Dell Client Management
Pack
Version 4.1

Release Notes

DELL

This readme provides information on the Dell Client Management Pack version 4.1, which can be imported into Microsoft(R) System Center Operations Manager (SCOM) 2007 SP1/R2 and System Center Essentials (SCE) 2007 SP1/2010.

NOTE: All references to Operations Manager are also applicable to System Center Essentials.

The Dell Client Management Pack version 4.1 enables SCOM/SCE to discover and monitor the status of Dell Client systems, on a defined network segment. This improved representation, which includes the receipt of failure and pre-failure alerts, allows you to assess, respond to, and ensure the availability of Dell Clients monitored in the SCOM environment. In addition to improved availability, the management pack enhances the ability to monitor and manage the hardware in a single management solution.

What's New

- Support for OpenManage Client Instrumentation (OMCI) 7.8, OMCI 8.0 and OMCI 8.0.1.

- Launching remote desktop console for Dell Clients.

- Support to display Manufacturing Ship date and Battery Part numbers of the Dell Client.

Software Requirements

List of Operating Systems supported on the Management Station:

Refer to the list of supported configurations for the following SCOM versions:
- SCOM 2007 R2 - http://technet.microsoft.com/en-us/library/bb309428.aspx
- SCOM 2007 SP1 - http://technet.microsoft.com/en-us/library/dd819933.aspx
- SCE 2007 SP1 - http://technet.microsoft.com/en-us/library/ff741762.aspx
- SCE 2010 - http://technet.microsoft.com/en-us/library/bb422876.aspx

List of Operating Systems supported on the Managed Node:
- Windows XP Professional SP2
- Windows XP Professional x64 Edition with SP2
- Windows XP Professional x86 (32-bit) Edition with SP3
- Windows XP Professional x64 (64-bit) Edition with SP3
- Windows Vista Ultimate
- Windows Vista Ultimate x64 Edition
- Windows Vista Ultimate SP1
- Windows Vista Ultimate SP1 x64 Edition
- Windows Vista Business SP1
- Windows Vista Business SP1 x64 Edition
- Windows Vista Enterprise SP1
- Windows Vista Enterprise SP1 x64 Edition
- Windows XP Tablet PC Edition
- Windows 7 Professional x86 (32-bit) Edition
- Windows 7 Professional x64 (64-bit) Edition
- Windows 7 Ultimate x86 (32-bit) Edition
- Windows 7 Ultimate x64 (64-bit) Edition

Installation

For information on installing the Dell Client Management Pack v4.1 for Microsoft SCOM 2007 SP1/R2 and SCE 2007 SP1/2010, refer the "Dell Client Management Pack Version 4.1 For Microsoft System Center Operations Manager 2007 R2/SP1 and System Center Essentials 2007 SP1/2010 Installation Guide".

NOTE: The Installation Guide (DellIMPv41_Client_IG.pdf) is available under the folder where you extracted the Dell Client Management Pack v4.1.

Prerequisites

This section provides information on the minimum requirements for installing and using the Dell Client Management Pack version 4.1 for Microsoft System Center Operations Manager 2007 SP1/R2 and Microsoft System Center Essentials 2007 SP1/2010.

Requirements for Managed node:

* Dell(TM) OpenManage(TM) Client Instrumentation:

The recommended version of Dell OpenManage Client Instrumentation (OMCI) is 8.0.1

NOTE: If the OMCI version available on a client system is earlier than 7.8, then Client system is grouped under the "UnManaged" group and monitoring is disabled. The Dell Client Management Pack also groups the client systems without OMCI and Dell Vostro systems under the "UnManaged" group.

Supported Dell Devices

* Supported Client Systems: All Dell Optiplex, Precision and Latitude systems that are supported by Dell OpenManage Client Instrumentation version 7.8 and later are managed using the Dell Client Management Pack v4.1

Upgrade

You can upgrade Dell Client Management Pack Version 4.0 to Dell Client Management Pack Version 4.1.

NOTE: You cannot apply Dell Client Management Pack Version 4.1 as an upgrade over Dell Management Pack Version 3.x or any other versions prior to Dell Management Pack Version 3.x. Importing the Dell Client Management Pack version 4.1 over the Dell Management Packs Version 3.x is not a supported configuration.

Uninstallation

For information on uninstalling the Dell Client Management Pack v4.1, see the "Dell Client Management Pack Version 4.1 for Microsoft System Center Operations Manager 2007 R2/SP1 and System Center Essentials 2007 SP1/2010 Installation Guide".

NOTE: The Installation Guide (DellMPv41_Client_IG.pdf) is available under the folder where you extracted the Dell Client Management Pack v4.1.

Open Issues and Resolutions

Issue 1 - DF340250: The attribute "Display Name" for Dell Client system is not displayed in the SCOM Operations Console.

