

Dell EMC OpenManage Mobile

Version 3.3 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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About OpenManage Mobile (OMM)

OpenManage Mobile is a systems management application that enables you to monitor your data center from an iOS mobile device. OMM 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. OMM provides OpenManage Essentials and OpenManage Enterprise alerts to your mobile device and enables you to troubleshoot your hardware during emergencies. Also, OpenManage Mobile enables 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.

NOTE: Dell recommends that you upgrade to OMM version 3.3. To view the information about the current version of OMM installed on your mobile, see [Viewing the OpenManage Mobile application version](#).

Topics:

- [What is new in this release](#)
- [Key features of OpenManage Mobile \(OMM\)](#)

What is new in this release

NOTE: OpenManage Mobile version 3.3 is supported on iOS versions 11 and later.

Remediation

- A full power-cycle operation can be performed remotely on OMM. This operation is equivalent to unplugging and plugging a power cable on a server.
- View and remediate the fault logs of server and chassis
- View and remediate the lifecycle logs of server and chassis

Security

- If the iDRAC certificate uses certificate authority and the corresponding certificate authority is available on the mobile device, then it is automatically verified on OMM.
- Hint to remember the password
- Improved certificate compliance status highlighting potential security issues

User Experience

- A new home page for better experience
- View the recent search suggestions in the recent section of OMM home page

Monitoring of MX7000 chassis

- Monitor back of a chassis in the AR mode
- Assign a backup lead chassis to a group
- View the chassis group topology on the OpenManage Enterprise-Modular application

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).
- Monitor and manage an MX7000 chassis by using Augmented Reality.

Setting up OpenManage Mobile

This chapter provides information about installing and starting OpenManage Mobile.

Topics:

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

Installing OpenManage Mobile

Prerequisites to install OpenManage Mobile:

- Ensure that you have iOS version 11 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**, and tap **Get**.
4. Enter **Apple ID** password and click **OK**.

Starting OpenManage Mobile (OMM)

To start OpenManage Mobile:

i **NOTE: An Internet connection is required when you start OMM 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 **OMM 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**.

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

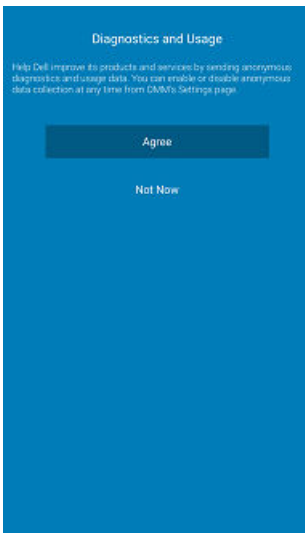


Figure 1. Diagnostics and Usage

4. The **Password Settings** page is displayed.

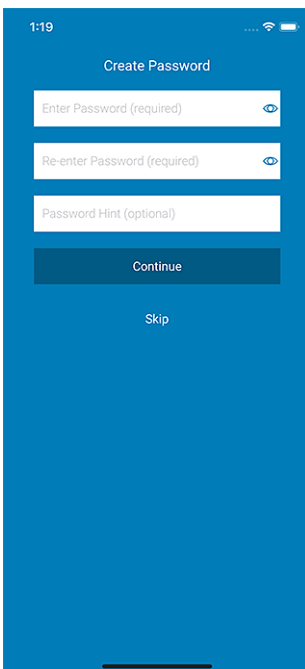


Figure 2. Password settings

5. Complete one of the following based on your preference:
 - To set the authentication type for OMM:
 - a. For password authentication, type a password and reconfirm the password. You can provide a hint to remember the password.
 - b. If you also want to use your fingerprint to log in, use the **Enable touch ID login** toggle button.
- NOTE:**
- **The Enable touch ID login option is displayed only on devices with a fingerprint sensor.**
 - **When you start OMM for the first time, it is mandatory to enter the password. Fingerprint authentication is available only from the next time you start OMM.**
- c. Tap **Login**.
- To skip setting the authentication for OMM, tap **Skip**.
6. On the **Demo Mode** page, tap one of the following based on your preference:
 - **Try Demo mode now**—To open OMM in demo mode, see [OpenManage Mobile \(OMM\) Demo mode](#).
 - **Continue to OpenManage Mobile**—To open the OMM home page.

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

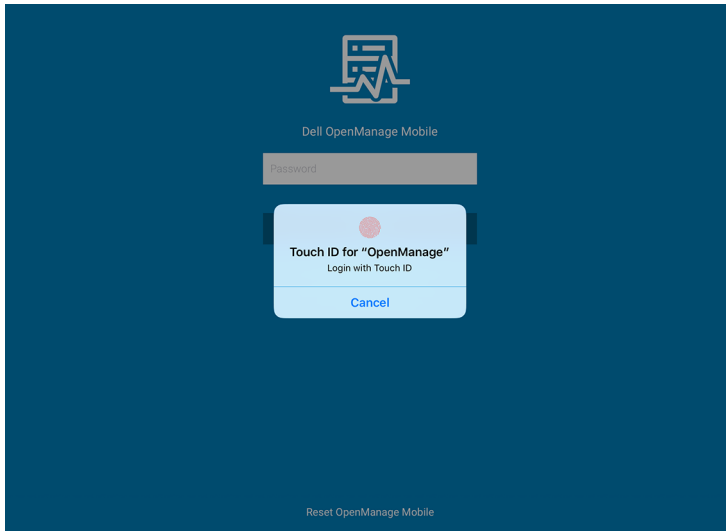


Figure 3. Login to OMM

2. Present the fingerprint that you have registered for login purposes on the fingerprint sensor.
If the authentication is successful, the fingerprint recognized message is displayed.

The OMM home page is displayed.

Viewing OpenManage Mobile (OMM) home page

To view the OMM home page:

1. Start OMM.
2. If applicable, enter the OMM password and tap **Login**.
The OMM home page is displayed.

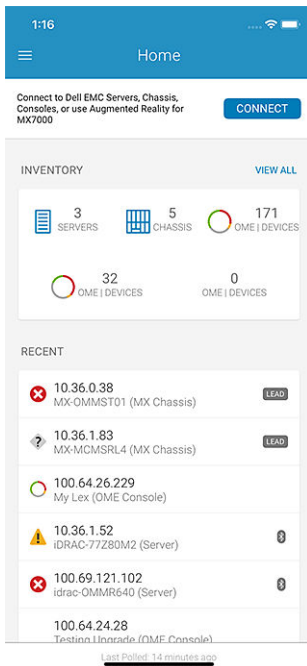





Figure 4. Home page

3. To add servers, chassis, OpenManage Enterprise console, or OpenManage Essential console, tap **Connect**.
4. In the **Recent** section, you can see the recently viewed devices.
5. In the **Inventory** section, the number of servers and chassis are displayed. Each of the OpenManage Essentials and the OpenManage Enterprise consoles is displayed.
6. To view all the devices, tap **View All**.
 - To view the filter options, on the **Inventory page**, tap  in the upper right corner. Select an option from the list to filter the devices.
 - To search for devices, on the **Inventory page**, tap  in the upper right corner.
 - To add new devices, on the **Inventory page**, tap  in the upper right corner.

NOTE:

- To add an OpenManage Essentials console, see [Adding OpenManage Essentials](#).
- To add an iDRAC, see [Adding iDRAC](#).
- To add an MX7000 chassis, see [Adding an MX7000 Chassis](#).
- To add an OpenManage Enterprise console, see [Adding OpenManage Enterprise](#).

Navigate through the OMM

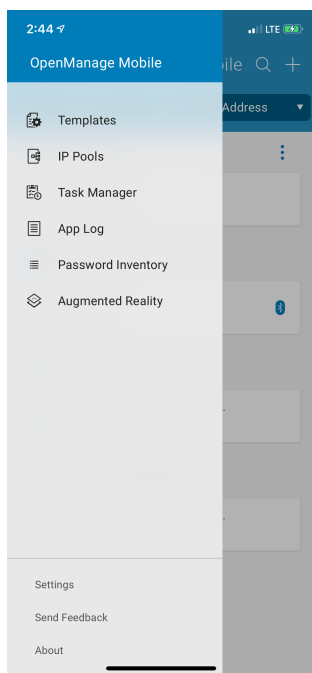


Figure 5. Navigation menu

- **Templates**—Create, edit, and manage templates.
- **IP Pools**—Specify a range of IP for template deploy.
- **Task Manager**—View the actions that are performed in OMM.
- **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.
- **Augmented Reality**—Monitor and view an MX7000 chassis in augmented reality mode.
- **Settings**—Set and manage the OMM properties.
- **Send Feedback**—Send an email feedback to Dell using the default email application.
- **About**—View the OMM version and links to related resources.

OpenManage Mobile (OMM) Demo mode

Demo mode enables you to explore the features of OMM. You can work on basic OMM features such as creating and deleting hosts, viewing alerts.

NOTE:

- **Features that require a network connection do not work in the demo mode.**
- **Enabling demo mode does not delete the information that you save on OMM. When you disable demo mode, the information you saved is restored to OMM.**

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).**
- **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 deletes all user entered information such as Login Password, Saved hosts, Logs, Analytics data, and so on.

To reset OpenManage Mobile:

1. You can perform one of the following:
 - On the OpenManage Mobile login page, tap **Forgot Password**, and then tap **Reset OpenManage Mobile app**.
 - On the OpenManage Mobile home page, do the following:
 - Tap the Navigation menu icon.
 - Tap **Settings**.
 - Tap **Reset OpenManage Mobile**.
2. The **Are you sure?** pop-up message is displayed.
3. Tap **Yes** to reset OpenManage Mobile application.
The **Confirm Reset** pop-up message is displayed.
4. Tap **Reset**.
You are redirected to the OpenManage **End User Licence 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:

- The latest version of OpenManage Essentials is installed.
- 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 OMM password and tap **Login**.
The OMM home page is displayed.
3. Perform one of the following:
 - On the OMM home page, tap **Connect**
 - On the OMM home page, tap **View All**, and tap **+** in the upper right corner.
4. Tap **OpenManage Essentials**, and tap **Next**.
5. Type the hostname or IP, username, password, domain (if applicable), and description (optional) of the OpenManage Essentials console.

