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## Dell(TM) PowerVault(TM) 745N Network Attached Storage (NAS) System Release Notes for Operating System Version 3.4.9.x

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This document contains information updating your Dell™ PowerVault™ 745N NAS *System Administrator's Guide* and any other technical documentation included with this product. It includes the following information:

- \* Reinstallation CDs and Resource CD Major Changes and Versions
- \* Managing UPS Services Through the NAS Manager
- \* 1 TB Limit When Upgrading to Dynamic Disk
- \* Shadow Copy Percent Used in NAS Manager
- \* Enabling Automatic Update
- \* RAID Controller Boot Order
- \* Found New Hardware Window Displays During Reinstallation
- \* Enabling the Screen Saver with Windows Storage Server 2003
- \* Errors Occur When Running the NAS Reinstallation Console
- \* Incorrect LED Status Displays After Hot-Plugging a Hard Drive
- \* USB Key Preparation Utility Does Not Recognize the USB Key
- \* Event Log Indicates LDM Service Failure, VDS Provider Failure
- \* Selecting the Boot Operating System
- \* Rsass.exe Error
- \* Cannot Update SCSI Hard Drive Firmware on PowerVault 745N NAS System
- \* USB Key Preparation Utility Changed the USB Key Capacity to 55MB
- \* On a System with DRAC 3/XT Menus or Dialogs Boxes May Display Junk Characters
- \* Update.bat file does not exist
- \* Dell OpenManage™ Server Administrator Link on the NAS Manager Does Not Work
- \* Remote Console using the Remote Access Controller is not available on PV745N

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### Reinstallation CDs and Resource CD Major Changes and Versions

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Release Date	Component	Version	Major Component Changes
3/22/2004	Reinstallation CDs	3.4.9.0	OpenManage 3.7.1 software components: <ul style="list-style-type: none"> <li>* Server Administrator 1.7.1</li> <li>* ArrayManager 3.5</li> <li>* Server Assistant 4.12.1</li> <li>* Online Diagnostics (OL-D) 2.7</li> <li>* Local Update Service 1.8</li> <li>* Remote Access Controller (RAC) 3.0</li> </ul>

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3/22/2004	Resource CD	3.4.9.0	Documentation:
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- \* OpenManage version 3.71
- \* ArrayManager version 3.5

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12/6/2004 | Resource CD | 3.4.9.1 | Documentation changes:  
\* New OpenManage version 4.1  
\* ArrayManager version 3.6

USB Key Prep Utility to accommodate  
new USB keys

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3/28/2005 | Reinstallation CDs | 3.4.9.1 | Update OpenManage 3.71 --> OpenManage 4.1

OpenManage 4.1 software components:  
\* Server Administrator 1.9  
\* ArrayManager 3.6  
\* Server Assistant 5.2  
\* Online Diagnostics (OL-D) 3.1  
\* Local Update Service 1.9.1  
\* Remote Access Controller (RAC) 3.3

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10/10/2005 | Reinstallation CDs | 3.4.9.2 | Update to Windows Server 2003 Service Pack 1  
Update OpenManage 4.1 --> OpenManage 4.4  
OpenManage 4.4 software components:

| Resource CDs | 3.4.9.2 | Documentation changes:  
OpenManager version 4.4  
Array Manager 3.7  
PV745N Information Update Tech Sheet

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## Managing UPS Services Through the NAS Manager

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### Problem:

When starting/stopping the UPS management service, the system generates a 413E010D UPS CONFIGURATION error message on the NAS Manager **Status** page and required the system to be rebooted to clear.

### Solution:

When managing a UPS attached to the NAS system through the NAS Manager, always use the **Maintenance--> UPS** link to configure and start the UPS management service. Using any other link to start/stop the UPS services may generate an error.

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## 1 TB Limit When Upgrading to Dynamic Disk

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### Problem:

When trying to convert any disk over 1 TB to dynamic using Disk Management (LDM), an error message states that the operation did not complete and to check the system event log for more information. However, no error appears in the event log

### Cause:

Disk Management currently does not allow you to upgrade disks larger than 1 TB to dynamic disks.

**Solution:**

A Knowledge Base article that discusses this issue and gives information on how to obtain a fix. Search for Knowledge Base article 826823 on [www.microsoft.com](http://www.microsoft.com) for more information. Also, you can use the DISKPART utility to convert disks larger than 1 TB to dynamic.

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**Shadow Copy Percent Used in NAS Manager**  
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**Problem:**

In the column for percent used on the **Shadow Copies** page, the percentage of space appears to be inaccurate.

