Dell EMC OpenManage Mobile iOS

Version 2.0.20 User's Guide

DELLEMC

Notes, cautions, and warnings

(i) **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.**

Contents

About OpenManage Mobile

OpenManage Mobile is a systems management application that enables you to monitor your datacenter from an iOS mobile device. OpenManage Mobile enables you to add one or more OpenManage Essentials consoles and/or Integrated Dell Remote Access Controllers (iDRACs) 7 or later. OpenManage Mobile provides OpenManage Essentials alerts to your mobile device and enables you to troubleshoot your hardware in case of emergencies. In addition, OpenManage Mobile allows you to view the health of your data center and perform basic tasks such as power control functions.

This document provides information about installing, using, and troubleshooting OpenManage Mobile.

Topics:

- What is new in this release

What is new in this release

What is new in this release

The release highlights are:

(i) **NOTE: For new features and latest fixes, it is recommended that you upgrade to OpenManage Mobile version 2.0.1.**

Password inventory - Extract the service tag, MAC address, and password details using the QR code available on the server and export it as a XML file.

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Setting up OpenManage Mobile

This chapter provides information about installing and starting OpenManage Mobile.

Topics:

Installing OpenManage Mobile

Prerequisites to install OpenManage Mobile:

- Ensure that you have iOS version 9 or later on your mobile device.
- Ensure that you have access to App Store Application on your mobile device.

To install OpenManage Mobile:

1. On your mobile device, open the **App Store** application.
2. Search for **OpenManage Mobile**.
3. Tap **OpenManage Mobile** in the search result, and tap **Get**.
4. Enter **Apple ID** password and click **OK**.

Starting OpenManage Mobile

To start OpenManage Mobile:

(i) **NOTE: An Internet connection is required when you start OpenManage Mobile for the first time. The application attempts to install a Apple Push Notification (APN) token and it can take up to one minute to complete the process.**

1. Search for **OMM** in the list of applications on your mobile device, and then tap **OMM** to start.
   The OpenManage Mobile End User License and Evaluation Agreement is displayed.
2. Read the terms in the agreement, and tap **Agree** .

(i) **NOTE: The Diagnostics and Usage screen is displayed only when you open OpenManage Mobile for the first time. If you want to enable sharing Diagnostics and usage at a later time, see Resetting OpenManage Mobile .**

The **Diagnostics and Usage** screen is displayed.
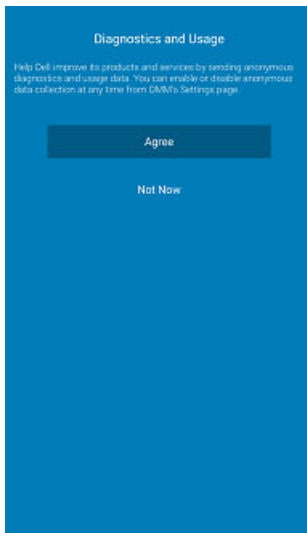
Figure 1. Diagnostics and Usage

3. Tap **Agree**.
   The **PASSWORD SETTINGS** screen is displayed.
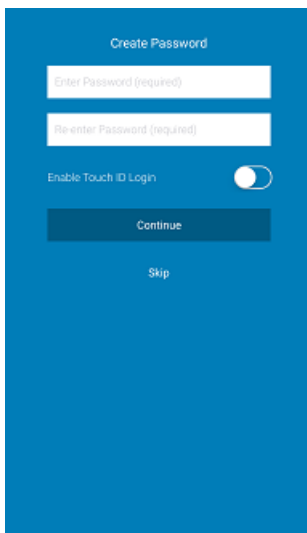
Figure 2. Password settings

4. The **Demo Mode** screen is displayed.Tap one of the following based on your preference:

   · **Try Demo mode now**: To open OpenManage Mobile in demo mode, see Enabling or Disabling Demo Mode.
   · **Continue to OpenManage Mobile**: To open the OpenManage Mobile home screen.

   The OpenManage Mobile home screen is displayed.

Logging in by using fingerprint authentication

Fingerprint authentication must be enabled in OpenManage Mobile to login using your registered fingerprint.

To login using fingerprint authentication:

1. Start OpenManage Mobile.
   The **Login to OMM** screen is displayed.
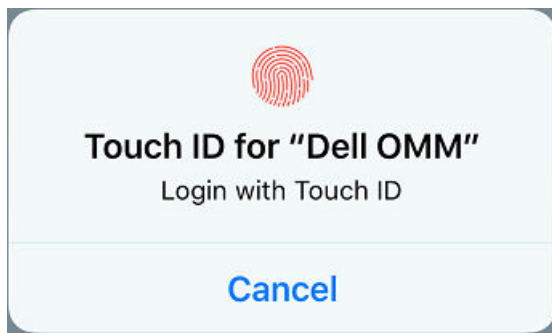
Figure 3. Login to OMM

2. Swipe your registered fingerprint on the fingerprint sensor.
   If the authentication is successful, the **Fingerprint recognised** message is displayed.

The OpenManage Mobile home screen is displayed.

Viewing OpenManage Mobile home screen

To view the OpenManage Mobile home screen:

1. Start OpenManage Mobile.
2. If applicable, enter the OpenManage Mobile password and tap **Login**.
   The OpenManage Mobile home screen is displayed. By Default all the Servers and OpenManage Essentials are displayed. You can filter the devices by using the drop-down menu available on the top of the Home page.

   To view the list of iDRAC devices added, tap **iDRAC** on the OpenManage Mobile home screen.
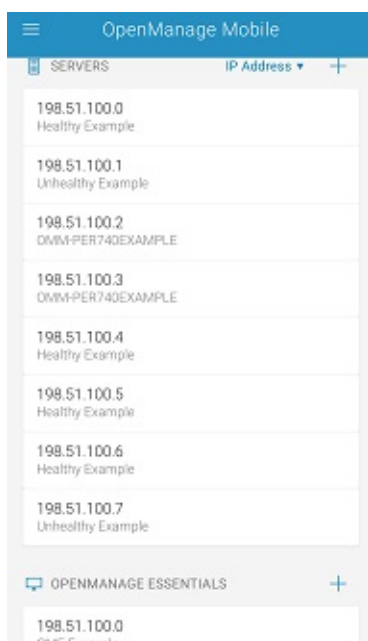
Figure 4. Home screen

(i) **NOTE: To add an OpenManage Essentials console, see Adding OME**

(i) **NOTE: To add an iDRAC, see Adding iDRAC**

Navigation menu

The navigation menu allows you to quickly navigate to various screens. The following are the available navigation options:
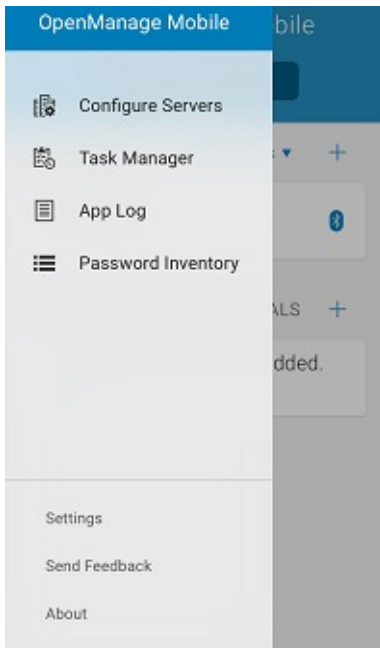
Figure 5. Navigation menu

- **Configure Servers** — Allows you to deploy and manage server configurations using OpenManage Mobile.
- **Task Manager** — Allows you to view the actions performed in OpenManage Mobile.
- **App Log** — Displays the application log severity and details.
- **Password Inventory** — Extract the service tag, MAC address, and password details using the QR code available on the server.
- **Settings** — Navigates to the **Settings** screen.
- **Send Feedback** — Allows you to send an email feedback to Dell using the default email application.
- **About** — Allows you to view the OpenManage Mobile version and links to related resources.

Demo Mode

Demo mode allows you to explore the features of OpenManage Mobile. You can work on basic OpenManage Mobile features such as creating and deleting hosts, viewing alerts, and so on.

ⓘ **NOTE: Features that require a network connection will not work in demo mode.**

ⓘ **NOTE: Enabling demo mode does not clear the information saved by you on OpenManage Mobile. When you disable demo mode the information saved by you will be restored to OpenManage Mobile.**

To enable to disable demo mode:

1. Tap the Navigation menu icon.
2. Tap **Settings** .
   The **Settings** screen is displayed.
3. Use the **Enable Demo Mode** toggle switch to enable or disable the demo mode.

Configuring analytics settings

The analytics settings in OpenManage Mobile collects information about the actions you perform in OpenManage Mobile and sends it to Dell. The information is used by Dell to enhance the functionality of the application. You can choose to enable to disable analytics settings based on your preference.

ⓘ **NOTE: The analytics data collected by OpenManage Mobile does not contain any Personally Identifiable Information (PII). The collected data will be treated in accordance with the Dell Privacy Policy available for review at Dell.com/ privacy.**

ⓘ **NOTE: You will be prompted to configure the analytics settings when you start OpenManage Mobile for the first time after an installation or upgrade.**

To configure the analytics settings:

1. Tap .
2. Tap **Settings**.
   The **Settings** screen is displayed.
3. Use the **Share Anonymous Data** toggle switch to enable or disable sharing Analytics Data Collection.

Resetting OpenManage Mobile

This feature allows you to reset OpenManage Mobile to original settings and start a new session. You can use the reset option if the OpenManage Mobile password is not retrievable.

