

Dell Client Management Pack
Version 4.1 For Microsoft
System Center Operations
Manager 2007 SP1/R2 and
System Center Essentials 2007
SP1/2010

User's Guide



Notes and Cautions



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



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

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Overview

The Dell Client Management Pack version 4.1 with Microsoft System Center Operations Manager (SCOM) 2007 SP1/R2, and System Center Essentials (SCE) 2007 SP1/2010 environment allows you to manage, monitor, and ensure the availability of the Dell Client systems.

 **CAUTION:** To avoid data loss and corruption, ensure that you have knowledge and experience using the product, before attempting the procedures in this document

 **NOTE:** The readme file packaged in the self-extracting executable **Dell_Client_Management_Pack_v4.1_A00.exe** file contains the latest information about software and management station requirements, and information about known issues. The readme files are posted at support.dell.com/manuals.

What is New in Dell Client Management Pack Version 4.1

The Dell Client Management Pack version 4.1 supports the following:

- Latest platform and latest OMCI versions
- Support for Manufacturing Ship Date
- Support for Battery Part Numbers
- Launching Remote Desktop for Client systems. For more information, see [Launching the Remote Desktop for a Dell Client System](#)
- Viewing Dell Client Hardware Health rolled up to Windows Computer Health. For more information, see [Viewing Dell Client Hardware Health Roll-up](#).

Key Features of Dell Client Management Pack

Table 1-1 lists the key features and functionalities of the Dell Client Management Pack version 4.1.

Table 1-1. Features and Functionalities

Feature	Functionality
Discovery	Supports in-band discovery of Dell Latitude, Precision, Optiplex Client systems that run the supported Windows operating system. Groups Dell Vostro Client system, Client systems without OMCI service, OMCI version lower than 7.8 and OMCI stopped or disabled on Client systems under the Unmanaged group.
Monitoring	Supports health monitoring for Dell Client systems and instance level health information for memory, processors, OMCI service, sensors and storage in Client systems.
Launching Remote Desktop	Supports launching the remote desktop for Dell Client systems through SCOM/ SCE console.
Client Shutdown and Reboot	Supports Dell Client systems' shutdown and reboot tasks through SCOM console.

About Dell Client Management Pack v4.1

Table 1-2 below describes the management packs and utilities, and their dependencies with each other:

Table 1-2. Management Pack Functionality and Dependencies

Management Pack/Utility	Description	Dependency
Base Folder Utility	Management Pack for defining the Dell Hardware Group and Dell folder in the Monitoring pane of the Operations Console.	None

Table 1-2. Management Pack Functionality and Dependencies

Management Pack/Utility	Description	Dependency
Dell Windows Client Management Pack 4.1	Management Pack for discovery, monitoring and alert management of supported Dell Client systems and its components.	Base Folder Utility 4.0

Details of Components Modelled by the Dell Management Pack

The Dell Client Management Pack version 4.1 contains the Dell Windows Client Management Pack.

Table 1-3 lists the details and the components modelled by the management pack.

Table 1-3. Management Pack Details and Components modelled

Management Pack	Component Details
Dell Windows Client Management Pack	<p>This management pack displays all hardware components of the Dell Client systems and monitors upto the component group levels.</p> <p>Health of individual components in the Client Diagram view is shown for the following:</p> <ul style="list-style-type: none">• Memory• OMCI Service• Processors• Sensors• Storage

Supported Dell Client Systems

The Dell Client Management Pack Version 4.1 supports the following Dell Client Systems:

- Dell Optiplex
- Dell Precision
- Dell Latitude
- Dell Vostro systems running supported Client Windows operating systems.



NOTE: Dell Vostro systems are grouped under the **UnManaged** group.

