback.

**Workaround**

- Perform the following:
  - Reboot the iDRAC when an update is performed from host OS.
  - Use any iDRAC interfaces (RACADM/GUI/Redfish) for backplane update operation.

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

**Tracking number** 184368

#### 5. iDRAC time fails to synchronize when Server Configuration Profile is imported with SNTP settings

**Description** iDRAC time will not synchronize when Server Configuration Profile was exported with SNTP settings and then imported with SNTP settings.

**Workaround** Configure NTP settings and export the Server configuration Profile. Import the Server configuration profile with NTP and manually configure SNTP settings.

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

**Tracking number** 181069

#### 6. iDRAC unable to obtain the current time after reboot

**Description** While the system is in power off state, iDRAC fails to obtain the current time after it is reset. Older logs are displayed until iDRAC synchronizes with current time.

**Workaround** N/a.

**Systems affected** All PowerEdge Rxxx5/Cxxx5 systems supported by this release.

**Tracking number** 183347

## Monitoring and alerting

#### 1. LC logs not reporting iSM upgrade

**Description** After iSM is upgraded, LC logs may not report the upgrade with the ISM0007 message.

**Workaround** N/a

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

**Tracking number** 202630

#### 2. LC logs display incorrect message for PSU update

**Description** While updating PSU firmware with an invalid DUP, LC logs may display "SWC5016 - "Unable to update the firmware of the chassis Power Supply Unit (PSU) because one or more sleds installed on the chassis are currently powered on.".

**Workaround** N/a

**Systems affected** All DCS sleds supported by this release.

**Tracking number** 196376

#### 3. Getting RAC0182 message after upgrading iDRAC firmware

**Description** LC logs may display the message "RAC0182: The iDRAC firmware was rebooted with the following reason: watchdog" on systems with Intel Ethernet 25G 2P E810-XXV adapter (Firmware v20.0.18), if iDRAC firmware is updated to version 5.xx.

**Workaround** N/a

**Systems affected** PowerEdge XE8545

**Tracking number** 200573

#### 4. SEL events may not be correctly displayed in the earlier versions of iDRAC

**Description** New SEL events were introduced in iDRAC versions 4.4x. If iDRAC is rolled back to an earlier version, then new events logged in the version of iDRAC before it was rolled back may be displayed as an unknown event.

**Workaround** N/a  
**Systems affected** All PowerEdge Rx5x5 or Cx5x5 series servers supported by this release.  
**Tracking number** 186384

#### 5. PR1 & PR10 Lifecycle logs displayed during Retire and Repurpose operation

**Description** PR1 & PR10 logs are displayed in Lifecycle logs for PSUs when Retire and Repurpose operation is executed. This doesn't impact server functionality.  
**Workaround** N/a  
**Systems affected** All systems supported by this release.  
**Tracking number** 186119

#### 6. SupportAssist collection failing

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

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

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

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

**Description** 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)".  
**Workaround** N/A  
**Systems affected** All systems supported by this release.  
**Tracking number** 129440

## Networking and IO

#### 1. WWN details for the Mezz cards displayed randomly in the WWN/MAC GUI page

**Description** In certain configurations, if the NIC partitions are enabled, WWN/MAC page may display the MAC/WWN details for the Mezz cards that are installed in the system in random order. The display order may vary from the port or partition ordering.  
**Workaround** Go to the Network device page for specific device details that are associated with port and partitions.  
**Systems affected** PowerEdge MX series  
**Tracking number** 194452

#### 2. Unable to add iDRAC Static IP

**Description** After setting iDrac static IP using IPV4 group (IPv4.1.Address, IPv4.1.Gateway,IPv4.1.Netmask) using Redfish or RACADM interface, a new IP address may not apply and system may become inaccessible.  
**Workaround** Use the IPV4Static group (IPv4Static.1.Address, IPv4Static.1.Gateway,IPv4Static.1.Netmask) to set static IP address.  
**Systems affected** All systems supported by this release.

**Tracking number** 185458

### 3. Partial information displayed for Mellanox Cards

**Description** iDRAC interfaces only display partial information for the Mellanox network cards, such as, in InfiniBand mode the card is displayed as a NIC device. Also, no board manufacturer and version is available.