ⓘ **NOTE: Resetting OpenManage Mobile with delete all user entered information such as Login Password, Saved hosts, Logs, Analytics data, and so on.**

To reset OpenManage Mobile:

1. Tap the Navigation menu icon.
2. Tap **Settings**.
   The **Settings** screen is displayed.
3. Tap **Reset OpenManage Mobile**.
   The **Are you sure?** pop up message is displayed.
4. Tap **Yes** to reset OpenManage Mobile application.
   The Confirm Reset pop up message is displayed.
5. Tap **Reset**.
   You will be redirected to the OpenManage End User Lisence Agreement screen.

Managing OpenManage Essentials console

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

Topics:

Adding an OpenManage Essentials console

Prerequisites to add an OME:

- Ensure that you have installed the latest OpenManage Essentials version.
- Ensure that you have VPN or internal Wi-Fi access to the OpenManage Essentials network on the mobile device.

To add an OpenManage Essentials console:

1. Start OpenManage Mobile.
2. If applicable, type the OpenManage Mobile password and tap **Login**.
   The OpenManage Mobile home screen is displayed.
3. Tap ➕ next to the OpenManage Essentials title.
   The **Add OME** screen is displayed.
4. Type the **IP/hostname**, **Username**, **Password**, **Domain** (if applicable), and **Description** (optional) of the OpenManage Essentials console.
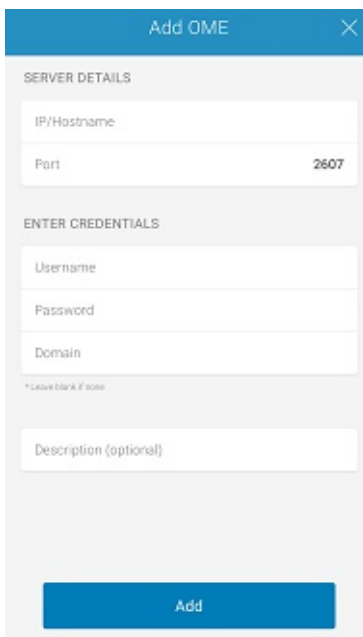
Figure 6. Adding OME (phone view)
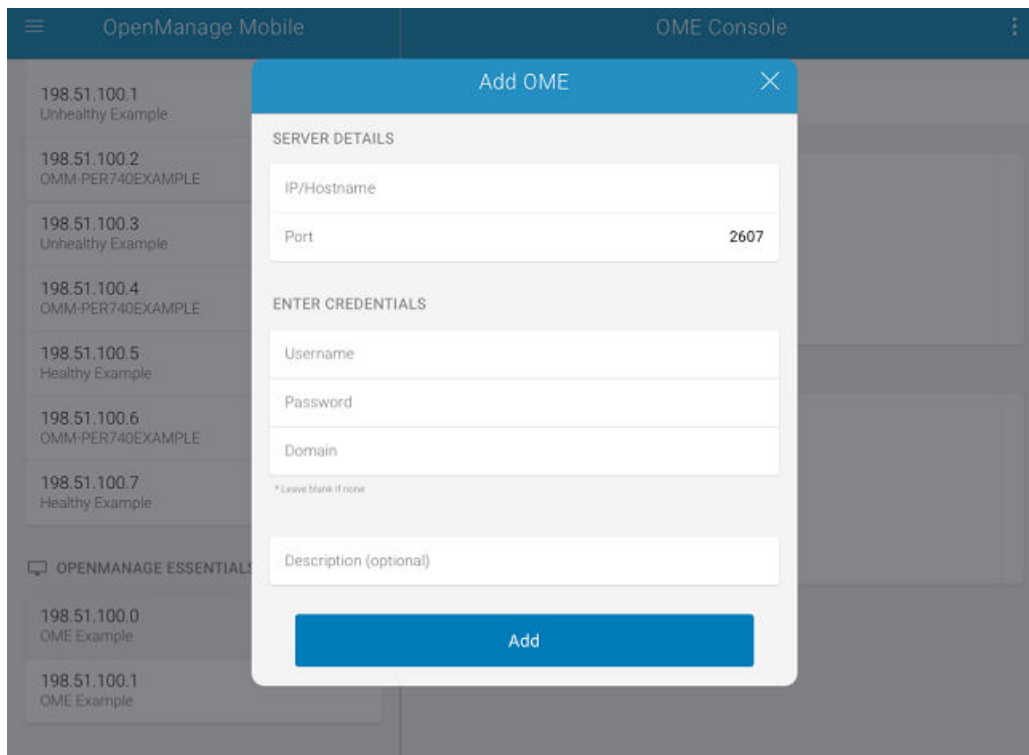
Figure 7. Adding OME (tablet view)

5. To save the connection details, tap **Add**.
   The OpenManage Essentials SSL certificate is displayed.
6. Tap **Yes** to accept the certificate and save the OpenManage Essentials console.
7. On the **Set Alert Subscription** screen, select the appropriate alert filter for push notifications and tap **Save**.

   (i) **NOTE: To set a custom alert filter, see *OpenManage Essentials User's Guide*.**

   (i) **NOTE: If you do not want to receive push notifications, you can disable it using the *enable push notifications* toggle box.**

   (i) **NOTE: In certain situations, there may be a delay in receiving push notifications in OpenManage Mobile. For more information about this, see Troubleshooting OpenManage Mobile.**

The newly added OpenManage Essentials console dashboard is displayed.

Viewing OpenManage Essentials dashboard

To view the OpenManage Essentials dashboard:

1. On the OpenManage Mobile home screen, tap the appropriate OpenManage Essentials console.
   The appropriate OpenManage Essentials dashboard is displayed.
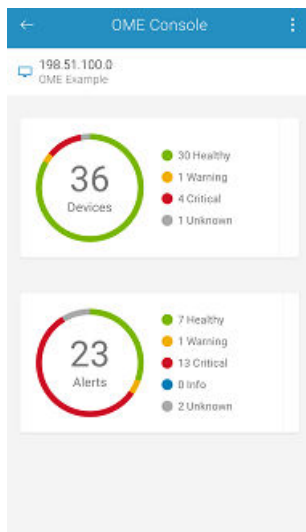
Figure 8. OME dashboard

- 🔴 indicates the number of devices or alerts that are critical.

- 🟠 indicates the number of devices or alerts that are with warning status.

- 🟢 indicates the number of devices or alerts that are healthy.

- ⚪ indicates the number of devices or alerts that are unknown.

- 🔵 indicates the available information about the devices or alerts.

2. Tap **Devices by health** to view the devices managed by OpenManage Essentials and tap **Alerts by severity** to view the alerts.

   ⓘ **NOTE: To share the information using an application available on your device, tap ⋮ and select the share option.**

Refreshing OpenManage Mobile data for any screen

To refresh the information displayed in OpenManage Mobile:

Perform one of the following:

- Touch and swipe down on any screen.

Viewing devices in an OpenManage Essential console

To view the devices by health of an OpenManage Essential console:

1. On the OpenManage Mobile home screen, tap the appropriate OpenManage Essentials console.
2. In the OpenManage Essentials dashboard, tap **Devices**.
   The **All Devices** screen is displayed.
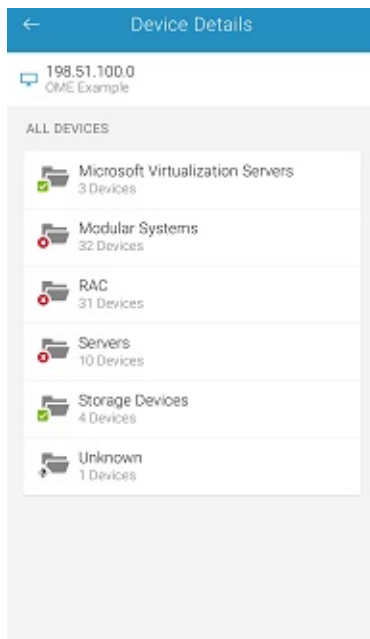
Figure 9. All devices

3. Tap the appropriate device category and then tap to select the device you want to view.
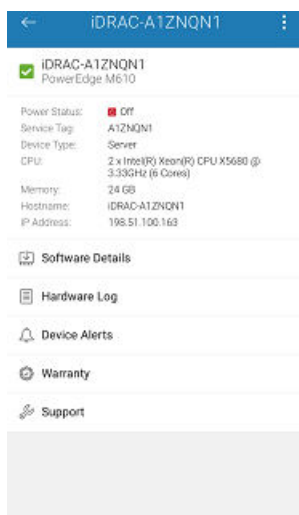
Figure 10. Device details

The inventory information of the devices managed by OpenManage Essentials is displayed.

4. Tap **Software Details** to view the software details of the device, tap **Hardware Logs** to view the hardware log, tap **Device Alerts** to view the alerts, tap **Warranty Information** to view warranty information of the device, and tap **Support** to access the Dell Quick Resource Locator website.

Viewing software details

To view the software details:

- On the **Device Details** screen, tap **Software details**.

  The **Software Details** screen is displayed with the software information of an OME.

Viewing hardware log

To view the hardware log:

- On the **Device Details** screen, tap **Hardware Log**.

The **Hardware log** screen is displayed.

Viewing the warranty information

To view the warranty information:

- On the **Device Details** screen, tap **Warranty Information**.

  The **Warranty** screen is displayed.

  ⓘ **NOTE: An internet connection is required to view the warranty information.**

Accessing Dell Quick Resource Locator website through OME

To access the Dell QRL website:

- On the **Device Details** screen, tap **Support**.

  The Dell Quick Resource Locator website is displayed in a new web browser.

  ⓘ **NOTE: An internet connection is required to access the Dell Quick Resource Locator website.**

Viewing alerts in OpenManage Essentials

To view the alerts in OpenManage Essentials:

1. On the OpenManage Mobile home screen, tap the OpenManage Essentials console you want to view alerts for.
2. Tap **Alerts by severity**.

