

Dell EMC OpenManage Mobile

Version 3.1 User's Guide (iOS)

Notes, cautions, and warnings

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

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

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

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Contents

| | |
|---|-----------|
| 1 About OpenManage Mobile..... | 6 |
| What is new in this release..... | 6 |
| Key features of OpenManage Mobile (OMM)..... | 6 |
| 2 Setting up OpenManage Mobile..... | 7 |
| Installing OpenManage Mobile..... | 7 |
| Starting OpenManage Mobile..... | 7 |
| Logging in by using fingerprint authentication..... | 9 |
| Viewing OpenManage Mobile home page..... | 9 |
| Navigation menu..... | 10 |
| Demo Mode..... | 11 |
| Configuring analytics settings..... | 11 |
| Resetting OpenManage Mobile..... | 11 |
| 3 Managing OpenManage Essentials console..... | 13 |
| Adding an OpenManage Essentials console..... | 13 |
| Viewing OpenManage Essentials dashboard..... | 15 |
| Refreshing OpenManage Mobile data for OpenManage Essentials..... | 16 |
| Viewing devices in an OpenManage Essential console..... | 16 |
| Viewing alerts in OpenManage Essentials..... | 18 |
| Editing connection details of an OpenManage Essentials console..... | 21 |
| Deleting an OpenManage Essentials console..... | 21 |
| Performing power control operations..... | 22 |
| Performing power control operations on a server managed by OpenManage Essentials..... | 22 |
| 4 Managing OpenManage Enterprise..... | 23 |
| Adding an OpenManage Enterprise console..... | 23 |
| Viewing OpenManage Enterprise dashboard..... | 25 |
| Refreshing OpenManage Mobile data for OpenManage Enterprise..... | 26 |
| Viewing devices in an OpenManage Enterprise console..... | 26 |
| Viewing alerts in OpenManage Enterprise..... | 28 |
| Editing connection details of an OpenManage Enterprise console..... | 31 |
| Deleting an OpenManage Enterprise console..... | 31 |
| Performing power control operations..... | 32 |
| Performing power control operations on a server managed by OpenManage Enterprise..... | 32 |
| 5 Managing iDRAC..... | 33 |
| Adding an iDRAC..... | 33 |
| Adding an iDRAC using WS-Man protocol..... | 33 |
| Adding multiple iDRACs using the IP range..... | 34 |
| Quick Sync 2..... | 35 |
| Viewing iDRAC dashboard..... | 36 |

| | |
|--|-----------|
| Viewing hardware logs of an iDRAC..... | 38 |
| Viewing firmware details of an iDRAC..... | 38 |
| Viewing network details of an iDRAC..... | 39 |
| Viewing health status of an iDRAC..... | 39 |
| Viewing the warranty information of an iDRAC..... | 40 |
| Accessing Dell Quick Resource Locator website through iDRAC..... | 40 |
| Generating and Sharing the iDRAC Report..... | 40 |
| Sharing iDRAC Details..... | 41 |
| Viewing the remote desktop..... | 41 |
| Editing connection details of an iDRAC..... | 42 |
| Deleting an iDRAC..... | 42 |
| RACADM Commands..... | 43 |
| Performing RACADM Command operations..... | 43 |
| Device inventory..... | 44 |
| Editing the BIOS configuration..... | 45 |
| Viewing iDRAC details in web browser | 45 |
| Performing power control operations on an iDRAC..... | 45 |
| Activating or deactivating the system ID LED..... | 45 |
| AutoConfiguration using XML configuration file..... | 47 |
| iDRAC configuration using WS-MAN protocol..... | 47 |
| Template deploy..... | 47 |
| Creating a Deployment template..... | 48 |
| Applying a Deployment template..... | 49 |
| OpenManage Mobile Diagnostics using Quick Sync 2..... | 49 |
| Diagnostics using Quick Sync 2..... | 49 |
| 6 Managing an MX7000 chassis..... | 51 |
| Adding an MX7000 Chassis using Quick Sync 2..... | 51 |
| Adding an MX7000 Chassis using a network..... | 53 |
| Viewing an MX7000 Chassis dashboard..... | 54 |
| Editing connection details of an MX7000 chassis..... | 55 |
| Deleting an MX7000 chassis..... | 56 |
| Viewing additional MX7000 chassis options..... | 56 |
| Configuring an MX7000 chassis..... | 56 |
| Managing IOMs..... | 57 |
| Chassis group configuration..... | 57 |
| Creating a group | 57 |
| Deleting a group | 58 |
| Joining a group | 59 |
| Leaving a group | 59 |
| Group chassis overview..... | 60 |
| 7 SupportAssist..... | 62 |
| iDRAC registration with SupportAssist | 62 |
| Storing registration details | 63 |
| Uploading the SupportAssist report to Dell EMC support..... | 63 |

| | |
|---|-----------|
| 8 Inventory collection..... | 65 |
| To add a service tag..... | 65 |
| To share the service tag information..... | 65 |
| 9 Push notifications..... | 66 |
| Viewing alerts using push notifications..... | 66 |
| 10 Using the OpenManage Mobile Password..... | 67 |
| Changing the OpenManage Mobile password..... | 67 |
| Disabling the OpenManage Mobile password..... | 69 |
| Using fingerprint to log in..... | 69 |
| Enabling or disabling fingerprint authentication from the Settings page..... | 70 |
| Managing fingerprints..... | 70 |
| Adding a fingerprint..... | 70 |
| Renaming a fingerprint..... | 70 |
| Deleting a fingerprint..... | 70 |
| 11 Viewing OpenManage Mobile information..... | 72 |
| Viewing the OpenManage Mobile application log..... | 72 |
| Viewing the OpenManage Mobile application version..... | 72 |
| Viewing the OpenManage Mobile TechCenter page..... | 72 |
| Viewing the OpenManage Mobile manuals and documentation..... | 73 |
| Viewing the OpenManage Mobile End User License Agreement and Open-source license..... | 73 |
| 12 Sharing feedback..... | 74 |
| 13 Troubleshooting OpenManage Mobile | 75 |
| Unable to add OpenManage Essentials to OpenManage Mobile..... | 75 |
| Unable to add OpenManage Enterprise to OpenManage Mobile | 75 |
| Unable to add iDRAC to OpenManage Mobile..... | 76 |
| Slow data retrieval..... | 76 |
| Incomplete device information..... | 76 |
| Unable to register for push notifications..... | 76 |
| Unable to receive push notifications..... | 77 |
| Delay in receiving push notifications..... | 77 |
| Unable to retrieve iDRAC data..... | 77 |
| VNC connection failed!..... | 77 |
| BIOS attributes not shown in the manual configuration page..... | 78 |
| Known issues..... | 78 |
| 14 Uninstalling OpenManage Mobile..... | 80 |
| 15 Related documents and resources..... | 81 |
| Other documents you may need..... | 81 |
| Contacting Dell..... | 81 |
| Accessing documents from the Dell EMC support site..... | 81 |

About OpenManage Mobile

OpenManage Mobile is a systems management application that enables you to monitor your data center 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 and/or OpenManage Enterprise consoles and/or Chassis. OpenManage Mobile provides OpenManage Essentials and OpenManage Enterprise 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](#)
- [Key features of OpenManage Mobile \(OMM\)](#)

What is new in this release

What is new in this release

NOTE: For new features and latest fixes, Dell recommends that you upgrade to OpenManage Mobile version 3.1.

NOTE: OpenManage Mobile version 3.1 is supported for IOS versions 10 and above.

Chassis management - You can perform the following tasks using OpenManage Mobile:

- Management of chassis over the network
- Chassis group configuration

SupportAssist - You can perform the following tasks using OpenManage Mobile:

- Register an iDRAC with SupportAssist.
- View and upload the SupportAssist report to Dell EMC support.

Key features of OpenManage Mobile (OMM)

You can perform the following tasks by using OpenManage Mobile (OMM):

- Monitor and manage devices by using OpenManage Essentials and OpenManage Enterprise.
- Monitor, manage, and access servers remotely or physically (at-the-server) by using the Quick Sync 2 module.
- Monitor, manage, and access by physically interacting with the MX7000 chassis (at-the-chassis).

Setting up OpenManage Mobile

This chapter provides information about installing and starting OpenManage Mobile.

Topics:

- [Installing OpenManage Mobile](#)
- [Starting OpenManage Mobile](#)
- [Viewing OpenManage Mobile home page](#)
- [Demo Mode](#)
- [Configuring analytics settings](#)
- [Resetting OpenManage Mobile](#)

Installing OpenManage Mobile

Prerequisites to install OpenManage Mobile:

- Ensure that you have iOS version 10 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:

NOTE: An Internet connection is required when you start OpenManage Mobile for the first time. The application attempts to install an Apple Push Notification (APN) token.

- 1 Search for **OMM** in the list of applications on your mobile device, and tap **OMM** to start. The startup guide is displayed. Once you reach the last page, tap **Get Started!**.
- 2 The OpenManage Mobile **End User License Agreement** is displayed. Read the terms in the agreement, and tap **Agree**.
- 3 The Diagnostics and Usage page is displayed. Tap **Agree**.

NOTE: The Diagnostics and Usage page is displayed only when you open OpenManage Mobile for the first time. If you want to enable sharing Diagnostics and usage later, see [Resetting OpenManage Mobile](#).

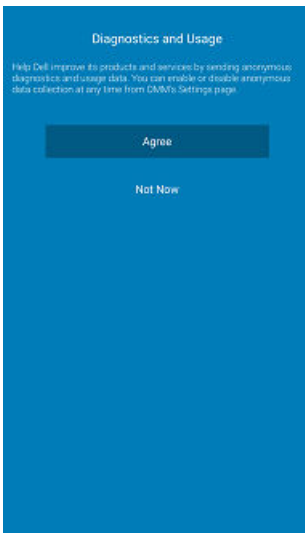


Figure 1. Diagnostics and Usage

- 4 The **PASSWORD SETTINGS** page is displayed.

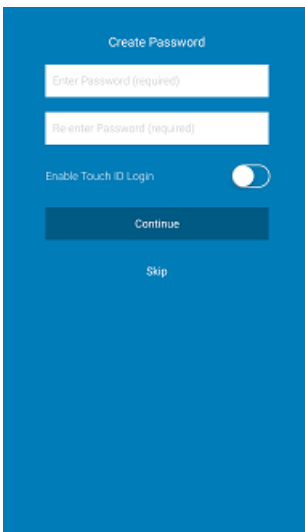


Figure 2. Password settings

- 5 Complete one of the following based on your preference:

- To set the authentication type for OpenManage Mobile:
 - 1 For password authentication, type a password and reconfirm the password.
 - 2 If you also want to use your fingerprint to log in, select **Use fingerprint to authenticate**.

NOTE: The **Use fingerprint to authenticate** option is displayed only on devices with a fingerprint sensor.

NOTE: When you start OpenManage Mobile for the first time, it is mandatory to enter the password. Fingerprint authentication is available only from the next time you start OpenManage Mobile.

- 3 Tap **Login**.

To skip setting the authentication for OpenManage Mobile, tap **Skip**.

- 6 The **Demo Mode** page 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 page.

The OpenManage Mobile home page is displayed.

Logging in by using fingerprint authentication

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

To log in using fingerprint authentication:

- 1 Start OpenManage Mobile.

The **Login to OMM** page is displayed.

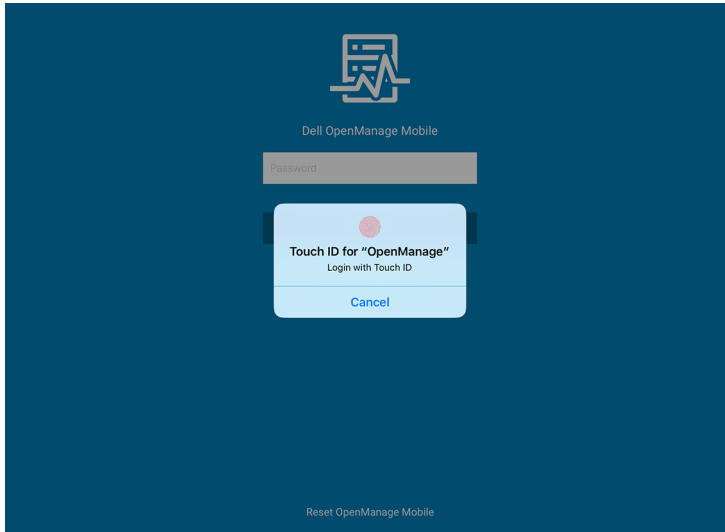


Figure 3. Login to OMM

- 2 Swipe your registered fingerprint on the fingerprint sensor.