**Workaround** N/A

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

**Tracking number** 179265

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

**Description** For some NIC or FC cards, even if the device slot is disabled in BIOS, the slot may still get listed in the hardware inventory.

**Workaround** N/A

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

**Tracking number** 104535

## OS deployment

### 1. Getting an error SWC0018 during OS installation

**Description** Modifying BIOS Boot Mode while installing operating system through 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

### 2. Boot mode error during OS deployment

**Description** 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.

**Workaround** Before deploying OS using LC UI, change the boot mode to BIOS from BIOS setup (F2 at POST).

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

**Tracking number** 98665

## Automation — API and CLI

### 1. Firmware rollback fails with 400 status code

**Description** Performing firmware rollback using DellUpdateService through Redfish API may fail with a status code 400.

**Workaround** Use the SimpleUpdate action.

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

**Tracking number** 201442

### 2. RLCE reports incorrect value for fan sensor

**Description** Redfish Life Cycle Events may report incorrect data for fan sensor URI after a hot pluggable fan is removed.

**Workaround** Restart the host system.

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

**Tracking number** 193777

### 3. TelemetryService Redfish URI displaying removed components

**Description** TelemetryService Redfish URI `/redfish/v1/TelemetryService` continues to display the FQDD of a removed component under the path `Dell OEM FQDDList`.

**Workaround** Check the FQDDs in the hardware inventory.

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

**Tracking number** 202798

### 4. SCP jobs failing through RACADM

**Description** Updating configuration for NVMe Over FC fails with an LC log error stating " Unable to configure the target settings properties of the Fibre Channel in Mezzanine 1C Port 1".

**Workaround** Change configuration through iDRAC HII with IOIDOpt Disabled.

**Systems affected** All systems that support Qlogic FC adapter with NVMe Over FC features.

**Tracking number** 199872

### 5. RACADM autocomplete action not working on FirstNVMeTarget and SecondNVMeTgt

**Description** In RACADM cd mode, autocomplete action for `FirstNVMeTarget` returns incorrect suggestion list and for `SecondNVMeTgt` or `SeventhNVMeTgt` it does not return the expected output or stops the process.

**Workaround** Perform the following:

- If autocomplete action is not responding, press Enter to recover the RACADM prompt
- Use autocomplete action without entering RACADM cd mode.

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

**Tracking number** 194894

### 6. Service Validator reporting errors for Redfish API services

**Description** To continue support firmware backward compatible, you may get errors for Redfish API services in the Service Validator. They do not have any functional impact on the system and may be ignored.

**Workaround** N/a

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

**Tracking number** 183321

### 7. Performing GET with Top query parameter returns no error

**Description** Top query on a Parity URI instance returns complete response instead of an error code.

**Workaround** N/a

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

**Tracking number** 175801

### 8. Performing GET method on chassis PCIe slots displays all PCIe slots

**Description** iDRAC displays all the empty and populated slots as part of PCIe empty slot feature. All the 8 slots entries are seen under one sled even though only few are associated with that particular sled.

**Workaround** N/a

**Systems affected** PowerEdge FC640, PowerEdge R740XD

**Tracking number** 172943

### 9. Uploaded firmware link not available in SoftwareImages property

**Description** While performing GET method on BIOS or Manager Schema through Redfish, the `SoftwareImages` property may not display the uploaded firmware link.

**Workaround** N/A

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

**Tracking number** 156737

#### 10. 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

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

**Description** Creating a recurring job will fail if the same job was completed recently and its Task ID still exists.

**Workaround** Wait for ten minutes for the Task ID to be deleted.

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

**Tracking number** 147501

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

**Description** 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.

**Workaround** N/A

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

**Tracking number** 111564

## Storage and storage controllers

#### 1. Remote file share disconnecting

**Description** RFS may get disconnected if iDRAC IP is not reachable for some time.

**Workaround** Reboot iDRAC.

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

**Tracking number** 201672

#### 2. LC logs display incorrect version change for disks

**Description** After a disk firmware upgrade, LC logs may report it as a firmware downgrade with PR36 message.

**Workaround** Restart the host system.

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

**Tracking number** 197049

#### 3. Storage Devices displayed in gray text

**Description** After a reboot stress followed by BIOS update, storage devices may appear as not ready or in gray text.

**Workaround** Reset iDRAC.

**Systems affected** All PowerEdge Rx5xx/Cx5xx series supported by this release.

**Tracking number** 194537

#### 4. Deleting VD creates pending operation with empty data

**Description** When existing VD is deleted from iDRAC GUI using delete VD operation from the Virtual disk option and then added to pending operation, the pending operation displays no information. However, the delete VD pending operation is created successfully.