Supported Operating Systems

For the Management Station

The Dell Client Management Pack Version 4.1 supports the following Operating Systems:

- Windows Server 2003 SP2, Standard x86 Edition
- Windows Server 2003 SP2, Standard x64 Edition
- Windows Server 2003 SP2, Enterprise x86 Edition
- Windows Server 2003 SP2, Enterprise x64 Edition
- Windows Server 2003 SP2, Datacenter x86 Edition
- Windows Server 2003 SP2, Datacenter x64 Edition
- Windows Server 2003 R2 SP2, Standard x86 Edition
- Windows Server 2003 R2 SP2, Standard x64 Edition
- Windows Server 2003 R2 SP2, Enterprise x86 Edition
- Windows Server 2003 R2 SP2, Enterprise x64 Edition
- Windows Server 2003 R2 SP2, Datacenter x86 Edition
- Windows Server 2003 R2 SP2, Datacenter x64 Edition
- Windows Server 2008, Standard x86 Edition
- Windows Server 2008, Standard x64 Edition
- Windows Server 2008, Enterprise x86 Edition

- Windows Server 2008, Enterprise x64 Edition
- Windows Server 2008, Datacenter x86 Edition
- Windows Server 2008, Datacenter x64 Edition
- Windows Server 2008 R2 SP1
- Windows Server 2008 SP2, Standard x86 Edition
- Windows Server 2008 SP2, Standard x64 Edition
- Windows Server 2008 SP2, Enterprise x86 Edition
- Windows Server 2008 SP2, Enterprise x64 Edition
- Windows Server 2008 SP2, Datacenter x86 Edition
- Windows Server 2008 SP2, Datacenter x64 Edition
- Windows Server 2008 R2, Standard x64 Edition
- Windows Server 2008 R2, Enterprise x64 Edition
- Windows Server 2008 R2, Datacenter x64 Edition

For the Managed Node

The Dell Client Management Pack Version 4.1 supports the following Operating Systems:

- 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 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

Dell Client Management Pack Operations

Overview

This chapter describes the various operations that you can perform on Microsoft Systems Center Operations Manager (SCOM) or Systems Center Essentials (SCE) using the Dell Client Management Pack version 4.1.

The Client Management Pack allows you to perform the following operations to manage Dell client systems:

- Discover Dell Latitude, Precision, Optiplex, and Dell Vostro business computers running supported Client Windows operating systems.
 - ✎ **NOTE:** Dell Vostro systems are displayed under the **UnManaged** group.
 - Monitor the Dell OpenManage Client Instrumentation (OMCI) 7.8 service, OMCI 8.0 and OMCI 8.0.1
 - Group Dell Clients without instrumentation and Client systems running without OMCI service under the **UnManaged** group.
 - Check the health status for client hardware components by polling at periodic intervals, and update the state of each component in the diagram view.

A health status is a standardized description of the functional performance of a component, system, or service. For more information, see [Tasks](#).

- Perform client shutdown and reboot tasks.
- Launch remote desktop for Dell Client Systems
- Generate reports on Dell Windows Event Log and OMCI events from the managed system's Windows Event Log.

Web Console

The Web console enables you to monitor and manage your Dell devices with the Dell Client Management Pack using a browser instead of the **Operations Manager 2007** console. You can use the Web console without installing the Operations console. The Web console has the following limitations:

- It provides only the **Monitoring** feature for all Management Packs.
- Console launch tasks are not available.
- The **Personalize** view is not available.
- Only the first 200 alerts are displayed in the **Alerts** view.

Discovery and Grouping

Discovering a Dell Client

To discover Dell Client systems in the network, ensure that the devices appear in the **Agent Managed** view under the **Administration** section of the **SCOM Operations Console**. You can use overrides to increase or decrease the discovery and monitoring intervals for specific Dell hardware to meet the needs of your implementation.



NOTE: The client discovery process classifies a system as **UnManaged** if it meets any of these three criteria:

- Required version of OMCI is not installed on the client box
- Client instrumentation (OMCI) services is disabled or not running
- Client system is a Dell Vostro system

To add a Dell Client system to the **Agent Managed** list:

- 1 Log on to the system with an account that has the **SCOM Administrator** role for the **SCOM** or **SCE** management groups.
- 2 In the **Operations Console**, click **Administration**.
- 3 Right-click on **Administration** and select **Discover Computers** from the pop-up menu.
The **Computer and Device Management Wizard** screen appears.
- 4 Click **Next** after reading the instructions on the **Computer and Device Management** screen.

- 5 To discover Dell Client systems, select **Advanced discovery**.
 - a In the **Computer and Device Classes** drop-down list, select **Clients Only**.
 - b Click **Next**.