If the authentication is successful, the **Fingerprint recognised** message is displayed.


The OpenManage Mobile home page is displayed.

Viewing OpenManage Mobile home page

To view the OpenManage Mobile home page:

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

The OpenManage Mobile home page is displayed. By default, all the Servers, OpenManage Essentials, Chassis, and OpenManage

Enterprise are displayed. You can filter the devices by using the drop-down menu available on the top of the home page. Tap  on the upper right corner to search for any device.

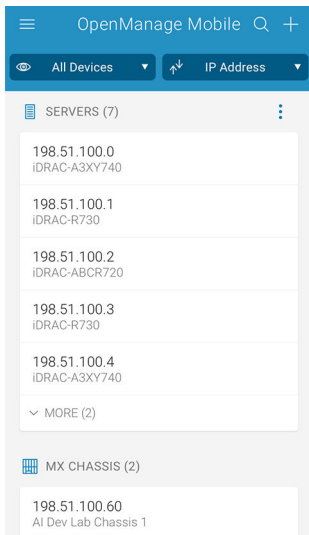


Figure 4. Home page

- ① **NOTE:** To add an OpenManage Essentials console, see [Adding OpenManage Essentials](#).
- ① **NOTE:** To add an iDRAC, see [Adding iDRAC](#).
- ① **NOTE:** To add a Chassis, see [Adding an MX7000 Chassis](#).
- ① **NOTE:** To add an OpenManage Enterprise console, see [Adding OpenManage Enterprise](#).

Navigation menu

The navigation menu helps you to quickly go to various pages. The following are the navigation options:

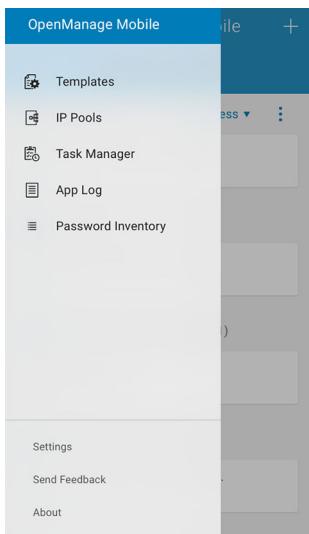


Figure 5. Navigation menu

- **Templates**—Allows you to manage templates by creating, editing, and deleting.
- **IP Pools**—Allows you to specify a range of IP for template deploy using OpenManage Mobile.

- **Task Manager**—Allows you to view the actions that are 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** page.
- **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 enables 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 do not work in demo mode.

NOTE: Enabling demo mode does not clear the information that is saved by you on OpenManage Mobile. When you disable demo mode, the information that is saved by you is restored to OpenManage Mobile.

To enable or disable demo mode:

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


Configuring analytics settings

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

NOTE: The analytics data that is collected by OpenManage Mobile does not contain any Personally Identifiable Information (PII). The collected data is treated in accordance with the Dell Privacy Policy available for review at [Dell.com/privacy](https://www.dell.com/privacy).

NOTE: You are 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** page is displayed.
- 3 Use the **Share Anonymous Data** toggle switch to enable or disable sharing Analytics Data Collection.

Resetting OpenManage Mobile

This feature enables you to reset OpenManage Mobile to original settings and start a new session. If the OpenManage Mobile password is not retrievable, you can use the reset option.

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** page 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 are redirected to the OpenManage **End User License Agreement** page.

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](#)
- [Viewing OpenManage Essentials dashboard](#)
- [Editing connection details of an OpenManage Essentials console](#)
- [Deleting an OpenManage Essentials console](#)
- [Performing power control operations](#)
- [Performing power control operations on a server managed by OpenManage Essentials](#)

Adding an OpenManage Essentials console

Prerequisites to add OpenManage Essentials:

- 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 page is displayed.
- 3 On the OpenManage Mobile home page, tap  on the upper right corner.
The **Add** options are displayed.
- 4 Tap **OpenManage Essentials**, and tap **Next**.
- 5 Type the **IP/hostname**, **Username**, **Password**, **Domain** (if applicable), and **Description** (optional) of the OpenManage Essentials console.

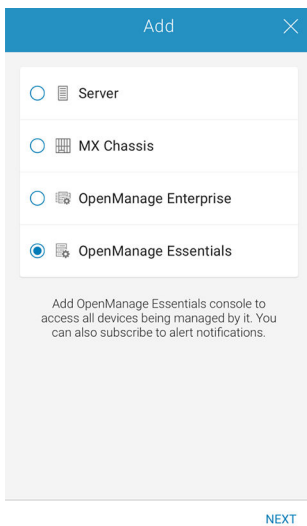


Figure 6. Adding OpenManage Essentials (phone view)

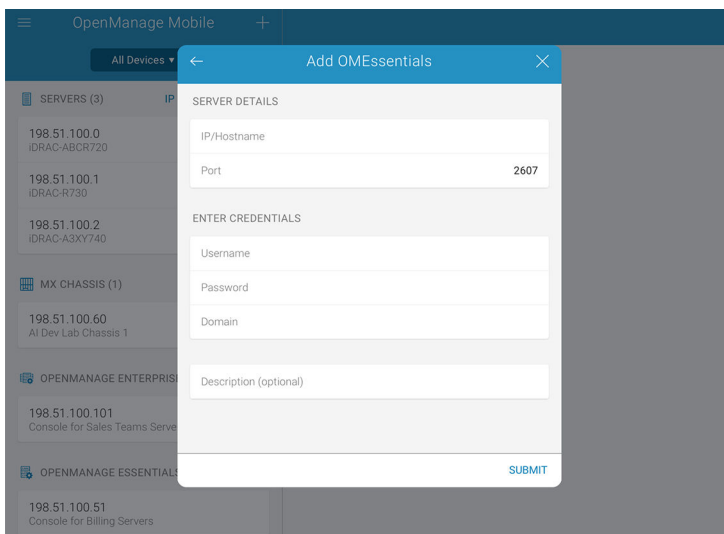


Figure 7. Adding OpenManage Essentials (tablet view)

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

NOTE: To set a custom alert filter, see *OpenManage Essentials User's Guide* available at www.dell.com/OpenManageManuals.

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

NOTE: In certain situations, there may be a delay in receiving push notifications in OpenManage Mobile. For more information, 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 page, tap the appropriate OpenManage Essentials console.
The appropriate OpenManage Essentials dashboard is displayed.

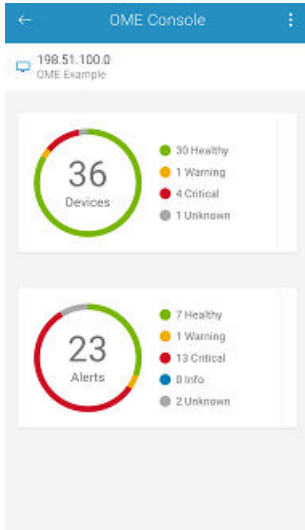







Figure 8. OpenManage Essentials dashboard

-  —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** to view the devices, and tap **Alerts** 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 OpenManage Essentials

To refresh the information displayed in OpenManage Mobile:

Touch and swipe down on any page.

Viewing devices in an OpenManage Essential console

To view the devices of an OpenManage Essential console:

- 1 On the OpenManage Mobile home page, tap the appropriate OpenManage Essentials console.
- 2 In the OpenManage Essentials dashboard, tap **Devices**.

The **All Devices** page is displayed.

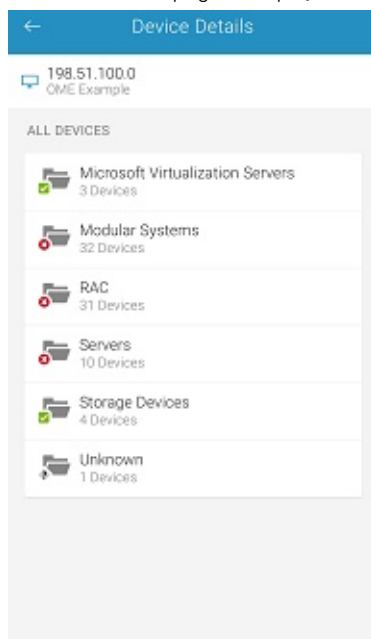


Figure 9. All devices

- 3 Tap the appropriate device category and then tap to select the device you want to view.
The inventory information of the devices that are managed by OpenManage Essentials is displayed.

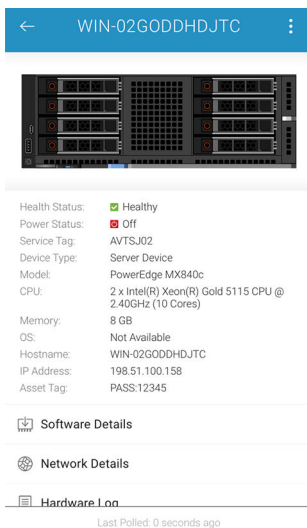



Figure 10. Device details

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

Viewing software details

To view the software details:

- On the **Device Details** page, tap **Software details**.
The **Software Details** page is displayed with the software information of OpenManage Essentials.

Viewing hardware log

To view the hardware log:

- On the **Device Details** page, tap **Hardware Log**.
The **Hardware log** page is displayed.

Viewing the warranty information

To view the warranty information:

- On the **Device Details** page, tap **Warranty**.
The **Warranty** page is displayed.

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

Accessing Dell Quick Resource Locator website

To access the Dell QRL website:

- On the **Device Details** page, tap  and tap **Quick Resource Locator**.

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 page, tap the OpenManage Essentials console that you want to view alerts for.
- 2 Tap **Alerts**.

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

NOTE: For more information about multiple alerts, see [Performing action on multiple alerts](#).

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

- 3 Tap the alert that you want to view details for.

The **Alert Details** page is displayed.

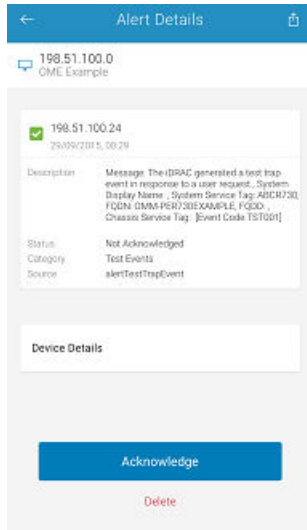


Figure 11. Alerts and Alerts Details (phone view)

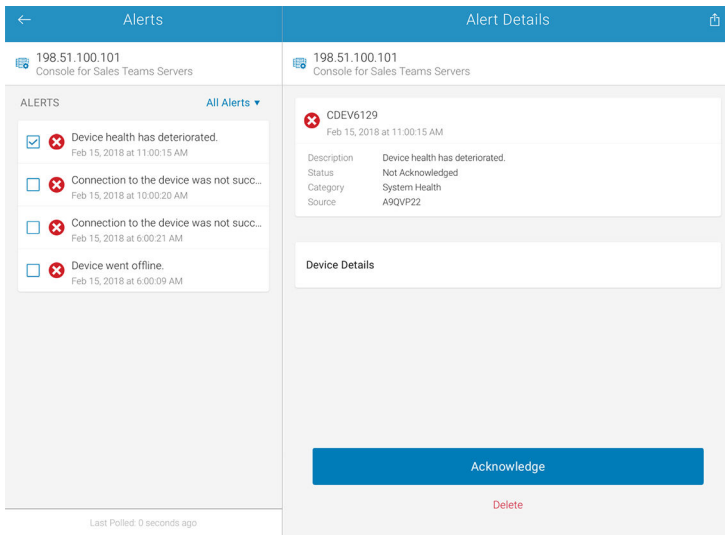


Figure 12. Alerts and Alerts Details (tablet view)

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

Acknowledging an alert

To acknowledge an alert:


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

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

 **NOTE:** To share the information using an application available on your device, tap .

Sharing an alert

To share an alert:

- 1 On the **Alert Details** page, tap  to share an alert.
- 2 Select the option that you want to use to share the alert details.