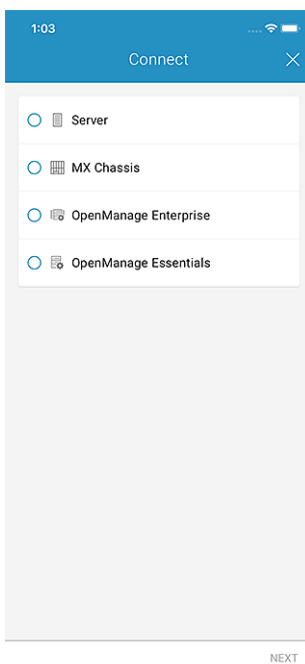


Figure 6. Adding OpenManage Essentials

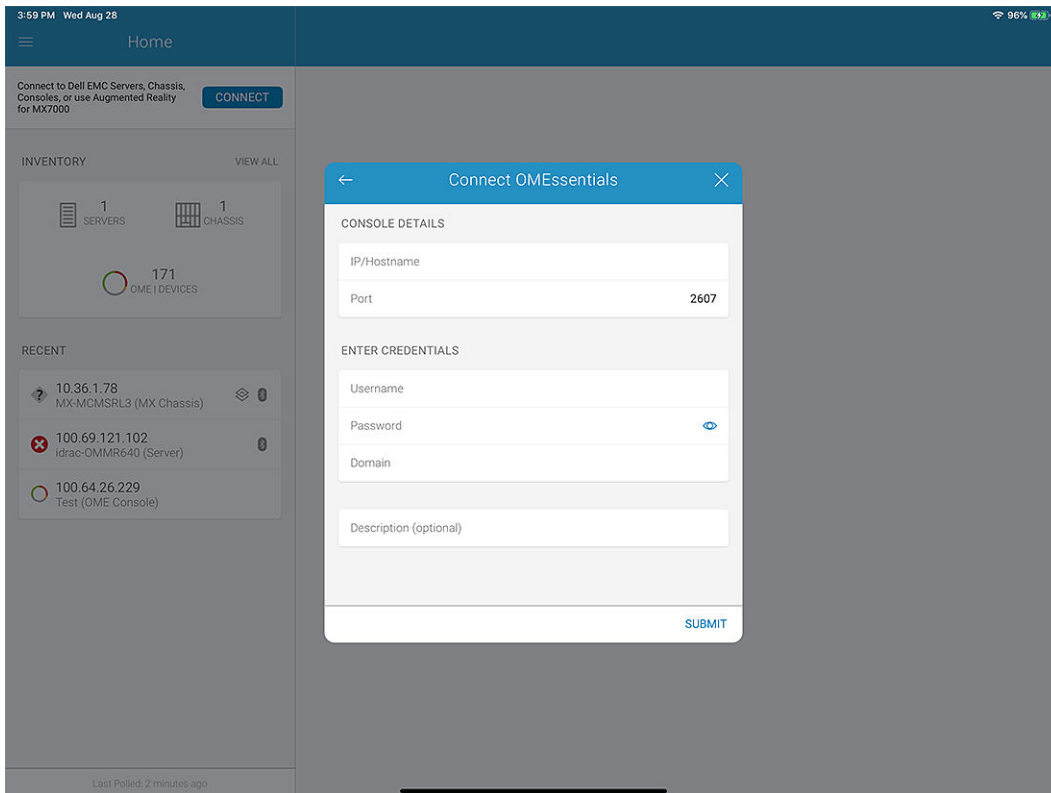


Figure 7. Adding OpenManage Essentials (tablet view)

6. To save the connection information, tap **Submit**.
The OpenManage Essentials SSL certificate is displayed.
7. To accept the certificate and save the OpenManage Essentials console, tap **Yes**.
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 the *OpenManage Essentials User's Guide* available at www.dell.com/OpenManageManuals.
- If you do not want to receive the push notifications, you can disable it by using the *enable push notifications* toggle button.
- In certain situations, there might be a delay in receiving push notifications in OMM. 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. In the Inventory section of the OMM home page, perform one of the following:
 - Tap the appropriate OpenManage Essentials console.
 - Tap **View All**, and tap the appropriate OpenManage Essentials console.

The OpenManage Essentials dashboard is displayed.

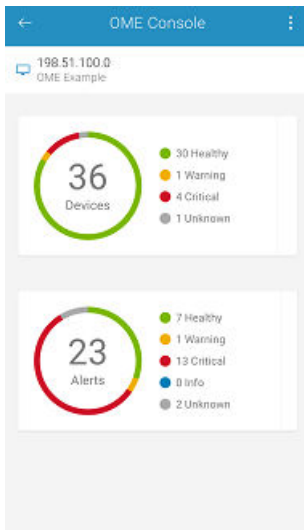








Figure 8. OpenManage Essentials dashboard

-  —Indicates the number of devices or alerts that are in Critical status.
 -  —Indicates the number of devices or alerts that are in Warning status.
 -  —Indicates the number of devices or alerts that are in Healthy status.
 -  —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.
 3. To view the information about the certificate, tap , and tap **View Certificate**.

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. In the Inventory section of the OMM home page, perform one of the following:
 - Tap the appropriate OpenManage Essentials console.
 - Tap **View All**, and tap the appropriate OpenManage Essentials console.
2. On the OpenManage Essentials dashboard page, tap **Devices**.
The device details page is displayed.

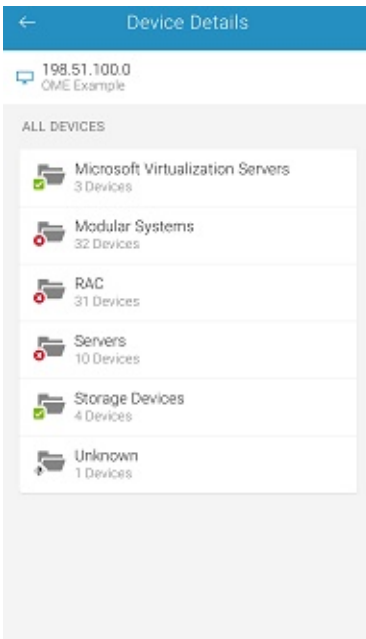



Figure 9. All devices

3. Tap the appropriate device category and then tap to select the device you want to view. The inventory information of the device is displayed.



Figure 10. Device details

4. Tap to change one or more of the following properties:
 - Software details, hardware log, device alerts, and warranty.
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 on a new web browser page.

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. In the Inventory section of the OMM home page, perform one of the following:
 - Tap the appropriate OpenManage Essentials console.
 - Tap **View All**, and tap the appropriate OpenManage Essentials console.
2. Tap **Alerts**.

NOTE:

- You can filter the alerts from the list that is available in the upper pane of the Alerts page.
- 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.
The **Alert Details** page is displayed.



Figure 11. Alerts and Alerts Details (phone view)

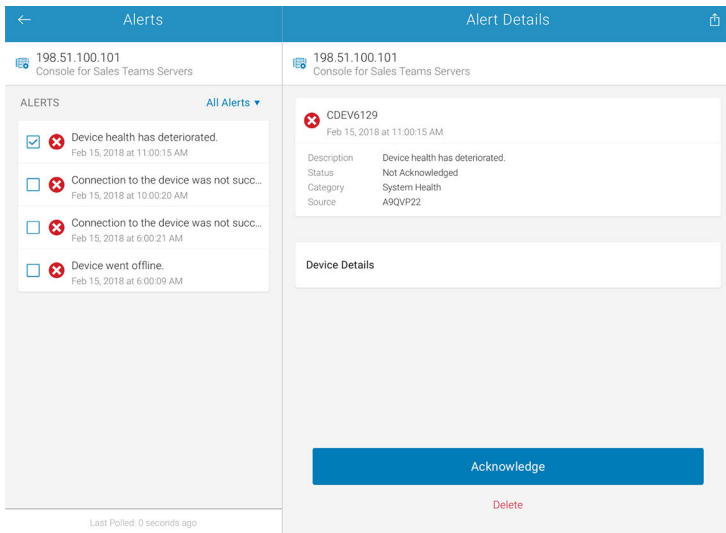


Figure 12. Alerts and Alerts Details (tablet view)

You can share, acknowledge, or delete an alert.



Performing an action on multiple alerts

1. On the **OpenManage Essentials** dashboard, tap **Alerts**.
The **Alerts** page is displayed.
2. Select multiple alerts by selecting the corresponding check box. 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

On the **Alert Details** page, tap **Acknowledge**.

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

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

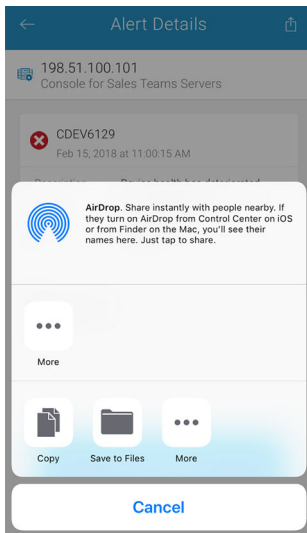


Figure 13. Alert sharing options

Deleting an alert

1. On the **Alert Details** page, tap **Delete**.

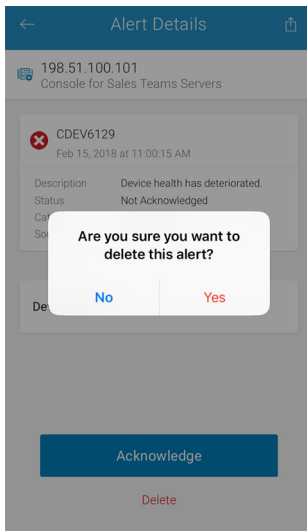



Figure 14. Deleting alerts

2. In the **Delete Confirmation** box, tap **Yes**.

The alert is deleted, and the list of alerts is updated.

Editing connection details of an OpenManage Essentials console

To edit the connection details of the OpenManage Essentials console:

1. In the Inventory section of the OMM home page, tap **View All**.
2. 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**.
3. Edit the hostname or IP, username, password, domain (if applicable), and description (optional).
4. Tap **Update**.


On the **Set Alert Subscription** page, edit the alert filter subscription, if required.


5. 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. In the Inventory section of the OMM home page, tap **View All**.
2. Perform one of the following:
 - Tap the OpenManage Essentials console that you want to remove.
The **OpenManage Essentials** dashboard is displayed.
 - a. Tap .
 - b. Tap **Edit Connection**.
 - c. Tap **Delete Device**.
 - Swipe the appropriate OpenManage Essentials to the left and tap **Delete**.

 **NOTE:** If OMM 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 the *OpenManage Essentials User's Guide* available at www.dell.com/openmanagemanuals.

3. The **Delete Confirmation** page is displayed.
4. Tap **Yes**.

The OpenManage Essentials console is deleted from OMM.

Performing power control operations


You can perform power control operations on a server that is 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. In the Inventory section of the OMM home page, perform one of the following:
 - Tap the appropriate OpenManage Essentials console.
 - Tap **View All**, and tap the appropriate OpenManage Essentials console.
2. On 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**.

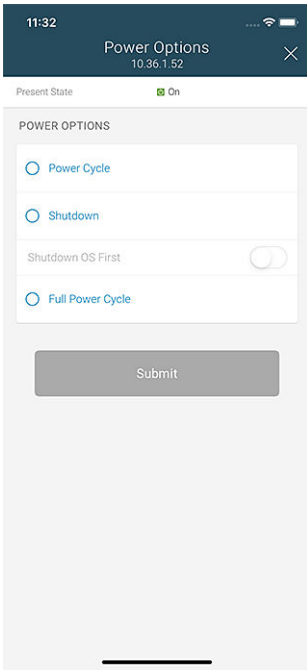


Figure 15. Power control options

The supported power control operations are displayed.

5. Tap **Submit**.

The OMM 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:

- The latest version of OpenManage Enterprise is installed.
- 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 OMM password and tap **Login**.
The OMM home page is displayed.
3. Perform one of the following:
 - On the OMM home page, tap **Connect**.
 - On the OMM home page, tap **View All**, and tap **+** in the upper right corner.
4. Tap **OpenManage Enterprise**, and tap **Next**.
5. Type the hostname or IP, username, password, domain (if applicable), and description (optional) of the OpenManage Enterprise console.