The **Discovery Method** screen appears.
- 6 In the **Discovery Method** screen, select one of the two options given below:
 - a **Scan Active Directory**: This option enables you to specify the selected objects from the Active Directory.
 - i. Click **Configure** to create a query to find the objects that you want to scan.
 - ii. Select the domain where the objects that you want to discover reside, from the **Domain** drop-down list.
 - b **Browse for, or type-in computer names**: This option enables you to you to browse for or type the names of the Dell Client systems you want to discover.

Click **Browse** to search for systems on the network or type the name of the system you want to discover.
- 7 Click **Next**. The **Administrator Account** page is displayed.
- 8 Specify the user account that has administrator rights on the computers and devices that you want to scan using one of the two options:
 - a **Use selected Management Server Action Account**: This option indicates that you can use the existing Management Server Action Account as the administrator account.
 - b **Other user account**: This option indicates that you can specify any account other than the existing management server action account. Specify the **User Name**, **Password**, and the **Domain** in which the account is present.

If you select **This is a local computer account, not a domain account**, then you must specify the **Computer Name** instead of the Domain name.
- 9 Click **Discover**. The **Select Objects to Manage** page displays the list of Dell Client systems that you selected.

- 10 Select the Dell Client systems that you want to manage and click **Next**.
- 11 On the **Summary** screen, specify the path for **Agent Installation Directory**, specify the credentials for **Agent Action Account**, and click **Finish**.

Dell Hardware Discovery and Grouping

Table 2-4 lists the details of the hardware discovery and grouping by the Dell Client Management Pack .

Table 2-4. Dell Hardware Discovery and Grouping

Classification	Group Name on SCOM Console	Hardware Type
Dell Windows	Dell Managed	Dell Client systems: <ul style="list-style-type: none"> • Dell Latitude • Dell Precision • Dell Optiplex
	Dell UnManaged	Vostro business client system

Objects Discovered by Dell Client Management Pack

Table 2-5 lists the details of objects discovered by the Dell Client Management Pack .

Table 2-5. Dell Object Discoveries

Discovery Object	Description
Dell Managed Client Group population discovery	Discovers the Dell Managed Group with all the supported models of Dell Business Clients
Dell Client discovery	Discovers all the supported models of Dell Business Clients that have the supported Dell Product Instrumentation
Discover Hardware Components for Dell	Discovers all Dell Clients Components which includes Processors, Memory, Sensors and Storage
Services discovery	Discovers the Dell OpenManage Client Instrumentation Service
Dell Hardware Group population discovery	Discovers the Dell Hardware Group with Dell Clients Groups

Table 2-5. Dell Object Discoveries

Discovery Object	Description
UnManaged Client Group population discovery	Discovers the Dell Unmanaged Group with Dell Business Clients that are not being monitored either due to the absence of Dell Instrumentation or has a lower version of Instrumentation than the required version or if the OMCI service has been disabled or stopped
Dell Client Group population discovery	Discovers the Dell Clients Group with Managed and Unmanaged Clients Groups

Monitoring

The Dell Client Management Pack v4.1 enables you to monitor the discovered Dell Client systems. The Health Status Indicators help you to monitor the health of your Dell Client systems on the network.

You can monitor the Dell Client systems using the following views:

- [Alerts View](#)
- [Diagram View](#)
- [State View](#)

Health Status Indicators

Table 2-6 lists the icons that indicate the health status of the discovered Dell Client systems on the Operations Console. For more information on severity propagation, see [State View](#).

Table 2-6. Severity Level Indicators






Icon	Severity Level
	Normal/OK. The component is working as expected.
	Warning/Noncritical. A probe or other monitoring device has detected a reading for the component that is above or below the acceptable level. The component may still be functioning, but it could fail. The component may also be functioning in an impaired state.

Table 2-6. Severity Level Indicators (continued)

Icon	Severity Level
	Critical/Failure/Error. The component has either failed or failure is imminent. The component requires immediate attention and may need replacement. Data loss may have occurred.
	The specific component is not monitored.
	The service is unavailable.

Alerts View

The **Alerts View** displays alerts for the events received from the OMCI service running on the systems that you are monitoring. To view the alerts for the systems you are monitoring:

- 1 In the **Operations Console**, click **Monitoring**.
- 2 In the **Monitoring** pane on the left side, navigate to the **Dell** folder and click the folder to display the different views.
- 3 Click **Alerts Views** → **Client Alerts**

The Operations Console displays the alerts for all the Dell Client systems that you are monitoring in the **Client Alerts** pane. You can see alerts that meet the criteria that you specified in the **Authoring** pane of the **SCOM Operations Console**, such as severity, resolution state, or alerts that are assigned to you.