**Solution:**

To see how much space Shadow Copies are using, select a volume, and then select **Properties**. This page displays the space used by Shadow Copies on that volume.

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**Enabling Automatic Update**  
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**Problem:**

Automatic Update is not working.

**Cause:**

Automatic Update is disabled by default on your NAS system.

**Solution:**

Enable Automatic Update by performing the following steps:

1. Click **Remote Desktop** under the **Maintenance** tab in the NAS Manager.
2. Log into the NAS system as an administrator.
3. On the NAS system desktop, right-click **My Appliance**, and then click **Properties**.
4. Click the **Automatic Updates** tab to configure Automatic Update.

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**RAID Controller Boot Order**  
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**Problem:**

After reinstalling the operating system image, the NAS system uses the PowerEdge® Expandable RAID Controller (PERC) x/DC or PERC 3/DC RAID controller, rather than the internal RAID controller.

**Cause:**

The boot device order in the System Setup program was manually modified to make the PERC RAID controller the first boot option, and the PERC RAID controller BIOS is enabled.

**Solution:**

Do not put the PERC RAID controller as the first boot option and do not enable the PERC RAID controller BIOS. Enter the System Setup Program and set the boot order to the defaults by pressing CTRL-F. See your *User's Guide* for more information on using the System Setup

program. To disable the BIOS of the PERC RAID controller, use the RAID controller's BIOS Configuration Utility. See your PERC documentation for more information

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## Updated System Depth

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**Issue:**  
The system depth documented in your system's *User's Guide* is incorrect. The correct depth of the system with the optional bezel is 63.0 cm (24.8 inches)

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## Using DSET to Access System Information

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DSET is a Dell-developed tool that allows you to access information about system components, firmware, and driver versions. After every reinstall, a DSET report is automatically generated for your NAS system.

**NOTE:** When you update system components such as drivers or firmware, you must generate a new DSET report to reflect these updates.

To create a DSET report, use a keyboard, monitor, and mouse connected to your NAS system to log in, or log in remotely using Terminal Services. At the command prompt, enter the following command:

**C:\Program Files\Dell\DSET\bin\systeminfo.bat**

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## Found New Hardware Window Displays During Reinstallation

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**Problem:**  
During reinstallation, a **Found New Hardware** window may display, prompting you to restart the system.

**Cause:**  
In a previous boot, the operating system disk was upgraded to dynamic.

**Solution:**  
Ignore the window, and select **No**. The system restarts automatically after it has completed the reinstallation. Take no other action.

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## Enabling the Screen Saver with Windows Storage Server 2003

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**Problem:**  
In the Microsoft® Windows® Storage Server 2003 operating system, you cannot enable the screen saver in the **Display Properties** dialog of the **Control Panel**.

**Cause:**  
The screen saver is disabled by default on your NAS system.

**Solution:**

You can re-enabled the screen saver by using the MMC group policy editor (**gpedit.msc**). To re-enable the screen savers, perform the following steps:

1. Click **Remote Desktop** on the **Maintenance** page in the NAS Manager.
2. Log into the NAS system as an administrator.
3. On the NAS system desktop, click **Start -> Run**.
4. Type **gpedit.msc** in the Open text box and click **OK**.
5. When **Group Policy Object Editor** opens, expand **User Configuration** in the left pane.
6. Expand **Administrative Templates**.
7. Expand **Control Panel**.
8. Select **Display**.
9. In the right pane, double click **Screen Saver**.

Select **Not Configured** or **Enable** to enable the screen saver.

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### Errors Occur When Running the NAS Reinstallation Console

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**Problem:**

When running the NAS Reinstallation console, errors state that either the user/group could not be created or that the share could not be created. However, in the users and groups folder, the user **NASUser** and group **NASGroup** and/or share **NAStemp** also exist on the volume selected.

**Cause:**

If the system was accidentally shut down before the Reinstallation Console was closed, the reinstallation console cannot remove the user, group and the share files from your system.

**Solution:**

Exit the NAS Reinstallation console before shutting down the system,. Manually delete the user **NASUser**, the group **NASGroup** and all the contents of, including the folder **NAStemp** before running the NAS Reinstallation console again.

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### Incorrect LED Status Displays After Hot-Plugging a Hard Drive

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**Problem:**

After hot-plugging a hard drive on a hardware RAID NAS system, the drive LED may not change from blinking amber (drive failure) to green or blinking green (volume resynching).

**Cause:**

In some instances, Dell OpenManage™ Array Manager may not be notified of a drive status change during a drive hotplug.