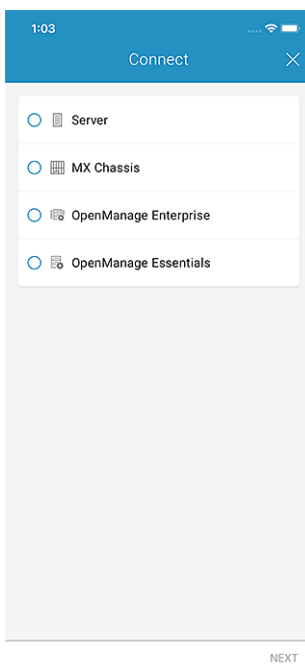


Figure 16. Adding OpenManage Enterprise (phone view)

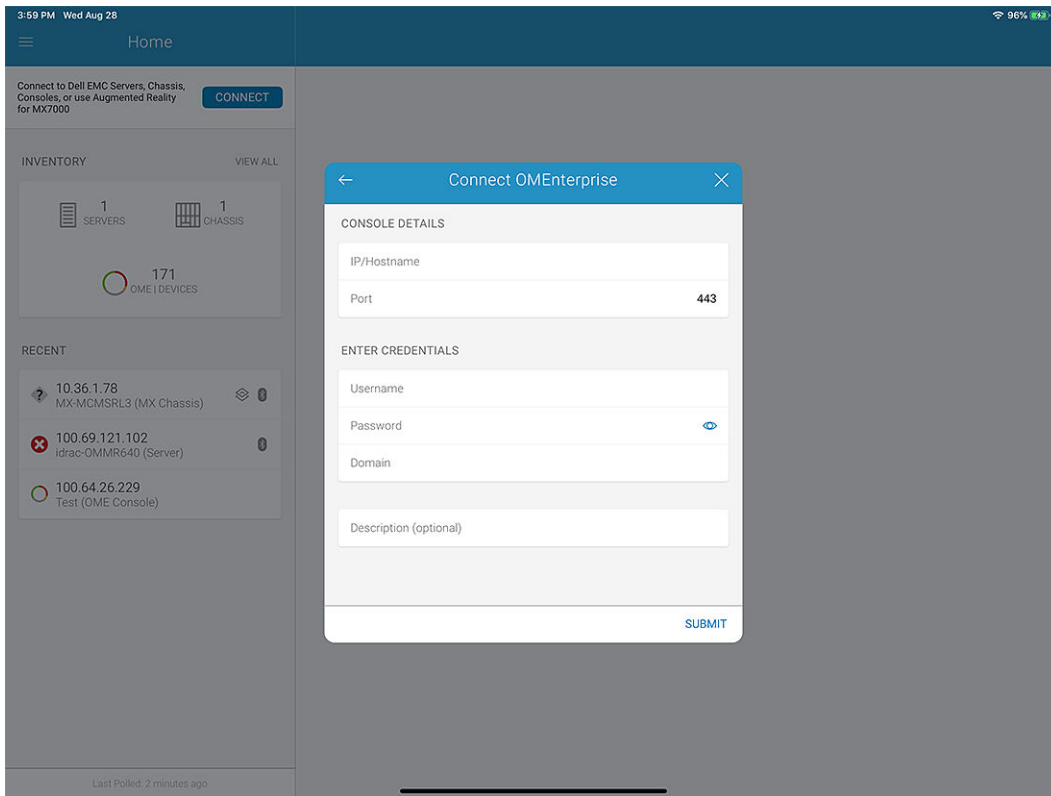


Figure 17. Adding OpenManage Enterprise (tablet view)

6. To save the connection information, tap **Submit**.
The OpenManage Enterprise SSL certificate is displayed.
7. To accept the certificate and save the OpenManage Enterprise console, tap **Yes**.
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 the *OpenManage Enterprise User's Guide* available at www.dell.com/OpenManageManuals.
- If you do not want to receive push notifications, you can disable it using the *enable push notifications* toggle button.
- In certain situations, there might 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. In the Inventory section of the OMM home page, perform one of the following:
 - Tap the appropriate OpenManage Enterprise console.
 - Tap **View All**, and tap the appropriate OpenManage Enterprise console.

The OpenManage Enterprise dashboard is displayed.

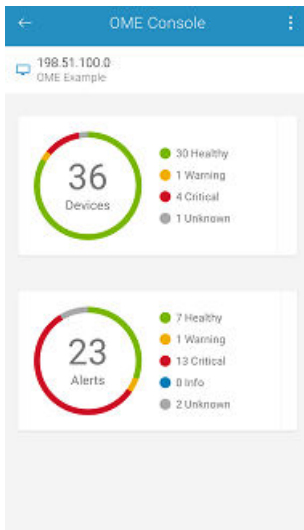








Figure 18. OpenManage Enterprise dashboard

-  —Indicates the number of devices or alerts that are in Critical status
 -  —Indicates the number of devices or alerts that are in Warning status
 -  —Indicates the number of devices or alerts that are in Healthy status
 -  —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.
 3. To view the information about the certificate, tap , and tap **View Certificate**.

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. In the Inventory section of the OMM home page, perform one of the following:
 - Tap the appropriate OpenManage Enterprise console.
 - Tap **View All**, and tap the appropriate OpenManage Enterprise console.
2. On the OpenManage Enterprise dashboard, tap **Devices**.
The **All Devices** page is displayed.

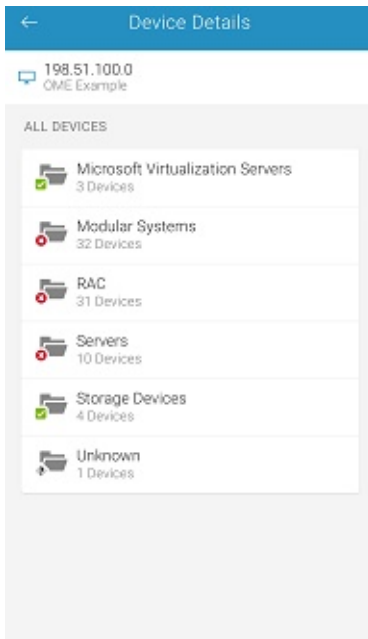


Figure 19. All devices

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

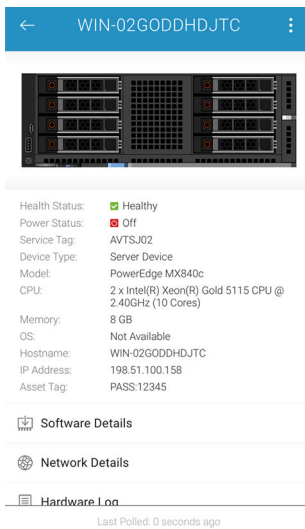



Figure 20. Device details

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** page, tap **Software details**.

The **Software Details** page is displayed with the software information of an OpenManage Enterprise.

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:


- Tap on the **Device Details** page and then tap **Quick Resource Locator**.
The Dell Quick Resource Locator website is displayed on a new web browser page.

 **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. In the Inventory section of the OMM home page, perform one of the following:
 - Tap the appropriate OpenManage Enterprise console.
 - Tap **View All**, and tap the appropriate OpenManage Enterprise console.
2. Tap **Alerts**.

 **NOTE:**

- You can filter the alerts from the list that is available in the upper pane of the Alerts page.
- For more information about multiple alerts, 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 the details.
The **Alert Details** page is displayed.

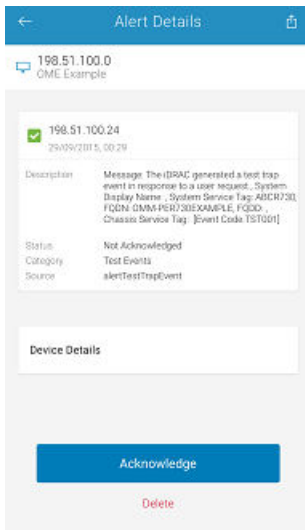


Figure 21. Alerts and Alerts Details (phone view)

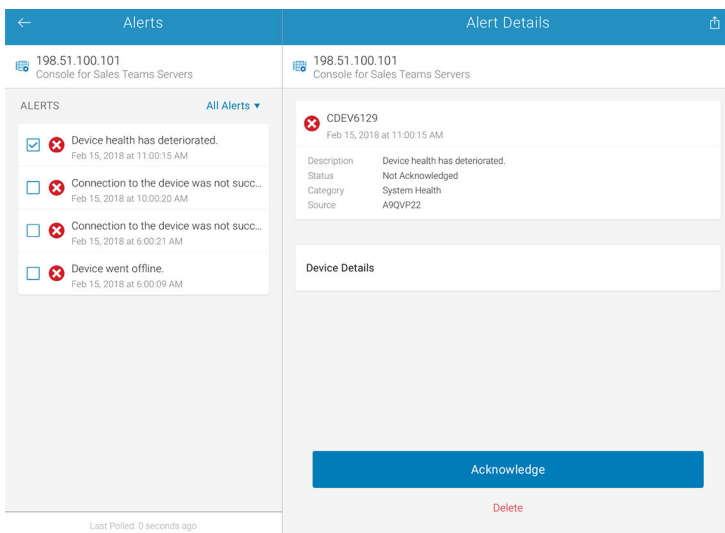


Figure 22. Alerts and Alerts Details (tablet view)

You can forward, acknowledge, or delete an alert.

Performing an action on multiple alerts

To perform an action on multiple alerts:

1. On the **OpenManage Enterprise 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 you want to use to share the alert details.

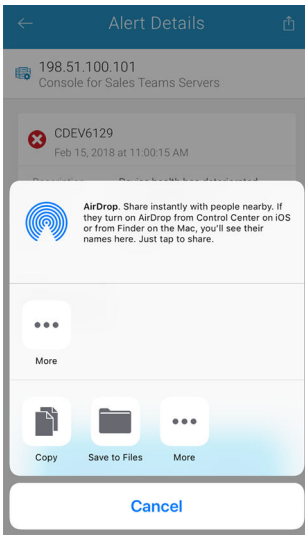


Figure 23. Alert sharing options

Deleting an alert

To delete an alert:

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

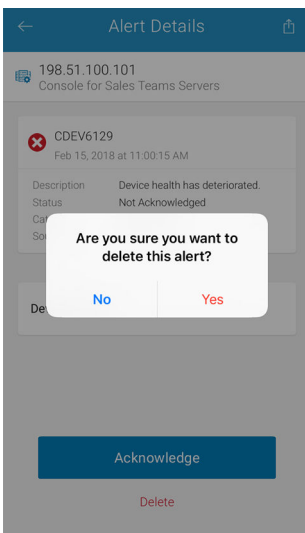



Figure 24. Deleting alerts

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

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

Editing connection details of an OpenManage Enterprise console

To edit the connection details of the OpenManage Enterprise console:

1. In the Inventory section of the OMM home page, tap **View All**.
2. Perform one of the following:
 - a) Tap the OpenManage Enterprise console that you want to edit, tap , and tap **Edit Connection**.
 - b) Swipe the appropriate OpenManage Enterprise to the left, and tap **Edit**.
3. Edit the hostname or IP, username, password, domain (if applicable), and description (optional) as required.
4. Tap **Update**.

On the **Set Alert Subscription** page, edit the alert filter subscription if needed.
5. 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. In the Inventory section of the OMM home page, tap **View All**.
2. On the OpenManage Mobile home page, perform one of the following steps:
 - Tap the OpenManage Enterprise console that you want to remove.

The **OpenManage Enterprise** dashboard is displayed.

 - a. Tap .
 - b. Tap **Edit Connection**.
 - c. 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 the *OpenManage Enterprise User's Guide*.

3. The **Delete Confirmation** page is displayed.
4. 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. In the Inventory section of the OMM home page, perform one of the following:
 - Tap the appropriate OpenManage Enterprise console.
 - Tap **View All**, and tap the appropriate OpenManage Enterprise console.

2. On the OpenManage Enterprise 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 select **Power Options**.
The supported power control operations are displayed.

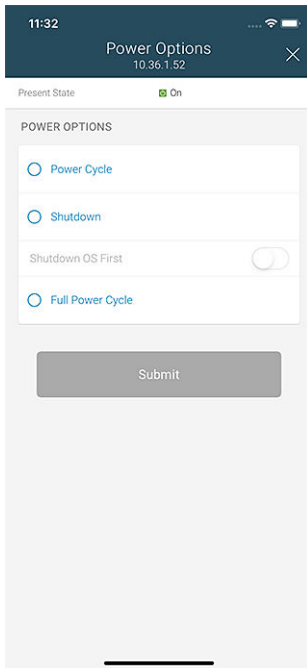


Figure 25. Power control options

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](#)
- [View certificate information of an iDRAC](#)
- [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 WiFi access to the iDRAC network from your mobile device.

You can add an iDRAC to OMM by using a network, , and Quick Sync 2.