- 4 Select an alert to view its details in the **Alert Details** pane.

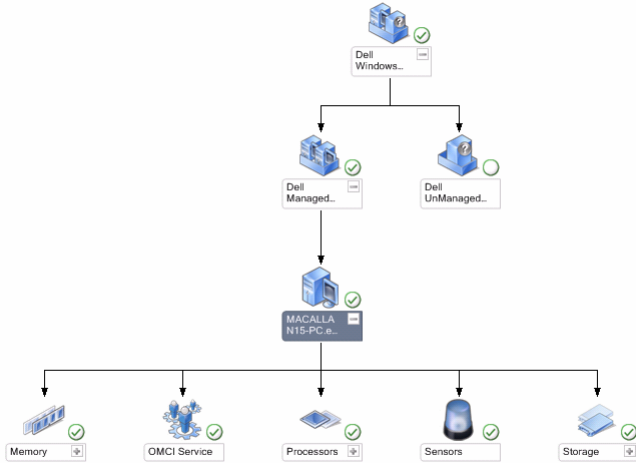
Diagram View

The **Diagram View** displays a hierarchical and graphical representation of all Clients on your network that SCOM or SCE manages. The Dell Windows Client Management Pack offers the following views:

- Client Diagram
- Complete Diagram View

Client Diagram

Figure 2-1. Graphical Representation of Dell Client Systems Managed by SCOM



To access the Client Diagram:

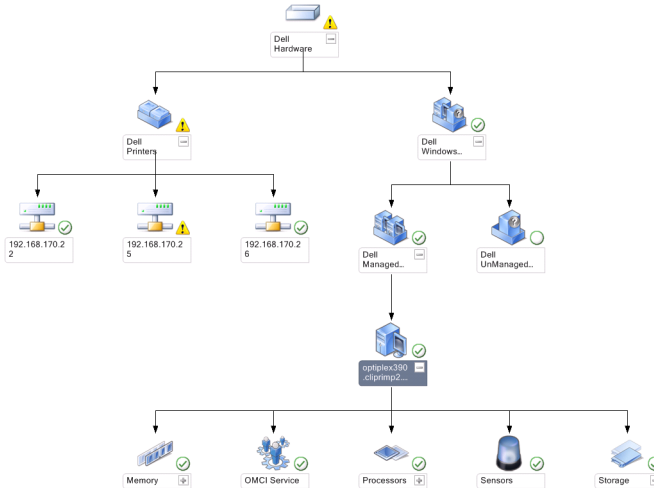
- 1 In the **Operations Console**, click **Monitoring**.
- 2 In the **Monitoring** pane on the left side, navigate to the **Dell** folder and click the folder to display the different views.
- 3 Click **Diagram Views**→ **Client Diagram**.

The **Client Diagram** offers a graphical representation of all Dell Client systems that SCOM or SCE manages and allows you to expand and verify the status of individual systems and their components in the diagram. The root node for this view is the **Dell Windows Clients** group. You can view details for **Dell Clients** with this view.

- 4 Select a component in the diagram to view its details in the **Detail View** pane. You can view details of the OMCI service as well as the following hardware components of Dell Clients:
 - Memory
 - Processors
 - Sensors
 - Storage

Complete Diagram View

Figure 2-2. Graphical Representation of all Dell Devices



To access the **Complete Diagram View**:

- 1 In the **Operations Console**, click **Monitoring**.
- 2 In the **Monitoring** pane on the left side, navigate to the **Dell** folder and click the folder to display the different views.
- 3 Click **Diagram Views**→ **Complete Diagram View**.

The **Complete Diagram View** offers a graphical representation of all Dell devices that SCOM 2007 SP1/R2, or SCE 2007 SP1/SCE 2010 manages and allows you to expand and verify the status of individual devices and their components in the diagram. You can view details for **Dell Clients** and **Dell UnManaged** with the **Complete Diagram View**.

- 4 Select a component in the diagram to view its details in the **Detail View** pane.