**Workaround** To successfully delete the VD and add to pending operations, perform the following steps:

- a. Select the Configuration option in iDRAC GUI

- b. Select Storage Configuration, then select the Controller and click Apply now.

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

**Tracking number** 184393

## Miscellaneous

### 1. vMedia performance degraded with QLogic QL41000

**Description** vMedia performance may be degraded when using it in Shared LOM mode with the QLogic QL41000 series OCP3 adapters with firmware version 15.15.11 and later.

**Workaround** Use a different LOM card or downgrade firmware version of QL41000 adapter.

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

**Tracking number** 199920

### 2. Degraded crash and boot log video quality

**Description** Displays rendering at higher resolution such as 1152x864, 1280x800, 1280x1024, 1400x900, 1600x900, 1600x1200, 1680x1050, 1920x1080, or 1920x1200 may cause a degradation in video quality.

**Workaround** Change the display resolution to 1024x768 or lower.

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

**Tracking number** 196892

### 3. Lagging keyboard or mouse

**Description** Internal buffer overrun may cause a lag in mouse or keyboard operation in Virtual console when the display resolution is set to 1920x1200.

**Workaround** Switch the display to default (1024x768) or lower resolutions.

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

**Tracking number** 199758

### 4. OME-M Deployment and Configuration Job Fails with Error LC063

**Description** OME-M deployment jobs fail when iDRAC NTP and Host NTP settings are out of sync.

**Workaround** Ensure that the Host OS and iDRAC NTP settings are set accurately.

**Systems affected** All PowerEdge MX series systems supported by this release.

**Tracking number** 195935

### 5. MAC identities displayed in RESERVED state

**Description** MAC identities displayed in RESERVED state for some of the partitions after Slot Deployment is performed using Attach and Apply Immediately operation.

**Workaround** Redeploy OMEM.

**Systems affected** All PowerEdge MX series systems supported by this release

**Tracking number** 194347

### 6. Virtual console display in iDRAC GUI is blurred

**Description** Virtual console display from iDRAC GUI is blurred for a fraction of second and gets corrected automatically when opened in Google chrome.

**Workaround** Use any other browser.

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

**Tracking number** 182595

### 7. Few Virtual Keyboard keys not working for other languages

**Description** Some keys or key combination may not provide the correct output for languages other than english.

**Workaround** Use the physical keyboard or Windows On-Screen Keyboard.

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

**Tracking number** 181505

#### 8. Disabling local server video attribute in iDRAC virtual console not supported

**Description** Local video does not turn off and remains on, regardless of the local video server settings in iDRAC virtual console.

**Workaround** N/a

**Systems affected** PowerEdge C6525, PowerEdge C6400.

**Tracking number** 171650

#### 9. 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

## Important notes

### Authentication

1. Ensure that you use digest authentication for HTTP/HTTPs share for all iDRAC and LC features, basic authentication is no longer supported and is blocked by iDRAC due to security risks.
2. If an Active Directory user is configured for SSO with RSA token authentication, then the RSA token is bypassed and user can log in directly. This is because RSA is not applicable for AD-SSO, Active Directory smart card, and local user smart card logins.

### BIOS and UEFI

1. While performing BIOS Recovery operation all iDRAC resets are blocked and if a iDRAC reset to default operation is performed, it causes iDRAC to be set to factory defaults and iDRAC will not reset. The condition is expected and a manual iDRAC reset is recommended.
2. 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.
3. 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.