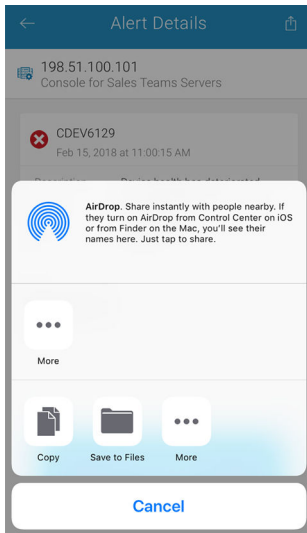


Figure 13. Alert sharing options

Deleting an alert

To delete an alert:

- 1 On the **Alert Details** page, tap **Delete** to delete an alert.

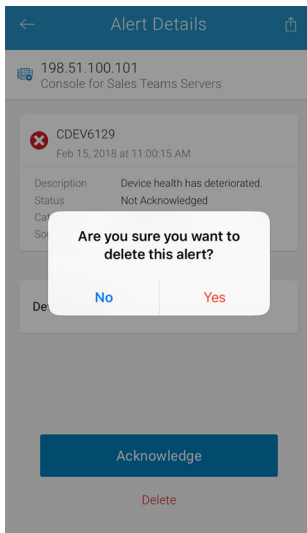



Figure 14. Deleting alerts

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

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

Editing connection details of an OpenManage Essentials console

To edit the connection details of the OpenManage Essentials console:

- 1 Perform one of the following:
 - a Tap the OpenManage Essentials console that you want to edit, tap , and tap **Edit Connection**.
 - b Swipe the appropriate OpenManage Essentials to the left, and tap **Edit**.
- 2 Edit the **IP/hostname**, **Domain** (if applicable), **Username**, **Password**, and **Description** (optional) as required.
- 3 Tap **Update**.
On the **Set Alert Subscription** page, 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 page, perform one of the following steps:
 - Tap the OpenManage Essentials console that you want to remove.

The **OpenManage Essentials** dashboard is displayed.

- 1 Tap .
 - 2 Tap **Edit Connection**.
 - 3 Tap **Delete Device**.
- Swipe the appropriate OpenManage Essentials to the left, and tap **Delete**.

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*.

- 2 The **Delete Confirmation** page is displayed.
- 3 Tap **Yes**.

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 page, tap the appropriate OpenManage Essentials console.
- 2 In the OpenManage Essentials dashboard, tap **Devices**.
The **All Devices** page 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** page is displayed.
- 4 Tap , and tap **Power Options**.

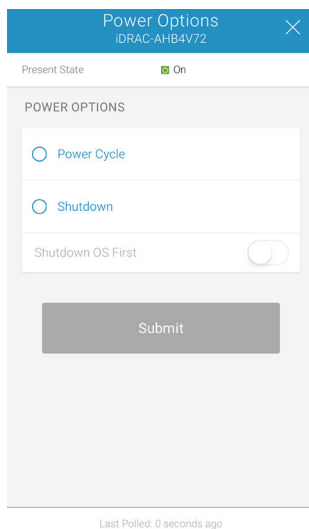


Figure 15. Power control options

The supported power control operations are displayed.

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

Managing OpenManage Enterprise

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

Topics:


- [Adding an OpenManage Enterprise console](#)
- [Viewing OpenManage Enterprise dashboard](#)
- [Editing connection details of an OpenManage Enterprise console](#)
- [Deleting an OpenManage Enterprise console](#)
- [Performing power control operations](#)
- [Performing power control operations on a server managed by OpenManage Enterprise](#)

Adding an OpenManage Enterprise console

Prerequisites to add an OpenManage Enterprise:

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

To add an OpenManage Enterprise console:

- 1 Start OpenManage Mobile.
- 2 If applicable, type the OpenManage Mobile password and tap **Login**.
The OpenManage Mobile home page is displayed.
- 3 On the OpenManage Mobile home page, tap  on the upper right corner.
The **Add** options are displayed.
- 4 Tap **OpenManage Enterprise**, and tap **Next**.
- 5 Type the **IP/hostname**, **Username**, **Password**, **Domain** (if applicable), and **Description** (optional) of the OpenManage Enterprise console.

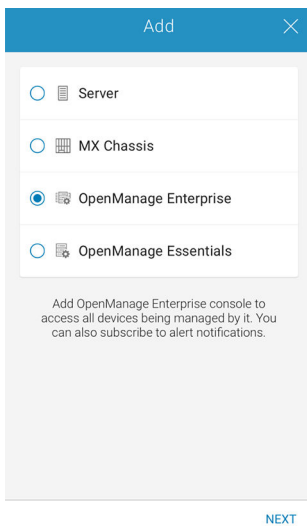


Figure 16. Adding OpenManage Enterprise (phone view)

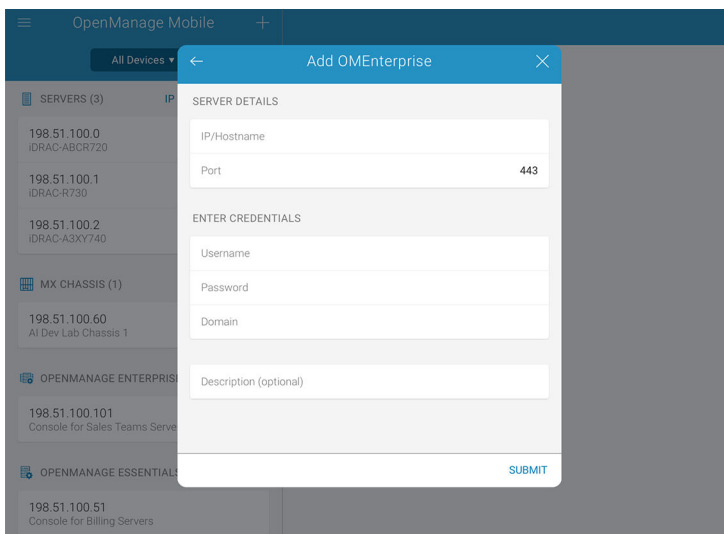


Figure 17. Adding OpenManage Enterprise (tablet view)

- 6 To save the connection details, tap **Submit**.
The OpenManage Enterprise SSL certificate is displayed.
- 7 Tap **Yes** to accept the certificate and save the OpenManage Enterprise console.
- 8 On the **Set Alert Subscription** page, select the appropriate alert filter for push notifications and tap **Save**.

NOTE: To set a custom alert filter, see *OpenManage Enterprise User's Guide* available at www.dell.com/OpenManageManuals.

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

NOTE: In certain situations, there may be a delay in receiving push notifications in OpenManage Mobile. For more information, see [Troubleshooting OpenManage Mobile](#).

The added OpenManage Enterprise console dashboard is displayed.

Viewing OpenManage Enterprise dashboard

To view the OpenManage Enterprise dashboard:

- 1 On the OpenManage Mobile home page, tap the appropriate OpenManage Enterprise console.
The appropriate OpenManage Enterprise dashboard is displayed.

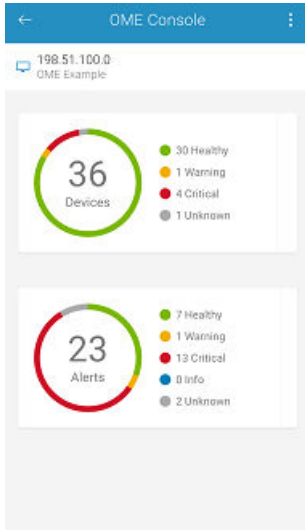







Figure 18. OpenManage Enterprise dashboard

-  —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** to view the devices, and tap **Alerts** 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 OpenManage Enterprise

To refresh the information displayed in OpenManage Mobile:

Touch and swipe down on any page.

Viewing devices in an OpenManage Enterprise console

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

- 1 On the OpenManage Mobile home screen, tap the appropriate OpenManage Enterprise console.
- 2 In the OpenManage Enterprise dashboard, tap **Devices**.

The **All Devices** page is displayed.

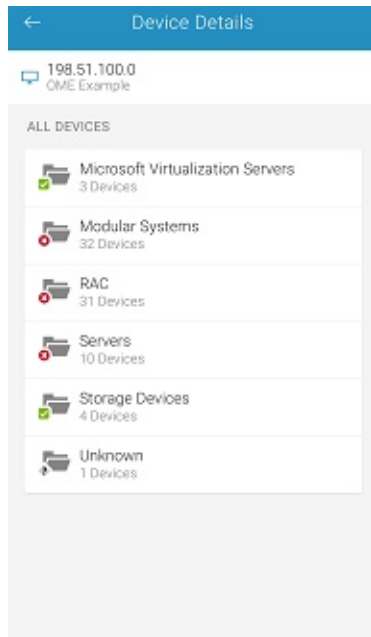



Figure 19. All devices

- 3 Tap the appropriate device category and then tap to select the device you want to view.



Figure 20. Device details

- 4 You can view the following options:
 - **Software Details**- View the software details of the device
 - **Hardware Log**- View the hardware logs
 - **Device Alerts**- View the alerts
 - **Warranty**- View warranty information of the device
 - **Health Status**- View the health status
 - **Hardware Inventory**- View the Hardware Inventory
 - **Network Details**- View the network details
 - **Location**- View the Data Center, Room, Aisle, Rack, and Slot
- 5 Tap  and then tap **Quick Resource Locator** 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 OpenManage Enterprise.

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** .
The **Warranty** screen is displayed.

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

Accessing Dell Quick Resource Locator website

To access the Dell QRL website:

- Tap on the **Device Details** screen and then tap **Quick Resource Locator**.
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 Enterprise

To view the alerts in OpenManage Enterprise:

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

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 Enterprise are displayed.

- 3 Tap the alert you want to view details for.

The **Alert Details** screen is displayed.

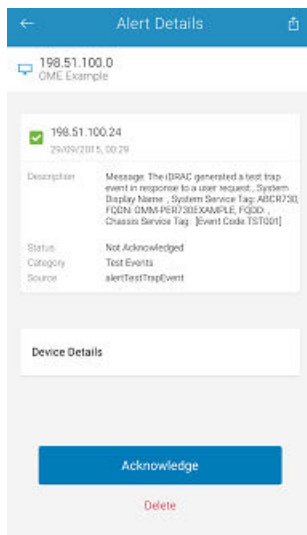


Figure 21. Alerts and Alerts Details (phone view)

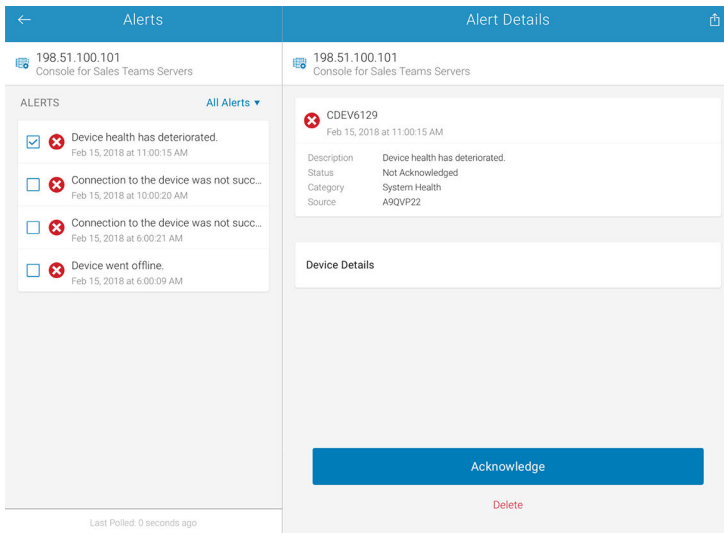


Figure 22. Alerts and Alerts Details (tablet view)

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 **OpenManage Enterprise Console** screen, tap **Alerts**.
The **Alerts** screen is displayed.
- 2 Select multiple alerts by selecting the check box on the left of each alert. Tap **Delete** to delete the alerts, tap **Acknowledge** to acknowledge the alerts, or tap **Share** to share the selected alerts.
- 3 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.
- 4 Tap **Back** to view the task manager.
The **Task Manager** screen is displayed with the list of tasks.
- 5 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 .