   ⓘ **NOTE: You can filter the alerts by using the drop-down menu available on the top of the Alerts page.**

   ⓘ **NOTE: You can perform action on multiple alerts, for more information see Performing action on multiple alerts.**

   The alerts that are associated with the selected OpenManage Essentials are displayed.

3. Tap the alert you want to view details for.
   The **Alert Details** screen is displayed.

Figure 11. Alerts and Alerts Details (phone view)
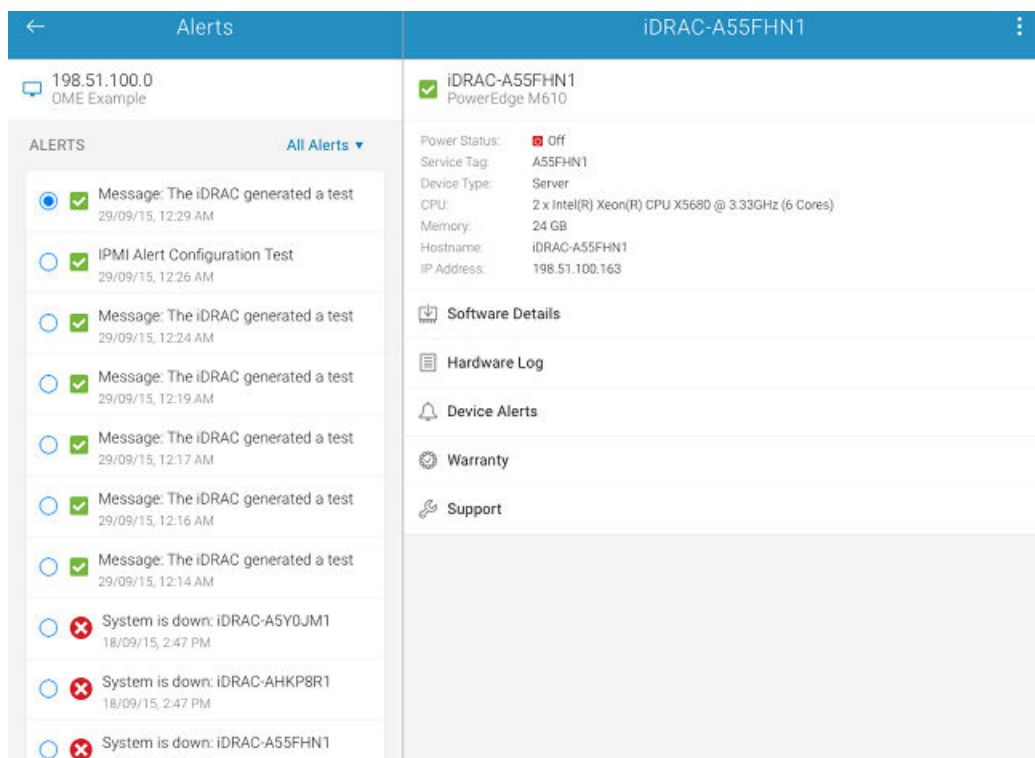
Figure 12. Alerts and Alerts Details (tablet view)

You can forward, acknowledge, or delete an alert.

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

Performing an action on multiple alerts

To Perform an action on multiple alerts:

1. On the **OME Console** screen, tap **Alerts by severity**.
   The **Alerts** screen is displayed.
2. Tap **Edit**
3. Select multiple alerts by selecting the check box on the left of each alert and tap **Delete** to delete the alerts, tap **Acknowledge** to acknowledge the alerts, or tap **Share** to share the selected alerts.
4. Tap **View Progress** in the next window to view the status of the action performed.
   The **Alert Task** screen is displayed with the status information of the action.
5. Tap **Back** to view the task manager.
   The **Task Manager** screen is displayed with the list of tasks.
6. Tap **Back** to return to the OpenManage Mobile Home screen.

Acknowledging an alert

To acknowledge an alert:

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

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

ⓘ **NOTE: To share the information using an application available on your device, tap ⋮ and select the share option.**

Sharing an alert

To share an alert:

1. On the **Alert Details** screen, tap ⬆️ to share an alert.

2. Select the option you want to use to share the alert details.

Figure 13. Alert sharing options

Deleting an alert

To delete an alert:

1. On the **Alert Details** screen, select the alerts you want to delete and tap **Delete** to delete an alert.
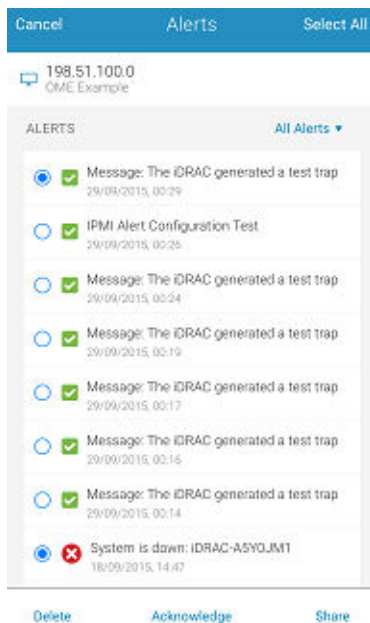
Figure 14. Deleting alerts

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

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

Editing connection details of an OpenManage Essentials console

To edit the connection details of the OpenManage Essentials console:

1. On the OpenManage Mobile home screen, perform the following steps:
   - Tap the OpenManage Essentials console you want to edit.

     The OpenManage Essentials dashboard is displayed.

     a. Tap ⋮.
     b. Tap **Edit Connection**.

   The **Edit Connection** screen is displayed.
2. Edit the **IP/hostname**, **Domain** (if applicable), **Username**, **Password**, and **Description** (optional) as required.
3. Tap **Update**.
   On the **Set Alert Subscription** screen, edit the alert filter subscription if needed.
4. Tap **Save** to save the connection.

The OpenManage Essentials dashboard is displayed.

Deleting an OpenManage Essentials console

To delete an OpenManage Essentials console from OpenManage Mobile:

1. On the OpenManage Mobile home screen, perform one of the following steps:
   - Swipe the appropriate OME to the left.

     a. Tap **Delete**.
     b. In the **Delete Confirmation** box, tap **Yes**.
   - Tap the OpenManage Essentials console you want to remove.

     The **OpenManage Essentials** screen is displayed.

     a. Tap ⋮.
     b. Tap **Edit Connection**.
     c. Tap **Delete Device**.

   ⓘ **NOTE: If OpenManage Mobile is unable to contact the OpenManage Essentials server when the console is deleted, the OpenManage Essentials server retains the device in its mobile subscribers list until it is manually deleted. For more information about deleting a mobile subscriber, see *OpenManage Essentials User's Guide*.**

   The Delete Confirmation screen is displayed.
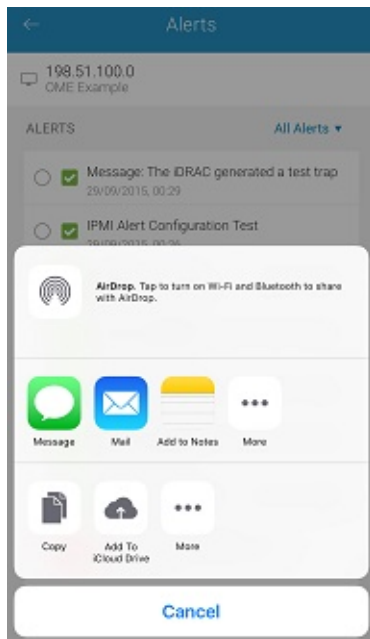2. Tap **Delete**.

The OpenManage Essentials console is deleted from OpenManage Mobile.

Performing power control operations

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

- Performing power control operations on a server managed by OpenManage Essentials
- Performing Power Control Operations on an iDRAC

Performing power control operations on a server managed by OpenManage Essentials

For devices managed by OpenManage Essentials, power control operations are supported only on iDRACs and servers.

To perform a power control operation:

1. On the OpenManage Mobile home screen, tap the appropriate OpenManage Essentials console.
2. In the OpenManage Essentials dashboard, tap **Devices by health**.
   The **All Devices** screen is displayed.
3. Tap the appropriate device category (for example, **RAC**), and then tap to select the device you want to perform power control operation on.
   The **Device Details** screen is displayed.
4. Tap ⋮ and select **Power Options**.
   The supported power control operations are displayed.
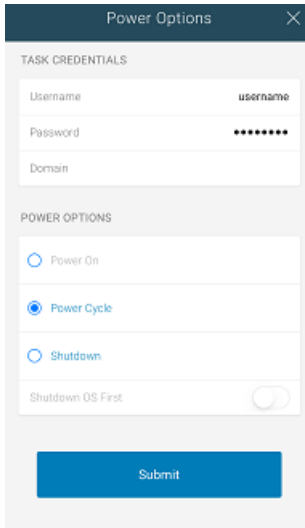
Figure 15. Power control options

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

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

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

RACADM Commands

RACADM Commands

(i) NOTE: **Only users with iDRAC configure privileges are allowed to modify the settings.**

RACADM Commands allows you to run a set of predefined commands . The generic GET and SET sub-commands are used to configure and retrieve the objects. The available **RACADM commands** are as mentioned below:

· **System Information**
· **Hardware Inventory**
· **License Information**
· **Software Inventory**
· **Job Information**
· **Custom Command**

Performing RACADM Command operations

Performing RACADM Command operations

Ensure the device is connected to the appropriate server and network.