Viewing Dell Client Hardware Health Roll-up

You can view the Dell Client Hardware Health rolled up to Windows Computer Health. To view the Dell Client Hardware Health Roll-up:

- 1 In the Operations Console, click **My Workspace**
- 2 Right-click on selected **Favorite Views** and from the pop-up menu select **New→ Diagram View**.

A **Create Diagram View** window is displayed.

- 3 In the **Create Diagram View** window:
 - a In the **Name** text box, enter the desired name
 - b In the **Description** text area, enter the desired description
 - c In the **Choose Target** section, click **Browse...**
A **Select Object** window is displayed.
 - d In the **Select Object** window, select **All Windows Computer** and then click **OK**.
 - e In the **Choose from a template** section, select **Client Diagram** from the drop-down list
 - f Click **Create**.

State View

The **State View** displays the status of each Dell device managed by SCOM or SCE on your network. The Dell Client Management Pack provides a list of severity level indicators to help you monitor the health of the Dell Client systems devices on the network.

To access the **State View**:

- 1 In the Operations Console, click **Monitoring**.
- 2 In the **Monitoring** pane on the left side, navigate to the **Dell** folder and click the folder to display the different views.

- 3 Click **State Views→ Clients**

The Operations Console displays the status of all the Dell Client systems that you are monitoring on the right pane.

- 4 Select a state to view its details in the **Detail View** pane.

Tasks

Tasks are available in the **Actions/Tasks** pane of the Operations Console. When you select a Client system in the Diagram view or the State view, the relevant tasks appear in the **Actions/Tasks** pane.

Client Reboot and Shutdown

To reboot or shutdown a client:

- 1 In the **Operations Console**, navigate to either the **State View** or **Diagram View**.
- 2 Select any discovered Dell Client system.
- 3 In the **Actions** pane, click either **Client Reboot** or **Client Shutdown**.
The **Run Tasks** dialog is displayed. Click **Run**.

Launching the Remote Desktop for a Dell Client System

You can launch the Remote Desktop for the Client system. To Launch the Remote Desktop:

- 1 In the **Operations Console**, navigate to either the **Diagram View** or **State View**.
- 2 Select any discovered Dell Client system.
- 3 Click **Launch Remote Desktop** under **Dell Client Instance Tasks** in the **Actions** pane.

The remote desktop for the Client system is launched and you can perform various activities on the system.

Reports

The Reporting feature is available with the Dell Client Management Pack version 4.1. The event analysis report displays the event time, log record, and status (criticality) of OMCI events for selected Dell Windows Client systems.

To access the reporting feature:

- 1 Click **Reporting** in the **Operations Console**.
- 2 Expand **Reporting** in the navigation pane.
- 3 Click **Dell Client** for the Windows Event Log.

You can also access **Reporting** from the **Diagram View** by clicking on the client instance. The option for **Dell Report** is located in the **Actions** pane under the Dell System instance reports along with the default Microsoft reports.

OpenManage Windows Event Log

- 1 Click on **OpenManage Windows Event Log**.
- 2 Click **Open** in the **Actions** pane.
- 3 Select the time period to generate the report.
- 4 Click **Add Object** or **Add Group**.
- 5 Click **Search** to search for an object or group. Select **Add** to add a single or multiple objects.

The object is displayed in the selected object pane.

- 6 Choose the event severity to generate a report.
- 7 Click **Run** to generate the Windows Event Log report.

Customizing the Dell Client System Management Pack

Using the Dell Client management pack, you can do the following for the Dell Client systems:

- customize discovery
- monitor
- manage event processing
- use overrides to increase or decrease the intervals to the specific Dell hardware management needs of the SCOM or SCE operator.

You can customize the following components of the Dell Client Management Pack:

- **Monitors:** Assesses various conditions that can occur in monitored objects. The result of this assessment determines the health state of a target and the alerts that are generated.
- **Object Discoveries:** Finds objects on a network that need to be monitored.
- **Rules:** Collects data, such as events generated by managed objects.

Unit Monitors

You can customize the following parameters of the Dell Client Management Pack unit monitors by using overrides:

- **Enabled:** Allows you to enable or disable Monitors. You can set the Override Setting to **True** or **False**. The default setting is **True**.
- **Interval in Seconds:** The frequency in seconds with which the Dell Management Pack polls the Dell device to check the health of a component. The default is 3600 seconds (60 minutes).