### iDRAC firmware

1. To apply a firmware update that is scheduled and awaiting a host reboot, ensure that you perform a cold reboot instead of a warm reboot.
2. While performing a PSU firmware update through the host OS in the 15<sup>th</sup> Generation of PowerEdge servers, ensure that you perform a cold reboot to apply the update.
3. During OS deployment through SCP, if the SCP configuration file includes the attribute "OSD.1#AnswerFileName" then a virtual USB device OEMDRV is attached to the server that contains the file with responses for an unattended OS installation. This device will be available for the duration as specified in the optional attribute "OSD.1#ExposeDuration" in the template and if the attribute is not specified, it remains attached for about 18 hours. After the OS installation is complete, detaching the ISO and the driver pack also unmounts the OEMDRV device.

4. Before updating PSU firmware on PowerEdge C series systems, ensure that all the blades are powered off in the chassis first. If any of the blades are powered on, the PSU firmware update process may fail, and Lifecycle-Controller (LC) logs report the failure.
5. Adding an iDRAC system with firmware version 4.4x or later to a group manager of systems with iDRAC versions earlier than 3.xx, 4.0x, 4.1x, 4.2x, or 4.3x is not supported. Ensure that all the systems have the latest iDRAC firmware version 4.4x or any later versions.
6. While performing a firmware update or rollback through LifeCycle Controller (LC) GUI, the component information displayed in the table listing the available updates may be truncated if it exceeds the table column or row width.
7. After an iDRAC reboot, the iDRAC GUI may take some time to initialize causing some information to be unavailable or some options to be disabled.
8. While generating Server Configuration Profile templates using the Clone or Replace option, ensure that the template is updated using a password that complies with the restrictions set on the target iDRAC, or use the 'Include Password Hash' option.
9. After updating the iDRAC license to Data Center license, ensure that you reboot the iDRAC for Idle server detection feature related attributes to function.
10. Updating iDRAC firmware from version 3.3x to 4.xx or later using http/https/ftp share may fail if you use the default file name. Ensure to rename the file name before you proceed with the firmware update.
11. In LifeCycle Controller GUI, use the mouse to browse files or folders. Browsing files using keyboard is not supported.
12. 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.
13. 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.
14. When node initiated discovery or Group Manager is enabled, iDRAC uses mDNS to communicate through port 5353. Turn off the Group Manager and node initiated discovery to disable mDNS.
15. After iDRAC is upgraded to version 4.xx or later, you may stop receiving encrypted email alerts from iDRAC, if the external email server does not support encryption. iDRAC firmware version 4.xx or later includes 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`
16. 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>
17. 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.
18. 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.
19. Rollback is not supported for CPLD and HBA controllers.
20. 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.
21. This note is applicable only to PowerEdge M640 and FC640. After the BIOS recovery operation, host may not turn on. To recover from this condition, do a virtual/physical reseal operation of the blade server.
22. 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.
23. 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.
24. 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).
25. 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.
26. Lifecycle Controller supports ISO images with ISO-9660 format only. Other formats including combination with ISO-9660 are not recommended.

27. 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.
28. 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.
29. 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.
30. 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.

