Notes, Cautions, and Warnings

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.

WARNING: A WARNING indicates a potential for property damage, personal injury, or death.

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Overview

VMware vSphere 5.0 includes the ESXi 5.0 hypervisor and vCenter Server 5.0 as the management software. VMware vSphere 5.0 is the first release from VMware that does not include the classic edition. The current release of the VMware software primarily incorporates feature enhancements, new hardware and feature support, and bug fixes that enhance the virtualization experience in VMware environments.

System Requirements

- For the set of supported PowerEdge and storage systems, see VMware vSphere 5 on Dell PowerEdge and Storage Systems—Compatibility Matrix at dell.com/virtualizationsolutions.
- For information on different Dell-supported hardware configurations for each supported PowerEdge system, see VMware vSphere 5 on Dell PowerEdge Systems—Deployment Guide at dell.com/virtualizationsolutions.

Installation And Upgrade Instructions

For information on installing ESXi 5.0 or upgrading from a previous version of ESXi, see VMware vSphere 5 on Dell PowerEdge Systems—Deployment Guide at dell.com/virtualizationsolutions.

For the list of enhancements and bug fixes by VMware, see the VMware vSphere 5.0 Release Notes at support.vmware.com.

NOTE: Only issues relating to Dell systems running VMware vSphere 5.0 are discussed in this document.

Issues And Resolutions

vCenter Displays Physical BMC MAC Address Although Flex Addressing Is Enabled

Description: The hardware health status page for vCenter Server displays the physical MAC address for the host iDRAC MAC even when Flex addressing is enabled in the Dell PowerEdge M1000e chassis for iDRAC.

Applies to: ESXi 5.x

Solution: This is a known issue. As a workaround, use the physical MAC of BMC and iDRAC for VMware Distributed Resource Scheduler (DRS) and VMware Distributed Power Management (DPM).

Creating Local VMFS Datastore Fails After A Fresh ESXi Installation

Description: The issue occurs if there are two partitions on the local disk and the host cannot delete the partitions to create a VMFS partition.

Applies to: ESXi 5.x

Solution: Remove the partitions present in the disk before attempting to create the VMFS partition. For more information, see kb.vmware.com/kb/2037192.
Dell Systems Management Monitoring Applications Fail To Authenticate To An ESXi Host After A Few Days Of Use

Description: Dell OpenManage Software Administrator and OpenManage Essentials are not responsive after running in the ESXi environment for several days.

Applies to: ESXi 5.x

Solution: The failure is due to a memory leak in the wsman daemon in ESXi. As a workaround, restart the wsman service. For more information, see kb.vmware.com/kb/2043464.

VMware vCenter Service Crashes When Fibre Channel LUN Is Attached To ESXi Host Via Software FCoE Adapter

Description: When a Fibre Channel (FC) Logical Unit Number (LUN) is attached to the ESXi host via software Fibre Channel over Ethernet (FCoE) adapter, VMware vCenter vpxa service crashes for that ESXi host. The failure occurs due to the Virtual LAN (VLAN) ID used in the fabric and also when the connection to the vCenter is made after software FCoE configuration via vSphere client.

Applies to: ESXi 5.x

Solution: To resolve this issue, do not use a VLAN ID in the range of 32xn -1 where n=1, 2,... and so on. For more information, see kb.vmware.com/kb/2033385.

VMware vShield Installation and Configuration Fails On Dell Customized ESXi Image

Description: Installation of VMware vShield fails on Dell systems with customized ESXi image. The vShield vSphere Installation Bundle (VIB) fails to install with the following error message: ERROR: DependencyError: File path of '/VIB/postinst' is claimed by multiple non-overlay VIBs.

Applies to: ESXi 5.x

Solution: For the older version of ESXi images, perform the following steps to resolve the issue:

1. Download the latest ima-qla4xxx (file name: qla4xxx-624.01.43-771651.zip) from vmware.com and upgrade the driver using the following command:
   ```bash
   esxcli software vib update -d < absolute path to offline vib>qla4xxx-624.01.43-offline_bundle-771651.zip
   ```
2. After driver installation, reboot the system and start the vShield installation.

   **NOTE:** This issue is fixed in the latest Dell customized ESXi image.

Upgrade From Dell Customized VMware ESXi 5.0 ISO To A Later Update Fails

Description: When upgrading from Dell customized VMware ESXi 5.0 ISO to a later update it fails with the following error message:

File path of/etc/vmware/oem.xml is claimed by Multiple overlay VIBs
File path of/etc/vmware/support is claimed by Multiple overlay VIBs:
File path of etc/vmware/vmware.lic is claimed by Multiple overlay VIBs:

Applies to: ESXi 5.0.x  
Solution: This is a known issue. Follow any one of the options below to resolve the issue.
  
  • Perform the upgrade by making use of a relevant upgrade patch from vmware.com.
  • Before you upgrade, run the following commands from ESXi tech support mode.

```bash
~# esxcli software vib remove -n Dell-Configuration-VIB  
~# esxcli software vib remove -n Dell-License-VIB
```

vmkernel Portgroups Uses Unused Adapters When The Active Adapter Goes Down

Description: If the Active NIC, which is part of a vmkernel portgroup fails, vSwitch starts using the NIC under Unused Adapters. This happens when there are unused adapters configured in the NIC teaming.