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.

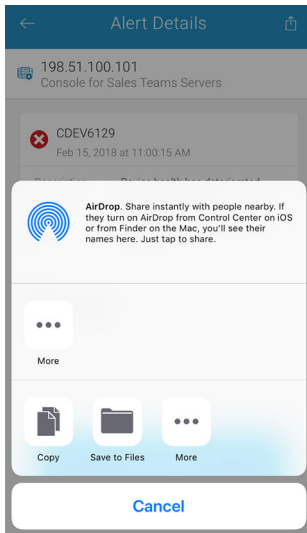


Figure 23. Alert sharing options

Deleting an alert

To delete an alert:

- 1 On the **Alert Details** screen, tap **Delete** to delete an alert.

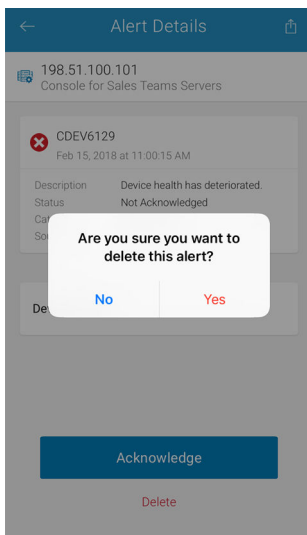



Figure 24. Deleting alerts

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

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

Editing connection details of an OpenManage Enterprise console

To edit the connection details of the OpenManage Enterprise console:

- 1 Perform one of the following:
 - a Tap the OpenManage Essentials console that you want to edit, tap , and tap **Edit Connection**.
 - b Swipe the appropriate OpenManage Essentials to the left, and tap **Edit**.
- 2 Edit the **IP/hostname**, **Username**, **Password**, **Domain** (if applicable), 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 Enterprise dashboard is displayed.

Deleting an OpenManage Enterprise console

To delete an OpenManage Enterprise console from OpenManage Mobile:

- 1 On the OpenManage Mobile home screen, perform one of the following steps:
 - Tap the OpenManage Enterprise console that you want to remove.

The **OpenManage Enterprise** dashboard is displayed.

- 1 Tap .
 - 2 Tap **Edit Connection**.
 - 3 Tap **Delete Device**.
- Swipe the appropriate OpenManage Enterprise to the left, and tap **Delete**.

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

- 2 The **Delete Confirmation** screen is displayed.
- 3 Tap **Yes**.

The OpenManage Enterprise console is deleted from OpenManage Mobile.

Performing power control operations


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

- [Performing power control operations on a server managed by OpenManage Enterprise](#)
- [Performing Power Control Operations on an iDRAC](#)

Performing power control operations on a server managed by OpenManage Enterprise

For devices managed by OpenManage Enterprise, 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 Enterprise console.
- 2 In the OpenManageEnterprise dashboard, tap **Devices**.
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.

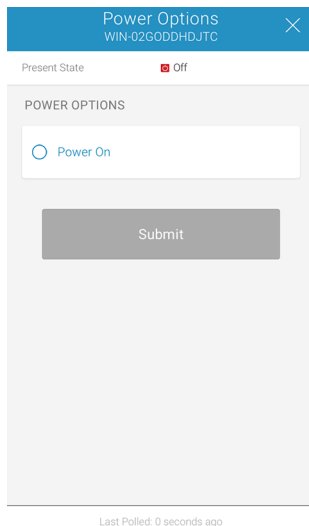


Figure 25. Power control options

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

Managing iDRAC

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

Topics:

- [Adding an iDRAC](#)
- [Viewing iDRAC dashboard](#)
- [Editing connection details of an iDRAC](#)
- [Deleting an iDRAC](#)
- [RACADM Commands](#)
- [Device inventory](#)
- [Editing the BIOS configuration](#)
- [Viewing iDRAC details in web browser](#)
- [Performing power control operations on an iDRAC](#)
- [Activating or deactivating the system ID LED](#)
- [AutoConfiguration using XML configuration file](#)
- [Template deploy](#)
- [OpenManage Mobile Diagnostics using Quick Sync 2](#)

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**.
The OpenManage Mobile home screen is displayed.
- 3 On the OpenManage Mobile home screen, tap  on the top right corner.
The **Add** options are displayed.
- 4 Tap the appropriate option from the list, and tap **Next**.
- 5 Tap **Add via Network**, and tap **Next**.
- 6 Type the **Hostname or IP, Username, Password, Domain** (if applicable), and **Description** (optional) of the iDRAC.

Figure 26. Add iDRAC (phone view)

Figure 27. Add iDRAC (tablet view)

- 7 To save the connection details, tap **Submit**.
The iDRAC SSL certificate is displayed.
- 8 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 enables you to add multiple iDRACs using iDRAC range.

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  on the top right corner.
The Add page is displayed.
- 4 Tap **Server**, and tap **Next**.
The Add server page is displayed.
- 5 Tap **Add via Network**, and tap **Next**.
- 6 You can add all the iDRACs in the range using a * for the last octet. For example, 192.168.0.* or you can type the start and end range of the iDRACs in the last octet that is separated by a dash in the **IP/Hostname**, for example, 192.168.0.50-100.
- 7 Type the **Username**, **Password**, **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.
- 8 Tap **Submit**.
The process of adding multiple iDRACs is initiated. You can check the status of the process in the task manager.

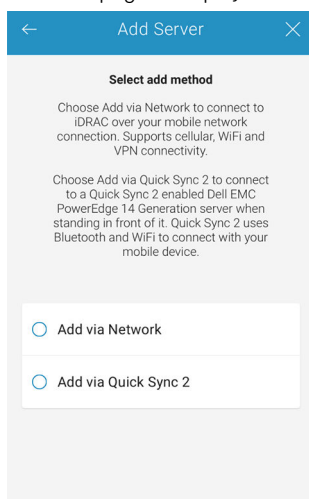
Quick Sync 2

Quick Sync 2 uses the integrated wireless capabilities of Quick Sync 2 equipped PowerEdge servers to 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 using the connection button.

An infrastructure network uses your WiFi base station or VPN connection to communicate with the iDRAC IP-based management network connected to the wired Ethernet port of the iDRAC. The connection uses 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** page is displayed.



NEXT

Figure 28. Quick Sync 2

- 2 Tap **Server**, and tap **Next**.

The **Add server** page is displayed.

- 3 Tap **Add via Quick Sync 2**, and tap **Next**.

A video on how to enable the bluetooth connection is displayed.

- 4 Tap **Next**.

You are prompted to enable access to the location and bluetooth.

- 5 Tap **Allow**.

NOTE: Go to **Settings** to enable the bluetooth or location.

- 6 Select the appropriate server, and tap next. You can use the **Blink LED** option to identify the chassis.

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 automatically 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 home page.

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.

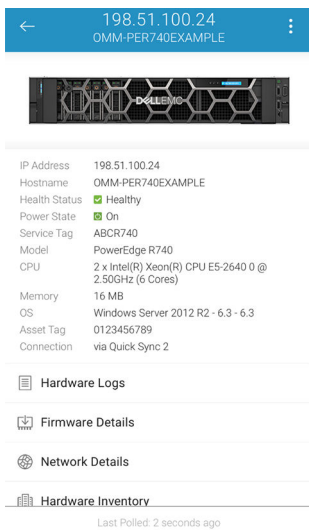


Figure 29. iDRAC dashboard (phone view)

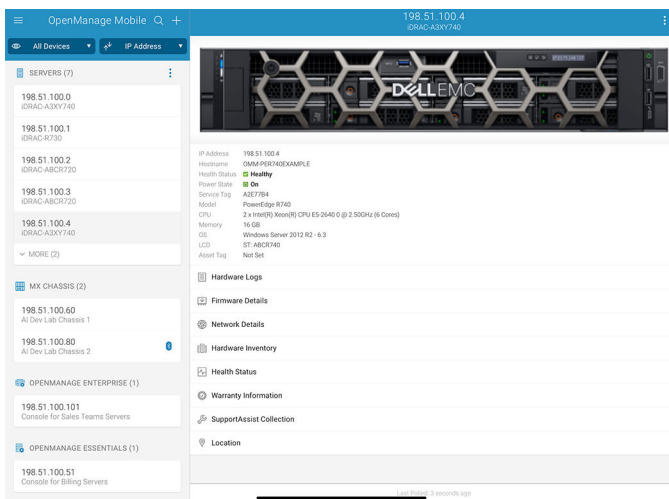


Figure 30. iDRAC dashboard (tablet view)

- 2 You can view the following detail and status:
- **Hardware Logs**- 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**- View the Data Center, Room, Aisle, Rack, and Slot.
 - **SupportAssist Collection**- View the SupportAssist report.

NOTE: Accept all the storage permissions.

- Tap  and tap **Quick Resource Locator**- Access the Dell Quick Resource Locator website.

Viewing hardware logs of an iDRAC

To view the hardware logs of an iDRAC:

- 1 In the **iDRAC Details** screen, tap **Hardware Logs**.
The logs 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.

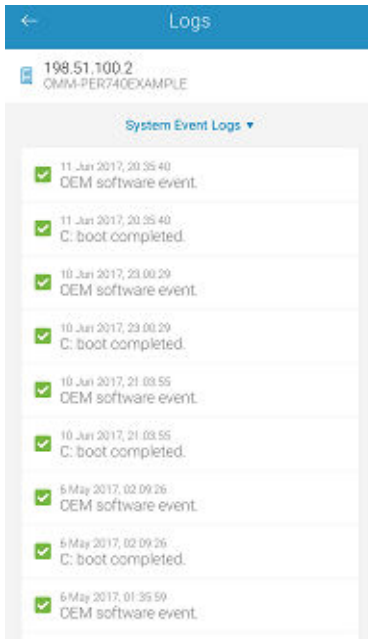


Figure 31. Hardware logs

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.

| Component | Version |
|--|-------------|
| BIOS | 2.5.0 |
| BP120+EXP 0.1 | 1.03 |
| Broadcom Gigabit Ethernet BCM5720 - DE 1180:1934:B9 | 7.0.47 |
| Broadcom Gigabit Ethernet BCM5720 - DE 1180:1934:B9 | 7.0.47 |
| Broadcom Gigabit Ethernet BCM5720 - DE 1180:1934:BA | 7.0.47 |
| Broadcom Gigabit Ethernet BCM5720 - DE 1180:1934:BB | 7.0.47 |
| Diagnostics | 0 |
| Disk 0 in Backplane 1 of Integrated RAID Controller 1 | D906 |
| Integrated Dell Remote Access Controller | 2.20.20.20 |
| Lifecycle Controller | 2.20.20.20 |
| OS Collector | 0 |
| OS Drivers Pack | 0 |
| PERC H710 Mini | 21.0-1-0102 |
| Power Supply Slot 1 | 07.1B.7D |

Figure 32. 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.

| Setting | Value |
|----------------------|----------------------|
| IPV4: ENABLED | |
| DHCP | Enabled |
| IP Address | 198.51.100.5 |
| Gateway | 198.51.100.1 |
| Subnet Mask | 255.255.248.0 |
| DHCP for DNS | Disabled |
| Primary DNS Server | 0.0.0.0 |
| Secondary DNS Server | 0.0.0.0 |
| IPV6: ENABLED | |
| Auto Configuration | Enabled |
| IP Address | 00:00:0fff:e533:64f8 |
| Prefix Length | 64 |
| DHCP for DNS | Enabled |
| Primary DNS Server | - |
| Secondary DNS Server | - |

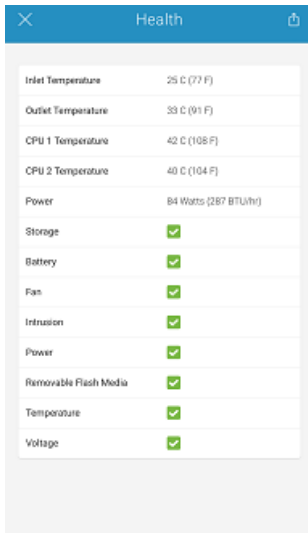
Figure 33. Network details

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.



| Health | |
|-----------------------|-----------------------|
| Inlet Temperature | 25 C (77 F) |
| Outlet Temperature | 33 C (91 F) |
| CPU 1 Temperature | 42 C (108 F) |
| CPU 2 Temperature | 40 C (104 F) |
| Power | 84 Watts (287 BTU/hr) |
| Storage | ✓ |
| Battery | ✓ |
| Fan | ✓ |
| Intrusion | ✓ |
| Power | ✓ |
| Removable Flash Media | ✓ |
| Temperature | ✓ |
| Voltage | ✓ |

Figure 34. 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  and then tap **Quick Resource Locator**.