(i) NOTE: **The RACADM commands can also be performed via WSMAN or Quick Sync over WiFI.**

To perform **RACADM command** operations:

1. From the Home screen, tap the appropriate server.
2. Tap **Options**.
3. Tap **Run RACADM command**.
   The RACADM commands screen is displayed.
4. Tap one of the following commands mentioned below:

   · **System Information**
   · **Hardware Inventory**
   · **Hardware Inventory**
   · **License Information**
   · **Software Inventory**
   · **Job Information**
   · **Custom Command** - You can manually type a RACADM command to perform any server operation.

   The available report is displayed.
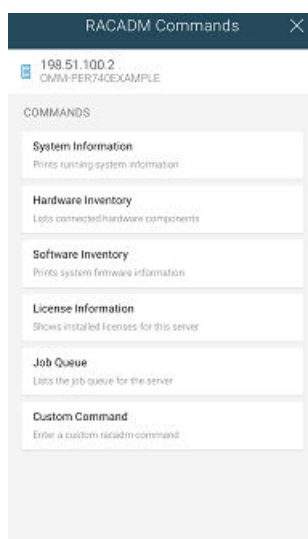
Figure 16. RACADM Commands

AutoConfiguration using XML configuration file

AutoConfiguration using XML configuration file

You can utilize the XML configuration file in OpenManage Mobile. The XML file can be accessed from the shared network folder. The XML files are configured uniquely using the DHCP sever. The available **DHCP Provisioning** options are:

· **Enable once**
· **Enable once after reset**
· **Enable always**

(i) NOTE: **This option is available only for servers with iDRAC Enterprise license.**

iDRAC configuration using WS-MAN portal

iDRAC configuration using WS-MAN portal

To configure the iDRAC configuration using WS-MAN portal:

1. From the Home screen, tap the appropriate server.
2. Tap **Options**.
3. Tap **Configure**.
4. Enable **Auto Config** using the toggle switch.
   The Select DHCP Provisioning dialog box is displayed.
5. Tap one of the following options to configure the **DHCP Provisioning**:

- **Enable Once**
- **Enable Once After Reset**
- **Disabled**

6. Tap **Next**.

The configuration is saved and the status can be viewed in the **Task Manager**.

4

Managing iDRAC

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

Topics:

Adding an iDRAC

Prerequisites to add an iDRAC:

- Ensure that you have iDRAC 7 or later with Enterprise or Express edition license.
- Ensure that you have VPN or internal Wi-Fi access to the iDRAC network from your mobile device.
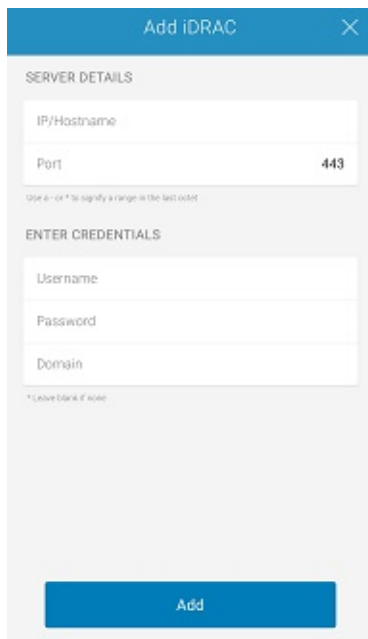
You can add an iDRAC :

- Using WS-Man Protocol
- Using IP range

Adding an iDRAC using WS-Man Protocol

To add an iDRAC using WS-Man Protocol:

1. Start OpenManage Mobile.
2. If applicable, type the OpenManage Mobile password and tap **Login**.
   OpenManage Mobile home screen is displayed.
3. Tap ✚ next to the server section.
   The **Connection Method** pop up window is displayed.
4. .
5. Type the **Hostname or IP**, **Username**, **Password**, and **Domain** (if applicable) of the iDRAC.
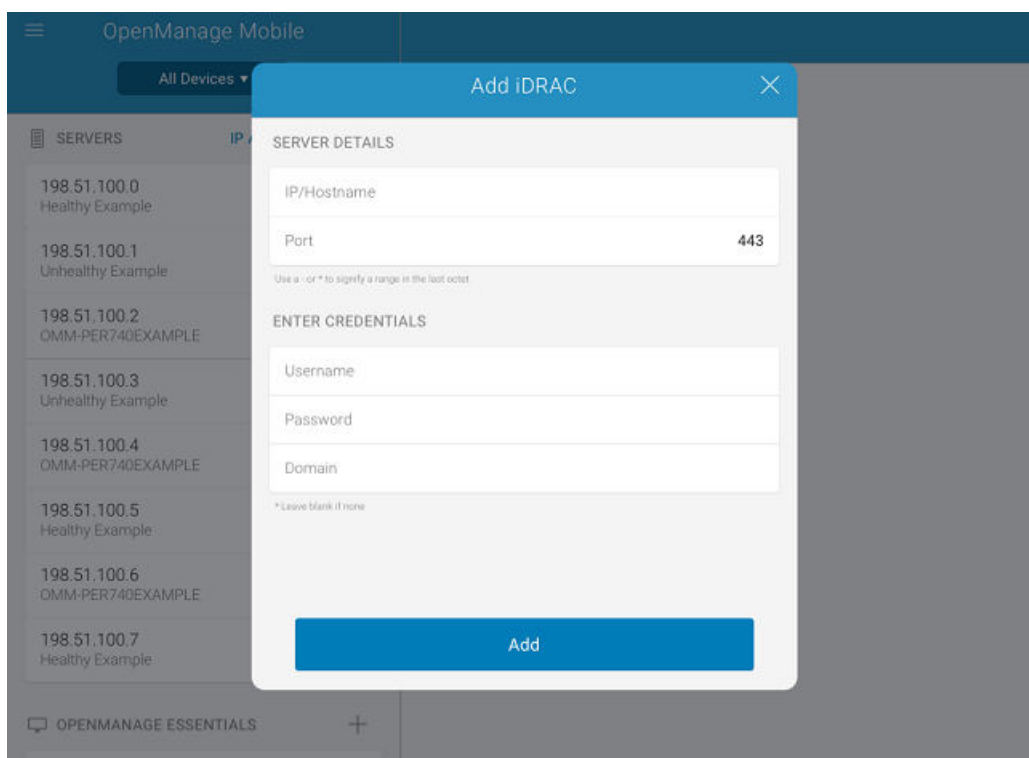
Figure 17. Add iDRAC (phone view)

Figure 18. Add iDRAC (tablet view)

6. To save the connection details, tap **Add**.
   The iDRAC SSL certificate is displayed.

7. Tap **Yes** to accept the certificate and save the iDRAC.

The **iDRAC Details** screen is displayed.

Adding multiple iDRACs using the IP range

This feature allows you to add multiple iDRACs using iDRAC range.

(i) **NOTE: You can add multiple iDRACs only if the username and password is the same.**

To add multiple iDRACs:

1. Start OpenManage Mobile.
2. If applicable, type the OpenManage Mobile password and tap **Login**

   .

   OpenManage Mobile home screen is displayed.
3. Tap ✛ next to the server section.

   The **Connection Method** pop up window is displayed.
4. Type the start and end range of the iDRACs in the last octet separated by a dash in the **IP/Hostname**. For example 192.168.0.50-100

   (i) **NOTE: You can also add all the iDRACs in the range using a * for the last octet. For example, 192.168.0.*.**
5. Type the **Username**, **Password**, and **Domain** (if applicable) of the iDRAC and tap **Add**.The process of adding multiple iDRACs is initiated. You can check the status of the process in the task manager.
6. Tap **Add**.

   The process of adding multiple iDRACs is initiated. You can check the status of the process in the task manager.

Quick Sync 2

Quick Sync 2 uses the built-in wireless capabilities of Quick Sync 2 equipped PowerEdge servers do directly manage those servers. Quick Sync 2 uses encrypted Bluetooth Low Energy (BLE) and dedicated Wifi connections. Quick Sync 2 is activated on the server via the connection button.

An infrastructure network will use your Wifi base station or VPN connection to communicate with the iDRAC IP-based management network connected to the iDRAC's wired Ethernet port. The connection will use the WS-Man protocol.

Adding an iDRAC using Quick Sync 2

1. On the OpenManage Mobile home screen, tap ✛ on the top right corner.
   The Add screen is displayed.
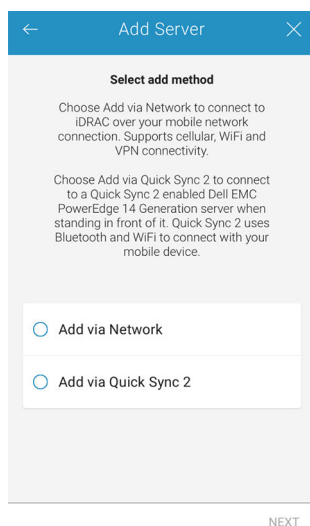
Figure 19. Quick Sync 2

2. Tap **Server** and click **Next**.
   The Add server screen is displayed.
3. Tap **Add via Quick Sync 2** and click **Next**.
   A video on how to enable the bluetooth connection is displayed.
4. Click **Next**
   The bluetooth permission pop up message is displayed.
5. Tap **Allow**.

ⓘ **NOTE: Go to Settings to enable the bluetooth.**

The BLE Device Scan screen is displayed.

6. Select the appropriate server and click next.
   The certificate acceptance screen is displayed.

7. Tap **Yes** to proceed.
   The iDRAC authentication screen is displayed.

   ⓘ **NOTE: To display the iDRAC authentication pop up, ensure the Read Authentication option is enabled in the server.**

8. You can authenticate the iDRAC in one of the following ways:

   QR Scan:

   a) On the credentials page, Tap **SCAN QR CODE**.
      The camera access permission pop up message is displayed.
   b) The credential is auto populated. Tap **Add Device**.