Applies to: ESXi 5.0.x  
Solution: Set the Failback option available in NIC Teaming tab to Yes for that particular vmkernel portgroup.

Scripted Installation Of Dell-Customized VMware ESXi Image Fails

Description: When installing the Dell-Customized VMware ESXi 5.0 image using gPXE, the scripted installation fails with a message: Dell-Con.v00: file not found: Fatal Error: 15

Applies to: ESXi 5.0.x  
Solution: Copy the ISO image contents to the web server location, and run the following commands:

```bash
cd<ISO image content Location>  
mv dell-con.v00 Dell-Con.v00  
mv dell-lic.v00 Dell-Lic.v00
```

This issue will be fixed in a future release of the Dell-customized VMware ESXi image.

DHCP Lookup Failed Message Is Displayed On The DCUI

Description: Every time you reboot the system, the following message is displayed on the Direct Control User Interface (DCUI): DHCP lookup failed. You may be unable to access this system until you customize its network configuration

Applies to: ESXi 5.0.x  
Solution: If you are able connect to the system using DHCP IP even after receiving the warning message, press <Enter> on the DCUI screen to resolve the issue.
PERC H310 Mini Controller Is Displayed As MegaRAID SAS SKINNY Controller

Description: The PowerEdge RAID Controller (PERC) H310 Mini controller is displayed as MegaRAID SAS SKINNY controller in the Virtual Center and the ESXi shell.

Applies to: ESXi 5.x

Solution: This is a known issue. The PERC H310 Mini controller is displayed as MegaRAID SAS SKINNY controller due to an incorrect name provided in the pci.ids file for PERC H310. It will be fixed in a future release of ESXi.

ESXi May Crash Under Heavy Load

Description: On Dell systems installed with Intel Xeon E5-2600 processor series, the ESXi host may crash under heavy load.

Applies to: ESXi 5.0

Solution: Upgrade the BIOS of the systems to a minimum version 1.2.6 or later.

Drive Type Listed As Non-SSD For Datastores Created With SSD

Description: For virtual disks created with SSDs, the datastores drive type may be listed as Non-SSD.

Applies to: ESXi 5.0.x

Solution: This is a known issue.

Power Management Settings Displayed As Not Supported Or Not Applicable

Description: On systems installed with AMD Opteron 6200 and AMD Opteron 4200 series of processors, the Power Management settings in vCenter may be listed as not supported or not applicable.

Applies to: ESXi 5.0.x

Solution: This is a known issue.

FC Or iSCSI LUN Details Not Displayed In vCenter Server

Description: LUN details may not be listed in vCenter Server under Storage Adapters.

Applies to: ESXi 5.0.x

Solution: This is a known issue with the 1024 x 768 screen resolution. Increase the screen resolution to resolve the problem.
**Unknown Entries Listed Under The PCI Section Of Hardware Status Tab**

**Description:** In vCenterServer, some PCI devices may be listed as unknown in the Hardware Status tab.

**Applies to:** ESXi 5.0.x

**Solution:** This is a known issue. For more information, see kb.vmware.com/kb/2008237.

**IPMI Related Error Messages Logged In The vmkernel Log File**

**Description:** IPMI related error messages, similar to the ones listed below, may get logged in vmkernel log file.

```
ipmi_si: Trying SMBIOS-specified kcs state machine at i/o address 0xca8, slave address 0x20, irq 10
WARNING: VMK VECTOR: 103: Bad vector 10 specified
WARNING: LinIRQ: request_irq:187: Couldn't register vector 0xa
ipmi_si: ipmi_si unable to claim interrupt 10, running polled
ipmi_si: Could not enable interrupts, failed set, using polled mode
```

**Applies to:** ESXi 5.0.x

**Solution:** These messages can be safely ignored. This issue will be fixed in a future version of ESXi release.

**ESXi 5.0 Fails To Boot In UEFI Mode**

**Description:** When you upgrade ESXi from 4.x to 5.x, the upgrade is successful. However when you try to boot ESXi 5.0 in UEFI mode, you receive the error message: No Hypervisor found.

**Applies to:** ESXi 5.0

**Solution:** Upgrade the BIOS to the latest version. You can find and download the latest revision from dell.com/support.

**ESXi May Fail To Install Or Boot On A NUMA-Enabled System**

**Description:** On a Non-Uniform Memory Access (NUMA) enabled system ESXi may fail to install or boot because of unbalanced memory distribution across the nodes. The performance of the system may be degraded. The following error message is displayed: The BIOS reports that NUMA node X has no memory.

This issue is either caused by a poorly configured BIOS or a very unbalanced distribution of memory modules.
NOTE: A NUMA-enabled PowerEdge M905 system installed with ESXi with the Node Interleaving option disabled in the BIOS may fail to boot. This issue occurs if the processor nodes are not populated with similar memory size.