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  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.

Viewing the remote desktop

To view the remote desktop, your mobile device must have bVNC Viewer installed.

To view the remote desktop:

- 1 On the OpenManage Mobile home screen, tap the appropriate iDRAC console.
The iDRAC dashboard is displayed.
- 2 Tap  and then tap **Launch Virtual Console**.
The **Launch Remote Desktop** screen is displayed.

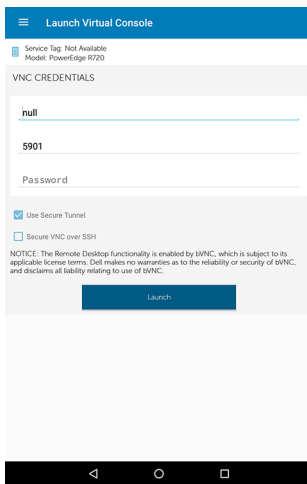


Figure 35. Launch remote desktop

- 3 Type the **Remote Desktop Password**, and then tap **Launch**. This is the VNC password that is set in iDRAC settings. For more information on the VNC password, see iDRAC user's guide.
bVNC Viewer starts and the remote desktop is displayed.

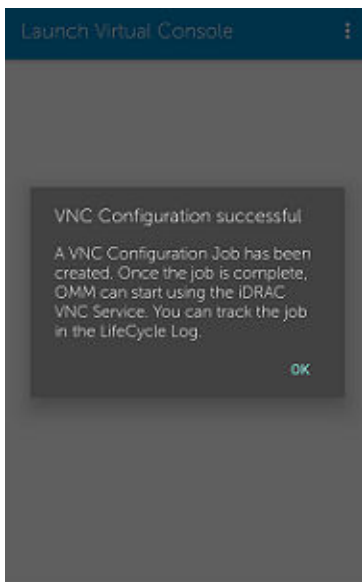


Figure 36. VNC configuration confirmation


- ① **NOTE:** Check the **Use Secure Tunnel** check box when the encryption is set to 128-bit or more in iDRAC.
- ① **NOTE:** If the iDRAC does not support remote desktop or if there is no remote desktop password set, bVNC displays an error message that it cannot connect to the remote desktop.

Editing connection details of an iDRAC

To edit the connection details of an iDRAC:

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

The **iDRAC Details** screen is displayed.

- 1 Tap .
 - 2 Tap **Edit Credentials**.
- Swipe the appropriate iDRAC server to the left, and tap **Edit**.

The **Edit Connection** page is displayed.

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


The **iDRAC dashboard** 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 iDRAC to the left, and tap **Delete**.
 - Tap the iDRAC that you want to remove.

The **iDRAC Details** screen is displayed.

- 1 Tap .
 - 2 Tap **Edit Credentials**.
 - 3 Tap **Delete Device**.
- 2 The **Delete Confirmation** message is displayed.
 - 3 Tap **Yes**.

The iDRAC is deleted from OpenManage Mobile.

RACADM Commands

RACADM Commands

 **NOTE:** Only users with iDRAC configure privileges can modify the settings.

RACADM Commands enables you to run predefined commands. The generic GET and SET sub commands are used to configure and retrieve the objects. The available **RACADM commands** are as follows:

- **System Information**
- **Hardware Inventory**
- **License Information**
- **Software Inventory**
- **Job Queue**
- **NIC Configuration**
- **NIC Statistics**
- **LC Log**
- **Custom Command**


Performing RACADM Command operations

Performing RACADM Command operations

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

 **NOTE:** Alternatively, the RACADM commands can be performed using WSMAN or Quick Sync over WiFi.

To perform **RACADM command** operations:

- 1 From the Home screen, tap the appropriate server.
- 2 Tap .
- 3 Tap **RACADM**.
The **RACADM commands** page is displayed.
- 4 Tap one of the following commands:
 - **System Information**
 - **Hardware Inventory**
 - **License Information**
 - **Software Inventory**
 - **Job Queue**
 - **NIC Configuration**
 - **NIC Statistics**
 - **LC Log**

- **Custom Command** - You can manually type a RACADM command to perform any server operation.

The available report is displayed.

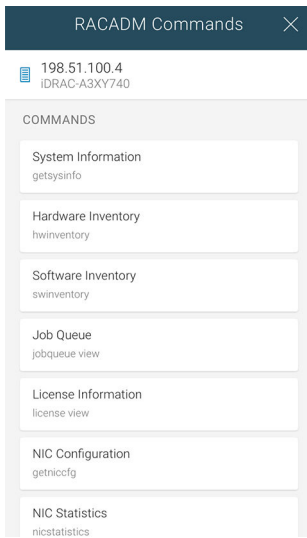


Figure 37. RACADM Commands

Device inventory

You can view the following device inventory information of a server (iDRAC connection), an OpenManage Essentials, or an OpenManage Enterprise— 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 or OpenManage Enterprise, 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 .
- 3 Tap **Configure**.
The **Configure Server** page is displayed.
- 4 Tap **Manual Configuration**, and tap **Next**.
- 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 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 .
- 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 **Blink LED**.

The **iDRAC System ID LED** options are displayed.

4 Tap one of the following options to activate or deactivate the System ID LED:

- **Blink 4 minutes**
- **Blink Indefinitely**
- **Stop Blinking**

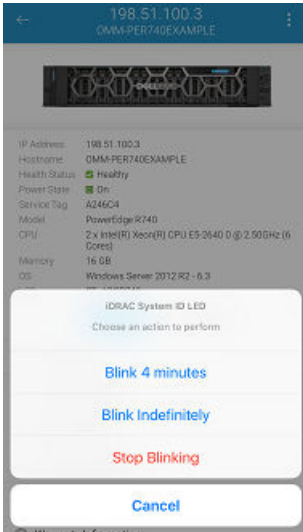


Figure 38. Blink LED options (phone view)

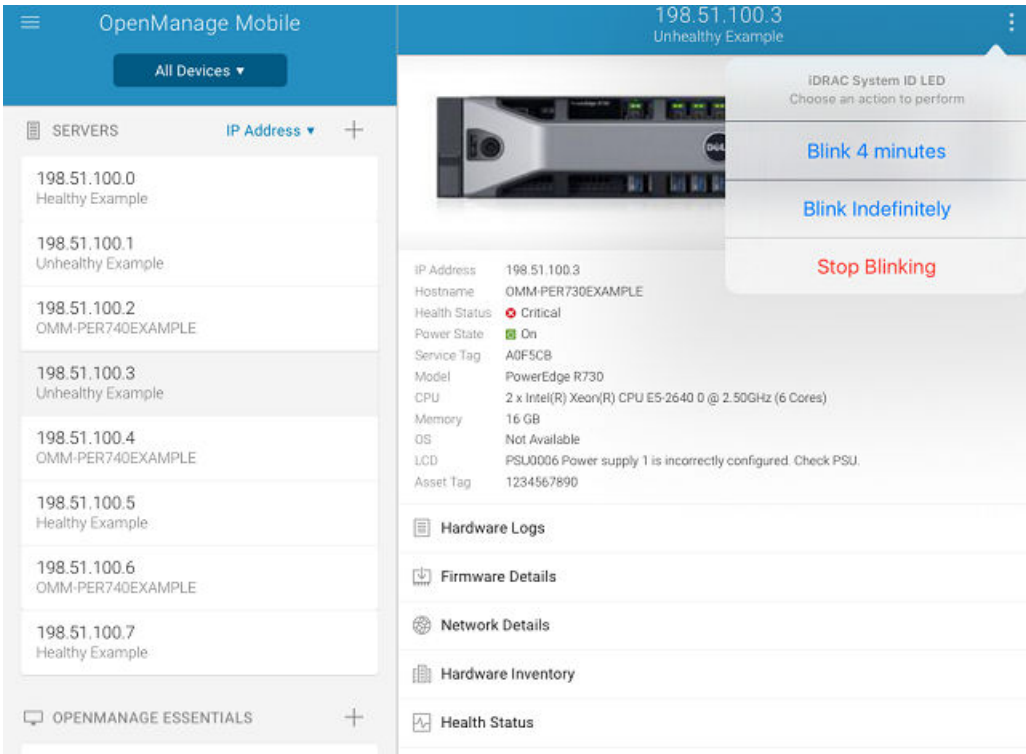


Figure 39. Blink LED options (tablet view)

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**

① | **NOTE: This option is available only for servers with iDRAC Enterprise license.**

iDRAC configuration using WS-MAN protocol

iDRAC configuration using WS-MAN portal

To configure the iDRAC configuration using WS-MAN portal:

- 1 From the Home page, tap the appropriate server.
- 2 Tap .
- 3 Tap **Configure**.
- 4 Enable **Auto Config** using the toggle switch.
The **Select DHCP Provisioning** dialog box is displayed.
- 5 Tap **DHCP Provisioning**, and tap one of the following options:
 - **Enable Once**
 - **Enable Once After Reset**
 - **Disabled**
- 6 Tap **Next**.
The configuration is saved and the status can be viewed in the **Task Manager**.

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

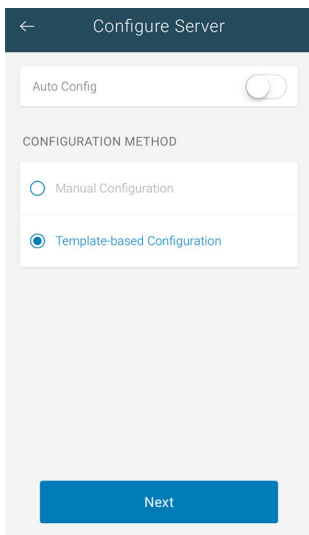



Figure 40. Configure Server

Creating a Deployment template

NOTE: The Template deploy option is available only for 14G servers.

To create a deployment template in OpenManage Mobile:

- 1 Tap  from the OpenManage Mobile home page.
- 2 Tap **Templates**.
- 3 Tap **Add**.

The **Template Configuration** page is displayed.




Figure 41. Template Configuration

- 4 Enter the appropriate configuration and Tap **Save**.
The created template is displayed on the **Manage Templates** page.

Applying a Deployment template

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

To deploy a template in OpenManage Mobile:



- 1 Tap  from the OpenManage Mobile home page.
- 2 Tap **Configure**.
- 3 Select the appropriate servers.
- 4 Tap **Next**.
The **Configure Server** page is displayed. Auto Config and Configuration Method.
- 5 In **Configuration Method**, tap **Template-based Configuration** , and tap **Next**.
- 6 Tap the appropriate *Template*.
The **Deploy Configuration** page is displayed.
- 7 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 that the device is connected to the server.
To run diagnostics on a server using Quick Sync 2:

- 1 From the home page, tap the appropriate server.
- 2 Tap .
The **iDRAC Settings** menu is displayed.
- 3 Tap **Diagnostics**.
 **NOTE: Accept all the storage permissions.**
The Diagnostics page is displayed.