      Position the camera to scan the QRL.

      ⓘ **NOTE: To enter the credentials manually or by using QR Scan, enable Read authentication on the server.**

   Manual credentials:

   a) Tap **ENTER MANUALLY**.
   b) Enter the credentials to add the iDRAC.
   c) Tap **Submit** .

The appropriate iDRAC server is added to the homepage.

Viewing iDRAC dashboard

To view the iDRAC dashboard:

1. On the OpenManage Mobile home screen, tap the appropriate iDRAC console.
   The iDRAC dashboard is displayed.

Figure 20. iDRAC dashboard (phone view)
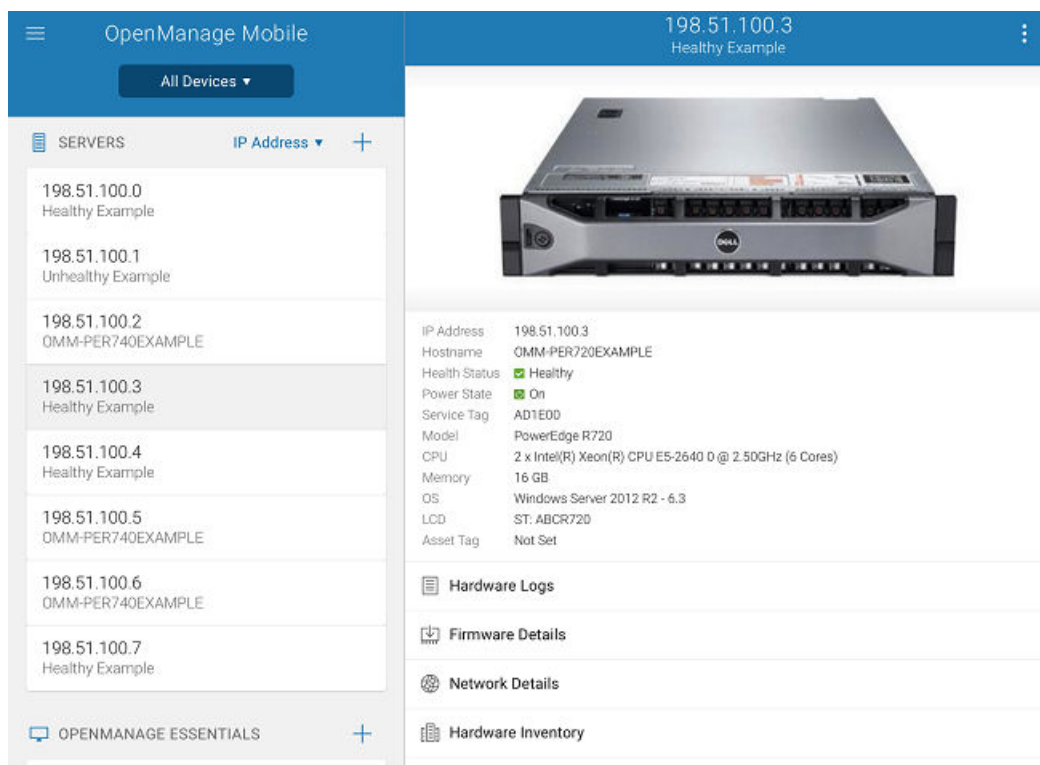
Figure 21. iDRAC dashboard (tablet view)

2. You can view the detail and status of the options below

- **Hardware Log**- View the hardware logs.
- **Firmware Details**- View the firmware details.
- **Network Details**- View the network details.
- **Hardware Inventory**- View the Hardware Inventory. You can view the **Memory** and **CPU** details.
- **Health Status**- View the health status.
- **Warranty Information**- View the warranty information.
- **Location Details**- View the Data Center, Room, Aisle, Rack, and Slot.
- **Support**- Access the Dell Quick Resource Locator website.

ⓘ **NOTE: To share the information using an application available on your device, tap ⋮ and select the share option.**

Viewing hardware logs of an iDRAC

To view the hardware logs of an iDRAC:

1. In the **iDRAC Details** screen, tap **Hardware Log**.
   The **Hardware Log** screen is displayed.
2. Select **System Event Log** or **Lifecycle Log** from the list that is displayed.
3. Tap the appropriate log entry for additional details.
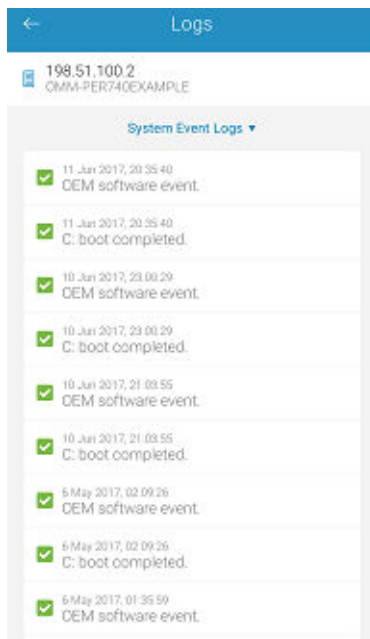
Figure 22. Hardware logs

ⓘ **NOTE: Retrieving hardware logs may take a few minutes.**

Viewing firmware details of an iDRAC

To view the firmware details of an iDRAC:

- In the **iDRAC Details** screen, tap **Firmware Details**.

  The **Firmware Details** screen is displayed.
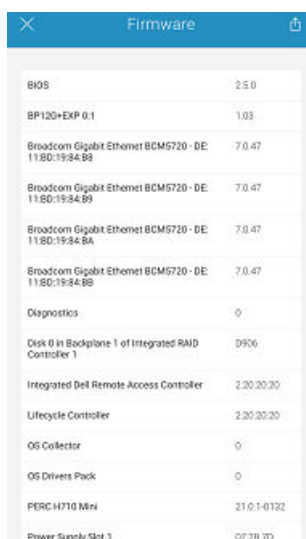
Figure 23. Firmware details

Viewing network details of an iDRAC

To view the network details of an iDRAC:

In the **iDRAC Details** screen, tap **Network Details**.
The **Network Details** screen is displayed.

Figure 24. Network details

Viewing health status of an iDRAC

To view the health status of an iDRAC:

- In the **iDRAC Details** screen, tap **Health Status.**

  The **Health Status** screen is displayed with the **Temperature** and **Power** values.

Figure 25. Health status

Viewing the warranty information of an iDRAC

To view the warranty information of an iDRAC:

- In the **iDRAC Details** screen, tap **Warranty Information**.

  The warranty information of the server is displayed.

  ⓘ **NOTE: An internet connection is required to view the warranty information.**

Accessing Dell Quick Resource Locator website through iDRAC

To access the Dell Quick Resource Locator website:

- In the **iDRAC Details** screen, tap **Support**.

   The Dell Quick Resource Locator website is displayed in a new web browser.

   ⓘ **NOTE: An internet connection is required to access the Dell Quick Resource Locator website.**

Generating and Sharing the iDRAC Report

To generate the iDRAC report:

1. On the OpenManage Mobile home screen, tap the appropriate iDRAC console.
   The iDRAC dashboard is displayed.
2. Tap the menu key and tap **Report**.
   The **Report** page is displayed
3. Tap **Generate Report**.
4. Tap **Share Report** to share the generated report using an email application.

Sharing iDRAC Details

To share the iDRAC details:

1. On the OpenManage Mobile home screen, tap the appropriate iDRAC console.
   The iDRAC dashboard is displayed.
2. Navigate to the details page you want to share. For example, tap **Hardware Log**, **Firmware Details**, **Network Details**, or **Health Status**.
3. Tap to share the details using a preferred application.

Editing connection details of an iDRAC

To edit the connection details of an iDRAC:

1. On the OpenManage Mobile home screen, perform the following steps:
   - Tap the iDRAC server you want to edit.

      The **iDRAC Details** screen is displayed.

      a. Tap ⠿.
      b. Tap **Edit Connection**.

   The **Edit Connection** screen is displayed.
2. Edit the **IP/hostname**, **Username**, **Password**, and **Domain** (if applicable).
3. Tap **Update** to save the connection details.

The **iDRACs** screen is displayed.

Deleting an iDRAC

To delete an iDRAC from OpenManage Mobile:

1. On the OpenManage Mobile home screen, perform one of the following steps:
   - Swipe the appropriate device to the left.

      a. Tap **Delete**.
      b. In the **Delete Confirmation** box, tap **Delete iDRAC**.

- Tap the iDRAC you want to remove.

  The **iDRAC Details** screen is displayed.

  a. Tap ⋮.
  b. Tap **Edit Connection**.
  c. Tap **Delete Device**.

  The **Delete Confirmation** message is displayed.

2. Tap **Delete Device**.

The iDRAC is deleted from OpenManage Mobile.

Device inventory

You can view the following device inventory information of a server (iDRAC connection) or an OpenManage Essentials — managed device.

Table 1. Device inventory

Information	Description
Power Status	Displays the power status of the device
	If this server was added individually, this value is the IP address used to connect to the iDRAC. If this device is discovered through OpenManage Essentials, there could be multiple IP addresses associated with the device
Service Tag	The service tag associated with the device
Device Type	Displays the type of device
Device Model	The device model
CPUs	The processor model, number of processors, and number of cores
Memory	Total system memory in the server
Operating System	The name of the operating system. This may require OpenManage Server Administrator (OMSA) to be installed on the system
IP Address	If this server was added individually, this value is the IP address used to connect to the iDRAC. If this device is discovered through OpenManage Essentials, there could be multiple IP addresses associated with the device

ⓘ **NOTE: Not all details are available for all managed devices.**

Editing the BIOS configuration

To view the BIOS information

1. On the OpenManage home screen, tap the appropriate device.
2. Tap **'options'**.
3. Select **'Configure'**.
   The iDRAC Configuration page is displayed.
4. Tap **'Manual Configuration'**.
5. Tap **BIOS Configuration** to view the BIOS tasks.