## Monitoring and alerting

1. OS collector application is now bundled with iDRAC Service Module version 4.0.1 and later versions. After iDRAC firmware is upgraded to version 4.40.40.00 or later versions, iDRAC inventory will no longer display OS Collector application separately in the firmware inventory page.
2. Redfish Life Cycle Events (RLCE) do not support event generation for collection resources.
3. For staged operations that require system reboot, after the system reboot is complete RLCE events for the operation may take up to 20 s depending on the system configuration.
4. A Redfish request to update or post with JSON format payload supports only the first valid JSON in the request. If additional text is passed in the payload, the text gets discarded.
5. While PERC inventory is in progress, Lifecycle controller logging may fail after a warm reboot by RTCEM for HBA, BOSS, or NVME drives.
6. AD/LDAP diagnostic results will display Not Run or Not Applicable for Ping Directory Server Tests. ICMP ping tests are no longer performed while running AD/LDAP diagnostics.
7. While clearing the Job queue using RACADM, WSMAN, or Redfish interface, it is recommended to use JID\_CLEARALL instead of JID\_CLEARALL\_FORCE. Use JID\_CLEARALL\_FORCE only to recover iDRAC Lifecycle controller from either a failed state or job that is stuck in running. It is also recommended that after you use "JID\_CLEARALL\_FORCE", iDRAC reset is needed to ensure iDRAC is back in a good working state.
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. 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.
10. 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>
```

11. 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.

## Networking and IO

1. In a SCP import job for enabling NPAR on a network port, if all partitions are not required then ensure that you apply the SCP import twice. Once to enable the NPAR on the port and the second time to disable the partitions that are not required.
2. For partition enabled COMMs adapter, a PR6 Lifecycle Log message may be displayed as partition-1 even though the values are configured as other than first partition.
3. When auto negotiation is disabled while iDRAC is in Shared LOM mode, the speed and duplex values shown in the GUI and RACADM output may not accurately show the actual speed and duplex on the link.
4. In systems with network adapters without internal temperature sensors, for some adapters the NIC temperature sensors metric value is reported as 0.
5. After iDRAC is upgraded to versions 4.xx 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.
6. 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.

7. 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.
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. 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.
10. While iDRAC is initializing, all communications with iDRAC may fail. For any service requests, wait until the initialization process is complete.
11. 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.
12. FRU objects or properties for Network adapters that are embedded on the motherboard are not available through any of the iDRAC interfaces.
13. The iDRAC feature “Topology LLDP” is not supported on 1 GbE controllers and on selected 10 GbE controllers (Intel X520, QLogic 578xx).
14. 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.xx or later.

## Automation — API and CLI

1. If you get 400 status code while performing Redfish MultipartUpload for firmware updates, wait for five minutes and retry the operation again.
2. When streaming alerts using Remote Syslog or Redfish event listener, not every message ID/message gets streamed. To confirm which message ID/messages can be streamed, see the [EEMI guide](#).
3. While accessing iDRAC GUI and Redfish through the same browser, if the webserver times out, then RedfishService may prompt you to enter the login credentials to create a session. Select Cancel to clear the Redfish login prompt and proceed to the iDRAC login page.
4. For Telemetry reports through subscription, if there are more than two subscriptions, it is recommended to update the Metric Report Recurrence interval to above 60 seconds.
5. In Redfish API, all BIOS certificate related operations are now supported using the new URI: /redfish/v1/Systems/{ComputerSystemId}/Boot/Certificates.
6. 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.
7. You may get an irrelevant response message while performing operating system method to Insert media with incorrect media for firmware upgradation or OS deployment.
8. 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.
9. iDRAC RESTful API with Redfish displays an error stating unacceptable header specified in request for commands that are run on PowerShell. Ensure that you include a header while using Powershell for any type of Redfish request.
10. Performing GET method on steps only shows the next scheduled jobs and not the completed jobs.
11. Performing Redfish Patch method on Read-Only property for PowerControl resource returns a 200 status code.
12. 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.
13. In RACADM interface, using XML escape symbols such as &lt; or &gt; or &amp; as AssetTag or as a substring in the AssetTag will be configured as regular characters that they represent.

## Security

1. Accessing iDRAC through OpenManage Enterprise Modular SSO may fail if iDRAC is configured with a short FQDN. Ensure that you configure iDRAC with full FQDN that includes a Hostname with Domain name.
2. 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.