**Solution:**

Perform a rescan in Array Manager after inserting a new hard drive. The LED status will be updated correctly.

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### **USB Key Preparation Utility Does Not Recognize The USB Key**

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**Problem:**

After inserting a USB key in the system, the Dell PowerVault USB Preparation utility does not recognize any valid USB keys and does not continue.

**Cause:**

The utility looks for a valid partition on the USB key before recognizing it as a valid device. This is done as a precaution so the system does not accidentally delete the wrong USB device.

**Solution:**

En sure that there is a valid partition on the USB key that spans the entire available space on the USB key.

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### **Event Log Indicates LDM Service Failure, VDS Provider Failure**

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**Problem:**

After a drive failure or when hot-plugging a hard drive in a software RAID NAS system, the Windows Logical Disk Management service stops responding and the event log reports either an LDM service failure or a VDS provider failure.

**Cause:**

This is a problem with the Microsoft LDM service.

**Solution:**

If you see this behavior, restart the system. For more information about this error, go to the Microsoft Knowledgebase website.

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### **Selecting the Boot Operating System**

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**Problem:**

On software RAID systems, when booting from the pristine operating system (the D: volume), you may see two options — boot from Windows Server 2003, or boot from the mirror image of the operating system. After 30 seconds, **Windows Server 2003, Standard** is automatically chosen..

**Cause:**

This is caused by the Microsoft LDM service.

**Solution:**

If this condition occurs, restart the system. For more information about this error, go to the Microsoft Knowledgebase website.

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### **Rsass.exe Error**

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**Problem:**

On software RAID systems, when booting from the pristine operating system (the D: volume), you may see an **RSASS.EXE** error and the system might automatically reboot.

**Cause:**

This may occur because you are booting off volume D: instead of volume C:.

**Solution:**

Take no action. When the system reboots, you can recover your data, and then reinstall your system.

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**Cannot Update SCSI Hard Drive Firmware on PowerVault 745N NAS System**

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**Problem:**

You cannot update the SCSI hard drive firmware in a SCSI storage system such as PV220S which is attached to the PowerVault 745N because the NAS system doesn't have floppy drive support.

**Cause:**

In some instances to update the firmware on a device attached to the PowerVault 745N you need to create a floppy diskette and boot to it. In this case you can't perform the hard drive firmware update because the PowerVault 745 NAS system doesn't have floppy drive support.

**Solution:**

Please perform the following steps to update your SCSI hard drive firmware.

**NOTE:** This procedure may take several minutes to complete. Please ensure that you have met the requirements and can view all hidden files and folders prior to completing the following steps.

1. Download the latest hard drive firmware from Dell's support website to a client with a floppy drive
2. Run the executable to extract the files to a floppy diskette on the client with a floppy drive
3. Prepare the USB Key, which was provided with your NAS system, for the reinstallation (Please see the *System Administrator's Guide* on how to prepare the USB Key)
4. Copy all the files from the floppy diskette in step 2 to the USB key and replacing USB key system files if prompted. (There might be some system files on the floppy which may be hidden, please change Windows Explorer viewing option to see hidden files and copy those files too.)
5. Shutdown your NAS system and insert the USB key
6. Configure your NAS system to boot to the USB key (Please see the *System Administrator's Guide* on how to boot to the USB key)
7. Follow the onscreen instructions to update the firmware
8. Remove the USB key and reboot the system

Different drive vendors (IBM, Seagate etc.) use different drive firmware utilities. Therefore, depending on which brand of drives are being used, will dictate which respective firmware flash utility is needed. Accordingly, the flash utility will locate the supported hard drive model(s) in the system and update only those hard drives. If multiple brands of hard drives are installed, you must repeat step 1-7 for each brand.

**NOTICE:** This procedure will overwrite the system files on your USB key therefore you will need to prepare the USB key again for the reinstallation of your NAS system.

**Requirements:**

- A client system with CD and floppy drive running the Windows 2000 (Professional or Server Family), Windows 2003, or Windows XP operating system
- 64-MB USB Key included with your NAS system
- *Resource* CD included with your NAS system
- Internet access.

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**USB Key Preparation Utility Changed the USB Key Capacity to 55MB**  
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**Problem:**

After using the Dell PowerVault USB Key Preparation Utility, the USB memory key capacity changed to 55MB.

**Cause:**

The USB Key Preparation Utility deletes all existing partitions and data on your USB key and creates a new 55MB partition containing the reinstallation tools.

**Solution:**

This is working as designed. The USB memory key shipped with your PowerVault 745N NAS system should only be use with the reinstallation utility. Other use cases or features are not supported.

