

Dell EMC OpenManage Management Pack for vRealize Operations Manager Version 2.1

Release Notes

Notes, cautions, and warnings

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

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

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

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Introduction

The Dell EMC OpenManage Management Pack for vRealize Operations Manager registered through the OpenManage Integration for VMware vCenter (OMIVV), the management pack enables health status, detailed reports, and views of Server and Chassis information.

The Server and Chassis information are managed by integrating and mapping of physical relationship in vROPS objects to help troubleshoot VMware and PowerEdge environment.

Release summary

Topics:

- [Release details](#)
- [Priority and recommendations](#)
- [Platforms affected](#)

Release details

Version

2.1

Release Date

April 2020

Previous Version

2.0

Priority and recommendations

OPTIONAL: Dell EMC recommends the customer to review specifics about the software update to determine if it applies to your system. The updates include changes that impact certain configurations, or provides new features that may or may not apply to your environment.

Platforms affected

Dell EMC OpenManage Management Pack version 2.1 supports all the Platforms that the OpenManage Integration for VMware vCenter 5.1 supports. See the OpenManage Integration for VMware vCenter Version 5.1 Compatibility Matrix. For more details, see Dell.com/support

What is supported

Topics:

- [License requirement](#)
- [Supported Operating Systems](#)
- [Supported Web Browsers](#)

License requirement

A licensed version of OpenManage Integration for VMware vCenter (OMIVV) version 4.3.1,5.1 or 5.2 is required. Dell EMC OpenManage Management Pack for vRealize Operations Manager(OMMP) does not require any additional license.

Supported Operating Systems

Dell EMC OpenManage Management Pack version 2.1 supports all the Operating System that the OpenManage Integration for VMware vCenter 5.1 supports. See the OpenManage Integration for VMware vCenter Version 5.1 Compatibility Matrix. For more details, see Dell.com/support.

Supported Web Browsers

Dell EMC OpenManage Management Pack version 2.1 supports all the browsers that VMware vRealize Operations Manager version 8.0, 8.1 and 8.2.

New and enhanced features

- Supports Celsius Widget for Dell EMC Server dashboard.
- Supports OMIVV 4.3.1,5.1 and 5.2
- Supports vROPS 8.0, 8.1 and 8.2

Important Notes

To go to Dell TechCenter for accessing white papers, blogs, wiki-articles, videos, product communities, and forums, see en.community.dell.com/techcenter/systems-management.

Known issues

Topics:

- [Issue 1](#)
- [Issue 2](#)
- [Issue 3](#)
- [Issue 4](#)
- [Issue 5](#)
- [Issue 6](#)
- [Issue 7](#)
- [Issue 8](#)
- [Issue 9](#)
- [Issue 10](#)

Issue 1

Newly created Dell Server hard drive object's metric are not reported.

Description: After upgrade of adapter from 1.0 to 1.1/1.2, the newly created Dell Server hard drive object's metric are not reported.

Resolution: After OpenManage Management Pack for vRealize Operations Manager Version 1.1/1.2 upgrade, you must stop data collection and then start collecting again on the adapter instance, to reflect the correct hard drive metrics. In multiple instances, you need to perform the same task for individual adapters.

Versions/Systems affected: All platforms.

Issue 2

Chassis or Server objects are not removed immediately after the objects are removed from the Connection profile.

Description: The server or chassis continues to exist in vROPS for almost an hour even after it is removed from the Connection Profile.

Resolution: Wait for the next Health Metrics job to run.

Versions/Systems affected: All platforms.

Issue 3

Deleting the adapter instance times out, when there are more than 500 servers.

Description: Deleting the adapter instances from the solutions page may take longer time when the adapter is configured with an OMIVV instance which has huge number of servers. Eventually the vROPS UI time out error occurs.

Resolution: No Resolution. In such cases, delete operations takes around 10-15 minutes to complete.

Versions/Systems affected: All platforms.

Issue 4

During manual discovery, few components goes to nonexistence mode after metric collection failures.

Description: Dell highly recommends using auto discovery. If Administrator decides to use manual discovery as the discovery method, then whenever the extended metric collection or the health metric collection fails for any server or chassis, the components may become nonexistent in consecutive data collection cycles.

Resolution: User has to rediscover the server or change to auto discovery mode.

Versions/Systems affected: All platforms.

Issue 5

Few Warranty views are not localized.

Description: The warranty views might have few columns which are not localized, because some of the Instanced metrics like Warranty metrics are not be displaying in the localized languages.