3. CPLD firmware update has no impact on Trusted Platform Module enablement.
4. 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
5. In the software inventory, the hash value for iDRAC firmware is displayed as NA instead of hash.
6. 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.
7. 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 redundancy feature works after the iDRAC is set up for SSL certificate-based authentication.
8. When FCP is enabled, 'Default Password Warning' setting is disabled after the default user password is changed.
9. For enhanced security, keyboard interactive authentication is enabled on the iDRAC SSH Server. SSH clients now require keyboard interactive authentication before logging in a user in to iDRAC.

## Storage and storage controllers

1. While encrypting VDs through Lifecycle controller, ensure that the first VD in the list is selected. Selecting a VD that is already secured does not affect the existing encryption of the VD.
2. Before performing SecureErase on a vFlash, ensure that the partitions on the vFlash are detached.
3. Intel ColdStream NVMe devices do not support cryptographic erase. For more information, see Intel's documentation for the specific device.
4. Creating RAID using the selected controller is not supported through Lifecycle Controller interface. Use iDRAC GUI to create the virtual disk, then relaunch Lifecycle Controller and retry the deployment operation.
5. Before deleting a VD that hosts the OS, ensure that you uninstall iSM. If a VD is deleted without uninstalling iSM, LC log may display the error: "ISM0007 The iDRAC Service Module Communication has ended with iDRAC".
6. Critical event PDR1016 will not be generated when M.2 drives from the BOSS-S2 controller are removed since M.2 drives are directly attached to BOSS controller and not connected to the backplane.
7. SMART monitoring is disabled for a hard drive while it is set to Non-Raid mode.
8. 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.
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. 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.
11. For improved support on drives and operating system deployment, it is recommended to use the UEFI BIOS boot mode.
12. 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.
13. 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.
14. The iDRAC Virtual Keyboard labeling is changed to upper case to align it with the physical keyboard layout.

## Miscellaneous

1. Configuring Power Factor Correction (PFC) for power supplies in all 15<sup>th</sup> generation of PowerEdge systems is not supported.
2. While BIOS is set to Boot mode, boot capture video file size is limited to 2 MB. During the video capture, if the size of video file exceeds the limit, then only partial operation is captured.
3. CPLD update may fail if DUP method is used while power cap policy is enabled.
4. Remote File Share (RFS) through HTTP is only supported without authentication.

5. If part replacement is performed on systems with two PSUs while upgrade option is enabled, then the firmware update for both the PSUs are repeated once.
6. IPMItool interface does not report noncommunicative PSU status for PowerEdge Rx4xx/Cx4xx servers.
7. Arrow keys on virtual keyboard of the iDRAC Virtual Console with eHTML5 plug-in do not respond inside BIOS boot manager after the system reboots. Close and reopen the eHTML5 Virtual console session.
8. If SOL session is active for a long duration or if the system is rebooted multiple times, the SOL session gets terminated automatically.
9. For Dell online catalog update, downloads.dell.com only supports https protocol.
10. If you install OMSA while iSM is already installed and connected, iSM may restart after the OMSA installation is complete.
11. In SLES and RHEL, the native video players do not support the MPEG-1 video formats. To play the captured videos, install an MPEG decoder or a video player that supports this format.

## Limitations

### 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. Creating RAID 10 configuration is not supported through Redfish interface. Use the other iDRAC interfaces to create a RAID 10 configuration.
2. Sometimes, when using WSMAN, an Internal SSL Error is reported and the WSMAN command fails. If this issue occurs, retry the command.
3. 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**.
4. RACADM supports the underscore character (`_`) for `iDRAC.SerialRedirection.QuitKey` along with the existing symbols shown in the integrated help.
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.

### 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).
3. Blinking operations are not supported on the Virtual disk created on BOSS-S2 cards.

## iDRAC firmware

1. PowerEdge servers that shipped with iDRAC9 4.40.40.00 or later versions require stepped downgrades before rolling back to version 4.40.00.00 or older firmware. The iDRAC9 must be downgraded to 4.40.10.00 and then to the older firmware.
2. In Firmware Rollback page, the component names may vary in iDRAC GUI and Lifecycle Controller(LC) GUI.
3. Due to known limitations in OpenSource (SFCB), query filtering with long integers and lengthy strings may not work as expected.
4. 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.
5. 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.
6. 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.

7. 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.
8. 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 lcllog 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.