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**On a System with DRAC 3/XT Menus or Dialogs Boxes May Display Junk Characters**  
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**Problem:**

When running console redirection from a DRAC3/XT controller, some dialog boxes may display junk messages.

**Cause:**

This behavior is encountered if the system's language is set to non-Unicode language and the "System Language for the non-Unicode Applications" is set to English.

**Solution:**

Manually change the "Language for non-Unicode Programs" settings to the same language as the language use by the server. For example, if the server language is set to Simple Chinese, the "Language for Non-Unicode Programs" should be set to Simple Chinese as well. Failing to change the setting can result in display of garbage characters in the UI of the application.

To change the "Language for non-Unicode Programs", perform the following:

1. Go to **Start Menu --> Settings --> Control Panel**
2. Click on **Regional and Language Options**
3. Click on the **Advanced** tab
4. Under **Language for non-Unicode programs**, select the language version of non-Unicode programs to match your system language.
5. Click **OK**.
6. Follow the on-screen instruction. The system will prompt you to reboot, click **YES** to reboot and complete the changes.



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## Update.bat file does not exist

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### Problem:

Update.bat file does not exist in the C:\Dell\install\sysmgmt directory on system with Dell OpenManage version 4.1.

### Cause:

After a DRACIII/XT card is added to or removed from the system, you must reinstall the Dell OpenManage Server Administrator software. To reinstall the software, the Reinstalling the RAC Software section of the *PowerVault 745N Administrator's Guide* indicates that you must run the **update.bat** file located in the C:\Dell\install\sysmgmt directory. However, that file is missing from the specified location. To reinstall the Dell OpenManage Server Administrator software, you must run the **install.bat** file instead.

### Solution:

Please perform the following steps to update your Dell OpenManage Server Administrator software.

**NOTE:** Immediately after installing the DRAC controller in your PV745N, you must allow the Plug and Play (PnP) feature to detect and install the appropriate device driver before proceeding to the next 3 steps. This may take a few minutes to complete.

1. Browse to the C:\Dell\install\sysmgmt directory
2. Double-click the file named **install.bat**. The Dell OpenManage Server Administrator software reinstalls. The reinstallation may take several minutes.
3. When the reinstallation completes, reboot your NAS system.

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## Dell OpenManage™ Server Administrator Link on the NAS Manager Does Not Work

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### Problem:

Server Administrator Link on the PV745N NAS Manager does not work .

### Description:

On a Dell PowerVault PV745N, if the NAS Manager is accessed via Internet Explorer using the IP address of the NAS system then Dell™ OpenManage™ Server Administrator (OMSA) is launched from the NAS Manager, 'A Page Cannot be Displayed' error is shown in the browser. This error is displayed if the client computer is not in same domain as the NAS system or when the DNS server does not have an entry for the NAS device in its zone database.

### Root Cause:

The Server Administrator link in the NAS Manager calls an .ASP script that uses a COM object to determine the host name for the OMSA URL. The COM object relies on the DNS reverse lookups if the name provided is an IP address. Since there is no HOSTS or DNS entry for the NAS device in the client's DNS server, the COM object returns something that is not usable.

### Solution:

Perform either of the following solutions to resolve this issue:

1. **Access Open Manage Server Administrator Using the NAS IP Address**

Access Server Administrator directly by typing [https://<NAS\\_System\\_IP>:1311](https://<NAS_System_IP>:1311) on a web browser, where <NAS System IP> is the IP address of the NAS system.

## 2. Add an entry in the client system's host file for the NAS system

Add an entry in the client system's host file for the NAS system.

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### Remote Console using the Remote Access Controller is not available on PV745N

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#### **Problem:**

When attempting to use Console Redirect on a PV745N HW RAID configuration a warning is displayed: Warning: Remote Console is not available. Furthermore, if diagnostics on the DRAC III/XT are run from OpenManage they fail with the message: Internal Error: Unable to access the RAC device. Please make sure the RAC component is installed correctly and the services are running. If the problem persists, quit all nonessential applications using the device and run the test again.

#### **Root Cause:**

During RAC3 installation, the modem is disabled and enabled for the default name of the modem to be changed to "RAC PPP connection Using RACPORT" after modem driver installation. The OS fails to recognize the modem name change and the installer code is not able to find modem device to establish the connection.

#### **Solution:**

From the command prompt run the command *installppp createRacConnection*. The following message will be displayed confirming that the installation was successful:

```
Installing PPP connection
Successfully Installed the RAC connection
```

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