

Dell™ Client Management
Pack Version 4.0
For Microsoft® System Center
Operations Manager 2007 and
System Center Essentials 2007
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 potential damage to hardware or loss of data if instructions are not followed.

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Introduction

This document is intended for system administrators who use the Dell™ Client Management Pack 4.0 to manage and monitor Dell Client systems.



The Dell Client Management Pack is supported on Microsoft® Systems Center Operations Manager (SCOM) 2007 SP1/R2 and Systems Center Essentials (SCE) 2007 SP1 versions.

With the integration of the Dell Client Management Pack Version 4.0 with the SCOM and SCE environment, you can manage, monitor, and ensure the availability of your Dell Client systems.



CAUTION: The procedures in this document should be performed only by personnel with knowledge and experience in using the Microsoft Windows® operating system and SCOM or SCE. Due to the possibility of data corruption and/or data loss, it is recommended that only such persons use the procedures described in this document.

The readme file packaged with the Management Pack contains the latest information about software and management station requirements, as well as information about known issues. The readme file is posted to the Systems Management documentation page on the Dell Support website at support.dell.com/manuals. The readme files are also packaged in the self-extracting executable `Dell_Client_Management_Pack_v4.0_A00.exe` file.

All references to SCOM in this guide are applicable to SCE as well, unless otherwise explicit product and version information is mentioned specifically.

Accessing the Management Pack and Documentation

The Dell Client Management Pack version 4.0 (`Dell.WindowsClient.mp`) is a stand-alone management pack with a base folder utility.

The client management pack, base folder utility, readme file, and this user's guide are packaged in a self-extracting executable `Dell_Client_Management_Pack_v4.0_A00.exe` file. You can download the .exe from the Dell Support website at support.dell.com.

What is New in Dell Client Management Pack?

- The Dell Client Management Pack version 4.0 provides scalability and performance improvements over the previous releases.
- The management pack now refers to a common base folder utility — **Dell.Connections.HardwareLibrary.mp**.

For more information on this utility, see "Understanding Dell Client Management Pack".

- The **UnManaged** group in the Dell Client Management Pack contains all Dell Client systems without instrumentation. This group also includes Dell Vostro™ systems.

The Dell OpenManage™ Client Instrumentation (OMCI) software enables remote management application programs to access client system information, monitor the client system status, or change the state of the client system; such as shutting it down remotely.

Understanding Dell Client Management Pack

Dell Hardware Group Definition

The base folder utility, **Dell.Connections.HardwareLibrary.mp**, defines the Dell hardware group. The Dell Client Management Pack refers to this base folder utility.

After importing this utility, the Client Management Pack displays the corresponding Windows Clients under the **Dell Hardware** group.

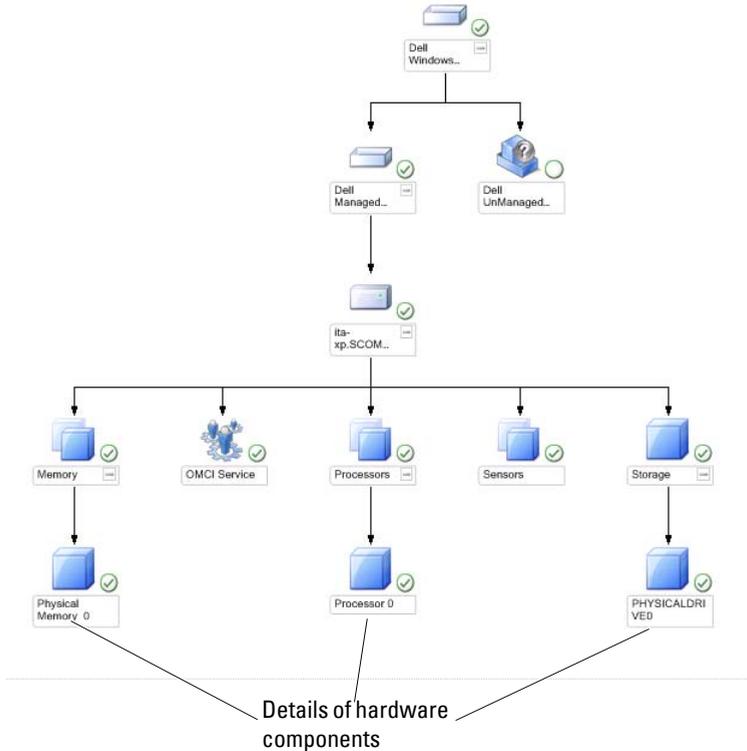
When you delete or uninstall the Dell client management pack, the corresponding clients under the hardware group are removed.