10. Redfish or other iDRAC interfaces only display the FQDD of a faulty part, use the LCLogs for detailed information.

## 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. Part number for Predictive failure message "PDR16" for NVMe drive may appear as "Not Available" immediately after the cold reboot. Allow some time after the cold reboot for iDRAC to initialize the inventory.
2. While renaming a virtual disk (VD), using a . (period) is not allowed in the VD name.
3. 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`
4. 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.
5. If a M.2 SATA drive attached to BOSS-S2 controller is removed, performing a blink operation may not fail for the removed drive.

## 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. CMC server component update does not support the iDRAC9 firmware packages. Use iDRAC GUI, RACADM interface, or OpenManage Enterprise Modular to perform any out-of-band updates of iDRAC9 firmware.
2. 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.
3. Some of the supported components may not be displayed on the **Firmware Update > View Current Versions** page. To update this list, restart the system.
4. If the iDRAC firmware update is interrupted, you may have to wait up to 30 minutes before attempting another firmware update.
5. 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 <https://www.dell.com/idracmanuals..>
6. 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.
7. On some modular systems, after a firmware update, the Lifecycle Log displays the timestamp as 1999-12-31 instead of the date on which the firmware update was performed.

8. 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.

## Environment and System Requirements


### 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
- BMC – Available on Dell PowerEdge C6420 only.

 **NOTE:** iDRAC Secure Enterprise Key Manager(SEKM) is not supported in this release on Dell PowerEdge MX740c and MX840c.

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 MX740c
- PowerEdge MX840c
- PowerEdge M640

- PowerEdge M640-VRTX
- PowerEdge R240
- PowerEdge R340
- PowerEdge R440
- PowerEdge R540
- PowerEdge R640
- PowerEdge R740
- PowerEdge R740xd
- PowerEdge R740xd2
- PowerEdge R840
- PowerEdge R940
- PowerEdge R940xa
- PowerEdge R6415
- PowerEdge R6515
- PowerEdge R6525
- PowerEdge R7415
- PowerEdge R7425
- PowerEdge R7515
- PowerEdge R7525
- PowerEdge T140
- PowerEdge T340
- PowerEdge T440
- PowerEdge T640
- PowerEdge XE2420
- PowerEdge XE7420
- PowerEdge XE7440
- PowerEdge XR2
- DCS9660
- DCS9670
- DCS9690
- DSS8440
- DSS9600
- DSS9620
- DSS9630
- Precision 7920 Rack
- 7920 XL Rack
- VxRail G560
- Dell EMC XC Core XC640 System
- Dell EMC XC Series XC640 Appliance
- Dell EMC XC Series XC6420 Appliance
- Dell EMC XC Core XC6515
- Dell EMC XC Core XC740xd2
- Dell EMC XC Core XC740xd System
- Dell EMC XC Series XC740xd Appliance
- Dell EMC XC Core XC940 System
- Dell EMC XC Series XC940 Appliance
- Dell EMC XC Core XCXR2
- PowerVault NX3200
- Dell Storage NX3330
- OEMR R7525
- OEMR R7515
- OEMR R7415
- OEMR R7425
- OEMR R6415
- OEMR R6515
- OEMR R6525

- OEMR R940
- OEMR R940XA
- OEMR R840
- OEMR R740
- OEMR R740xd
- OEMR R740xd2
- OEMR R640
- OEMR R540
- OEMR R440
- OEMR R340
- OEMR R240
- OEMR T440
- OEMR T640

## Supported managed server operating systems and hypervisors

- Microsoft Windows
  - 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 8.3
  - RHEL 7.9
- SLES
  - SLES 15 SP2
- Ubuntu
  - Ubuntu 20.04.1
- VMware
  - ESXi 6.7 U3
  - ESXi 7.0 U1

## 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), v10.0.1
- Dell EMC iDRAC Tools for Linux, v10.0.1
- Dell EMC iDRAC Tools for VMware ESXi (R), v10.0.1

This version contains:

- Remote/Local RACADM on Windows or Linux or ESXi
- IPMI Tool on Windows or Linux
- Secured Component Verification (SCV)

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

Before installing iDRAC tools from OM 9.5.0, you must uninstall any older versions of DRAC tools. For more information about uninstalling applications, see the documentation for your operating system.

## Updating iDRAC firmware

### Downloading iDRAC firmware installation file

 **NOTE:** For information about updating iDRAC firmware using various interfaces, see the *iDRAC User's Guide* available at <https://www.dell.com/idracmanuals..>

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

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

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**.

After the update is complete, iDRAC restarts automatically.

## Lifecycle Controller Remote Services — client tools

### Redfish API

For information about Redfish, see the DMTF website <https://www.dmtf.org/standards/redfish>. This website provides access to schema files, white papers, technical notes, and so on.

For iDRAC Redfish API guide, go to <https://developer.dell.com>

## Resources and support

For more information about the features of this release, see the documentation for iDRAC 5.xx.

### 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="https://www.dell.com/idracmanuals">https://www.dell.com/idracmanuals</a>	iDRAC and Lifecycle Controller
<a href="https://www.dell.com/cmcmmanuals">https://www.dell.com/cmcmmanuals</a>	Chassis Management Controller (CMC)
<a href="https://www.dell.com/esmmanuals">https://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="https://www.dell.com/omconnectionsclient">https://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**.

## Where to Get Help

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.

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