Dell Command | Monitor 9.1

Release Notes

Version

9.1

Release Date:

July 2015

Previous Version

Dell Command | Monitor 9.0

The Dell Command | Monitor (formally known as OpenManage™ Client Instrumentation or OMCI) enables remote management application programs to access the client's system information, monitor the status, change the state, and shut it down remotely.

Through standard interfaces, Dell Command | Monitor exposes key system parameters, allowing administrators to manage inventory, monitor system health, and gather information on deployed Dell business client systems.

Importance

Dell recommends applying this update during your next scheduled update cycle. The update contains feature enhancements or changes that will help keep your system software current and compatible with other system modules (firmware, BIOS, drivers and software).

Platform(s) Affected

- Latitude
- Dell Precision Mobile
- Optiplex
- Dell Precision Workstation
- Venue 11 Pro
- XPS 9343 and XPS 9350

What is Supported

Supported Operating Systems

- Windows 10 Enterprise (32 and 64 bit)

- Windows 10 Pro (32 and 64 bit)
- Windows 10 Core (32 and 64 bit)
- Windows 8.1 Enterprise (32 and 64 bit)
- Windows 8.1 Pro (32 and 64 bit)
- Windows 8.1 (32 and 64 bit)
- Windows 8 Enterprise (32 and 64 bit)
- Windows 8 Pro (32 and 64 bit)
- Windows 8 (32 and 64 bit)
- Windows 7 Enterprise Environment (32-bit and 64-bit) SP1
- Microsoft Windows 7 Ultimate (32-bit and 64-bit) SP1
- Microsoft Windows 7 Professional (32-bit and 64-bit) SP1
- Microsoft Windows Vista Enterprise (32-bit) SP2
- Microsoft Windows Vista Enterprise (32-bit and 64-bit) SP1
- Microsoft Windows Vista Enterprise (32-bit and 64-bit)
- Microsoft Windows Vista Ultimate (32-bit and 64-bit) SP1
- Microsoft Windows Vista Ultimate (32-bit) SP2
- Microsoft Windows Vista Ultimate (32-bit and 64-bit)
- Microsoft Windows Vista Business (32-bit and 64-bit) SP1 and SP2
- Microsoft Windows Vista Business (32-bit and 64-bit)

What's New

- Support for Windows 10 operating system.
- Support for new platforms.
- Installer support for the following additional languages: German, French, Italian, Spanish (International), Japanese, Traditional Chinese - Hong Kong SAR, Simplified Chinese – China, Traditional Chinese – Taiwan, Dutch – Netherlands.
- Support for the following new tokens:
    - Extend Post Time
    - External WLAN Activity LED
    - Intel Ready Mode Technology
    - Keyboard Backlight Active Color
    - Keyboard Backlight Enable Color
    - Keyboard Backlight Custom Color 1
    - Keyboard Backlight Custom Color 2
    - Primary Video Device Slot
    - Rugged Dock Non-Video Devices

- Stealth Mode Quiet Bluetooth
- Stealth Mode Quiet Fans
- Stealth Mode Quiet GPS
- Stealth Mode Quiet LCD
- Stealth Mode Quiet LEDs
- Stealth Mode Quiet Speakers
- Stealth Mode Quiet WLAN
- Stealth Mode Quiet WWAN
- Stealth Mode WiGig Radio
- USB Port 20
- USB Port 21
- USB Port 22
- USB Port 23
- Wireless Switch WLAN-WIGIG Control
- Wireless Switch GPS On WWAN Radio
- Updated SCCM MOF as per the supported Attributes

Fixes

Support for Trusted Execution token.

Important Notes

- Simple Network Management Protocol (SNMP) Support: You can enable SNMP support while installing Dell Command | Monitor. The Management Information Base (MIB) file (10892.mib) is no longer shared between server administrator and Dell Command | Monitor. We identify systems as servers or clients based on the new OID values and the imported MIB files. Dell Command | Monitor version 9.0 onwards, the 10909 MIB is supported instead of 10892 MIB.
- All root\DCIM\SYSMAN namespace classes are prefixed with DCIM.
- Legacy namespaces (root\dellomci) are not supported.

Known Issues

Issue: Incorrect properties of DCIM_DesktopMonitor

Description: The following properties under DCIM_DesktopMonitor appear blank or display **0**: InputSource and InputSourceCapabilities, CurrentResolutionH and

CurrentResolutionV, ColorModePresetCapabilities, FrequencyH and FrequencyV, Brightness, Contrast, MaxBrightness, and MaxContrast.

Resolution:

- **InputSource and InputSourceCapabilities** - Users can get equivalent results from InputAnalog/InputDigital/InputDisplayPort/InputDVI/InputHDMI properties under the DCIM_DesktopMonitor class.
- **CurrentResolutionH and CurrentResolutionV** - Users can get this information from CurrentVerticalResolution or CurrentHorizontalResolution properties from DCIM_VideoHead class.
- **FrequencyH and FrequencyV** - Users can get this information from WmiMonitorListedSupportedSourceMode class under root\wmi namespace.
- **Brightness, Contrast, MaxBrightness, MaxContrast** - No solution

Issue: Enumeration of DCIM_ElementCapabilities class results in error

Description: Enumeration of DCIM_ElementCapabilities class displays an error through WINRM on a some platforms. **NOTE:** WMI studio and WBEMTest works fine.