Windows Client

The Client Management Pack structures the components on a high level up to the group level, as well as the details of the hardware components, such as the memory unit instances. All the Rules, Tasks, and Monitors for the modeled components are defined in this Management Pack.

Figure 1-1 details the components which are modeled by the Dell Windows Client Management Pack.

Figure 1-1. Components Modeled by the Client Management Pack



Supported Dell Client Systems

The Dell Client Management Pack version 4.0 supports Dell Latitude™, OptiPlex™, Precision™, and Vostro systems running supported Client Windows operating systems.



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

Supported Operating Systems

For the latest information about operating system support for the Dell Client Management Pack v4.0, see the readme file.

You can access the readme file from the systems management documentation page on the Dell Support website at support.dell.com/manuals or from the self-extracting executable Management Pack file, `Dell_Client_Management_Pack_v4.0_A00.exe`. For the list of supported operating systems for the management station for SCOM/SCE, see the Microsoft website at [http://technet.microsoft.com/hi-in/library/bb309428\(en-us\).aspx](http://technet.microsoft.com/hi-in/library/bb309428(en-us).aspx).

Other Documents You May Need

Besides this guide, you can find the following guides on the Systems Management documentation page on the Dell Support website at support.dell.com/manuals:

- 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.

Getting Started

Management Station Requirements

Generic Requirements

To discover client systems running supported Microsoft® Windows® operating systems in your network and to install Microsoft Systems Center Operations Manager (SCOM) agents through the Operations Console, ensure that all the managed systems have a valid and a fully qualified domain name (FQDN) that you can communicate to from the management station.

Windows Client

The Dell™ Client Management Pack version 4.0 functions with a reduced feature set if the SCOM Management Server Action account has normal user privileges on all Dell managed systems. To function with a complete feature set, the SCOM Management Server Action account should have administrator privileges on all Dell managed systems.

Managed System Requirements

Install Dell OpenManage™ Client Instrumentation (OMCI) on all Dell Client computer systems.

- It is recommended that you install the latest OMCI version (7.7) to manage the Dell Client systems.
- The minimum supported version for this release of the Client Management Pack is OMCI 7.6 and above.

You can download the latest version of OMCI from the Dell Support website located at support.us.dell.com/support/downloads/format.aspx?releaseid=R243374 for Windows 32-bit operating systems, and support.us.dell.com/support/downloads/format.aspx?releaseid=R243373 for Windows 64-bit operating systems.

Configuring Management Server Action Account With Normal User Privilege

To configure Management Server Action Account with normal user privileges:

- 1 Install SCOM on the management station, with the Management Server Action Account as a Domain user (non Domain Administrator.)
- 2 Add the Management Server Action Account as part of the local admin group.
- 3 Install the Operations Manager Agent on the managed system (Auto Agent Push/ Manual Install.)
- 4 Once the discovery and monitoring of a managed system is successfully initiated in the Operations Manager Console, remove the Management Server Action Account from the local admin group. You may need to reboot the management station to ensure that the Management Server Action Account no longer has administrator privileges.
- 5 Import the Dell Management Pack on management station.
- 6 Rediscover the managed system.



NOTE: The discovery of the managed system depends on the discovery cycle time.

Importing the Client Management Pack into SCOM



NOTE: Import the base folder utility (Dell.Connections.HardwareLibrary.mp) before importing the client management pack.

To import the client management pack, use the **SCOM Import Management Pack** wizard:

- 1 Download the management pack from the Dell Support website at support.dell.com. The `Dell_Client_Management_Pack_v4.0_A00.exe` is a self-extracting .exe file.
- 2 Copy the downloaded file to the destination directory on your local system's hard drive.
- 3 Open the `Dell_Client_Management_Pack_v4.0_A00.exe` file to extract any of the Management Packs or utilities.
- 4 Click **Start**→**Programs**→**System Center Operations Manager 2007** and select **Operations Console**.
- 5 In the **Operations Console**, click **Administration** on the navigation pane.
- 6 Expand the **Administration** tree, right-click **Management Packs**, and select **Import Management Packs**.
- 7 Click **Add**. Select **Add from disk**.
- 8 Type or browse to the Management Pack location, usually the same location that you downloaded and extracted the contents of the `Dell_Client_Management_Pack_v4.0_A00.exe` file.
- 9 Select the Management Pack you want to import and click **Open**.
The **Import Management Packs** screen appears with the selected Management Packs/utilities displayed in the **Import List**.
- 10 Click **Install** to complete the task.