Applies to: ESXi 5.0
Solution: VMware recommends populating all the processor nodes with similar amount of memory to enable balanced distribution of memory across the nodes.

USB Optical Drive Or iDRAC Virtual CD Drive Not Available To A VM

Description: If a USB optical drive or an iDRAC virtual CD drive is connected to an ESXi host after the system completes boot, the device may not appear in the Host Device drop-down menu of the VM Settings tab in vCenter Server or vSphere Client.
Applies to: ESXi 5.0
Solution: To resolve this issue, do one of the following steps:

- Reconnect the ESXi host to vCenter Server or vSphere Client.
- Restart the management agents on the ESXi host.

vCenter Server Or VI Client Does Not Report A Failed Or Critical Array

Description: In the Virtual Center Hardware Health Status page, critical or failed arrays are not reported for the degraded or failed hard drives.
Applies to: ESXi 5.0
Solution: There is no loss of functionality.

Windows Server 2008 Cannot Be Automatically Pre-Activated

Description: When you install the Microsoft Windows Server 2008 operating system on virtual machines (VM) using the Dell Original Equipment Manufacturer (OEM) installation media, the operating system stops working. This issue occurs because the VMs running on the Dell system do not automatically pre-activate the Windows Server 2008 operating system.
Applies to: ESXi 5.0
Solution: Use a virtual key to activate the Windows Server 2008 operating system. For more information, see the white paper Dell OEM Windows Server 2008 Installation on Virtual Machines Using Dell OEM Media at dell.com/support.

DCUI Displays The Hardware Label As N/A

Description: For some network cards, the Hardware Label field in the DCUI of ESXi displays N/A instead of a valid device description. This issue occurs because of the method in which ESXi maps the device to the user interface by checking the output of the lspci and smbios commands from the system.
Applies to: ESXi 5.0
Solution: This is a display issue and there is no loss of functionality.

**vSphere Client Displays Invalid Values For DDR3 Memory**

Description: vSphere Client displays invalid values for hardware information of Double-Data-Rate 3 (DDR3) memory modules under the Hardware Status tab.

Applies to: ESXi 5.0
Solution: This is a known issue.

**RAID 10 Virtual Disks Are Displayed As RAID 1 In vCenter Server Or VI Client**

Description: RAID 10 configured in H200 controller is reported as RAID 1 in vCenter Server or VI Client.

Applies to: ESXi 5.0
Solution: This is a display issue and there is no loss of functionality.

**ESXi Reports An Incorrect MAC Address For FlexAddress-Enabled Modular Systems**

Description: The MAC address for ESXi Management Network portgroup (vmk0) is not updated when FlexAddress is enabled on PowerEdge modular systems.

Applies to: ESXi 5.0
Solution: To resolve the issue:

1. Open the Troubleshooting console in Tech Support mode and run the following command:
   ```bash
   esxcfg-advcfg -s 1 /Net/FollowHardwareMac
   ```
2. Restart the server.

For more information, see [kb.vmware.com/kb/1031111](http://kb.vmware.com/kb/1031111).

**Related Documentation**

⚠️ WARNING: See the safety and regulatory information that shipped with your system. Warranty information may be included within this document or as a separate document.

NOTE: For all PowerEdge and PowerVault documentation, go to [dell.com/support/manuals](http://dell.com/support/manuals) and enter the system Service Tag to get your system documentation.

NOTE: For all Dell OpenManage documents, go to [dell.com/openmanagemanuals](http://dell.com/openmanagemanuals).

NOTE: For any documentation related to Dell OpenManage Server Administrator, see [dell.com/openmanage/manuals](http://dell.com/openmanage/manuals).

NOTE: For all operating system documents, go to [dell.com/support/manuals](http://dell.com/support/manuals), then, click Choose from a list of all Dell products and click Continue, then select Software, Electronics & Peripherals → Software → Operating System.
NOTE: For all storage controllers and PCIe SSD documents, go to dell.com/support/manuals, then, click **Choose from a list of all Dell products** and click **Continue**, then select **Servers, Storage & Networking → Dell Adapters**.

Your product documentation includes:

- The **Owner's Manual** which provides information about system features and describes how to troubleshoot the system and install or replace system components. This document is available online at dell.com/support/manuals.
- The rack documentation included with your rack solution describes how to install your system into a rack, if required.
- Any media that ships with your system provides documentation and tools for configuring and managing your system, including those pertaining to the operating system, system management software, system updates, and system components that you purchased with your system.
- The **Administrator's Guide** which provides information about configuring and managing the system.

NOTE: Always check for updates on dell.com/support/manuals and read the updates first because they often supersede information in other documents.

NOTE: When upgrading your system, it is recommended that you download and install the latest BIOS, driver, and systems management firmware on your system from dell.com/support.

Contacting Dell

NOTE: Dell provides several online and telephone-based support and service options. 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. 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:

1. Go to dell.com/contactdell.
2. Select your country or region from the interactive world map. When you select a region, the countries for the selected regions are displayed.
3. Select the appropriate language under the country of your choice.
4. Select your business segment. The main support page for the selected business segment is displayed.
5. Select the appropriate option depending on your requirement.

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