Resolution: You can use the Warranty report to see the metrics.

Versions/Systems affected: All platforms.

Issue 6

Data refresh in the Dell Dashboard widgets may be delayed after upgrade.

Description: After upgrading to Dell OpenManage Management Pack version 1.1/1.2, there is a delay in the vROPS console to populate the data in the Dell dashboard widgets. This is seen only after the upgrade and an hourglass is seen in the widgets until the data is populated. Subsequent navigation to the widgets does not result in any delay.

Resolution: Logout and relogin refresh the dashboard immediately.

Versions/Systems affected: All platforms.

Issue 7

Description: Action to launch Dell OMIVV Admin Portal for adapter instance is missing with vROPS 8.0

Fix available in vROPS 8.1.

Issue 8

Description: Post upgrade to vROPS 8.0 and OMMP 2.1, dashboards does not load.

Resolution: Click on "Stop collecting" for adapter instances under accounts and start it again after a while

Issue 9

Description: Post upgrade to vROPS 8.0 and OMMP 2.1, there are multiple instance of metrics seen for instanced metrics like Chassis Warranty, Server Warranty and License Info metrics..

Resolution: Delete the adapter instance which has multiple metrics for warranty and license info and re-configure the same adapter instances under accounts

Issue 10

Issue: When extended monitoring is enabled, it displays " No chassis available for health metrics collection"

Description: When an extended monitoring is enabled, and on receiving an alert from chassis which triggers health metrics, fails.

Root Cause: This issue is seen for chassis legacy traps. When the trap is received, it maps with an event along with chassis service tag which is sent to the Health metrics job.

Since there is a mismatch in the mapping, health metrics displays an incorrect message.

Impact: OMMP chassis health metrics value is not updated on receiving alert from chassis.

Following are the OMIVV Log messages displayed when issue persists :

1. Health Metrics Collection initiated for chassis(s) with service tag: <SNMP alert message>.
2. No chassis available for Health Metrics Collection

Resolution: OMMP chassis health metric value is updated on next cycle of health metric collection job. Health metric collection job is scheduled to run once in every hour.

Limitations

- If the same Server or Chassis is managed by multiple OMIVV instances, then there are multiple resources existing for the same Server or Chassis.
- After an upgrade to this version from 1.0, historical data for hard drive is discarded since a new resource type is created for it. This new version of the adapter offers hard drive and SSD data separately. All nonhealthy chassis component reported as critical only due to limitations in the query interface for retrieving component health.
- All nonhealthy chassis component status is reported as critical only due to limitations in the query interface for retrieving component health.
- Available Disk Space(GB)" is reported as -999 for PCIe SSD.
- Adapter pak file is reported as "unsigned" by the vROPS admin client even though it is signed. Delete the pak file and try again for rectification.
- On one browser, some columns in the widgets may show the string in column header in a different language when viewing the Dell dashboard on different browser with different locales. It corrects by refreshing the widget. Alternatively, change the **Image redraw rate** setting in the widget for it to refresh sooner.
- Whenever the Temperature Probes values are not available by iDRAC, the default value in vROPS for the CPU MaxThreshold metric is 9999 and CPU MinThreshold metric is -999. The values remain same for both Celsius and Fahrenheit.
- 14G servers with a single FAN configuration report the FAN redundancy health as Fully redundant instead of NA due to a known issue in iDRAC.
- OMIVV 4.3.1 does not support Chassis Service Tag and IP address in Server report. Also, does not support Dell EMC Chassis Firmware Summary Report and Dell EMC Server Hardware Configuration Drift Report.

Installation

Topics:

- [Prerequisites](#)
- [Installation Procedure](#)
- [Upgrade](#)
- [Uninstallation](#)

Prerequisites

- VMware vRealize Operations Manager version 8.0, 8.1 and 8.2.
- OpenManage Integration for VMWare vCenter (OMIVV) version 4.3.1, 5.1 and 5.2.

Installation Procedure

For installation instruction, see OpenManage Management Pack for vRealize Operations Manager Version 2.1 Installation Guide at dell.com/support.

Upgrade

For upgrade instruction, see OpenManage Management Pack for vRealize Operations Manager Version 2.1 Installation Guide at dell.com/support.

Uninstallation

For uninstalling instruction, see OpenManage Management Pack for vRealize Operations Manager Version 2.1 Installation Guide at dell.com/support.


Contacting Dell

Topics:

- [Contacting Dell](#)

Contacting Dell

Prerequisites

 **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.

About this task

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:

Steps

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.