Adding an iDRAC using a network

To add an iDRAC using a network:

1. Start OpenManage Mobile.
2. If applicable, type the OMM password and tap **Login**.
The OMM home page is displayed.
3. Perform one of the following:
 - On the OMM home page, tap **Connect**
 - On the OMM home page, tap **View All**, and tap  in the upper right corner.
4. Tap **Server**, and tap **Next**.
5. Tap **Connect via Network**, and tap **Next**.
6. Type the hostname or IP, username, password, and domain (if applicable) of the iDRAC.

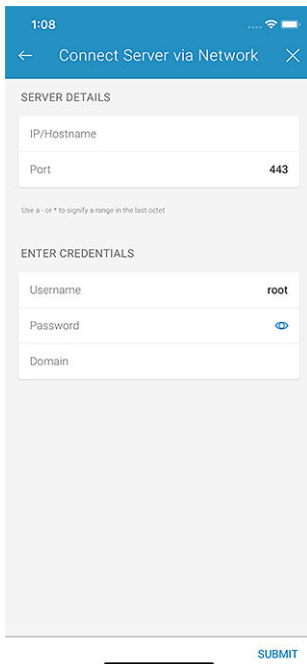


Figure 26. Add iDRAC (phone view)

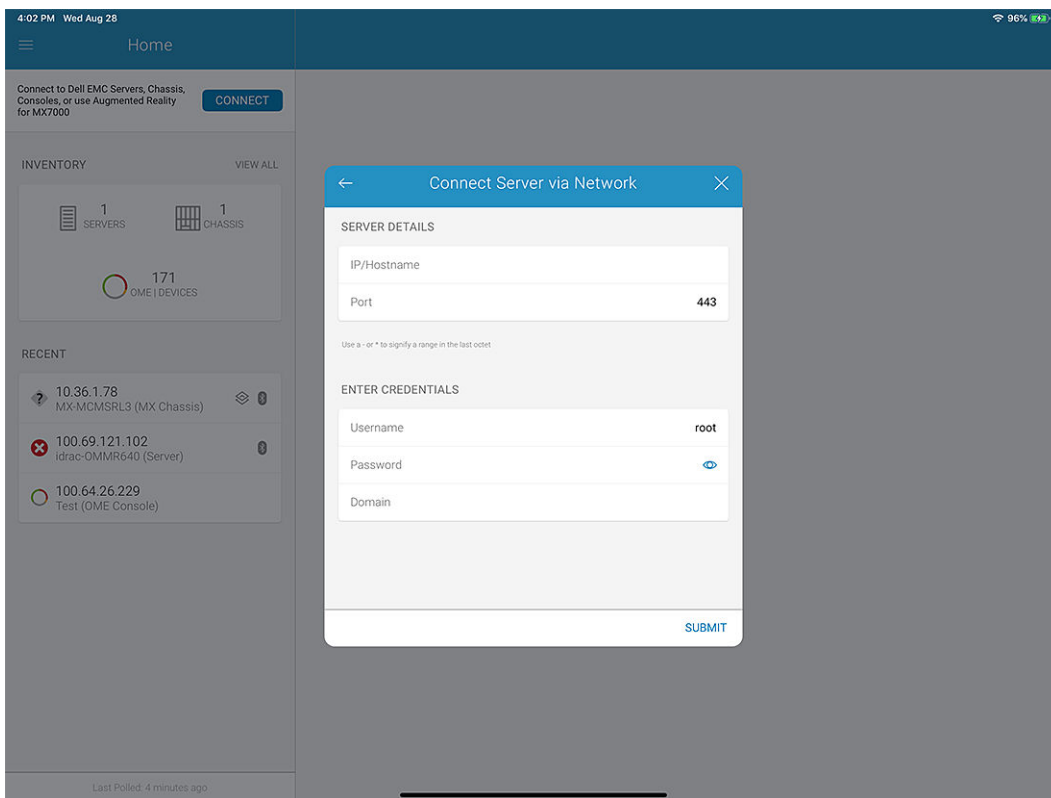


Figure 27. Add iDRAC (tablet view)

7. To save the connection details, tap **Submit**.
The iDRAC SSL certificate is displayed.
8. To accept the certificate and save the iDRAC, tap **Yes**.
The **iDRAC Details** page is displayed.

Adding multiple iDRACs using a network


This feature enables you to add multiple iDRACs using a network.

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 OMM password and tap **Login**.

The OMM home page is displayed.

3. Perform one of the following:
 - On the OMM home page, tap **Connect**
 - On the OMM home page, tap **View All**, and tap  in the upper right corner.
4. Tap **Server**, and tap **Next**.
5. Tap **Connect via Network**, and tap **Next**.
6. You can add all the iDRACs in the range by 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 and use a dash to separate it in **IP/Hostname**. For example, 192.168.0.50-100.

7. Type the username, password, domain (if applicable) of the iDRAC.
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. Perform one of the following:
 - On the OpenManage Mobile home page, tap **Connect**
 - On the OpenManage Mobile home page, tap **View All**, and tap  in the upper right corner.

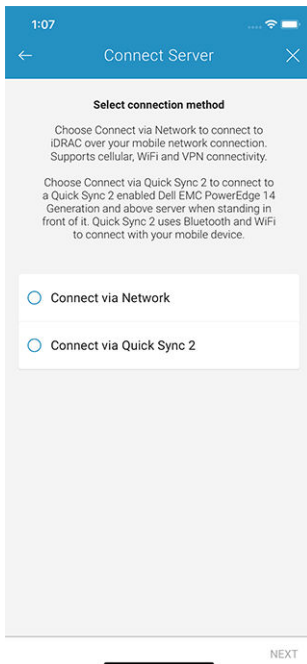


Figure 28. Quick Sync 2

2. Tap **Server**, and tap **Next**.
3. Tap **Connect 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**.
 - i** **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 page is displayed.
7. Tap **Yes** to proceed.
The iDRAC authentication page is displayed.
 - i** **NOTE: To display the iDRAC authentication pop-up, ensure the Read Authentication option is enabled on 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 message is displayed.
 - b) The credential is automatically populated. Tap **Add Device**.
Position the camera to scan the QRL.
 - i** **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. In the Inventory section of the OpenManage Mobile home page, perform one of the following:
 - Tap **Servers**, and tap the appropriate iDRAC.
 - Tap **View All**, and tap the appropriate iDRAC.

The iDRAC dashboard is displayed.

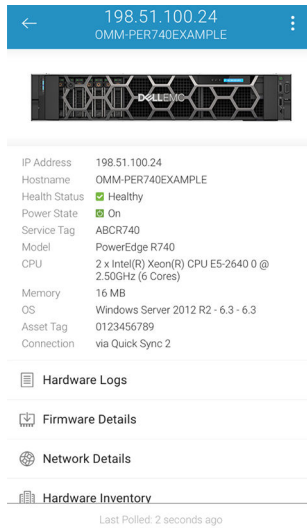


Figure 29. iDRAC dashboard (phone view)

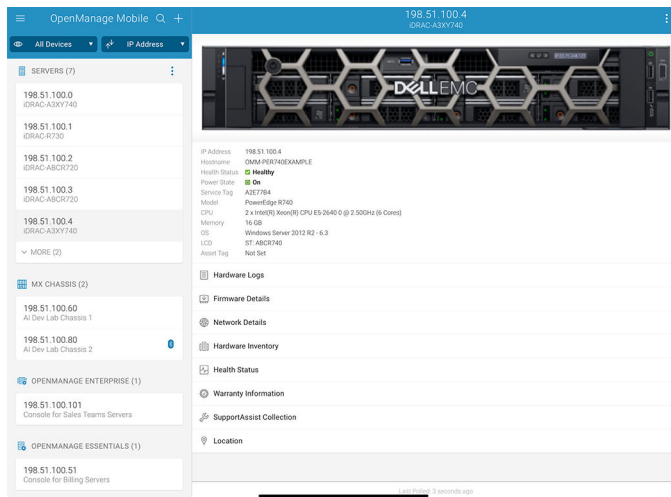



Figure 30. iDRAC dashboard (tablet view)

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. On the iDRAC Details page, tap **Hardware Logs**. The **Logs** page is displayed.
2. Select **System Event Log** or **Lifecycle Log** from the list that is displayed.

3. Tap the appropriate log entry for more details.

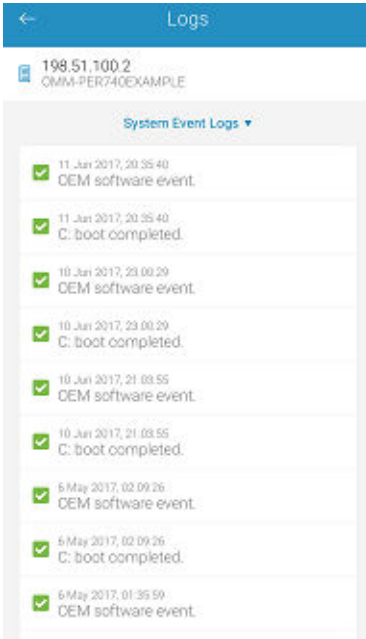


Figure 31. Hardware logs

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** page, tap **Firmware Details**.

The **Firmware Details** page is displayed.

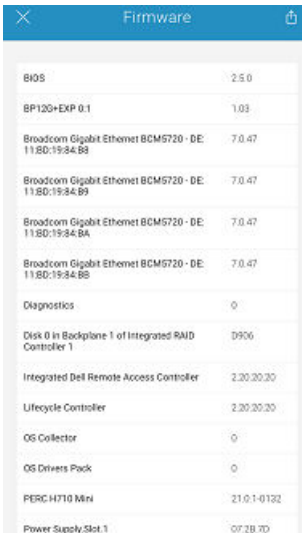


Figure 32. Firmware details

Viewing network details of an iDRAC

To view the network details of an iDRAC:

- In the **iDRAC Details** page, tap **Network Details**.

The **Network Details** page is displayed.

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	0:0:0:0:fff::c533:5418
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** page, tap **Health Status**.

The **Health Status** page 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** page, tap **Warranty Information**.

The warranty information of the server is displayed.

i | **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:

- On the iDRAC **Details** page, tap , and then tap **Quick Resource Locator**.
The Dell Quick Resource Locator website is displayed on a new web browser page.

 **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. In the Inventory section of the OpenManage Mobile home page, perform one of the following:
 - Tap **Servers**, and tap the appropriate iDRAC.
 - Tap **View All**, and tap the appropriate iDRAC.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. In the Inventory section of the OpenManage Mobile home page, perform one of the following:
 - Tap **Servers**, and tap the appropriate iDRAC.
 - Tap **View All**, and tap the appropriate iDRAC.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, ensure that the bVNC Viewer is installed on your mobile device.

To view the remote desktop:

1. In the Inventory section of the OpenManage Mobile home page, perform one of the following:
 - Tap **Servers**, and tap the appropriate iDRAC.
 - Tap **View All**, and tap the appropriate iDRAC.The iDRAC dashboard is displayed.
2. Tap  and tap **Launch Virtual Console**.
The **Launch Remote Desktop** page is displayed.