Description

The Attribute "Display name" is not shown in SCOM Operations console. Whereas in SCOM web console, "Display name" is shown.

Resolution

No known resolution.

Versions Affected

This is a limitation in the SCOM 2007 SP1/R2, SCE 2007 SP1/2010 Operations console.

Issue 2 - DF337447, DF487238: Improper display of attribute "Operating System" for Dell Clients in the SCOM Detailed view.

Description

While discovering a Client machine with Windows Vista installed in it, value for attribute "Operating System" is displayed as "Microsoftr Windows VistaT Ultimate" instead of "Microsoft® Windows Vista™ Ultimate". Similarly, "Microsoftr Windows VistaT Business" instead of "Microsoft® Windows Vista™ Business".

Resolution

No known resolution.

Versions Affected

Microsoft System Center Operations Manager (SCOM) 2007 SP1/R2 and System Center Essentials (SCE) 2007SP1/2010

Issue 3 - DF342472: On few Dell Client platforms, the health status does not change to normal even after the Dell Client recovers from the Fan Probe error.

Description

On R5400, T7400 and Optiplex 390 systems, Health status does not change to normal after the Dell Client recovers from Fan Probe error.

Resolution

Reboot the Dell Client to clear the status of the Fan probe.

Versions Affected

Microsoft System Center Operations Manager (SCOM) 2007 SP1/R2 and System Center Essentials (SCE) 2007 SP1/2010

Platforms Affected

- R5400
- T7400
- Optiplex 390

Issue 4 - DF484033: Value for attribute "Manufacture Ship Date" for Dell Client Systems is not displayed for Dell Clients with OMCI 8.0.

Description

Value of attribute "Manufacture Ship Date" is not shown for OMCI clients 8.0. Whereas, it is shown for OMCI 7.8 and OMCI 8.0.1. This is because the underlying instrumentation layer does not support this feature in OMCI 8.0.

Resolution

Upgrade to 8.0.1 to get the Manufacture Ship Date of the Dell Clients.

Versions Affected

Microsoft System Center Operations Manager (SCOM) 2007 SP1/R2, System Center Essentials (SCE) 2007 SP1/2010, Dell Client Management Pack 4.1 and OMCI 8.0

Issue 5 - DF487533: Few attributes value of Dell Client are shown as empty when OMCI is downgraded from OMCI 8.0 to OMCI 7.8

Description

After downgrading OMCI from 8.0/8.0.1 to 7.8, you may see few attributes value of Dell Client shown as empty. These attributes are model type, asset tag, service tag, bios version and manufacture ship date.

Resolution

Restart the Dell Client after downgrading OMCI from 8.0 to 7.8.

Versions Affected

Microsoft System Center Operations Manager (SCOM) 2007 SP1/R2, System Center Essentials (SCE) 2007 SP1/2010 and OMCI 7.8

Issue 6 - DF499508: When an additional battery is added to the Dell Client, the battery part number for the added battery is not discovered.

Description

On Dell Client Laptops that support multiple batteries, when an additional battery is added, the battery part number for the added battery is not discovered in the subsequent discovery cycles.

Resolution

Reboot the Laptop.

Versions Affected

Microsoft System Center Operations Manager (SCOM) 2007 SP1/R2, System Center Essentials (SCE) 2007 SP1/2010

Issue 7 - DF499881: Chassis intrusion health status does not change even after chassis is removed.

Description

On Optiplex 990(with bios: A05) and 390(with bios: A01), Chassis intrusion health status does not change even after chassis is removed. BIOS do not have support these events and hence the OMCI does not expose these health for the above platforms. As a result, Client Management Pack shows the components as healthy.

Resolution

No known resolution.

Versions Affected

Microsoft System Center Operations Manager (SCOM) 2007 SP1/R2, System Center Essentials (SCE) 2007 SP1/2010 and OMCI 8.0.1

Platforms Affected

- Optiplex 990(bios: A05)
- 390(bios: A01)
- Precision T1600(bios: A01)

Issue 8 - DF501257: FAN health status does not change even after FAN stops.

Description

On Optiplex 990(with bios: A05), 390(with bios: A01) and Precision T1600 (with bios: A01), FAN health status does not change even after FAN stops, and it remains unchanged even after the reboot of client system.

Resolution

No known resolution.

Versions Affected

Microsoft System Center Operations Manager (SCOM) 2007 SP1/R2, System Center Essentials (SCE) 2007 SP1/2010 and OMCI 8.0.1

Platforms Affected

- Optiplex 990(bios: A05)

- 390(bios: A01)

- Precision T1600(bios: A01)

Global Support

For information on technical support, visit dell.com/contactus.

For information on documentation support, visit **support.dell.com/manuals**. On the Manuals page, click **Software ->Systems Management**. Click on the right-side, and select the product to access the documents.

For information on technical support, visit **www.dell.com/contactus**.