Microsoft Guidelines for Performance and Scalability for SCOM

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

For information on Microsoft's recommendations for scalability, see the Microsoft website at [http://technet.microsoft.com/hi-in/library/bb735402\(en-us\).aspx](http://technet.microsoft.com/hi-in/library/bb735402(en-us).aspx)



NOTE: Ensure that the **Autogrow** option is enabled in **Operations Manager Data Warehouse and/ or Database**.

Upgrading From Previous Management Packs

Upgrading from the previous Management Pack is not supported. Ensure you delete Dell Client Management Pack 3.1.x (**Dell.Connections.Client.mp**) before importing Dell Client Management Pack version 4.0.

For information on the steps to import Dell Client Management Pack Suite version 4.0 see "Getting Started".

Deleting the Management Packs

While deleting the Dell Client Management Pack, ensure that you delete the management pack before deleting the base folder utility.

To delete management packs or utilities:

- 1 Select **Administration** → **Management Packs** in the SCOM Operations Console.
- 2 Select the Dell Management Pack you want to delete from the **Management Packs** pane.
- 3 Right-click the selected Dell Management Pack or utility and click **Delete**.

After deleting a Management Pack or utility, it is recommended that you relaunch the SCOM Console.



NOTE: Deleting any of the Management Packs may affect the scope of some user roles.

Security Considerations

Operations Console access privileges are handled internally by SCOM. This can be set up using the **User Roles** option under **Administration** → **Security** feature on the SCOM console. The profile of your role determines what actions you can perform. For more information on security considerations, see the *Microsoft Operations Manager 2007 SP1*, *Microsoft Operations Manager 2007 R2*, or the *Microsoft Systems Centre Essentials SP1 online help*.

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 4.0. The client management pack allows you to perform the following operations to manage Dell Client systems:

- Discover Dell Latitude™, Precision™, Optiplex™, and Vostro™ business computers running supported Client Windows operating systems.
 - ✎ **NOTE:** Vostro systems are displayed under the **UnManaged** group.
 - Monitor the Dell OpenManage™ Client Instrumentation (OMCI) service
- Group Dell clients without instrumentation 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, service, server, or application. For more information, see "State Components and Severity Levels".

- Perform client shutdown and reboot tasks.
- Generate reports on Dell Windows event logs and OMCI events from the managed system's Windows Event Log.

Web Console

The Web console server 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 server without installing the Operations console. Using the Web console has the following limitations:

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

Discovery

The discovery modules of Dell Client Management Pack consists of:

- Dell Client Discovery
- Dell Client Hardware Components Discovery
- Dell Client Instrumentation Service Discovery

To discover Dell Client systems, 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.

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

- 1** Log on to the system with an account that has the SCOM Administrators role for the SCOM or SCE management groups.
- 2** In the Operations Console, click **Administration**.
- 3** At the bottom of the navigation pane, click **Discovery Wizard**. The **Introduction** screen appears.
- 4** Click **Next** after reading the instructions on the **Introduction** screen.

- 5 To discover Dell Client systems, select **Advanced discovery**.
 - a Select **Clients Only** from the **Computer and Device Types** drop-down list.
 - b If there are multiple Management Servers, select the Management Server for the Dell Client systems to be discovered, from the **Management Server** drop-down list.
 - c Click **Next**.
- 6 You can discover Dell Client systems using 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 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 Discovery process is completed and the **Select Objects to Manage** page displays the list of Dell Client systems that you selected.
- 10 On the **Select Objects to Manage** page, 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**.



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

- the client instrumentation (OMCI) component is not installed or is not running
- the client system is a Dell Vostro system

Monitoring

The Dell Windows Client Management Pack provides three views to enable you to monitor the Dell Client systems:

- Alerts View
- Diagram View
- State View

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 View**→**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.