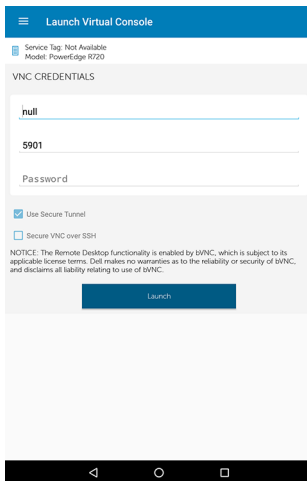


Figure 35. Launch remote desktop

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

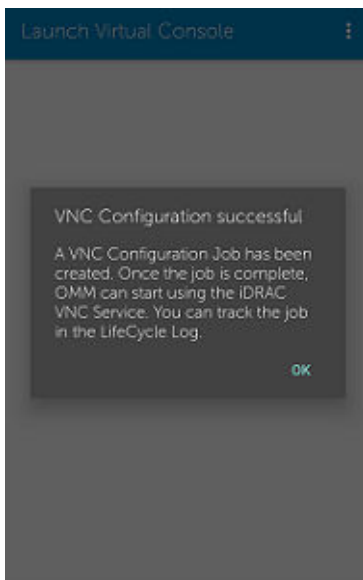


Figure 36. VNC configuration confirmation

NOTE:

- **Select the Use Secure Tunnel check box when the encryption is set to 128-bit or more in iDRAC.**
- **The bVNC displays an error message that it cannot connect to the remote desktop in the following cases:**
 - **The iDRAC does not support remote desktop.**
 - **A remote desktop password is not set.**

Editing connection details of an iDRAC

To edit the connection details of an iDRAC:

1. In the Inventory section of the OpenManage Mobile page, perform one of the following:
 - Tap **Servers**.
 - Tap **View All**.
2. Perform one of the following steps:
 - Tap the iDRAC server that you want to edit.

The **iDRAC Details** page is displayed.

a. Tap .

b. Tap **Edit Credentials**.

- Swipe the appropriate iDRAC server to the left, and tap **Edit**.

The **Edit Connection** page is displayed.

3. Edit the hostname or IP, username, password, and domain (if applicable).

4. To save the connection information, tap **Update**.

The **iDRAC dashboard** is displayed.

Deleting an iDRAC

To delete an iDRAC from OpenManage Mobile:

1. In the Inventory section of the OpenManage Mobile page, perform one of the following:

- Tap **Servers**.
- Tap **View All**.

2. 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** page is displayed.

a. Tap .

b. Tap **Edit Credentials**.

c. Tap **Delete Device**.

3. The **Delete Confirmation** message is displayed.

4. Tap **Yes**.

The iDRAC is deleted from OpenManage Mobile.

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**

Perform RACADM command operations

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

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

To perform RACADM command operations:

1. In the Inventory section of the OpenManage Mobile home page, perform one of the following:

- Tap **Servers**, and tap the appropriate iDRAC.

- Tap **View All**, and tap the appropriate iDRAC.

The iDRAC dashboard is displayed.

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

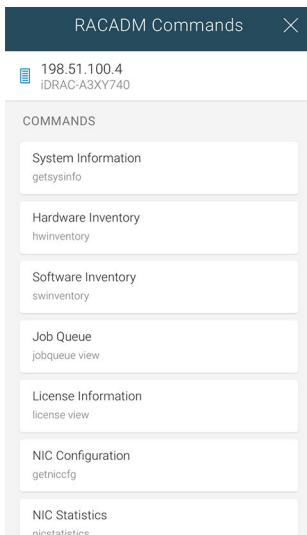


Figure 38. RACADM Commands

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 that is used to connect to the iDRAC. If this device is discovered through OpenManage Essentials or OpenManage Enterprise, there could be multiple IP addresses that are 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

Information	Description
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. In the Inventory section of OpenManage Mobile home page, perform one of the following:
 - Tap **Servers**, and tap the appropriate iDRAC.
 - Tap **View All**, and tap the appropriate iDRAC.

The iDRAC dashboard is displayed.


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:** To apply the BIOS changes, restart the server. 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 page, tap the  symbol.
2. Tap **Launch iDRAC GUI**.
3. The iDRAC details will be displayed in the device browser.

View certificate information of an iDRAC

View the summary of an iDRAC certificate.

1. On the iDRAC details page, tap .
2. Tap **View Certificate**.

Performing power control operations on an iDRAC

To perform power control operations on an iDRAC:

1. In the Inventory section of OpenManage Mobile home page, perform one of the following:
 - Tap **Servers**, and tap the appropriate iDRAC.
 - Tap **View All**, and tap the appropriate iDRAC.

The iDRAC dashboard is displayed.

2. Tap .
- The **iDRAC Settings** menu is displayed.

3. Tap **Power Options**.
The supported power control operations are displayed.
4. Select the power control operation that 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.**
- **The Power Options page displays the task credentials that are 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 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**

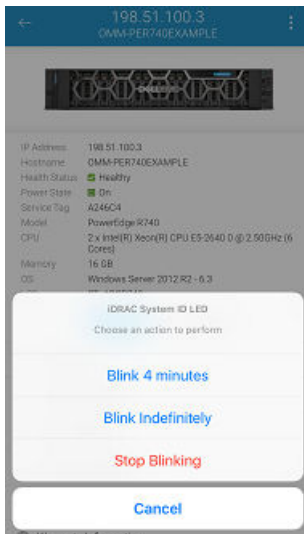


Figure 39. Blink LED options (phone view)

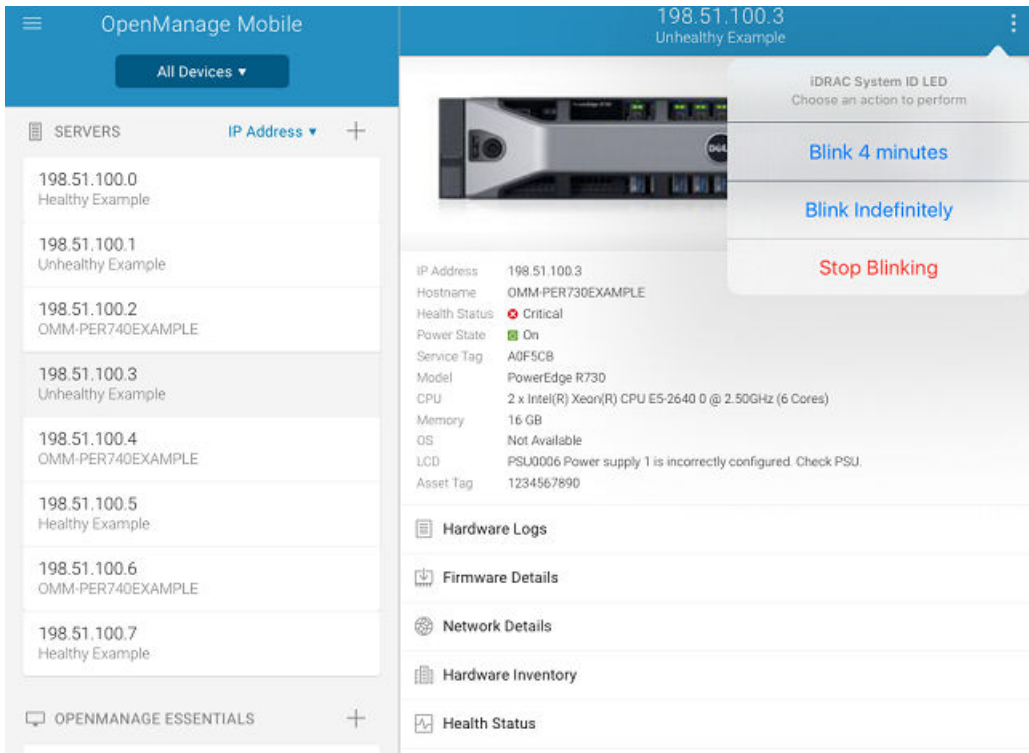


Figure 40. Blink LED options (tablet view)

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**

i | **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. In the Inventory section of OpenManage Mobile home page, perform one of the following:
 - Tap **Servers**, and tap the appropriate iDRAC.
 - Tap **View All**, and tap the appropriate iDRAC.

The iDRAC dashboard is displayed.

2. Tap **i**.
3. Tap **Configure**.
4. Enable **Auto Config** by 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

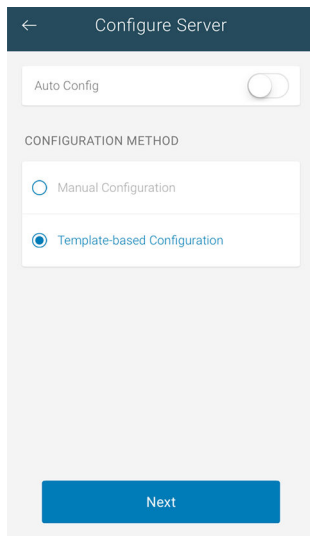


Figure 41. Configure Server

Creating a Deployment template

NOTE: The template deploy option is available only for YX4X servers. For more information about the naming conventions of servers, see [Identifying the generation of your Dell EMC PowerEdge server](#).

To create a deployment template in OMM:


1. Tap  from the OMM home page.
2. Tap **Templates**.
3. Tap **Add**.
The **Template Configuration** page is displayed.




Figure 42. 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. On the OMM home page, tap **View All**.
2. In the server section, tap .
3. Tap **Configure**.
4. Select the appropriate servers.
5. Tap **Next**.
The **Configure Server** page is displayed. Auto Config and Configuration Method.
6. In **Configuration Method**, tap **Template-based Configuration**, and tap **Next**.
7. Tap the appropriate *Template*.
The **Deploy Configuration** page is displayed.
8. 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. In the Inventory section of OpenManage Mobile home page, perform one of the following:
 - Tap **Servers**, and tap the appropriate iDRAC.
 - Tap **View All**, and tap the appropriate iDRAC.
 The iDRAC dashboard is displayed.

2. Tap .
The iDRAC Settings menu is displayed.
3. Tap **Diagnostics**.

 **NOTE: Accept all the storage permissions.**

The Diagnostics page is displayed.

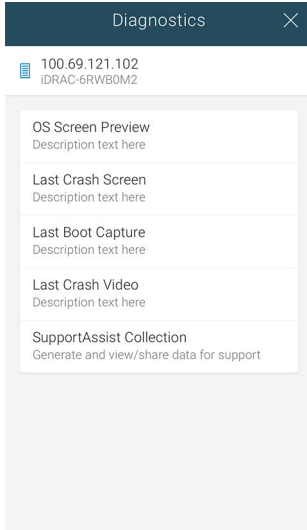


Figure 43. Diagnostics

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**

 **NOTE:**

- **If the file takes a long time to download because of the size of the download, you can cancel the message and view the progress in the Task Manager.**
- **Alternatively, the reports can be generated using WS-Man or Quick Sync over WiFi.**

5. You can email the downloaded attachment to Dell EMC support teams 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](#)
- [Configure an MX7000 chassis](#)
- [Manage IOMs by using OMM](#)
- [Chassis group configuration](#)

Adding an MX7000 Chassis using Quick Sync 2

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

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

To add an MX7000 chassis:

1. Start OpenManage Mobile.
2. If applicable, type the OMM password and tap **Login**.
The OMM home page is displayed.
3. Perform one of the following:
 - On the OMM home page, tap **Connect**
 - On the OMM home page, tap **View All**, and tap  in the upper right corner.
4. Tap **MX Chassis**, and tap **Next**.

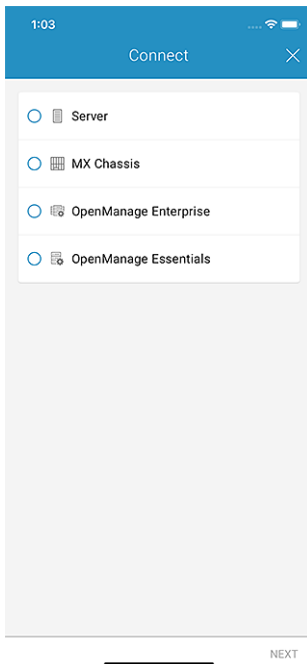


Figure 44. Adding an MX7000 Chassis using Quick Sync 2

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 **Connect via Quick Sync 2**, and tap **Next**.
A video on how to enable the bluetooth connection is displayed.
6. Tap **Next**.

NOTE: You are prompted to enable access to bluetooth.

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**.
You are prompted to provide access to the camera. The credentials are automatically populated.
- b) 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**.

