

Support Live Image Version 3.0

Release Notes

This document describes the known issues in Support Live Image Version 3.0.

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Release type and definition

Support Live Image Version 3.0

Support Live Image is a CentOS 7.4 image that packages a collection of utilities and diagnostic tools for Dell PowerEdge servers, Dell PowerEdge C servers, and Dell PowerVault storage systems. It provides an environment for the tools to run to troubleshoot hardware-related issues and gather system configuration information. The results of the diagnostic tests and configuration information are sent to the technical support team to identify and resolve an issue.

Support Live Image is primarily used by Dell Service Providers (DSP), and in some cases, customers instructed by the Dell Technical Support. If a Dell customer contacts Dell Technical Support for a hardware issue that requires a part replacement, the replacement part is dispatched to the customer through the DSP. After replacing the part, if the DSP finds that the issue is not fixed, the DSP works with technical support to troubleshoot and resolve an issue.

Version

Support Live Image Version 3.0

Release Date

May 2018

Previous Version

Support Live Image Version 2.2

Importance

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

Supported systems

The following are the systems that are supported by Support Live Image version 3.0.

Supported PowerEdge servers

The following are the supported PowerEdge server models based on their generation:

- 14th generation
 - R740
 - R740xd
 - R640
 - R540
 - R440
 - T440
 - T640
 - FC640
 - M640
 - M640p*
 - R940
 - R7415
 - R7425
 - C4140*
 - C6420
- 13th generation
 - T630
 - R430
 - R530
 - T430
 - M630
 - FC630
 - R630
 - R730
 - R730xd
 - R930
 - R830

- T130
- R230
- T330
- M830
- R530xd*
- FC830
- FC430
- M830p*
- M630p*
- 12th generation
 - R220
 - R920
 - R720
 - R720xd
 - R620
 - R320
 - R420
 - R520
 - R820
 - M620
 - M420
 - M520
 - M820
 - T620
 - T320
 - T420
 - FM120
 - C6220
 - C8000*
 - C8220*

Supported web-scale converged appliances

The following are the supported web-scale converged appliances:

- XC430
- XC630
- XC730*
- XC6320*
- XC720*

Supported Datacenter Scalable Solutions

The following are the supported Datacenter Scalable Solutions:

- DSS1500
- DSS1510

- DSS2500
- DSS7500*

Supported Dell PowerVault systems

The following are the supported PowerVault systems:

- NX3230
- NX3330

* This system may boot to Support Live Image, but the tools may or may not work as expected.

What is new in this release

Availability of the following tools and utilities:

- Intel Processor Diagnostic Tool version 4.1.0.24
- Dell EMC OpenManage Server Administrator version 9.1.0
- iDRAC9 Evaluation License Tool for Dell EMC's 14th generation of PowerEdge servers
- Dell EMC PowerEdge C System Management Pack version 2014-10-15
- Dell EMC Server Update Utility version 17.12.00
- Dell EMC System Update version 1.5.3
- CentOS 7.4 — iPerf3 version 3.1.7
- OpenSource — Memtest86+ version 5.01