You can edit or view the BIOS configurations.

ⓘ **NOTE: A reboot is required to apply the BIOS changes. The changes will reflect upon successful reboot.**

Viewing iDRAC details in web browser

To view the iDRAC details in the web browser

1. On the iDRAC details screen, tap the ⋮ symbol.

2. Tap **Launch iDRAC GUI**.
3. The iDRAC details will be displayed in the device browser.

Performing power control operations on an iDRAC

To perform power control operations on an iDRAC:

1. On the OpenManage Mobile home screen, tap the appropriate iDRAC server.
2. Tap ⋮.
   The **iDRAC Settings** menu is displayed.
3. Tap **Power Options**.
   The supported power control operations are displayed.
4. Select the power control operation you want to perform, and tap **Submit**.

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

   ⓘ **NOTE: The Power Options screen displays the task credentials used to add the iDRAC. If you want to use a different user name and password for the power control operations, edit the username and password fields.**

   OpenManage Mobile performs the requested power control operation and then displays the result of the operation.

Activating or deactivating the system ID LED

OpenManage Mobile allows you to identify a server by activating or deactivating the system ID LED.

To activate or deactivate the system ID LED:

1. Tap the iDRAC of the server you want to activate or deactivate the system ID LED.
2. Tap ⋮.
3. Tap **System ID LED**.
   The **Select Blink LED Timeout or Turn Off** options are displayed.
4. Tap one of the following options to activate or deactivate the System ID LED:

   · **4 Minutes**
   · **Blink LED until turned off**
   · **Stop Blinking**
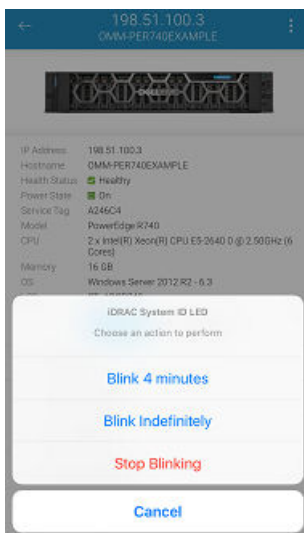
Figure 26. Blink LED options (phone view)
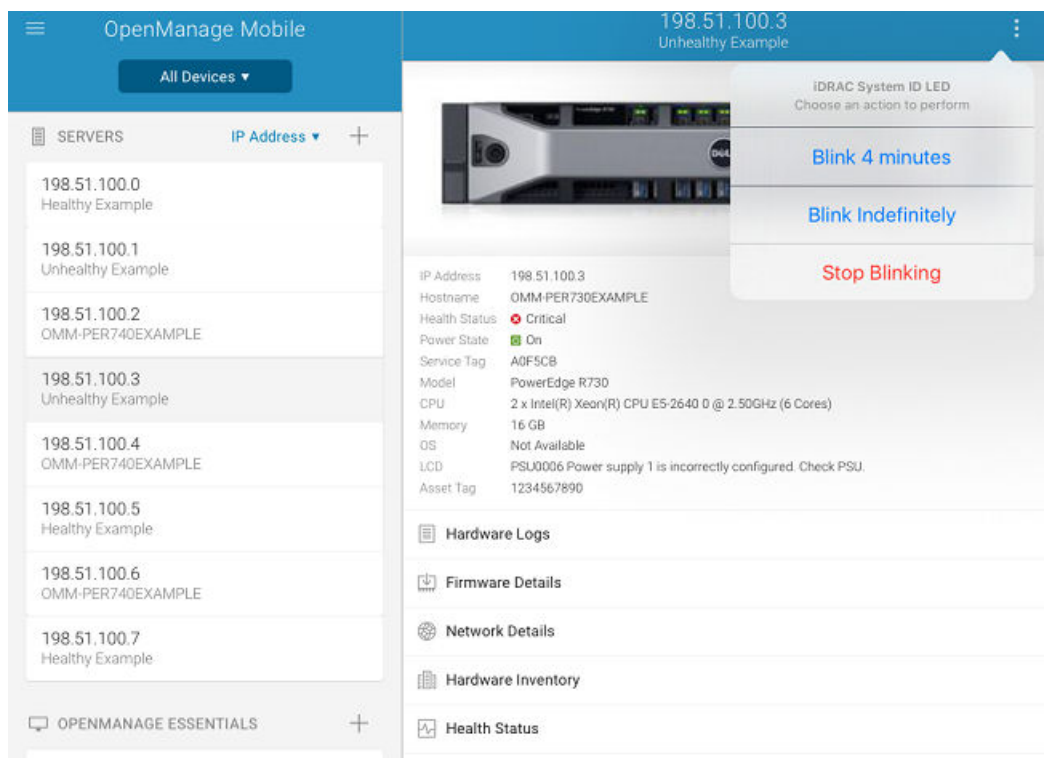
Figure 27. Blink LED options (tablet view)

Template deploy

You can perform the initial server deployment using OpenManage Mobile. You can edit and save the server configurations mentioned below:

- IPV4 Settings
- IPV6 Settings
- NIC Configuration
- BIOS Configuration
- Root Configuration
- Location Information
- First Boot device

- Creating a Template
- Deploying a template
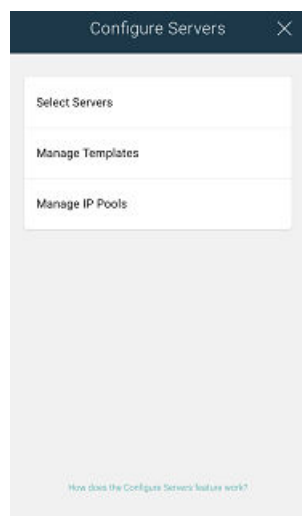
Figure 28. Configure Server

Creating a Deployment template

ⓘ **NOTE: Template deploy is available only for 14G servers.**

To create a deployment template in OpenManage Mobile

1. Tap ▤.
2. Tap **Configure servers**.
3. Tap **Manage Templates**.
4. Tap **Add**.
   The **Template Configuration** screen is displayed.

Figure 29. Template Configuration

5. Enter the appropriate configuration and Tap **Save**.
   The created template is displayed on the **Manage Templates** screen.

Applying a Deployment template

- Ensure Quick Sync 2 is enabled and the access is set to read-write.
- You need to be within the BLE signal range to complete the deployment.

To deploy a template in OpenManage Mobile

1. Tap ▤.
2. Tap **Configure servers**.
3. Tap **Select Servers**.
   The available 14G servers are displayed.
4. Select the appropriate servers.
5. Tap **Next**
   The **Configure Server** screen is displayed. Auto Config and Confguration Method.
6. In **Configuration Method**, select **Template-based Configuration**.
7. Tap the appropriate *Template*
   A message `Read in progress` is displayed. The **Device Detail** page is displayed. You can view the inventory of the server.

   ⓘ **NOTE: Ensure to fill the mandatory configuration fields.**

8. Tap **Save**.
   The **Deploy Screen** is displayed.
9. Tap **Deploy** to deploy the new template.

OpenManage Mobile Diagnostics using Quick Sync 2

OpenManage Mobile allows technicians to perform additional at-the-box troubleshooting using Quick Sync 2.OpenManage Mobile allows the technician to download Tech Support Reports (TSR), Screen shots, and, Crash Screen Videos to diagnose and identify the point of failure. These actions are enabled in the OpenManage servers and accessed remotely using WS-MAN.

Diagnostics using Quick Sync 2

Ensure the device is connected to the server.

To run diagnostics on a server using Quick Sync 2:

1. From the Home screen, Tap the appropriate server.
2. Tap **Option**.
   The options menu is displayed.
3. Tap **Diagnostics**.
   The Diagnostics page is displayed.
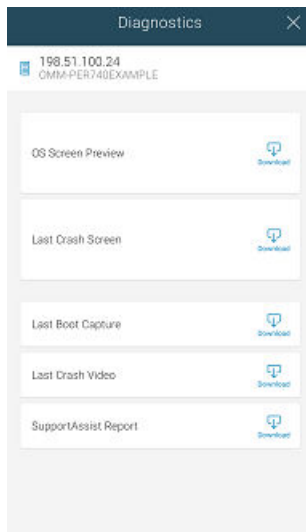
Figure 30. Diagnostics

4. To view the real-time status, tap one of the **Visual Diagnostics** option
   - OS Screen Preview
   - Last Crash Screen Preview
   - Last Boot Capture
   - Last Crash Video
5. To generate the SupportAssist Report , tap **Generate Report.**

   (i) **NOTE: If the file takes a long time to download due to the size of the download, you can cancel the message and view the progress in the Task Manager.**

   (i) **NOTE: The reports can also be performed via WSMAN or Quick Sync over WiFI.**

6. You can email the downloaded attachment to Dell EMC support for more assistance.

Inventory collection

The OpenManage mobile Inventory collection feature allows you to scan QR codes to save the systems service tag and MAC address. This inventory can be exported as a XML file.

Topics:

- To add a service tag
- To share the service tag information

To add a service tag

Ensure that you have pulled out the tag with the QR code information available on the server.

1. Tap ▤.
2. Tap **Password Inventory**.
3. Tap ＋.
   The camera permission pop up message is displayed.
4. Tap **Allow**.
   Scan the QR code available on the lower side of the pull out tag.