The unit monitors can be triggered by a periodic poll configured as `intervalseconds`.

Table 2-7 illustrates the various Dell unit monitors and the applicable parameters for your Dell Client systems.

Table 2-7. Dell Unit Monitors in the Dell Client Management Pack

Groups	Unit Monitor Name	Default Periodic Poll Setting
OMCI Service Instance	Periodic	3600 seconds (60 minutes)
Memory Group for Dell Client	Periodic	3600 seconds (60 minutes)
Memory Unit Instance	Periodic	3600 seconds (60 minutes)
Processor Group for Dell Client	Periodic	3600 seconds (60 minutes)
Processor Unit Instance	Periodic	3600 seconds (60 minutes)
Sensors of Dell Client		3600 seconds
• Battery	Periodic	(60 minutes)
• Fan	Periodic	
• Intrusion	Periodic	
• Temperature	Periodic	
Storage Group for Dell Client	Periodic	3600 seconds (60 minutes)
Disk Unit Instance	Periodic	3600 seconds (60 minutes)



NOTE: When chassis door is removed or closed, OMCI generates **Chassis Intrusion** events. For more information on enabling, disabling and clearing **Chassis Intrusion** events, refer to the Security features in the respective Dell Client Hardware Manual.

Object Discoveries

Using overrides, you can customize the following Dell Client Management Pack discovery parameters:

- **Enabled:** Allows you to enable or disable discoveries. You can set the Override Setting to **True** or **False**. The default setting is **True**.
- **Interval in Seconds:** Specifies the frequency in seconds that the Dell Management Pack discovers the component instance and attributes of your Dell Client system. The default value for this attribute is 86400 seconds (24 hours).

Table 2-8. Dell Discovery Object

Discovery Object	Description	Groups
Discover Hardware Components for Dell Client systems	Discovers the disk, memory, sensors and processor of your system	<ul style="list-style-type: none">• Dell Clients• Dell Client instance• Hardware components of Dell Client• Storage group for Dell Client• Disk Unit instance• Memory group for Dell Client• Memory unit instance• Processor group for Dell Client• Processor unit instance• Sensor group for Dell Client
OMCI Services discovery	Discovers the OMCI	<ul style="list-style-type: none">• Dell Clients• Dell Client instance• Services of Dell Client• OMCI service instance

Rules

Dell Systems Event Processing Rules

The Dell Client Management Pack processes rules from OMCI. You can customize the rules by setting override parameters for the rules.

To customize the rules:

- 1** In the **Operations Console**, click the **Authoring** tab .
- 2** Select **Rules** under **Management Packs** in the **Authoring** pane.
- 3** In the **Rules** pane, select **Dell Client instance** and select a rule.
- 4** Right-click the rule and select the **Overrides** option.
- 5** Select **Disable the Rule** and any of the sub-options to disable the rule.
- 6** Select **Override the Rule** and any of the sub-options to set the override parameters for the rule.
You can also change the **Severity** setting for the rule.
- 7** Click **OK** to apply the override parameter to your rule or **Cancel** to cancel the changes.

OMCI

All warning and critical events for OMCI have a corresponding event processing rule.

Each of these rules are processed based on the following criteria:

- Source Name = "OMCI"
- Event ID = Actual event ID of the OMCI event
- Severity = OMCI Severity 5 and above are mapped to Dell Management Pack severity level of "critical" and OMCI severity 4 and below are mapped to Dell Management Pack severity level of "warning"
- Data Provider = Windows System Event log

Related Documentation and Resources

This chapter gives the details of documents and references to help you work with Dell Client Management Pack version 4.1

Microsoft Guidelines for Performance and Scalability for Operations Manager 2007 SP1/R2

For optimal performance, deploy device-specific Dell Management Packs on different management servers.

For information on Microsoft's recommendations for scalability, see the Microsoft website at support.microsoft.com/kb/975057.



NOTE: Make sure that the **Autogrow Option** is enabled in Operations Manager Database for improved performance.

Other Documents You May Need

Besides this *User's Guide*, see the following guides available on the Dell Support website at support.dell.com/manuals. On the Manuals page, click **Software**→**Systems Management**. Click the appropriate product link on the right-side to access the documents.