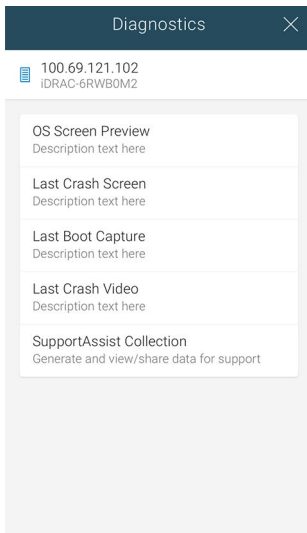


Figure 42. Diagnostics

4 To view the real-time status, tap one of the **Visual Diagnostics** options.

- **OS Screen Preview**
- **Last Crash Screen**
- **Last Boot Video**
- **Last Crash Video**
- **SupportAssist Collection**

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:** Alternatively, the reports can be generated using WSMAN or Quick Sync over WiFi.

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

Managing an MX7000 chassis

This section provides information you require to add, edit, or delete an MX7000 chassis in OpenManage Mobile.

A chassis is a combination of sleds, storage enclosures, fan slots and power units. A chassis allows you to view the details in a chassis enclosure. You can view a storage enclosure you can blink and view the enclosure detail and basic sled configuration

Topics:


- [Adding an MX7000 Chassis using Quick Sync 2](#)
- [Viewing an MX7000 Chassis dashboard](#)
- [Editing connection details of an MX7000 chassis](#)
- [Deleting an MX7000 chassis](#)
- [Viewing additional MX7000 chassis options](#)
- [Configuring an MX7000 chassis](#)
- [Managing IOMs](#)
- [Chassis group configuration](#)

Adding an MX7000 Chassis using Quick Sync 2

Ensure that the chassis has a quick sync module installed or the chassis is accessible over the network.

 **NOTE: You cannot add a chassis using cellular network.**

To add an MX7000 chassis:

- 1 Start OpenManage Mobile.
- 2 If applicable, type the OpenManage Mobile password and tap **Login**.
The OpenManage Mobile home page is displayed.
- 3 On the OpenManage Mobile home page, tap  on the upper right corner.
The **Add** options are displayed.
- 4 Tap **MX Chassis**, and tap **Next**.

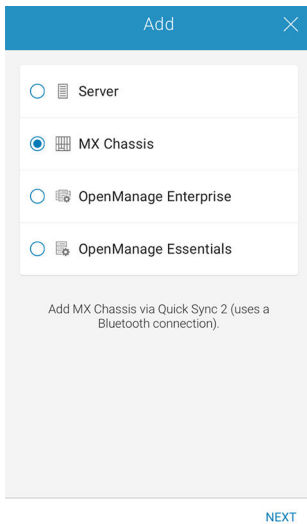


Figure 43. Adding an MX7000 Chassis using Quick Sync 2

NOTE: You are prompted to enable access to the location and camera when you start OpenManage Mobile for the first time after an installation or upgrade.

- 5 Tap **Add via Quick Sync 2**, and tap **Next**.
A video on how to enable the bluetooth connection is displayed.
- 6 Tap **Next**.
- 7 Select the chassis that you want to add, and tap **Next**. You can use the **Blink LED** option to identify the chassis.
- 8 You can authenticate the chassis 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 automatically populated. Tap **Add Device**.
Position the camera to scan the QR code displayed on the LCD panel of the chassis.

NOTE: To enter the credentials manually or by using QR scan, ensure that the Read authentication is Enabled on the server.

Manual credentials:

- a Enter the credentials to add the chassis.
- b Enter the credentials.
- c Tap **Submit**.

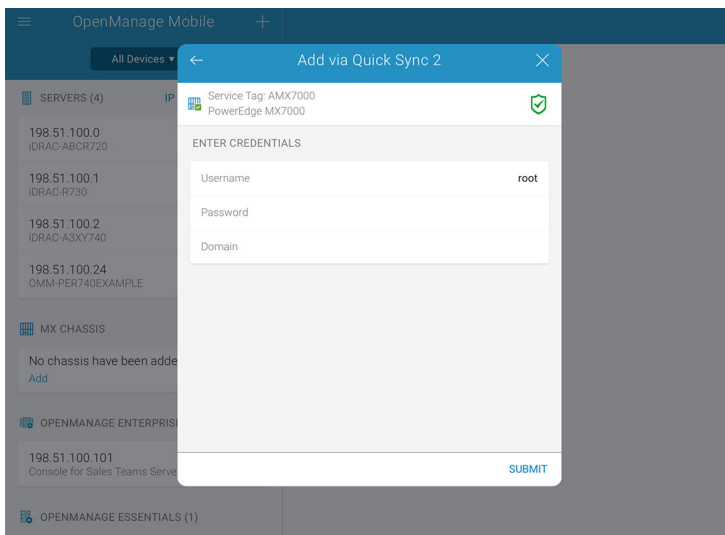


Figure 44. Adding an MX7000 Chassis using Quick Sync 2 (tablet view)

NOTE: The connection status of the chassis is displayed on the bottom banner and on the chassis LCD display.

The newly added Chassis is displayed on the home screen.

Adding an MX7000 Chassis using a network

To add an MX7000 Chassis using a network:

- 1 Start OpenManage Mobile.
- 2 If applicable, type the OpenManage Mobile password, and tap **Login**.
The OpenManage Mobile home page is displayed.
- 3 On the OpenManage Mobile home page, tap **+** on the upper right corner.
The **Add** options are displayed.
- 4 Tap **MX Chassis** from the list, and tap **Next**.
The **Add MX Chassis** page is displayed.
- 5 Tap **Add via Network**, and tap **Next**.
- 6 Type the **Hostname or IP**, **Username**, **Password**, and **Domain** (if applicable) of the Chassis.

Figure 45. Adding Chassis using a network(phone view)

7 To save the connection details, tap **Submit**.

The **Chassis dashboard** is displayed.

Viewing an MX7000 Chassis dashboard

To view the MX7000 Chassis dashboard:

1 On the OpenManage Mobile home page, tap the appropriate Chassis console.

The Chassis dashboard is displayed.

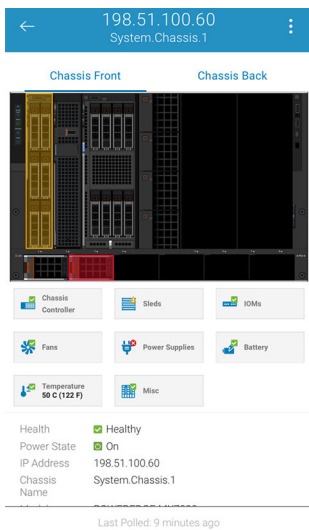


Figure 46. Chassis dashboard (phone view)

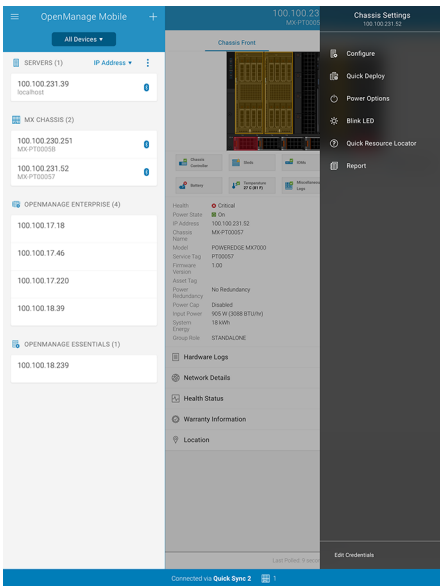



Figure 47. Chassis dashboard (tablet view)

- 2 You can view the following details and status:
 - **Chassis Controller**—View the MSM details
 - **Sleds**—View details of the compute and storage sleds in the chassis
 - **IOMs**—View details of the Network and Storage IOMs in the chassis
 - **Fans**—View the health of the fans on the front and rear of the chassis
 - **Power Supplies**—Number of active and unused Power Supply Units
 - **Battery**—View the chassis CMOS battery information
 - **Temperature**—View the temperature in the chassis
 - **Miscellaneous Logs**—View miscellaneous logs

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

Editing connection details of an MX7000 chassis

To edit the connection details of an MX7000 chassis:

- 1 On the OpenManage Mobile home page, perform one of the following steps:
 - Tap the chassis that you want to edit.
 - 1 Tap .
 - 2 Tap **Edit Credentials**.
 - Swipe the appropriate chassis to the left, and tap **Edit**.


The **Edit Credentials** page is displayed.

- 2 Edit the **Username**, **Password**, **Domain** (if applicable) as required.
- 3 Tap **Update**.
- 4 To view the new changes, you have to manually reconnect the chassis.
 - a On the chassis dashboard, tap **Connected Via Quick Sync 2** at the bottom.
 - b Tap **Disconnect**.
The chassis is disconnected.
 - c On the OpenManage home page, tap the chassis and swipe down to refresh.

The chassis is reconnected.

Deleting an MX7000 chassis


To delete an MX7000 chassis from OpenManage Mobile:

- 1 On the OpenManage Mobile home page, perform one of the following steps:
 - Swipe the appropriate device to the left, and tap **Delete**.
 - Tap the chassis that you want to edit.
 - 1 Tap .
 - 2 Tap **Edit Credentials**.
 - 3 Tap **Delete Device**.
- 2 The **Delete Confirmation** message is displayed.
- 3 Tap **Yes**.

The chassis is deleted from OpenManage Mobile.


Viewing additional MX7000 chassis options

To view the additional MX7000 chassis options:

- 1 Tap .
- The options menu is displayed.
- 2 You can view the following details:
 - **Configure**- To configure the **Power Options** and **Chassis Configuration** using Quick Sync 2 (Bluetooth).
 - **Report**- To generate a comprehensive report about the **System Overview, Health Status, Location, Network Details, Sub Components, Hardware Log, and Warranty Information**.
 - **Power Options**- To change the power cycle the chassis.
 - **Blink LED**- To activate or deactivate the system ID LED.
 - **Quick Resource Locator**- The Dell.com/support website is displayed in a new web browser.
 - For more information about **Edit Credentials**, see [Editing connection details of an MX7000 chassis](#)

Configuring an MX7000 chassis

To configure an MX7000 chassis:

- 1 Tap , and tap **Configure**.
- 2 You can configure the following network options for the chassis:
 - **IPv4 Settings** —To enable or disable IPv4 settings
 - **IPv6 Settings** —To enable or disable IPv6 settings
 - **Root Credentials** —To set the root credentials for the chassis
 - **Location information**—To specify the location of the MX7000 chassis
 - **Join Chassis group**—For multi chassis management, you can make a stand-alone chassis to join a group.
- 3 You can configure the chassis group settings.

Managing IOMs

To manage IOMs:

- 1 Select **IOM** from the Inventory page of the chassis.
- 2 You can choose the following from the IOM details page:
 - **Network IOM**
 - **Storage IOM**
- 3 You will have the following options for all the network and storage IOMs from the toolbar:
 - **Share**- To share the inventory details of the IOM.
 - **Power options**- To perform power tasks on IOM. The following are the additional power options that you can perform:
 - **Power on** - To power on the IOM.
 - **Shutdown** - To shutdown the IOM.
 - **Power cycle** - To power cycle the IOM.
 - **Power reset** - To reset the IOM.
 - **Blink LED**
 - **Blink until turn off**
 - **Blink off**
- 4 For IOMs, that support configuration and management the following options are available:
 - **IPv4 Settings** - To enable or disable IPv4 settings.
 - **IPv6 Settings** - To enable or disable IPv6 settings.
 - **Root Credentials** - To set the root credentials password for the IOM.

Chassis group configuration

You can perform the following tasks:

- View the health status of the lead and the member chassis in a chassis group when the lead chassis is added by using a network.
- Create or join a chassis group when a stand-alone chassis is added in OpenManage Mobile.
- Delete a chassis group when a lead chassis is added in OpenManage Mobile.
- Leave a chassis group when a member chassis is added in OpenManage Mobile.


Creating a group

You can create a group by making a chassis a lead chassis of the group. You can also add the settings to the group and add other stand-alone chassis to the group.

Prerequisites to create a group:

- Ensure that the chassis is accessible over the network.
- Ensure that the chassis is a stand-alone chassis.
- Ensure that the chassis is authenticated with proper permissions.