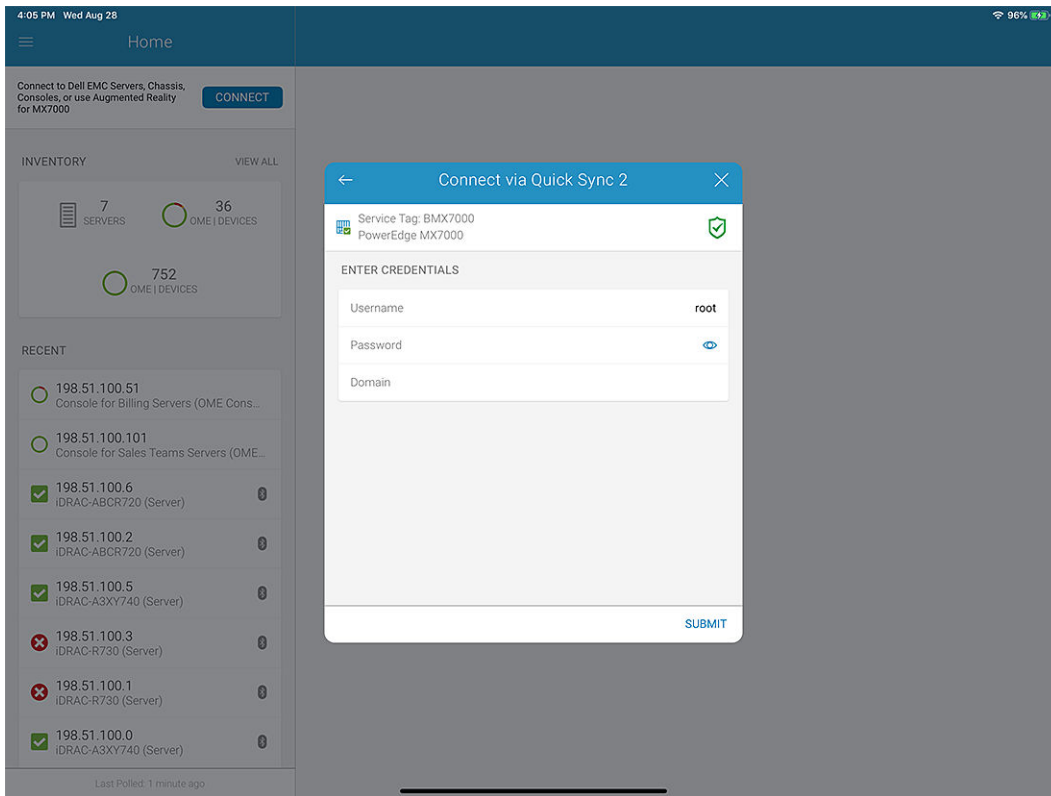


Figure 45. Adding an MX7000 Chassis using Quick Sync 2 (tablet view)

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 page.

Adding an MX7000 Chassis using a network

To add an MX7000 Chassis using a network:

1. Start OpenManage Mobile.
2. If applicable, type the OMM password, and tap **Login**.
The OMM home page is displayed.
3. Perform one of the following:
 - On the OMM home page, tap **Connect**
 - On the OMM home page, tap **View All**, and tap **+** in the upper right corner.
4. Tap **MX Chassis** from the list, and tap **Next**.
The **Add MX Chassis** page is displayed.
5. Tap **Connect via network**, and tap **Next**.
6. Type the hostname or IP, username, password, domain (if applicable), of the Chassis.

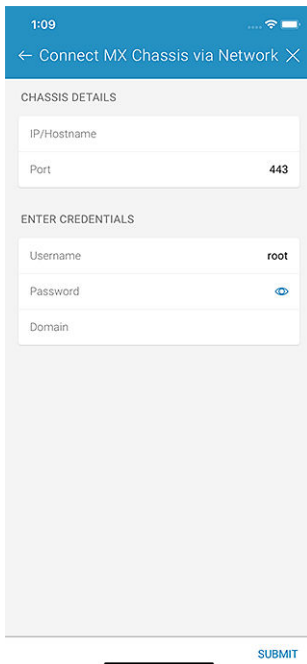


Figure 46. Adding Chassis using a network(phone view)

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. In the Inventory section of OpenManage Mobile home page, perform one of the following:
 - Tap **Chassis**, and tap the appropriate chassis.
 - Tap **View All**, and tap the appropriate chassis.

The chassis dashboard is displayed.

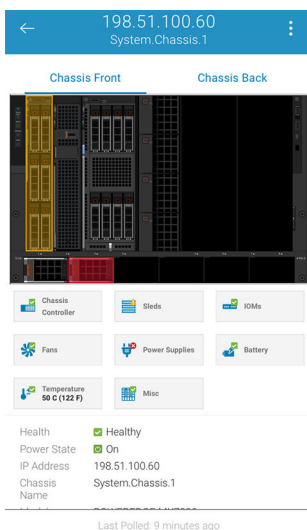


Figure 47. Chassis dashboard (phone view)

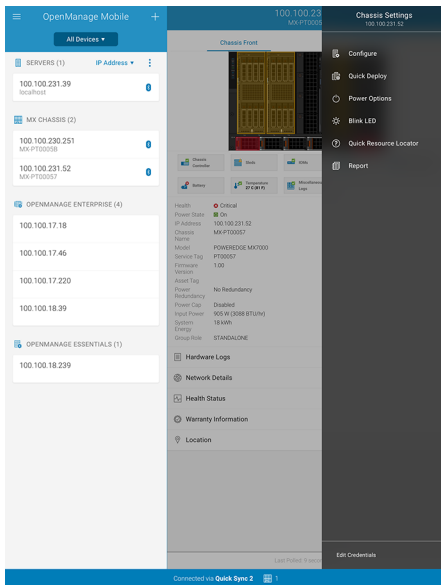



Figure 48. Chassis dashboard (tablet view)

2. You can view the following details and status:
 - **Chassis Controller**—View the health status and log information about the OpenManage Enterprise-Modular.
 - **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 back 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. In the Inventory section of OpenManage Mobile home page, perform one of the following:
 - Tap **Chassis**.
 - Tap **View All**.
 2. Perform one of the following steps:
 - Tap the chassis that you want to edit.
 - a. Tap .
 - b. Tap **Edit Credentials**.
 - Swipe the appropriate chassis to the left, and tap **Edit**.
- The **Edit Credentials** page is displayed.
3. Edit the username, password, and domain (if applicable) as required.
 4. Tap **Update**.
 5. 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) 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. In the Inventory section of OpenManage Mobile home page, perform one of the following:
 - Tap **Chassis**.
 - Tap **View All**.
2. Perform one of the following steps:
 - Swipe the appropriate chassis to the left, and tap **Delete**.
 - Tap the chassis that you want to edit.
 - a. Tap .
 - b. Tap **Edit Credentials**.
 - c. Tap **Delete Device**.
3. The **Delete Confirmation** message is displayed.
4. Tap **Yes**.

The chassis is deleted from OpenManage Mobile.


Viewing additional MX7000 chassis options

To view the additional MX7000 chassis options:

1. On the chassis dashboard, tap .
The Options menu is displayed.
2. You can view the following details:
 - **Configure**—Configure the **Power Options** and **Chassis Configuration** by using Quick Sync 2 (Bluetooth).
 - **Report**—Generate a comprehensive report about the **System Overview, Health Status, Location, Network Details, Sub Components, Hardware Log, and Warranty Information..**
 - **Power Options**—Change the power cycle of the chassis.
 - **Blink LED**—Activate or deactivate the system ID LED.
 - **Quick Resource Locator**—The Dell.com/support website is displayed on a new web browser.
 - **Quick Deploy**—Perform the initial chassis deployment by using OpenManage Mobile.
 - For more information about **Edit Credentials**, see [Editing connection details of an MX7000 chassis](#)
 - **View Certificate**—View the summary of the certificate.

Configure an MX7000 chassis

To configure an MX7000 chassis:

1. On the chassis dashboard, tap  and tap **Configure**.
2. Tap **Manual Configuration**, and tap **Next**. You can configure the following network options for the chassis:
 - **Network Configuration**—To enable or disable the LAN settings.
 - **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 information of the MX7000 chassis
 - **Join Chassis Group**—For chassis group configuration, a stand-alone chassis can join a chassis group.
3. Tap **Chassis group configuration** to configure the chassis that is part of a group.

Manage IOMs by using OMM

Tap **IOM** from the chassis dashboard.

You can view the health statuses and the log data about the IOMs.

- You can view the following health status:

- **Network IOMs**
- **Storage IOMs**

Tap each IOM to view the details.

- You can view 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 shut down the IOM
 - **Power cycle**—To power cycle the IOM
 - **Power reseal**—To reset the IOM
 - **Blink LED**
 - **Blink until turn off**
 - **Blink off**
- 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. In the Inventory section of OpenManage Mobile home page, perform one of the following:
 - Tap **Chassis**.
 - Tap **View All**.

Tap the appropriate chassis.

The **Chassis Dashboard** is displayed.

2. Tap  and tap **Configure**.
3. Tap **Chassis Group Configuration**, and tap **Next**.
4. Tap **Create Chassis Group**, and tap **Next**.
5. Enter a **Group Name** and **Group Description**, and tap **Next**.

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

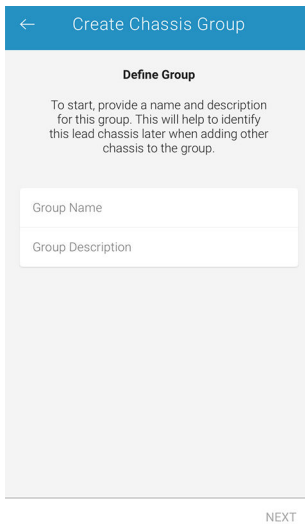


Figure 49. Create chassis group

6. Select the appropriate onboarding permissions, and tap **Next**.
7. Select the configuration settings that you want to propagate to the group members, and tap **Next**.
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.
8. Tap **Done**.
The chassis group is created.

Deleting a group


You can delete an existing group. The chassis in the group becomes 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. In the Inventory section of OpenManage Mobile home page, perform one of the following:
 - Tap **Chassis**.
 - Tap **View All**.

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. In the Inventory section of OpenManage Mobile home page, perform one of the following:

- Tap **Chassis**.
- Tap **View All**.

Tap the appropriate chassis.

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**.

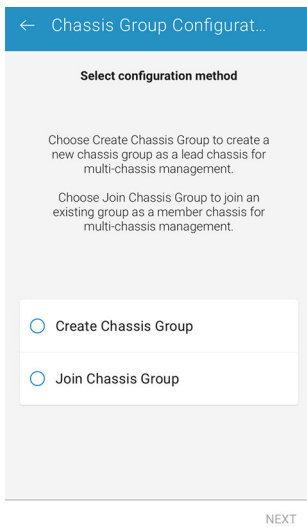


Figure 50. Join chassis group

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. In the Inventory section of OpenManage Mobile home page, perform one of the following:

- Tap **Chassis**.
- Tap **View All**.

Tap the appropriate chassis.

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**.

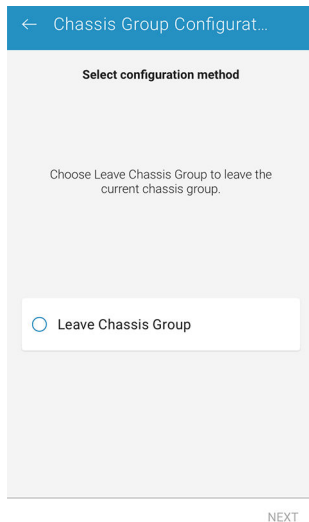


Figure 51. Leave chassis group


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

Configure backup chassis of a group

Configure a member chassis to be the backup lead chassis of the group.

Ensure that the lead chassis is added by using the network.

1. In the inventory section of the OpenManage Mobile home page, perform one of the following:
 - Tap **Chassis**.
 - Tap **View All**.