   The **SCAN SUCCESSFUL** message is displayed.
5. Tap **OK**.
   The server information is displayed on the inventory screen.

To share the service tag information

Ensure the device is connected to the internet.

1. Tap ⋮.
2. Tap **Share**.
   The **EXPORT INVENTORY** pop up message is displayed.
3. Enter an encryption password for a secure transfer and Tap **SUBMIT**.
   You can share the XML file using the applications available in your device.

Push notifications

Push notifications enable OpenManage Mobile to notify you when a subscribed OpenManage Essentials console receives alerts from a monitored device or when a task is complete in OpenManage Essentials. The notification appears in the status bar of your mobile device, similar to notifications that are displayed for messages, downloads, and so on. OpenManage Mobile allows you to configure the type of push notification you want to receive.

Topics:

· Viewing alerts using push notifications

Viewing alerts using push notifications

To view the alerts using push notifications:

1. Tap the alert notification to start OpenManage Mobile.
2. If applicable, enter the OpenManage Mobile password and tap **Login**.
   The dashboard of the OpenManage Essentials console displays the newly received alert.
3. Tap **New alerts** to view the alerts associated with the push notification.

Using the OpenManage Mobile Password

To ensure OpenManage Mobile is secure, you can set a password. You can enable password authentication using the **Enable Password** option in **Settings**.

- If a password is set and you do not use the device for more than 15 minutes, OpenManage Mobile is automatically locked, and then the login page of OpenManage Mobile is displayed.
- You can manage your OpenManage Mobile password by:
  - Changing the OpenManage Mobile password
  - Disabling the OpenManage Mobile password

Topics:

- Changing the OpenManage Mobile password
- Disabling the OpenManage Mobile password

Changing the OpenManage Mobile password

To change the current OpenManage Mobile password:

1. Perform one of the steps:
   - Start OpenManage Mobile, and tap **Change Password** in the **Enter Password** screen.
   - On the OpenManage Mobile home screen:

     a. Tap [icon]. In the menu that is displayed, tap **Settings**.

     The **Settings** screen is displayed.
     b. Tap **Change Password**.
2. The **Change Password** screen is displayed.
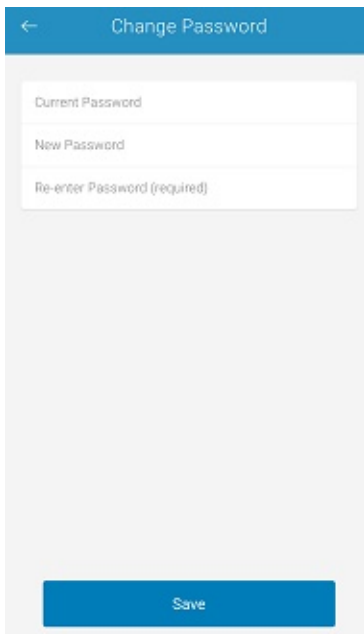
Figure 31. Change password (phone view)
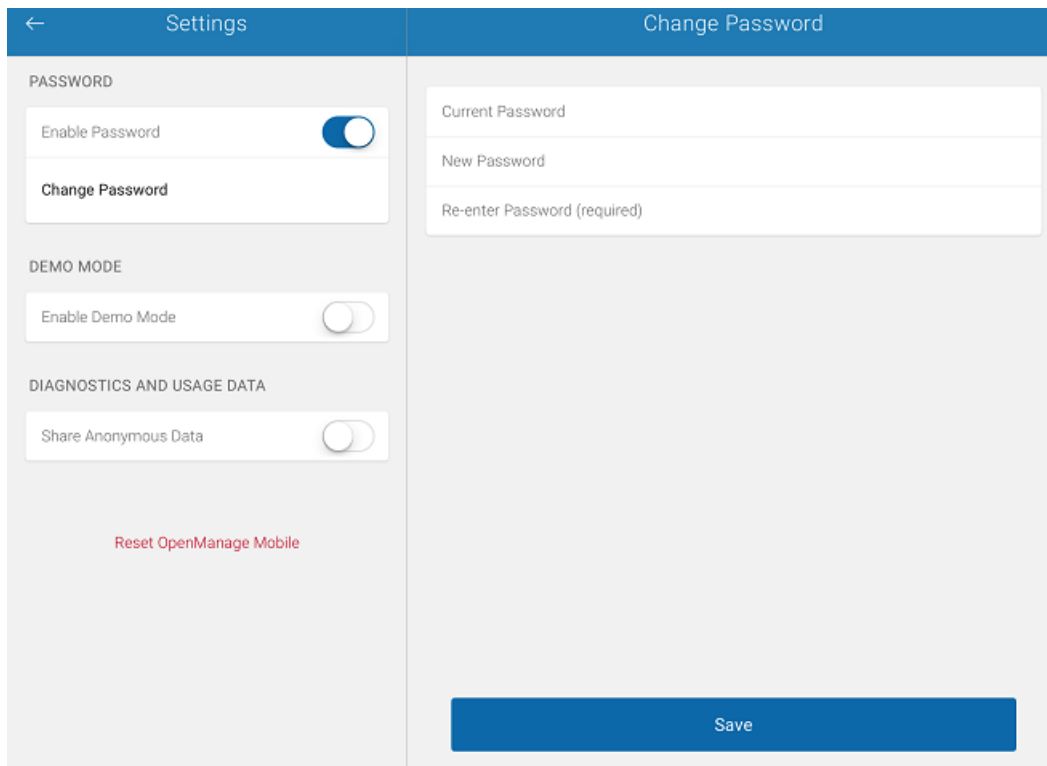
Figure 32. Change password (tablet view)

3. Type the current OpenManage Mobile password, new password, reconfirm the new password.
4. Tap **Save**.

Disabling the OpenManage Mobile password

To disable the OpenManage Mobile password:

1. On the OpenManage Mobile home screen, tap the overflow menu.
2. In the menu that is displayed, tap **Settings**.
   The **Settings** screen is displayed.
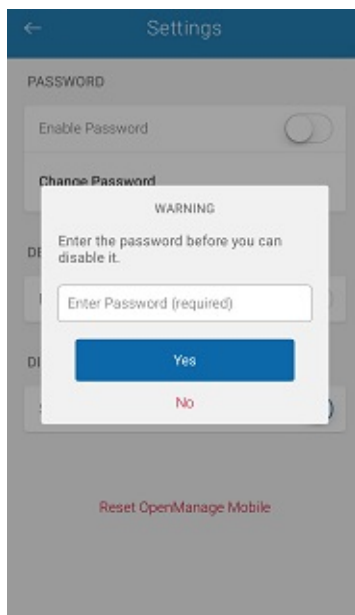
Figure 33. Settings

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

Viewing OpenManage Mobile information

This section provides information about viewing the OpenManage Mobile log, Version, End User License Agreement (EULA), OMM Dell Tech Center, Manuals and Documentation, Contact Dell.

Topics:

Viewing the OpenManage Mobile application log

To view the OpenManage Mobile application log:

1. On the Home screen, tap [icon].
2. Tap **App Log**.
   The application log displays the following types of activities that are performed on the Open Manage Mobile:

   - Adding an OpenManage Mobile console or iDRAC.
   - Removing an OpenManage Essentials console or iDRAC.
   - Acknowledging an alert from an OpenManage Essentials console.
   - Deleting an alert from an OpenManage Essentials console.
   - Performing a power control operation on an OpenManage Essentials — managed device or iDRAC and the result of the operation.

Viewing the OpenManage Mobile application version

To view the OpenManage Mobile application version:

1. On the Home screen, tap [icon].
2. Tap **About**.
   The OpenManage Mobile version is displayed on the screen.

Viewing the OpenManage Mobile TechCenter page

To view the OpenManage Mobile TechCenter page:

1. On the Home screen, tap [icon].
2. Tap **About**.
   The OpenManage Mobile product information is displayed.
3. Tap **OMM Dell Tech Center**.
   The OpenManage Mobile DellTech Center page is displayed.

Viewing the OpenManage Mobile manuals and documentation

To view the OpenManage Mobile manuals and documentation:

1. On the Home screen, tap ▭.

2. Tap **About**.
   The OpenManage Mobile product information is displayed.

3. Tap **Manuals and Documentation**.
   The OpenManage Mobile Manuals and Documentation is displayed.

Viewing the OpenManage Mobile End User License Agreement and Open source licence

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

1. On the Home screen, tap ▭.

2. Tap **About**.
   The OpenManage Mobile product information is displayed.

3. Tap **View EULA**.
   The OpenManage Mobile EULA and Open source licence are displayed.

Sharing feedback

You can share your feedback to Dell about OpenManage Mobile.

To share your feedback:

1. Start OpenManage Mobile and tap ▤.
2. Tap **Send Feedback**.
   The default email application is displayed.
3. Enter your feedback and send the email.

You can also email your feedback to **om_mobile_feedback@dell.com**.

Troubleshooting OpenManage Mobile

Unable to add OpenManage Essentials to OpenManage Mobile

If you are unable to add an OpenManage Essentials to OpenManage Mobile, you can try the following workarounds:

Workarounds:

- *Verify network configuration:* To add an OpenManage Essentials server to OpenManage Mobile, OpenManage Essentials must be available on the specified web port (default 2607) and not stopped by any firewall or other security mechanism. Make sure that VPN and/or wireless network is connected, enabled, and configured. Verify if you are able to connect to the OpenManage Essentials host from your device by using a web browser.
- *Verify credentials:* Make sure that the user name and password are correct to log in to the remote system. If you use domain credentials, make sure that the domain name is entered in the correct format supported by your directory server (such as companyname or companyname.com).
- *Verify OpenManage Essentials version:* OpenManage Mobile requires the latest OpenManage Essentials version 2.1 and above.