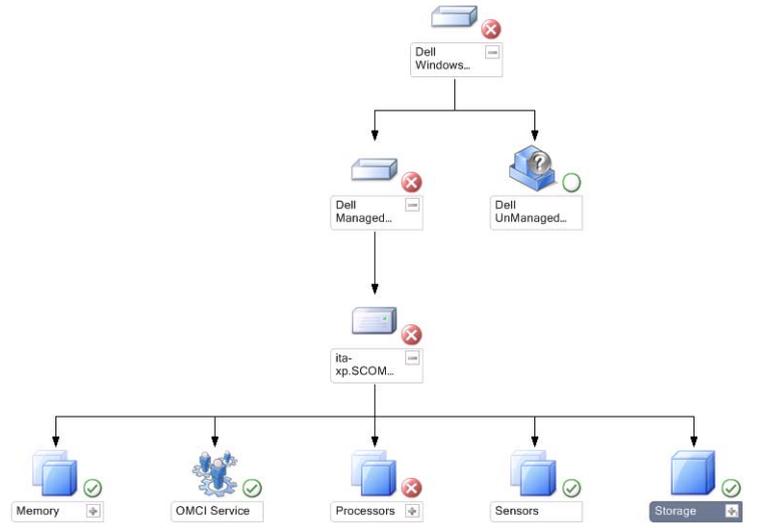
Diagram View

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 3-2. 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 View**→**Client Diagram**.

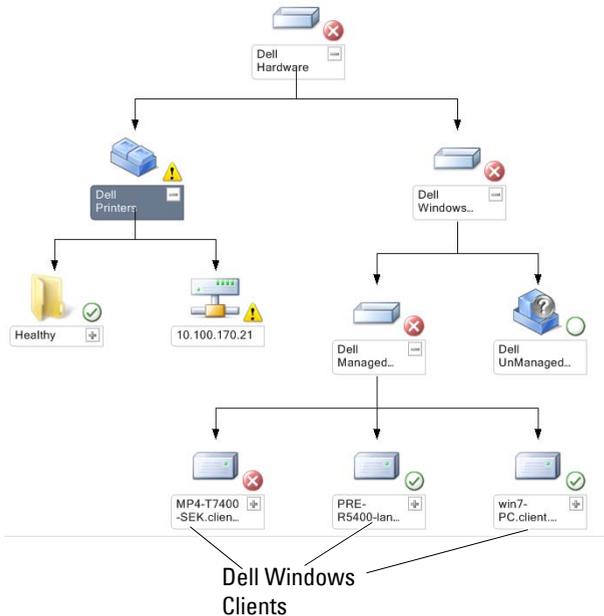
The **Client Diagram** offers a graphical representation of all Dell Client systems that SCOM or SCE manages and allows you to expand and verify the status of individual systems and their components in the diagram. The root node for this view is the **Dell Windows Clients** group. You can view details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

- Memory
- Processors
- Sensors
- Storage

Complete Diagram View

Figure 3-3. 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 View**→**Complete Diagram View**.

The **Complete Diagram View** offers a graphical representation of all Dell devices that SCOM 2007 SP1/R2, or SCE 2007 SP1 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.

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 View**→**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.

State Components and Severity Levels

Table 3-1. 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.
	Critical/Failure/Error. The component has either failed or failure is imminent. The component requires immediate attention and may need to be replaced. Data loss may have occurred.
	The health status is not applicable for the specific component.
	The service is unavailable.

Tasks

Tasks are available in the **Actions** pane of the Operations Console. When you select a device or a component in any of the Dell diagram views, the relevant tasks appear in the **Actions** pane.

 **NOTE:** You can run the tasks from the **Diagram View, State View, or Alert View.**

Dell Client Tasks

Client Reboot and Shutdown

You can use this task to reboot or shutdown any client. There are two ways you can perform this task:

- 1 In the Operations Console, navigate to either the **State View** or **Diagram View**.
- 2 Select any discovered client. In the **Actions** pane, click either **Client Reboot** or **Client Shutdown**.

The **Run Tasks** dialog is displayed. Click **Run**.

Reports

The Reporting feature is available with the Dell Client Management Pack version 4.0. 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 your 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 Client Management Pack

You can customize discovery, monitoring, and event processing for the Dell Client systems using the Dell Client Management Pack. You can use overrides to increase or decrease these 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, 1 hour.

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



NOTE: When there is a chassis intrusion, OMCI generates **chassisintrusion** events. You must manually set the **chassisintrusion** status to **Clear** to enable the client system to receive the next event and stop the **chassisintrusion** events. To change the **chassisintrusion** status to **Clear**, navigate to the **BIOS- System Security** settings of your client system and set the **Chassis Intrusion** option to clear.

Table 3-2 illustrates the various Dell monitors and the applicable parameters for your Dell Client systems.

