Dell Client Management Pack for Microsoft System Center Operations Manager

Version 6.2 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.**

Contents

Release summary

This release notes provides information on the Dell Client Management Pack version 6.2, which can be imported into Microsoft System Center 2012 R2 Operations Manager, Microsoft System Center 2012 SP1 Operations Manager, Microsoft System Center 2012 Operations Manager and System Center Operations Manager 2007 R2.

(i) **NOTE: All references to OpsMgr in this guide are applicable to Microsoft System Center 2012 R2 Operations Manager, Microsoft System Center 2012 SP1 Operations Manager, Microsoft System Center 2012 Operations Manager and System Center Operations Manager 2007 R2, unless otherwise specified.**

TheDell Client Management Pack version 6.2 enables OpsMgr to discover and monitor the status of Dell client systems, on a defined network segment. This representation, which includes the receipt of failure and pre-failure alerts, allows you to assess, respond to, and ensure the availability of Dell clients are monitored in the OpsMgr environment.

Version

6.2

Release Date

September 2018

Priority and recommendations

RECOMMENDED: Dell highly recommends applying this update during your next scheduled update cycle. The update contains feature enhancements or changes that improves the reliability and availability of your system.

Compatibility

What is supported?

Requirements of the Management Station and Managed System for the monitoring features and supported firmware versions for the monitoring features.

Management Station Requirements

- Microsoft System Center 2012 R2 Operations Manager or Microsoft System Center 2012 SP1 Operations Manager or Microsoft System Center 2012 Operations Manager or Microsoft System Center Operations Manager 2007 R2.
- Supported operating systems:
  - For OpsMgr 2012 R2, OpsMgr 2012 SP1, and OpsMgr 2012, see technet.microsoft.com/en-us/library/hh205990.aspx
  - For OpsMgr 2007 R2, see technet.microsoft.com/en-us/library/bb309428(en-us).aspx

Supported operating systems

List of operating systems supported on the Managed System:

- For the list of configurations supported by Dell Command | Monitor, see Dell Command | Monitor Version 10.1 Release Notes.
- For the list of configurations supported by OMCI, see Dell OpenManage Client Instrumentation 8.2.1 Release Notes.

Managed system requirements

- Dell (TM) Command | Monitor: The recommended version is v10.1.The minimum supported version of Dell Command | Monitor is v9.0.
- Dell (TM) OpenManage(TM) Client Instrumentation (OMCI): The recommended version is v8.2. The minimum supported version of OMCI is v8.1.
- Supported operating systems: For the list of configurations supported by Dell Command | Monitor, see Dell Command | Monitor 10.1 Release Notes at dell.com/support/home.
- For the list of configurations supported by OMCI, see Dell OpenManage Client Instrumentation 8.2.1 Release Notes at dell.com/support/home.

ⓘ **NOTE:** If the OMCI version available on a client system is earlier than v8.0, and then the Client system is grouped under the UnManaged group, and monitoring is disabled. The Dell Client Management Pack also groups Dell Vostro systems under the UnManaged group.

Previous versions

6.1

Supported systems

Supported client systems: All the Dell systems that are supported by Dell OpenManage Client Instrumentation version v8.1, Dell OpenManage Client Instrumentation version v8.2, Dell Command | Monitor 9.0, Dell Command | Monitor 9.1, and later are managed using the Dell Client Management Pack v6.2.

New and enhanced in this release

- Support for Dell Command | Monitor (DCM) v10.0 and later.

Fixes

Not applicable.

Important Notes

Replace this text with your content.

Known issues—To be fixed in future releases

On few Dell Client platforms, health status does not change to normal 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.

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

Systems affected:

Applies to:

Tracking number: JIT-342472

When an additional battery is added to the Dell Client, the battery part number of 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.

Workaround: Reboot the laptop.

Systems affected:

Applies to:

Tracking number: JIT-499508

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 does not support such events, and hence the OMCI does not expose this health for the above platforms. As a result, Client Management Pack shows the components as healthy.

Workaround: Upgrade to latest BIOS version.

Systems affected:

Applies to:

Tracking number: JIT-499881

FAN health status does not change even after the FAN has stopped

Description: On few Client platforms, FAN health status may not change even if fan stops, and the status remains unchanged even after rebooting the client system.

Workaround: No known workaround

Systems affected:

Applies to:

Tracking number: JIT-501257

MP Knowledge Base is not displayed on I18N Management Stations

Description: On OpsMgr MS with non-English locale, the Client Management Pack does not display MP Knowledge Base text.

Workaround: No known workaround

Systems affected:

Applies to:

Tracking number: JIT-045713

7

Limitations

After upgrade from Dell Client Management Pack version 6.1 to Dell Client Management Pack version 6.2, alerts are updated as new alerts instead of incrementing the repeat count.

Installation, uninstallation, and upgrade

Installation Procedure

For information on installing the Dell Client Management Pack version 6.2 for OpsMgr, refer the Dell Client Management Pack Version 6.2 for Microsoft System Center Operations Manager Installation Guide.

Uninstallation

For information on uninstalling the Dell Client Management Pack version 6.2, refer the Dell Client Management Pack Version 6.2 for Microsoft System Center Operations Manager Installation Guide.

Upgrade

You can upgrade Dell Client Management Pack version 6.1 to Dell Client Management Pack version 6.2.

For information on upgrading to Dell Client Management Pack version 6.2, see the Dell Client Management Pack Version 6.2 for Microsoft System Center Operations Manager Installation Guide.

ⓘ **NOTE: Upgrade from Dell Client Management Pack version 5.1 and earlier versions to version 6.2 is not supported.**

Resources and support

Accessing documents using direct links

You can access the required documents using the following links:

- For Dell EMC Enterprise Systems Management documents — www.dell.com/SoftwareSecurityManuals
- For Dell EMC OpenManage documents — www.dell.com/OpenManageManuals
- For Dell EMC Remote Enterprise Systems Management documents — www.dell.com/esmmanuals
- For iDRAC and Dell EMC Lifecycle Controller documents — www.dell.com/idracmanuals
- For Dell EMC OpenManage Connections Enterprise Systems Management documents — www.dell.com/OMConnectionsEnterpriseSystemsManagement
- For Dell EMC Serviceability Tools documents — www.dell.com/ServiceabilityTools
- Using search engines:

  – Type the name and version of the document in the search box.

Accessing documents using product selector

You can also access documents by selecting your product.

1   Go to www.dell.com/manuals.
2   In the **Choose from all products** section, click **View products**.
3   Click **Software and Security**, and then click required link from the following:
    - **Enterprise Systems Management**
    - **Remote Enterprise Systems Management**
    - **Serviceability Tools**
    - **Dell Client Command Suite**
    - **Connections Client Systems Management**
4   To view a document, click the required product version.

Contacting Dell

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, go to www.dell.com/contactdell.

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.