Navigate to the lead chassis dashboard.
The **Chassis Dashboard** of the lead chassis is displayed.
2. Tap , and tap **Configure**.
3. Tap **Chassis group configuration**, and tap **Next**.
4. Tap **Assign Backup Chassis**, and tap **Next**.
5. Select the chassis from the list and tap **Done**.

Chassis group overview

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

View the chassis group overview

Prerequisites to view chassis group information:

- 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 information:

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

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

To view the chassis overview:

1. In the Inventory section of OpenManage Mobile home page, perform one of the following:

- Tap **Chassis**.
- Tap **View All**.

Tap the appropriate chassis group.

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

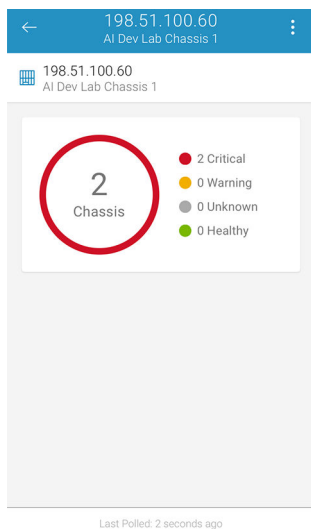






Figure 52. Chassis Group dashboard

-  —Indicates the number of devices or alerts that are in Critical status
-  —Indicates the number of devices or alerts that are in Warning status
-  —Indicates the number of devices or alerts that are in Healthy status
-  —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.

Chassis group topology

You can view the topology of a chassis group.

View the chassis group topology

Perform the following to view the topology:

1. In the Inventory section of OpenManage Mobile home page, perform one of the following:

- Tap **Chassis**.
- Tap **View All**.

Tap the appropriate chassis group.

2. Tap **Chassis**.

3. Tap **Show Topology** in the lower end of the page.

The OpenManage Enterprise-Modular application displays the topology of the chassis group.

NOTE: The group topology is a troubleshooting aid, and the port wiring connections are dynamically traced. Hence, it may take several minutes to display the topology when there are multiple chassis with each having multiple port connections.

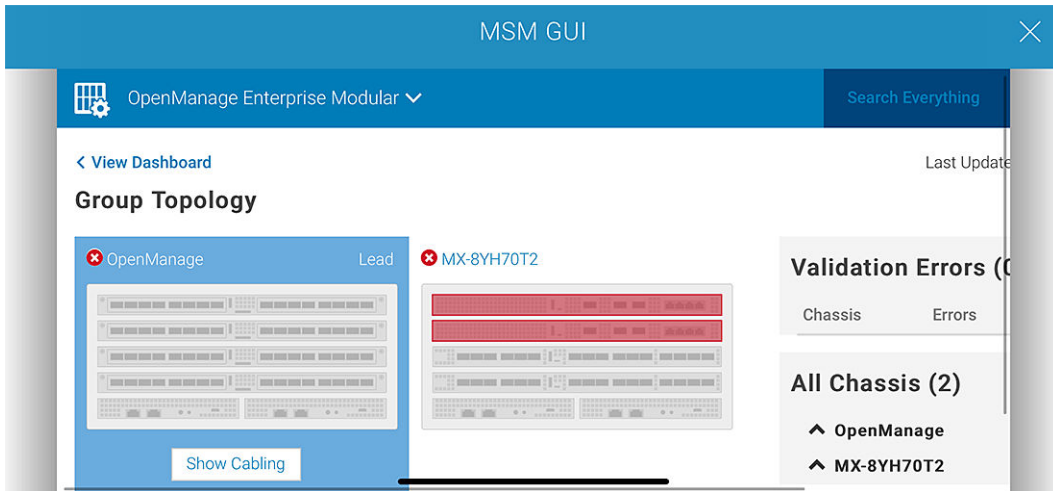


Figure 53. Chassis group topology

Monitor an MX7000 chassis by using Augmented Reality

By using the Augmented Reality (AR) feature of OMM, you can manage the Dell EMC MX7000 chassis in the data center.

Topics:

- [Start Augmented Reality on OMM](#)
- [Monitor an MX7000 chassis by using AR](#)
- [Front view of an MX7000 chassis in AR mode](#)
- [Back view of an MX7000 chassis in AR mode](#)
- [Exit the AR mode](#)

Start Augmented Reality on OMM


Prerequisites to start the AR mode:

- Ensure that your mobile device supports the AR feature. For more information about the list of supported devices, see [Augmented Reality for iOS](#) on the Apple website.

 **NOTE: OpenManage Mobile does not support AR in iPads.**

- Ensure that your mobile device has an iOS version 12 and later.
- Ensure that the OpenManage Mobile has access permission to the camera of your mobile device.

1. On the OpenManage Mobile home page, tap .

 **NOTE: If this feature has not been used before, a red color filled circle is displayed with  and the Augmented Reality icon. The red color filled circle is not displayed when you have used the AR mode at least once on the OpenManage Mobile.**

2. Tap **Augmented Reality**.
The **Augmented Reality** page is displayed which contains the description of the feature. A video about the functioning of the AR mode is displayed.
3. Tap **Start**.
The camera of your mobile device is displayed.

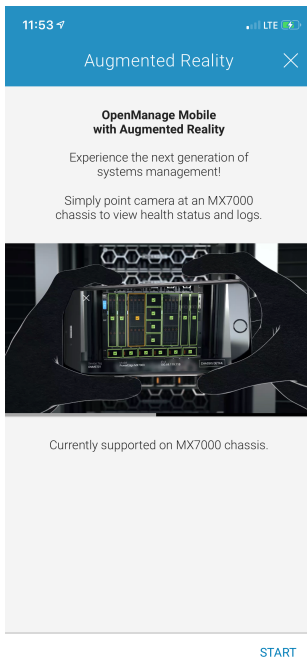


Figure 54. Start AR

Monitor an MX7000 chassis by using AR

This feature enables you to monitor an MX7000 chassis in the AR mode. In the AR mode, the chassis is identified using the mobile device camera. By using Quick sync 2, you can connect to the chassis and view information related to the chassis. You can view all the information of the chassis by selecting the chassis on the home page. After a successful connection, the health status is displayed on the camera.

Prerequisites to monitor an MX7000 chassis:

- This feature is only available in the AR mode.
- Ensure that the chassis is Quick Sync 2 compatible.
- Ensure to turn on the flash of the mobile device in case the lighting in the area around the chassis is not sufficient.
- Ensure that the chassis is within the view of the camera, and is not obstructed.
- Ensure that the chassis is powered on.
- If there are multiple chassis, you must ensure that only one chassis is accessible by the camera and initiate Quick Sync 2 only on that chassis.
- Ensure that you direct 60% or more of the camera view towards the intended chassis.
- Ensure that the mobile device is in motion but should not move more than 2 feet per second or turn more than 180 degrees per second.
- Ensure that the chassis does not move.
- Ensure that the area around the chassis is motionless. Any object larger than a chassis should not move.

To monitor an MX7000 chassis:

1. Direct your mobile device camera towards the chassis that you want to monitor.
2. One of the following is displayed:
 - If a Quick Sync 2 signal is identified, OpenManage Mobile displays the chassis information—model, health status, and Service Tag. When prompted to connect to the Quick Sync 2, tap **Connect**.
 - If the Quick Sync 2 is identified and connected, OpenManage Mobile displays the information about the chassis.
 - If a signal is not identified, the Quick Sync 2 of OpenManage Mobile scans for the Quick Sync 2 signals of the chassis. When prompted to enable Quick Sync 2 on the chassis until a signal is detected, do the following:
 - a. Tap **Connect**. The **Add via Quick Sync 2** page is displayed.
 - b. To successfully connect to the chassis, see step 5 of [Adding an MX7000 Chassis using Quick Sync 2](#).
3. The OpenManage Mobile displays the health status and Service Tag of the chassis, fans, power supplies, compute sleds, and storage sleds. To view the chassis dashboard, tap **Chassis Details**.

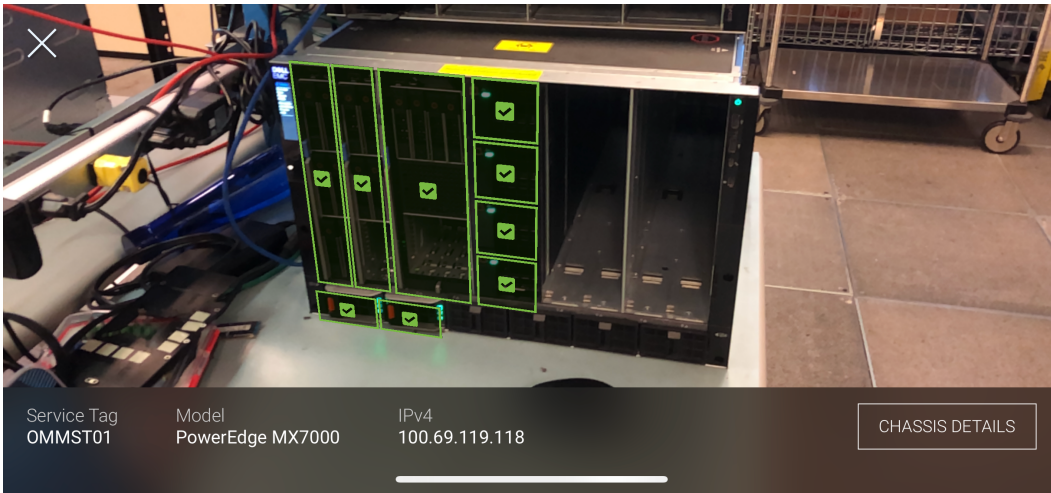


Figure 55. Monitor an MX7000 chassis by using AR

Front view of an MX7000 chassis in AR mode

You can view the health status and log information of each component in the chassis.

Prerequisites to view the MX7000 chassis information in the AR mode:

- This feature is only available in the AR mode.
- Ensure that OpenManage Mobile is connected to the chassis in the AR mode. For more information, see [Monitor an MX7000 chassis by using AR](#).
- Ensure to maintain the Quick Sync 2 connection.

To view the details of an MX7000 chassis:

Tap any component in the chassis to view the details and log information.

You can view the following components and the details of that component:

- Sleds—Name, health status, slot name, power state, model, and Service Tag
- Fan—Health status, slot name, PWM, and speed
- PSUs—Health status, slot name, power state, capacity, and input voltage

You can view the logs—fault and hardware logs—of the component:

- You can view the details of each log.
- You can tap **Logs** to view all the hardware logs. By doing this, you exit the AR mode.
- You can tap each of the details that are available in the upper and lower section of the page to view the complete information.

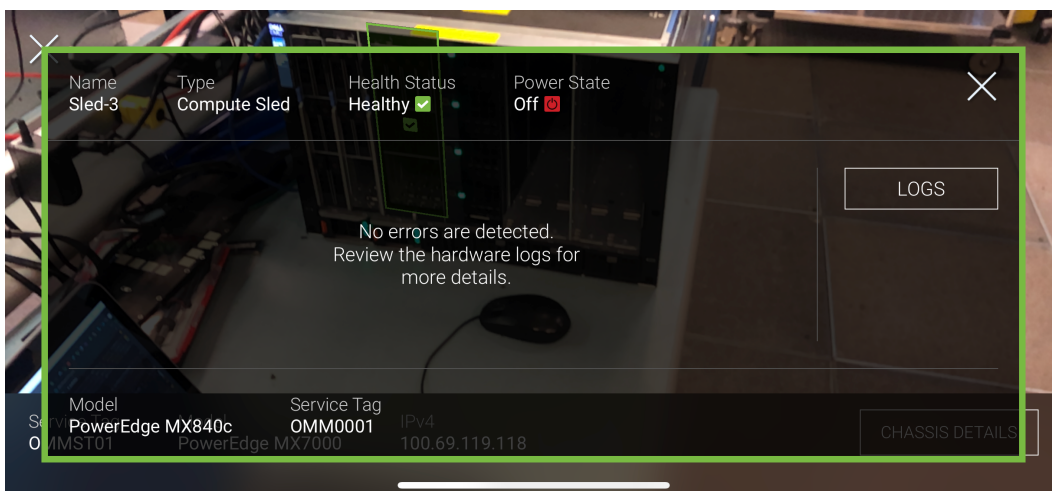


Figure 56. Logs


Back view of an MX7000 chassis in AR mode

You can view the health status and log information of each component in the chassis.