- The *Dell OpenManage Client Instrumentation User's Guide* provides information about how the Dell OpenManage Client Instrumentation software enables remote management application programs to access client system information, monitor the client system status, or change the state of the client system.
- The *Dell Client Configuration Toolkit User's Guide* describes the installation and use of the client configuration toolkit (CCTK) to configure various BIOS features for Dell Client computer platforms.
- The *Hardware Owner's Manual* provides information about your system, installing the system components and troubleshooting your system.

Obtaining Technical Assistance

If at any time you do not understand a procedure described in this guide, or if your product does not perform as expected, different types of help are available. For more information see "Getting Help" in your system's *Hardware Owner's Manual*.

Additionally, Dell Enterprise Training and Certification is available. For more information, see dell.com/training. This service might not be offered in all locations.

Appendix

Issues and Resolutions

The following table lists the known issues, resolutions, and where the issues are applicable to.

Table A-1. Issues and Resolutions

Issue	Resolution	Applicable To
Dell alerts are not sorted according to their age.	<p>Check the registry on the managed system that has this problem. There could be a left-over view definition that has set the sorting flags to 'false'. In some instances, when you import a management pack with changes to the sorting flags, the sorting flags may not get updated in the registry. If you delete the settings for the view in the registry, they are recreated from the new management pack when you navigate to that view again. You can also edit the sorting flags in the registry for the view.</p> <p>Registry edit:</p> <pre> HKEY_CURRENT_USER\Software \Microsoft\Microsoft Operations Manager\3.0\Console\%GUID. ViewTitle%AlertsView\Age </pre> <p>To enable sorting of alerts, ensure the keys IsSortable and IsSorted are set to 1.</p>	SCOM 2007 SP1, SCE 2007 SP1

Table A-1. Issues and Resolutions

Issue	Resolution	Applicable To
Under certain conditions, alerts related to Handle Count Threshold and Private Bytes Threshold are displayed on the Operations console of the management server.	Microsoft KB968760 available at support.microsoft.com resolves this.	SCOM 2007 SP1, SCE 2007 SP1
Under certain conditions, an error message is displayed on the Operations Console of the management server with the Event ID – 623 and Event Source – Health Service ESE Store .	Microsoft KB975057 available at support.microsoft.com resolves this.	SCOM 2007 SP1, SCE 2007 SP1
The System Center Operations Manager 2007 console may crash on certain operating systems.	Microsoft KB951327 , KB951526 available at support.microsoft.com resolves this.	SCOM 2007 SP1, SCE 2007 SP1
You may experience one or more of the following situations:	Microsoft KB954049 available at support.microsoft.com resolves this	SCOM 2007 SP1, SCE 2007 SP1
<ul style="list-style-type: none">• The Web Console does not open.• The My Workspace page does not display.• Performance and Power Monitoring Views do not display.• Health Service may not start up on the system.		

Table A-1. Issues and Resolutions

Issue	Resolution	Applicable To
The reports do not appear as expected in the Reporting space of the Administration console.	Microsoft KB954643 available at support.microsoft.com resolves this.	SCOM 2007 SP1, SCE 2007 SP1
The SCOM console intermittently displays the following error message - "Health service Host Process encountered a problem and needed to close" as a result of this Health Service crash. You may notice unexpected behavior in the discovery and monitoring of Dell devices.	Microsoft KB951526 available at support.microsoft.com resolves this.	SCOM 2007 SP1, SCE 2007 SP1
Deleting management pack from SCOM console does not delete the Client Alerts view and Diagram view. If user clicks any of the Client views, an error is shown as "Object not found".	Close and re-open the SCOM console.	SCOM 2007 SP1/R2, SCE 2007 SP1/2010.
Tooltip for objects in the Diagram view of the SCOM Web console does not display any information related to attributes.	Switch to SCOM operation console	SCOM 2007 SP1/R2 Web console.
OMCI alerts are not displayed in the Alerts view of the Web console.	Switch to SCOM operation console	SCOM 2007 SP1 Web console.

Table A-1. Issues and Resolutions

Issue	Resolution	Applicable To
Few unit monitors in the Dell Client Management Pack under the Sensors instance may display the status as green even though the sub-instance does not exist when you use the health explorer. This is because unit monitors cannot display an Unavailable state when the instance is present and the unit monitor has been executed.		SCOM 2007 SP1/R2, SCE 2007 SP1/2010.