Important notes

- When the system is booted using the Support Live Image (SLI) DVD, USB key, or iDRAC Virtual Media, the image is copied to the RAM.
- If booting with less than 8 GB of RAM, potential risk exists for filling the read-write overlay (device-mapper snapshot) and preventing most system operations. If this is encountered, reboot the Support Live Image (SLI).
- When booting to the Support Live Image (SLI), by default the system boots to the CentOS graphical user interface (GUI) desktop automatically. If you want to boot to the MS-DOS mode, press any key when the automatic boot countdown timer is displayed.
- When the system is booted using the Linux-Based Diagnostic tools option, by default you are logged on as 'sluser'. The password required to login to the 'root' account (for example, for use with ssh or OMSA) is 'dell'.
- By default, secure shell (SSH) is enabled for the root account.
- There is no firewall configured on the system and 'selinux' is disabled.
- Dell EMC OpenManage Server Administrator(OMSA) can be launched by the icon on the desktop or by using <https://localhost:1311>. To login, use the username: root and the password: 'dell'.
 - You may need to disable Firefox Offline Mode.
 - Follow the self-signed certification exception process:
 - 1 In the **This connection is Untrusted** window, click **I Understand the Risks**.
 - 2 In the **I understand the Risks** window, click **Add Exception....**
 - 3 In the **Add Security Exception** window, click **Get Certificate**.
 - 4 Click **Confirm Security Exception**.
- The NetworkManager configures networking through DHCP when booted to the CentOS environment. If you need to set static IP(s), configure the IP from the NetworkManager applet or stop the NetworkManager and configure networking using command line interface (CLI).
- Connection through VNC to 'display: 0' is available when booted to the CentOS environment.
- Partitions and logical volume file systems (ntfs, vfat, ext2, and ext3) on the local disks are automatically mounted as read-only during boot. If you want to write to the local file system, such as editing configuration files on the local file system, you must manually mount the local file system as read-write. Provide the parameters 'holvmount' and 'nodiskmount' during booting to prevent automatic mounting of the local file system.

- 'Yum' may be used to install additional packages from public CentOS repositories.
- Many common CentOS7.4 commands and utilities are also available.
- The following are the DOS-Based Diagnostics tools available:
 - Dell Asset Tag Utility for Dell 12G servers
 - Memtest86+ for Dell 12G-14G servers
- iDRAC evaluation tool on servers with basic management license will stop responding. Upgrade to express license and retry the operation.
- Dell System Update (DSU) tool is supported only on PowerEdge servers.

Known issues

Issue 1

Description: When you right-click Dell EMC OpenManage Server Update Utility (SUU) and click "Run in Terminal", a permission error is displayed.

Resolution: Go to SUU location and run the following command: `sudo ./suu -g` to launch SUU

Versions Affected: None

Issue 2

Description: Dell EMC OpenManage Server Update Utility (SUU) 14.10 BIOS updates may result in an error.

Resolution: Boot the SUU image by using the DVD, USB key, or iDRAC and then update the BIOS.

Versions Affected: None

Issue 3

Description: When you close Dell EMC OpenManage Server Administrator (OMSA) and reopen it again, the "Unable to connect" message may be displayed.

Resolution: To continue, click Try Again.

Versions Affected: None

Limitations

- Software RAID information is not enumerated by OMSA.
- When DOS-Based Asset Tag for 12G option is selected, an error message "Insert a Disk 2" is displayed. Ignore the error message and proceed.

Open Source Library

The list of open source libraries used are:

- Python 2.7.5
- OpenSSL 1.0
- zip-3.0-11
- libxml2-2.9
- Libxslt 1.1.28
- sblim-sfcb 1.3.16
- sblim-sfcc 2.2.5
- openwsman-server 2.3.6
- openwsman-client 2.3.6
- cim-schema 2.33

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 Visit www.dell.com/support.
- 2 Select your support category.
- 3 Verify your country or region in the Choose a Country/Region drop-down menu at the top of page.
- 4 Select the appropriate service or support link based on your need.

Finding documentation support

- 1 Go to Dell.com/support/manuals.
- 2 In the Tell us about your Dell system section, under No, select Choose from a list of all Dell products and click **Continue**.
- 3 In the Select your product type section, click **Software, Monitors, Electronics & Peripherals**.
- 4 In the Choose your Dell Software, Monitors, Electronics & Peripherals section, click **Software**.
- 5 In the Choose your Dell Software section, click the required link from the following:
 - Client System Management
 - Enterprise System Management
 - Remote Enterprise
 - System Management
 - Serviceability Tools
- 6 To view the document, click the required product version.

NOTE: You can also directly access the documents using the following links:

- For Client System Management documents — Dell.com/OMConnectionsClient.
- For Enterprise System Management documents — Dell.com/openmanagemanuals.
- For Remote Enterprise System Management documents — Dell.com/esrmanuals.
- For Serviceability Tools documents — Dell.com/serviceabilitytools.