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DELL(TM) CLIENT MANAGEMENT PACK 3.1 FOR MICROSOFT(R) SYSTEM CENTER
OPERATIONS MANAGER 2007 SP1 and SYSTEM CENTER ESSENTIALS 2007 SP1 -
README

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Version 3.1
Release Date: August 2008

This readme provides information for Dell Client Management Pack
version 3.1 which can be imported to Microsoft System Center
Operations Manager (Operations Manager) 2007 SP1 and System Center
Essentials 2007 SP1. All references to Operations Manager are also
applicable to System Center Essentials.

This file contains updated information for your "Dell Client
Management Pack for Microsoft System Center Operations Manager User's
Guide" and any other technical documentation included with the Dell
Management Pack for Operations Manager.

You can access the "Dell(TM) Server and Printer Management Pack for
Microsoft System Center Operations Manager User's Guide" from the
Dell Support website at "http://support.dell.com."

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The Dell Client Management Pack enables the Microsoft System Center
Operations Manager to discover and monitor the status of Dell
Business computers namely Optiplex, Precision and Latitude.
This improved representation, which includes the receipt of failure
and pre-failure alerts, allows Dell customers to assess, respond to,
and ensure the availability of Dell clients monitored in the
Operations Manager environment. In addition to improved availability,
the Management Pack enhances the ability to monitor and manage the
hardware in a single management solution.

This file contains the following sections:

* Criticality

* Minimum Requirements

* Release Highlights

* Installation

* User Notes

* Known Issue

* History

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CRITICALITY
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MINIMUM REQUIREMENTS
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This section provides information about the minimum requirements for
installing and using the Dell Client Management Pack for Microsoft
System Center Operations Manager.

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Managed System Software Requirements
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* Operating system support: Windows XP(TM) with SP2 (Professional x86
Edition, Professional x64 Edition) and Windows Vista(TM) (Ultimate
x86 Edition, Ultimate x64 Edition, Business x86 Edition, Business
x64 Edition, Enterprise x86 Edition, Enterprise x64 Edition).

* Support for Dell(TM) OpenManage(TM) Client Instrumentation version 7.5

NOTE: If attributes or hardware objects do not display for Dell
    clients, ensure that the CIM dellomci namespace is not
    corrupted and that the Dell Services are not down.
    Restart the Dell managed system or reinstall Client
    Instrumentation to correct the CIM behavior.

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Operations Manager Management Console Requirements
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NOTE: The Management Pack version 3.1 can be installed only on
    Operations Manager 2007 SP1 and System Center Essentials 2007
    SP1.

* The Operations Manager 2007 SP1 agent software must be installed on
all Dell-managed systems either remotely from the management station
(through agent push) or locally on the managed system.

* For discovered systems to be recognized as Dell Clients in the
Operations Manager 2007 SP1 environment, Client Instrumentation
(OMCI version 7.5 or later) must be installed on all Dell-managed
systems.

NOTE: Dell Management Pack functions with a reduced feature set if
    the Operations Manager 2007 SP1 Management Server Action
    account has normal user privileges on all Dell managed systems.

NOTE: Windows(TM) 2003, Windows XP(TM) and Windows Vista(TM)
    operating systems are supported for systems running Operations
    Console.

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RELEASE HIGHLIGHTS
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* Separate Management Packs for Server and Printer, Client, Storage Arrays

* Support for System Center Operations Manager 2007 SP1 and System Center Essentials 2007 SP1.

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INSTALLATION/UPGRADE
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Installation
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For information on installing the Dell Management Pack for Operations Manager 2007 SP1, see the "Dell(TM) Management Pack Version 3.1 For Microsoft(TM) System Center Operations Manager 2007 SP1 and System Center Essentials 2007 SP1 User's Guide" at the Dell Support website at "support.dell.com."

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Uninstallation
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For information on uninstalling the Management Pack Version 3.1, see the "Dell(TM) Management Pack Version 3.1 For Microsoft(R) System Center Operations Manager 2007 SP1 and System Center Essentials 2007 SP1 User's Guide" at the Dell Support website at "http://support.dell.com."

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USER NOTES
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- N/A

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KNOWN ISSUES
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This section provides information on open issues with the Dell Management Pack for Operations Manager 2007 SP1.

1) The SCOM console throws up a run time error.
A run time error (Microsoft Visual C++ Runtime Library) with the following message pops up once in a while - Runtime Error! Program: C:\Program Fil... R6025 - pure virtual function call. We observed more than one window in our development/test setup. Microsoft KB951526 resolves this.
(http://support.microsoft.com/kb/951526/en-us)

2) The SCOM console shows a Health service error message. SCOM generates the error - "Health service host process has stopped working".
The error message - "Health service Host Process encountered a problem and needed to close" error message pops up once in a while. Microsoft KB951526 resolves this. As a result of this Health Service

Crash, you may notice unexpected behaviour in the discovery and
monitoring of Dell devices.
(http://support.microsoft.com/kb/951526/en-us)

3) Operations Manager Health Service may stop due to certain Monitor
  thresholds. The Workaround for this issue is to modify the
  following threshold settings for the Monitors:
  1. Go to the Authoring pane
  2. Select Authoring-> Management Pack Objects-> Monitors
  3. Select Target as "Agent"
  4. Select Entity Health-> Performance-> Health Service Performance
        a) Right-click "Health Service Handle Count Threshold"
        b) Select Overrides-> Override the Monitor-> For a Group
        c) Choose "Management Server Computer Group"
        d) Override the following parameters
            * "Agent Performance Monitor Type - Threshold"
              - "Override Setting" value from 2000 to 10000
            * Enabled - "Override Setting" value to "true"
        e) Apply the settings.
  5. Select Entity Health-> Performance-> Health Service Performance
        a) Right click "Health Service Private Bytes Threshold"
        b) Select Overrides-> Override the Monitor-> For a Group
        c) Choose "Management Server Computer Group"
        d) Override the following parameters
            * "Agent Performance Monitor Type - Threshold"
              - "Override Setting" value from 104857600 to
                1610612736
            * Enabled - "Override Setting" value to "true"
        e) Apply the settings.

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HISTORY
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This is the first release for the Dell Client Management Pack.

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July 2008