To create a chassis group:

- 1 On the OpenManage Mobile home page, tap the appropriate Chassis console.
The **Chassis Dashboard** is displayed.
- 2 Tap .
- 3 Tap **Configure**.

- 4 Tap **Chassis Group Configuration**, and tap **Next**.
- 5 Tap **Create Chassis Group**, and tap **Next**.
- 6 Enter a **Group Name** and **Group Description**, and tap **Next**.

NOTE: Ensure that the group name does not contain space or special characters.

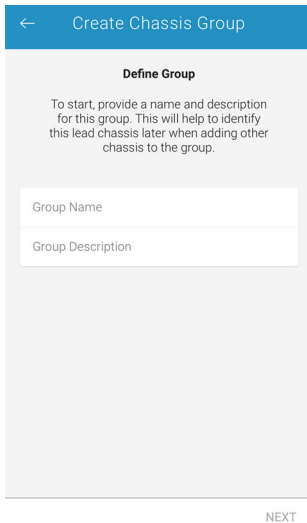


Figure 48. Create chassis group


- 7 Select the appropriate onboarding permissions, and tap **Next**.
- 8 Select the configuration settings that you want to propagate to the group members.
- 9 Tap **Next**.
- 10 The chassis automatically detects all the chassis that are physically wired to the lead chassis, and you can choose any chassis to add to the group.
- 11 Tap **Done**.
The chassis group is created.

Deleting a group

You can delete an existing group. The chassis in the group become a stand-alone chassis.
Prerequisites to delete a group:

- Ensure that the chassis is accessible over the network.
- Ensure that the chassis is a lead chassis.
- Ensure that the chassis is authenticated with proper permissions.

To delete a chassis group:

- 1 On the OpenManage Mobile home page, tap the appropriate chassis group that you want to delete.
The **Chassis Dashboard** of the group is displayed.
- 2 Tap **Chassis**.
The **Chassis Group** page is displayed.
- 3 Select the lead chassis from the list.
The **Chassis Dashboard** of the lead chassis is displayed.
- 4 Tap .
- 5 Tap **Configure**.

The **Configuration** page is displayed.


- 6 Tap **Chassis Group Configuration**.
- 7 Tap **Next**.
- 8 Tap **Delete Chassis Group**, and tap **Next**.
- 9 The delete confirmation message is displayed. Tap **Done**.
The chassis group is deleted.

Joining a group

Prerequisites to join a group:

- Ensure that the chassis is accessible over the network.
- Ensure that the chassis is a stand-alone chassis.
- Ensure that the chassis is authenticated with proper permissions.

To join a chassis group:

- 1 On the OpenManage Mobile home page, tap the appropriate chassis console.
The **Chassis Dashboard** is displayed.
- 2 Tap .
The **Chassis Settings** page is displayed.
- 3 Tap **Configure**.
The **Configuration** page is displayed.
- 4 Tap **Chassis Group Configuration**, and tap **Next**.
- 5 Tap **Join Chassis Group**, and tap **Next**.

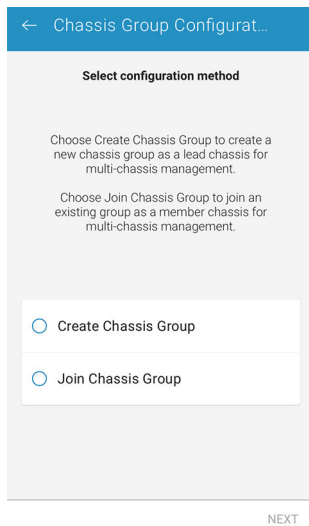


Figure 49. Join chassis group


- 6 Select the appropriate group, and tap **Done**.
The chassis becomes the member of the group.

Leaving a group

Prerequisites to leave a group:

- Ensure that the chassis is accessible over the network.
- Ensure that the chassis is a member of a group.
- Ensure that the chassis is authenticated with proper permissions.

To leave a chassis group:

- 1 On the OpenManage Mobile home page, tap the appropriate chassis console.
The **Chassis Dashboard** is displayed.
- 2 Tap .
The **Chassis Settings** page is displayed.
- 3 Tap **Configure**.
The **Configuration** page is displayed.
- 4 Tap **Chassis Group Configuration**, and tap **Next**.
- 5 Tap **Leave Chassis Group**, and tap **Next**.

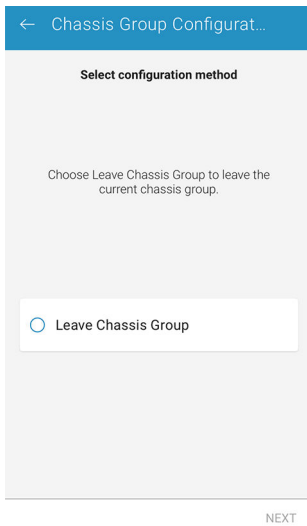


Figure 50. Leave chassis group

- 6 The confirmation message for leaving the group is displayed. Tap **Done**.
The chassis becomes a stand-alone chassis.

Group chassis overview

You can view the group summary of a lead chassis, including the health status of the group and each chassis in the group.

Viewing the group chassis overview

Prerequisites to view a group chassis details:

- Ensure that the chassis is accessible over the network.
- Ensure that the chassis is a lead chassis.

The following are the constraints when viewing the member chassis details:

- OpenManage Mobile does not show the current networking details (LAN, IPv4, IPv6) of the chassis.

- OpenManage Mobile does not support configuring network details (LAN, IPv4, IPv6) of the chassis.
- OpenManage Mobile does not support configuring root credentials of the chassis.

To view the chassis overview:

- 1 On the OpenManage Mobile home page, tap the appropriate chassis group.

The **Chassis Group Dashboard** is displayed. You can view the health status of the chassis in the group.

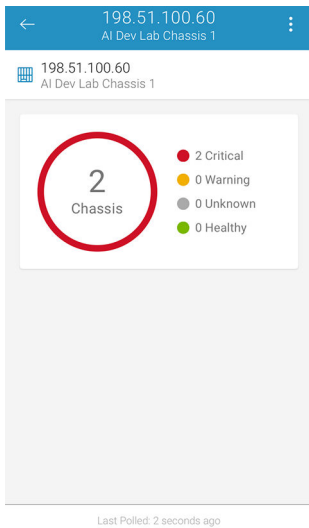






Figure 51. Chassis Group dashboard

-  —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
- 2 Tap the **Chassis summary**.
 - 3 You can view the health status of each chassis. The color symbols on the left of each chassis denote the health status.
 - 4 Select the lead chassis from the list to view the group details. Select the member chassis to view the details of that particular chassis.

SupportAssist

SupportAssist helps the user to identify hardware issues and upload this data to Dell EMC Support. The Dell EMC Support creates a case manually for the uploaded SupportAssist data and also contacts the user.

Topics:

- [iDRAC registration with SupportAssist](#)
- [Storing registration details](#)
- [Uploading the SupportAssist report to Dell EMC support](#)

iDRAC registration with SupportAssist

To register an iDRAC with SupportAssist:

NOTE: Ensure that the setting for storing the registration details is enabled. For more information, see [Storing registration details](#).

1 On the OpenManage Mobile home page, tap the appropriate iDRAC console.

2 Tap **Registration Required**.

The SupportAssist Registration page is displayed.

NOTE: The register option is enabled only if the iDRAC is not registered.

3 Read the details, and tap **Next**.

The End User License Agreement is displayed.

NOTE: For successful registration, ensure that the iDRAC Service Module is installed on the server.

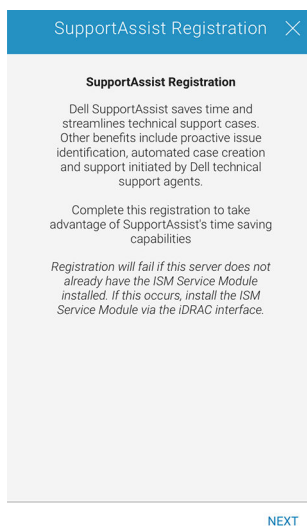


Figure 52. SupportAssist registration

4 Read the terms in the agreement, and accept the agreement by selecting the check box.

5 Tap **Next**.

- 6 Enter the contact and shipping information. You can use **Clear all** to clear all the data and populate the correct information.
- 7 Tap **Next**.
- 8 The registration is completed successfully. Tap **Done**.

Storing registration details

The registration details are stored in OpenManage Mobile once a registration is completed successfully. Ensure that the chassis is accessible over the network.


To enable or disable the settings:

- 1 Tap .
- 2 Tap **Settings**.
- 3 Enable or disable **Save Contact Registration Data** using the toggle switch.

 **NOTE: By default, the Save Contact Registration Data is enabled.**

Uploading the SupportAssist report to Dell EMC support

Ensure that the iDRAC is registered with SupportAssist.

- 1 Tap the appropriate iDRAC.
The iDRAC dashboard is displayed.
- 2 Tap **SupportAssist Collection**.
 **NOTE: Accept all the storage permissions.**
- 3 Tap **SupportAssist Report**.
- 4 Select the appropriate options and tap **Generate**.
The report is downloaded.
- 5 Tap **SupportAssist Collection**. The following options are displayed:
 - **View**—you can view the report
 - **Refresh**—you can generate the report again
 - **Delete**—you can delete the report
 - **Upload to Dell EMC SupportAssist**—you can upload the SupportAssist report to Dell EMC support. Once the task is successful, the file token is displayed.

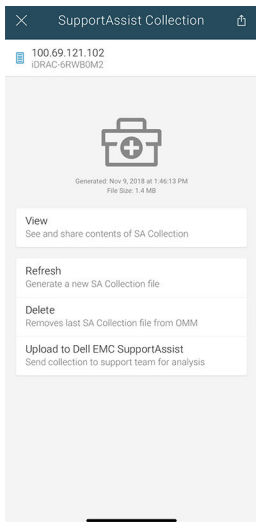


Figure 53. SupportAssist Collection

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 page.

To share the service tag information

Ensure that 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 file using the applications available in your device.

Push notifications

Push notifications enable OpenManage Mobile to notify you when a subscribed OpenManage Essentials console or OpenManage Enterprise console receives alerts from a monitored device or when a task is complete in OpenManage Essentials. The notification is displayed 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.

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 or OpenManage Enterprise 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**.

NOTE: OpenManage Mobile cannot recover your password if it is lost.


- 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](#)
- [Using fingerprint to log in](#)
- [Managing fingerprints](#)

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** page.
 - On the OpenManage Mobile home page:
 - 1 Tap . In the menu that is displayed, tap **Settings**.
The **Settings** page is displayed.
 - 2 Tap **Change Password**.
- 2 The **Change Password** page is displayed.