Prerequisites to view the MX7000 chassis information in the AR mode:

- This feature is only available in the AR mode.
- Ensure that OpenManage Mobile is connected to the chassis in the AR mode. For more information, see [Monitor an MX7000 chassis by using AR](#).
- Ensure to maintain the Quick Sync 2 connection.

To view the details of an MX7000 chassis:

1. Tap  in the upper right corner.
The back view of the chassis is displayed.

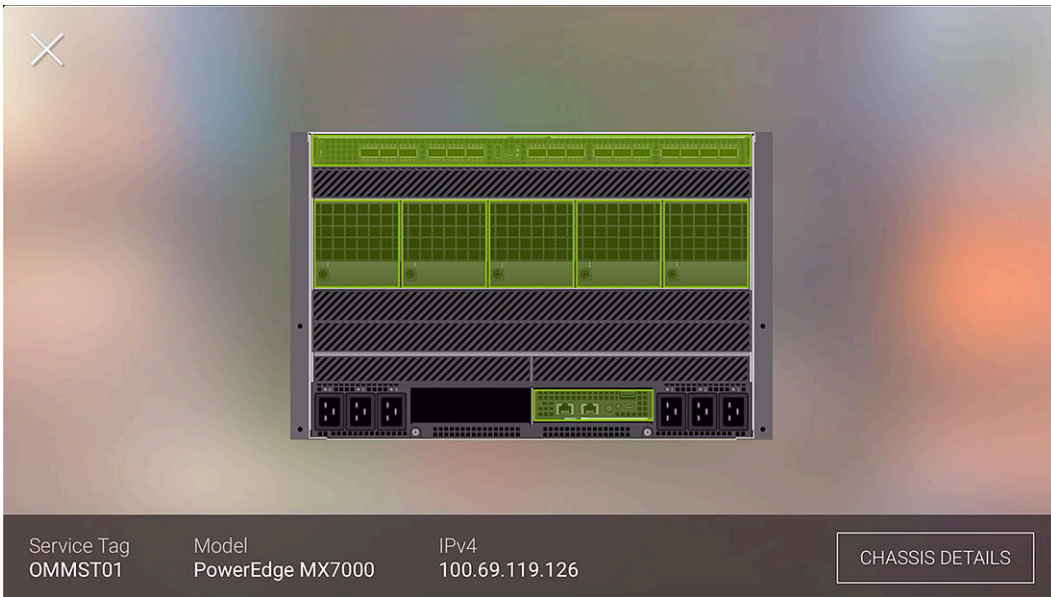


Figure 57. Back view of MX 7000 chassis

2. Tap any component in the chassis to view the details and log information.
You can view the following components and the details of that component:

- IOMs—Name, type, health status, power state, model, Service Tag, fabric type, and firmware version
- Fan—Name, type, health status, PWM, and speed
- Management Modules—Name, type, health status, MSM state, and firmware version

You can view the logs—fault and hardware logs—of the component:

- You can view the details of each log.
- You can tap **Logs** to view all the hardware logs. By doing this, you exit the AR mode.
- You can tap each of the details that are available in the upper and lower sections of the page to view the complete information.

Exit the AR mode

Tap the exit button in the upper left corner.
The OpenManage Mobile home page is displayed.

SupportAssist

SupportAssist helps you 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 you.

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. In the Inventory section of the OpenManage Mobile home page, perform one of the following :
 - Tap **Server**.
 - Tap **View All**.

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 information, 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.

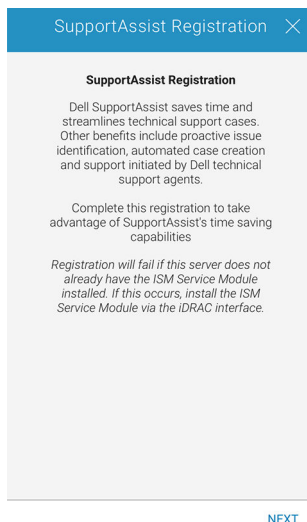


Figure 58. SupportAssist registration



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.

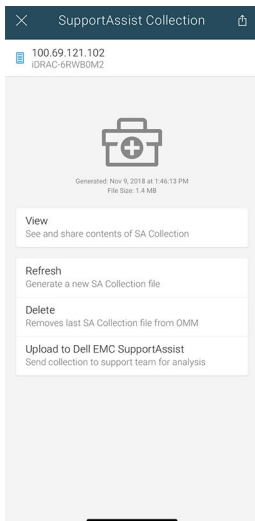


Figure 59. SupportAssist Collection

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 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. On the **Password Inventory** page, tap .
2. Tap **Share**.
The **Export Inventory** 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.

Topics:

- [Viewing alerts using push notifications](#)

Viewing alerts using push notifications

To view the alerts using push notifications:

1. Tap the alert notification to start OpenManage Mobile.
2. If applicable, enter the OpenManage Mobile password and tap **Login**.
The dashboard of the OpenManage Essentials console 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:


- **If the password is lost, OMM cannot recover it. You can provide a hint to remember the password. To view the hint, tap **Forgot Password**.**
- If a password is set and you do not use the device for more than 15 minutes, OMM is automatically locked. The login page of OMM is displayed.
- You can manage your OMM 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 following:
 - Start OMM , tap **Forgot Password**, and tap **Change Password** in the **Enter Password** page.
 - On the OMM home page:
 - a. Tap . In the menu that is displayed, tap **Settings**.
The **Settings** page is displayed.
 - b. Tap **Change Password**.
2. The **Change Password** page is displayed.

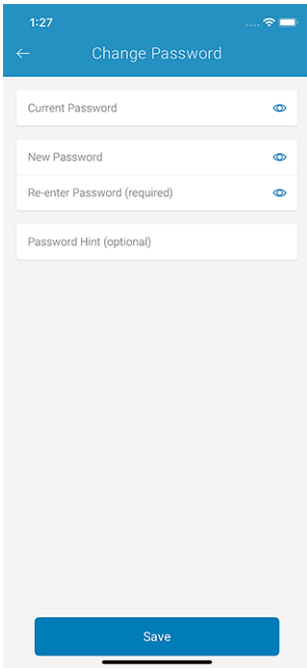


Figure 60. Change password (phone view)

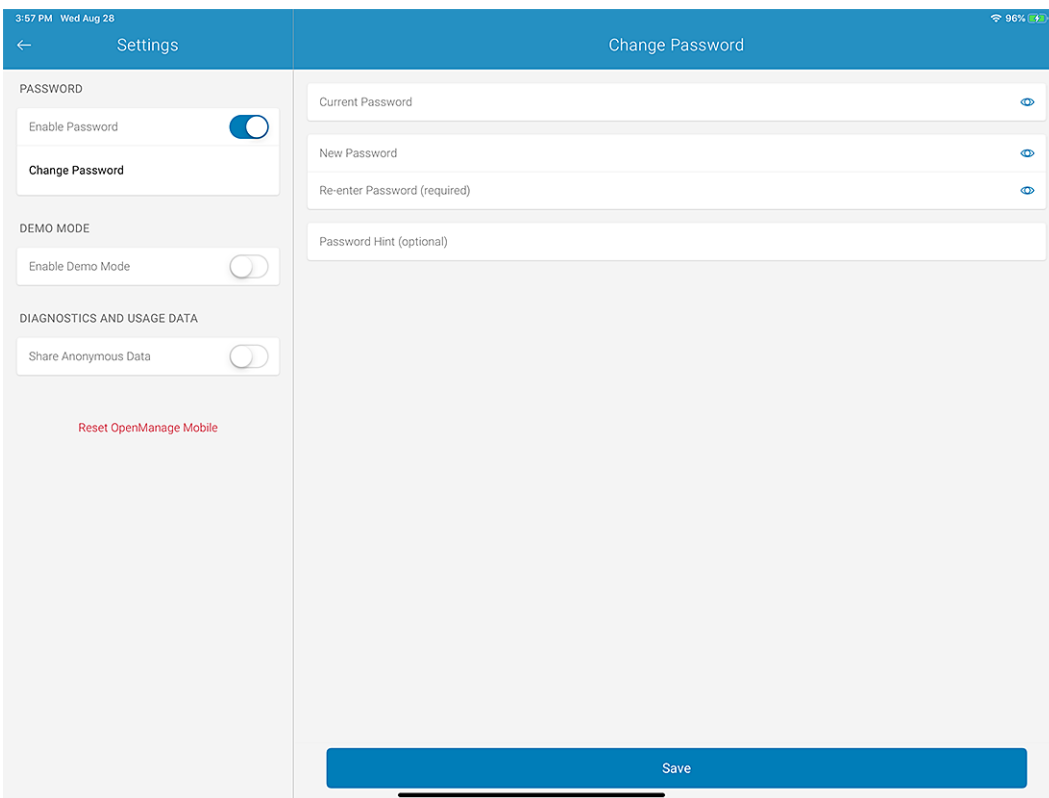


Figure 61. Change password (tablet view)

3. Type the current OMM password, new password, reconfirm the new password. Also, you can provide a hint to remember the 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.

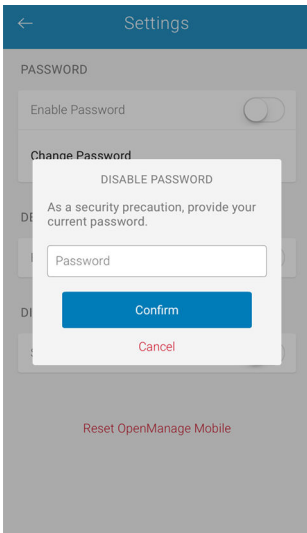


Figure 62. Settings

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.**
- **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. 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.

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:

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

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. On your mobile device, press and hold the OMM application icon.
2. Tap the 'x' in the upper left corner of the application, and tap **Delete**.

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 3.2 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/SoftwareSecurityManuals
- For Dell EMC OpenManage documents — www.dell.com/OpenManageManuals
- For Dell EMC Remote Enterprise Systems Management documents — www.dell.com/esmmanuals
- For iDRAC documents — www.dell.com/idracmanuals
- For Dell EMC OpenManage Connections Enterprise Systems Management documents — www.dell.com/OMConnectionsEnterpriseSystemsManagement
- For Dell EMC Serviceability Tools documents — www.dell.com/ServiceabilityTools
- 1. Go to www.support.dell.com.
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Identifying the generation of your Dell EMC PowerEdge server

To cover a range of server models, the PowerEdge servers are now be referred to using the generic naming convention and not their generation.

This topic explains how to identify the generation of a PowerEdge server that are referred to using the generic naming convention.

Example:

The R740 server model is a rack, two processor system from the 14th generation of servers with Intel processors. In the documentation, to refer to R740, generic naming convention **YX4X** server is used, where:

- The letter **Y** denotes the type (form factor: Cloud (C), Flexible(F), Modular (M or MX), Rack(R), Tower(T)) of the server.
- The letter **X** (digit) denotes the class (number of processors) of the server.
- The digit **4** denotes the generation of the server.
- The letter **X** (digit) denotes the make of the processor.

Table 2. PowerEdge servers naming convention and examples

YX3X servers	YX4X systems
PowerEdge M630	PowerEdge M640
PowerEdge M830	PowerEdge R440
PowerEdge T130	PowerEdge R540