Table 3-2. Dell Unit Monitors in the Dell Client Management Pack

Groups	Unit Monitor
OMCI IAP Service Instance	Periodic
Memory Group Object	Periodic
Memory Unit Instance	Periodic
Processor Group Object	Periodic
Processor Unit Instance	Periodic
Sensor Group Object	
• Battery	Periodic
• Fan	Periodic
• Intrusion	Periodic
• Temperature	Periodic
Storage Group Object	Periodic
Disk Unit Instance	Periodic

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 3-3. Dell Discovery Object

Discovery Object	Description	Groups
Discover Hardware Components for Dell Client systems	Discovers the disk, memory, 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 server	<ul style="list-style-type: none">• Dell Clients• Dell Client instance• Services of Dell Client• OMCI IAP 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 Click the **Authoring** tab in the Operations Console.
- 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

Appendix

Known Issues in SCOM

- 1 The Dell™ Management Pack Diagram Views displays a blank screen intermittently.

The actual diagram view will not come up even after refreshing the screen several times.

- 2 Dell systems disappear from the SCOM console when WMI service is stopped in managed system.

This happens when SCOM discovers a Windows® system displayed in the Diagram View, with the WMI service stopped on that system.

- 3 Dell alerts are not sorted according to their age

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.

Registry edit:

```
HKEY_CURRENT_USER\Software\Microsoft\Microsoft Operations  
Manager\3.0\Console\%GUID.ViewTitle%AlertView\Age
```

To enable sorting of alerts, ensure the keys **IsSortable** and **IsSorted** are set to 1.

- 4 Under certain conditions, the following error messages are displayed on the Operations Console of the management station:
 - `MonitoringHost.exe Handle Count Threshold Alert Message (Management Server)`
 - `MonitoringHost.exe Private Bytes Threshold Alert Message (Management Server)`

To resolve this issue, see the Microsoft KB968760 available on the Microsoft support site at support.microsoft.com.

- 5 Under certain conditions, an error message is displayed on the Operations Console of the management station with an Event ID 623 and Event Source as **Health Service ESE Store**.

To resolve this issue, see the Microsoft KB975057 available on the Microsoft support site at support.microsoft.com.

Known Limitations

Dell Client Management Pack Version 4.0

- When you use the health explorer, some 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. This is because unit monitors cannot display an **Unavailable** state when the instance is present and the unit monitor has been executed.

Microsoft® Fixes for SCOM

- 1 The SCOM console displays a run time error.

A run time error (Microsoft Visual C++ Runtime Library) with the following message is displayed under some instances - Runtime Error! Program: C:\Program Fil... R6025 - pure virtual function call.

To resolve this issues, see Microsoft KB951526 available on the Microsoft support site at support.microsoft.com.

- 2 The System Center Operations Manager 2007 console may crash in Windows Server™ 2008 or in Windows Vista™ when you open the Health Explorer window.

In the Alerts view, when you right-click an item to open the Health Explorer window, the SCOM 2007 console may stop responding. You cannot use Health Explorer to see any monitored objects in Windows Server 2008 or in Windows Vista™.

To resolve this issue, see Microsoft KB951327 available on the Microsoft support site at support.microsoft.com.

3 When you upgrade an Operations Manager agent system from Windows Server 2003 to Windows Server 2008, the Health Service does not start on the computer.

This issue occurs because the upgrade removes the certificate store in which the Health Service includes its certificate for secure storage data encryption. When the secure storage manager component of the Health Service initializes, it fails if there is a certificate serial number that is set, but the store does not exist.

To resolve this issue, see Microsoft KB954049 available on the Microsoft support site at support.microsoft.com.

4 The Operations Manager Web Console does not display pages correctly because of changes in User Access Control (UAC) in Windows Server 2008.

You may experience one or more of the following situations:

- The Web Console does not open.
- The My Workspace page does not display.
- Performance and Power Monitoring Views do not display.

To resolve this issue, see Microsoft KB954049 available on the Microsoft support site at support.microsoft.com.

5 After you upgrade a computer that performs the Operations Manager Management Server role from Windows Server 2003 to Windows Server 2008, the Operations Manager performance counters are not registered.

Microsoft KB954049 available on the Microsoft support site at support.microsoft.com resolves this.

- 6 The reports do not appear as expected in the Reporting space of the Administration console.**

When you install a System Center Operations Manager Management Pack that includes reports on a Microsoft System Center Operations Manager 2007 Service Pack 1 (SP1) server, or you install a System Center Essentials Management Pack that includes reports on a Microsoft System Center Essentials 2007 SP1 server, the reports do not appear as expected in the Reporting space of the Administration console.

To resolve this issue, see Microsoft KB954643 available on the Microsoft support site at support.microsoft.com.

- 7 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" pops up once in a while. As a result of this Health Service Crash, you may notice unexpected behavior in the discovery and monitoring of Dell devices.

To resolve this issue, see Microsoft KB951526 available on the Microsoft support site at support.microsoft.com.