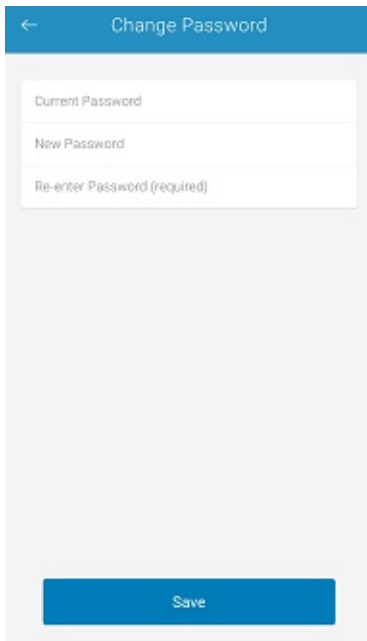


Figure 54. Change password (phone view)

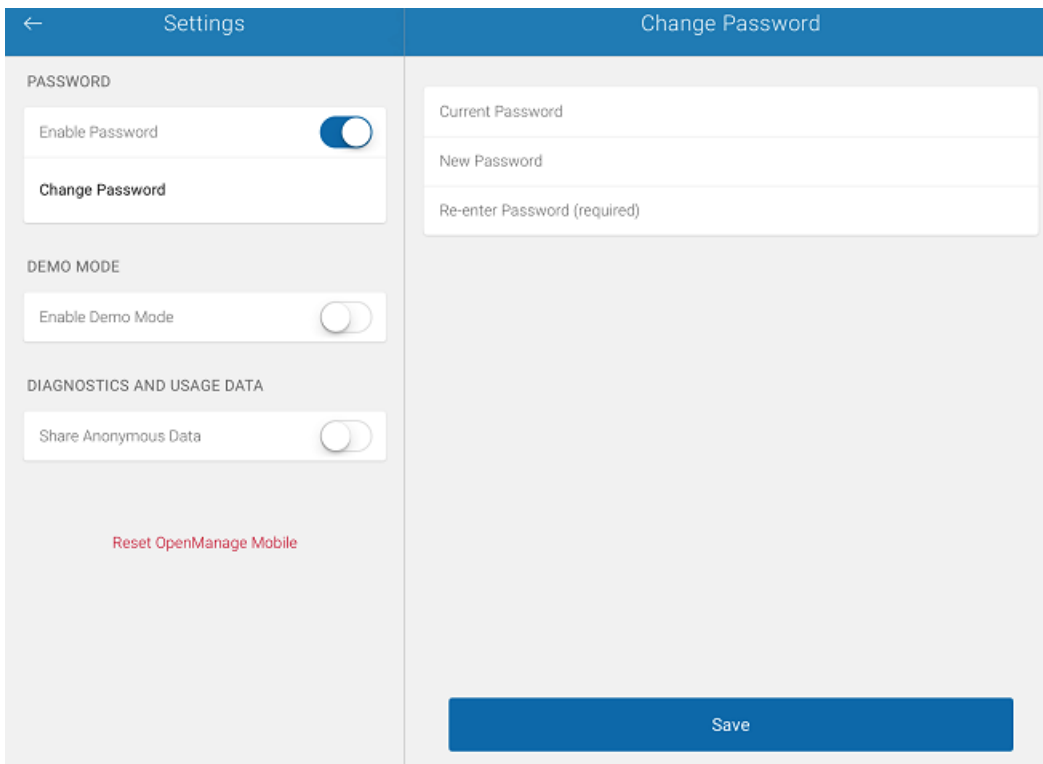


Figure 55. Change password (tablet view)

- 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 page, tap the overflow menu.
- 2 In the menu that is displayed, tap **Settings**.
The **Settings** page is displayed.

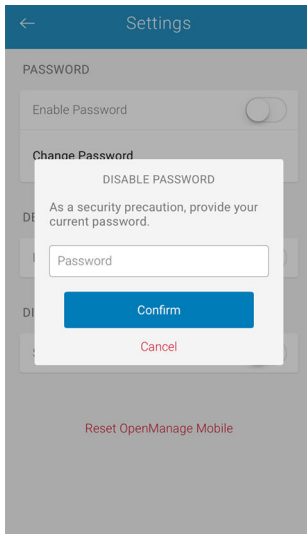


Figure 56. Settings

- 3 Use the **Enable Password** toggle button to enable or disable the password.
- 4 Enter the current password in the pop-up message, and tap **Confirm** to disable the password.

Using fingerprint to log in

You can log in to OpenManage Mobile using fingerprint authentication. For instructions to enable fingerprint authentication, see [Adding a fingerprint](#).

NOTE: The fingerprint option is not available on devices without a fingerprint reader.

NOTE: OpenManage Mobile allows five consecutive attempts after which the fingerprint authentication is disabled for approximately one minute. If necessary, you can type the login password to access OpenManage Mobile.


You can enable fingerprint authenticated login through one of the following:

- On successful installation
- At first-time login
- From the Settings page

NOTE: OpenManage Mobile provides fingerprint authentication access to all the fingerprint registered users.

Enabling or disabling fingerprint authentication from the Settings page

① | **NOTE:** You can enable or disable fingerprint authentication from the setting menu.

- 1 Tap .
- 2 Tap **Settings**.
- 3 Use the toggle button to enable or disable touch ID.

Managing fingerprints

You should enroll your fingerprint in your device to enable the fingerprint authentication for OpenManage Mobile.

① | **NOTE:** You must set a pattern, PIN, or password to protect your fingerprints.

You can choose to:

- Add a fingerprint
- Rename a fingerprint
- Delete a fingerprint

Adding a fingerprint

To add a fingerprint on your device:

- 1 Tap **Settings**.
- 2 Tap **Lock screen and security > Fingerprints**.
- 3 Tap **Add fingerprint**.
- 4 Follow the on screen instructions to register the fingerprint and password.

Renaming a fingerprint

To rename a fingerprint on your device:

- 1 Tap **Settings**.
- 2 Tap **Lock screen and security > Fingerprints**.
- 3 Tap the fingerprint you want to rename.
- 4 Enter the new name.
- 5 Tap **Rename**.

Deleting a fingerprint

To delete a fingerprint from your device:

- 1 Tap **Settings**.
- 2 Tap **Lock screen and security > Fingerprints**.
- 3 Touch and hold the fingerprint that you want to delete.

4 Tap **Remove**.

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](#)
- [Viewing the OpenManage Mobile application version](#)
- [Viewing the OpenManage Mobile TechCenter page](#)
- [Viewing the OpenManage Mobile manuals and documentation](#)
- [Viewing the OpenManage Mobile End User License Agreement and Open-source license](#)

Viewing the OpenManage Mobile application log

To view the OpenManage Mobile application log:


- 1 On the home page, tap .
- 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, iDRAC, or an OpenManage Enterprise console.
- Acknowledging an alert from an OpenManage Essentials console or an OpenManage Enterprise console.
- Deleting an alert from an OpenManage Essentials console or an OpenManage Enterprise console.
- Performing a power control operation on OpenManage Essentials or OpenManage Enterprise—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 page, tap .
- 2 Tap **About**.

The OpenManage Mobile version is displayed.

Viewing the OpenManage Mobile TechCenter page

To view the OpenManage Mobile TechCenter page:

- 1 On the home page, tap .
- 2 Tap **About**.

The OpenManage Mobile product information is displayed.

- 3 Tap **OMM Dell Tech Center**.

The OpenManage Mobile Dell Tech Center page is displayed.


Viewing the OpenManage Mobile manuals and documentation

To view the OpenManage Mobile manuals and documentation:

- 1 On the home page, 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 license

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

- 1 On the home page, tap .
- 2 Tap **About**.
The OpenManage Mobile product information is displayed.
- 3 Tap **View EULA**.
The OpenManage Mobile EULA is displayed.
- 4 Tap **View OpenSource Licenses**.
The **OpenSource licenses** page is 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

This section provides information required to troubleshoot OpenManage Mobile.

Topics:

- [Unable to add OpenManage Essentials to OpenManage Mobile](#)
- [Unable to add OpenManage Enterprise to OpenManage Mobile](#)
- [Unable to add iDRAC to OpenManage Mobile](#)
- [Slow data retrieval](#)
- [Incomplete device information](#)
- [Unable to register for push notifications](#)
- [Unable to receive push notifications](#)
- [Delay in receiving push notifications](#)
- [Unable to retrieve iDRAC data](#)
- [VNC connection failed!](#)
- [BIOS attributes not shown in the manual configuration page](#)
- [Known issues](#)

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. Ensure 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:* Ensure that the user name and password are correct to log in to the remote system. If you use domain credentials, ensure 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 2.5 and above.

Unable to add OpenManage Enterprise to OpenManage Mobile

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

Workarounds:

- *Verify network configuration:* To add an OpenManage Enterprise to OpenManage Mobile, OpenManage Enterprise must not be stopped by any firewall or other security mechanism. Ensure that VPN and/or wireless network is connected, enabled, and configured. Verify if you are able to connect to the OpenManage enterprise from your device by using a web browser.

- *Verify credentials:* Ensure that the user name and password are correct to log in to the remote system. If you use domain credentials, ensure that the domain name is entered in the correct format supported by your directory server (such as companyname or companyname.com).

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 can connect to the iDRAC host from your device using a web browser.
- *Verify credentials:* Ensure the username and password are correct to log in to the remote system. If you use domain credentials, ensure 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.

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: Ensure 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.

Workaround:

- *Verify OpenManage Essentials operation:* Ensure that OpenManage Essential 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 that are 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** page and tap **Refresh** to reinstall the APN token. You must have an Internet connection for this request to be successful.



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 page multiple times to retrieve data.

Workaround: Refresh **iDRAC Details** page 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.

VNC connection failed!

Error message "VNC connection failed!" is displayed when you attempt to launch RDP session for an iDRAC if VNC RDP session is already running or if another active bVNC session is running on a different mobile device for the same iDRAC because iDRAC VNC only supports one connection at a time. You cannot connect to the same iDRAC using any instance of a VNC client, whether from the same mobile device or a different device.

Workaround: Reset the iDRAC to establish the connection.

BIOS attributes not shown in the manual configuration page

BIOS attributes are hidden in the OpenManage Mobile automatically when the server is in the not-ready state because BIOS configuration tasks fail when the Lifecycle Controller is in this state.

Workaround: Ensure that all the jobs are completed and the system is not booted to F10, and try again.

Known issues

- **Issue:** First-time launch of Remotix from OMM fails.
Workaround: Traverse to OMM and launch the app again.
- 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:
 - a **storage get controllers -o**
 - b **storage get enclosures -o**
 - c **raid get controller**
 - d **raid get pdisks -o**
 - e **lclog**


A message **Command Successful** is displayed, which is not the expected output.
- To receive alert notifications in OpenManage Mobile on iOS, you must have a Apple account that is 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 until it gets connected.
- **Issue:** Unable to power on a server if the KG key value in the RAC GUI page is set to a nondefault value.
For iDRAC shown in OpenManage Essentials and OpenManage Enterprise, OpenManage Mobile does not perform the operation with nondefault values.
- If you have more than 100 devices in the **All Devices** group, the devices are sorted by health only on the first page. From the next page, you can view the devices but they are not sorted by health.
- **Issue:** The pop-up message `Quick Sync lost` is displayed while performing manual configuration.
This is due to an android limitation. You see this message when the bluetooth connection is dropped. It connects automatically and this does not interrupt the configuration process.
- **Issue:** When you delete a server added by using quick sync 2 and try to scan again for the same server, it not displayed on the scan page.
Workaround: Close the OpenManage Mobile application and relaunch it to view the deleted server on the scan page.
- You are prompted to check the certificate every time, 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 is lost if the phone is rebooted or if OpenManage Mobile is inactive for long periods.
- While turning off the server, ensure that Titan quick sync is active. If Titan quick sync is inactive, all Titan quick sync features is 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
- 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 OMEssentialsPowerUsers group.

Uninstalling OpenManage Mobile

To uninstall OpenManage Mobile:

 **NOTE:** All the existing data is lost when the OpenManage Mobile is uninstalled.

- 1 Tap .
- 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

You can find the following documents on the Dell EMC Support website at www.dell.com/OpenManageManuals:

- Dell EMC OpenManage Essentials version 2.5 User's Guide
- Integrated Dell Remote Access Controller 9 User's Guide
- Dell EMC OpenManage Enterprise Version 3.0 User's Guide
- Dell EMC PowerEdge MX7000 Enclosure Installation and Service Manual

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 using the following links:

- For Dell EMC Enterprise Systems Management documents — www.dell.com/esmmanuals
- For Dell EMC OpenManage documents — www.dell.com/openmanagemanuals
- For Dell EMC Remote Enterprise Systems Management documents — www.dell.com/esmmanuals
- For iDRAC and Dell Lifecycle Controller documents — www.dell.com/idracmanuals
- For Dell EMC OpenManage Connections Enterprise Systems Management documents — www.dell.com/esmmanuals
- For Dell EMC Serviceability Tools documents — www.dell.com/serviceabilitytools
- a Go to www.dell.com/support.
- b Click **Browse all products**.
- c From **All products** page, click **Software**, and then click the required link from the following:
 - **Analytics**
 - **Client Systems Management**

- **Enterprise Applications**
- **Enterprise Systems Management**
- **Public Sector Solutions**
- **Utilities**
- **Mainframe**
- **Serviceability Tools**
- **Virtualization Solutions**
- **Operating Systems**
- **Support**

d 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.