Unable to add iDRAC to OpenManage Mobile

If you are unable to add an iDRAC to OpenManage Mobile, you can try the following workarounds:

Workarounds:

- *Verify network configuration:* To add an iDRAC to OpenManage Mobile, iDRAC web server must be enabled. Ensure the port ID number in the iDRAC UI and the OpenManage Mobile device are the same. Ensure that VPN and/or wireless network is connected, enabled, and configured. Verify if you are able to connect to the iDRAC host from your device using a web browser.
- *Verify credentials:* Make sure that user name and password are correct to log in to the remote system. If you use domain credentials, make sure that the domain name is entered in the correct format supported by your directory server (such as companyname or companyname.com).
- *Verify iDRAC version:* OpenManage Mobile requires iDRAC version 7 or later with Enterprise or Express license, which is available in most 12th generation or later PowerEdge servers.

Slow data retrieval

There is a delay of several minutes in retrieving data.

Workaround: Internet connection on your phone may be slow. Use OpenManage Mobile on WiFi or 3G or later network.

Operations such as viewing event logs through OpenManage Essentials require OpenManage Essentials to retrieve data from the managed nodes and sometimes there is a delay of several minutes in retrieving data.

Updated information not displayed in OpenManage Mobile

Information displayed in OpenManage Mobile does not match the information displayed in OpenManage Essentials or iDRAC.

Incomplete device information

- The operating system name or hostname is not displayed.

  Workaround: To receive the hostname or operating system name, you might need to install OpenManage Server Administrator (OMSA) on the managed node.

- Incomplete information for devices managed by OpenManage Essentials.

  Workaround: Make sure that data is correctly inventoried in OpenManage Essentials. For more information, see *OpenManage Essentials User's Guide*.

Unable to register for push notifications

Unable to register for push notifications.

Workaround: To register for push notifications from an OpenManage Essentials, perform the following steps:

1. Tap .
2. Tap **Settings**.
3. Tap **Notifications**.
4. In **OpenManage Mobile** ensure **Allow Notifications** is enabled.

Unable to receive push notifications

Unable to receive push notifications if OpenManage Essentials is re- installed by retaining the same database as an earlier OpenManage Essentials installation.

Workaround: Add the OME again to Openmanage Mobile to receive push notifications.

Delay in receiving push notifications

- Either alert notification is not received, or there is a delay of several hours in receiving alerts.

  Workarounds:

  - *Verify OpenManage Essentials operation:* Make sure that OpenManage Essentials is receiving alerts, and it is successfully transmitting the alerts to the Dell Message Forwarding Service. For more information about transmitting alerts from OpenManage Essentials to the Dell Message Forwarding Service, see *OpenManage Essentials User's Guide*. During normal operation, it takes up to two minutes for the alerts to transmit from OpenManage Essentials to Dell Message Forwarding Service.
  - *Understand provider limitations:* The Dell Message Forwarding Service uses provider notifications services including Apple Push Notification. Apple imposes a notification limitation on a per device and per application basis. If your alert notifications are more than 100 per day, select a more specific filter to reduce the number of alerts transmitted to your mobile device.
  - *Verify phone network connectivity:* Push notification requires an internet connection on your phone or a wireless connection (that may not be available in certain areas, such as remote locations and places with poor signal).

    Carriers, internet service providers, and networking equipment may end the connection to Apple servers if your mobile device is inactive. Notifications cannot be received until the connection is restored.
- A message is displayed in OpenManage Essentials if it is unable to communicate with a specific device as it is not registered.

  Workaround: If OpenManage Mobile is backed up and restored on to your mobile device, the APN registration token may need to be refreshed. Go to the **Settings** screen and tap **Refresh** to reinstall the APN token. You must have an internet connection for this request to be successful.

  (i) **NOTE: If you refresh the APN token, edit the connections of all the OpenManage Essentials added and resubscribe to the alert filters.**

Unable to retrieve iDRAC data

OpenManage Mobile displays a connection not successful message if you refresh an iDRAC details screen multiple times to retrieve data.

Workaround: Refresh **iDRAC Details** screen after one minute.

If incorrect credentials are entered while adding an iDRAC or while performing power operations on an iDRAC, the iDRAC might disable all incoming requests and appear disabled for some time. For more information about this behavior, see *iDRAC User's Guide*. iDRAC will be enabled after some time. Wait till the iDRAC is enabled, and then retry the operation with correct credentials.

Topics:

- [Known issues](#)

Known issues

- OpenManage Mobile fails to connect using Quick Sync 2 wirelessly, if the device wifi frequency is set to 5.0 GHz. iDRAC supports only 2.4 GHz frequency band for direct wifi.
- OpenManage Mobile does not provide the appropriate output logs for the following RACADM commands:

  1. **storage get controllers -o**
  2. **storage get enclosures -o**
  3. **raid get controller**
  4. **raid get pdisks -o**
  5. **lclog**

  A message **Command Succesful** is displayed, which is not the expected output.
- To receive alert notifications in OpenManage Mobile on iOS version 9 and above, you must have a Apple account registered on the device.
- If you try to connect to a network that was
- **Unsupported device:**

  - Sony Xperia Tablet Z (SGP321 TABLET Z)
- **Issue**: User is prompted to enter the wireless password for saved networks.

  Workaround: To connect to the saved network, you can try any one of the following steps:

  - Close and restart the settings application. Try to connect to the wireless network.
  - Restart the wifi on your device.
  - Cancel the password prompt and retry the connection till it gets connected.
- **Issue**: Unable to power on a server if the KG key value in the RAC GUI page is set to a non-default value.

  For iDRAC shown in OME OpenManage Mobile will not perform the operation with non-default values.
- If you have more than 100 devices in the **All Devices** group, the devices are sorted by health only on the first screen. From the next screen, you can view the devices but they are not sorted by health.
- **Issue**: The pop up message `Quick Sync lost` appears while performing manual configuration.

  This is due to an android limitation. You will see this message when the bluetooth connection is dropped. It will connect automatically and this does not interrupt the configuration process.
- **Issue:** When you delete a server added via quick sync 2 and try to scan again for the same server, it does not appear on the scan page.

  Workaround: Close the OpenManage Mobile application and relaunch it to view the deleted sever on the scan page.
- You will be prompted to check the certificate everytime, if you are connecting to a secured network.
- OpenManage Mobile displays only 100 LC log entries under WSMAN added devices and 10 LC log entries under BLE added devices. This is a known issue.
- OpenManage Mobile offline data cache will be lost if the phone is rebooted or if OpenManage Mobile is inactive for long periods.
- While powering down the server, ensure Titan quick sync is active. If Titan quick sync is inactive all Titan quick sync features will be disabled. To enable titan quick sync 2 again, you must press the quick sync button on the server.
- Upgrade install for OpenManage Mobile is supported for OpenManage Mobile version 1.4 and 1.5 only. If you have an earlier version of Openmanage Mobile installed on your device you need to uninstall the older version and install the latest application.
- OpenManage Mobile offline cache can be lost if your mobile device has limited memory.
- OpenManage Mobile displays only the top 100 log entries from an iDRAC.
- OpenManage Mobile is not supported on 11th generation or earlier generations of iDRAC.
- Unable to acknowledge or delete an alert received by a user who is a member of the OMEPowerUsers group.

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Uninstalling OpenManage Mobile

To uninstall OpenManage Mobile:

1. Tap [icon].
2. Tap **Settings**.
3. Tap **General**.
4. In the **Storage and iCloud Usage**, tap **Manage Storage**.
5. Tap **OMM** application.
6. Tap **Delete**.
   Tap **Yes** to complete the uninstallation.
7. At the **Do you want to uninstall this app?** prompt, tap **OK**.

Related documents and resources

Other documents you may need

Besides this you can find the following documents on the Dell EMC OpenManage Mobile Support website at delltechcenter.com/omm

- Dell EMC OpenManage Essentials version 2.0 User's Guide.
- Integrated Dell Remote Access Controller 9 User's Guide.

Topics:

- Contacting Dell
- Accessing documents from the Dell EMC support site

Contacting Dell

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

Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area. To contact Dell for sales, technical support, or customer service issues:

1. Go to **Dell.com/support.**
2. Select your support category.
3. Verify your country or region in the **Choose a Country/Region** drop-down list at the bottom of the page.
4. Select the appropriate service or support link based on your need.

Accessing documents from the Dell EMC support site

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

- Using the following links:

  - For Dell EMC Enterprise Systems Management, Dell EMC Remote Enterprise Systems Management, and Dell EMC Virtualization Solutions documents — www.dell.com/esmmanuals
  - For Dell EMC OpenManage documents — www.dell.com/openmanagemanuals
  - For iDRAC documents — www.dell.com/idracmanuals
  - For Dell EMC OpenManage Connections Enterprise Systems Management documents — www.dell.com/OMConnectionsEnterpriseSystemsManagement
  - For Dell EMC Serviceability Tools documents — https://www.dell.com/serviceabilitytools

- From the Dell EMC Support site:

  1. Go to https://www.dell.com/support.
  2. Click **Browse all products**.
  3. From **All products** page, click **Software**, and then click the required link from the following:

     - **Analytics**
     - **Client Systems Management**
     - **Enterprise Applications**
     - **Enterprise Systems Management**
     - **Mainframe**
     - **Operating Systems**
     - **Public Sector Solutions**

- **Serviceability Tools**
- **Support**
- **Utilities**
- **Virtualization Solutions**

4. To view a document, click the required product and then click the required version.

- Using search engines:

  - Type the name and version of the document in the search box.