Resolution: Use WMI studio and WBEMTest tool to enumerate this class.

Issue: dsm_sa_datamgr32 service stops responding while installing chipset driver

Description: This issue occurs only when Dell Command | Monitor is installed on some platforms before installing the chipset driver.

Issue: dsm_sa_datamgr service stops responding when USB driver is enabled, disabled or uninstalled.

Issue: Class DCIM_PhysicalDiskView enumerates only IDE disk drives for Intel controller.

Issue: The value of Link technology property in DCIM_EthernetPort class appears empty.

Description: If the value of any attribute is not in English, then that attribute field may appear blank. For example, DCIM_EthernetPort_LinkTechnology. Dell Command | Monitor is not localized and is an English language application; however, Dell

Command | Monitor can be installed on other OS language versions such as French, German, Spanish, Japanese, Korean, Simplified Chinese, and Traditional Chinese of supported Windows operating systems.

Issue: Dell Command | Monitor allows enabling Secure Boot when Legacy Option ROM is enabled and boot mode is UEFI; however, there is no negative impact due to this on the BIOS. This issue will be addressed in the upcoming BIOS versions.

Issue: No appropriate message is displayed while upgrading or downgrading OMCI.

Description: Downgrading to OMCI 8.0.1 is successful without any message. Downgrading to OMCI 8.1 or 8.1.1 is not allowed and a message is displayed that a prior version has already been installed.

Issue: Configuring OROM UI protection through Dell Command | Monitor results in the configuration of OROM keyboard access on the following Dell platforms :

- Latitude E6x30, E5x30
- Dell Precision mobile M4700, M4500
- Dell Precision workstation T1650
- Optiplex 9010, 7010

Issue: When BIOS password is enabled on a system, you cannot set the attributes Upper and Lower NonCritical Threshold of the DCIM_NumericSensor class.

Issue: There is no instance for DCIM_videohead class when the System Under Test (SUT) connecting to High-Definition Multimedia Interface (HDMI) display.

Resolution: You can get this information from Win32_DisplayConfiguration class under root\cimv2 namespace.

Issue: Peak Shift Start time accepts and sets the value greater than Peak Shift End time. Also Peak Shift End time accepts and sets the values less than Peak Shift Start time.

Resolution: You can use the Dell Command | Monitor script available in the TechCenter

(http://en.community.dell.com/techcenter/extras/m/mediagallery/20383332.aspx) to set Peak Shift Configuration. While viewing Intel RAID alerts using DCIM_LogEntry class, severity is reported as Unknown instead of a Warning message when virtual disk health state is changed to Rebuilding.

Issue: If the fan is not working as indicated by Health Status and OperationalStatus attributes, then the attribute Current Status will be blank.

Issue: Dynamic Detection of Virtual Disk and Power Supply Unit (PSU) state is not supported.

Issue: No alerts are generated for PSU.

Issue: The NonCritical threshold levels for voltage and current cannot be negative values.

Issue: Setting the NonCritical threshold levels for fans is not supported. For the attribute SettableThreshold the NonCritical value can be set to Settable.

Issue: For temperature probe, the Upper Critical Threshold level should be greater than 0.

Issue: For most of the laptop or desktop platforms, where current reading and the Lower and Upper Critical values are not defined, the fan health status in the DCIM_NumericSensor class will be displayed as 'Critical failure'.

Issue: Digital signatures are missing for some third party files.

Issue: Setting Lower NonCritical Threshold attributes may not be supported although SupportedThreshold attribute shows that it is supported.

Issue: Previous state attribute in SNMP displays OK for all repetitive alerts.

Issue: If the values of Upper NonCritical Threshold for NumericSensor class are close to reading or status values, then an event might be generated although the same might not be shown in the class attributes.

Issue: Enumeration of some classes might not display appropriate values immediately after upgrade.

Issue: Lower Threshold alerts are not generated; however, they can be monitored using the Current State attribute in NumericSensor class.

Issue: OID table index in SNMP for most of the traps is 0.

Issue: Degraded status and alert for physical disk is not supported with LSI controllers.

Issue: In LogEntry the element name for alerts is displayed as Alert Log Entry <Alert ID>.

Issue: While stopping the data manager service, an error message might be displayed saying the process cannot be stopped. But the service will be stopped.

Issue: The monitoring and alerting status of VirtualDisk with LSI controllers is displayed as Degraded when the disk is rebuilding.

Issue: The Controller Primary state attribute changes to Degraded and an alert will be generated when there is a change in physical or virtual drive in the LSI controllers.

Issue: For LSI controllers, status or event may not be generated when the Battery Backup Unit (BBU) is degraded.

Resolution: The BBU degraded status can be viewed in the application log for event (Id #161 of category type: Warning) generated by source MR_MONITOR.

Issue: After upgrading from Windows OS, enumerating WMI classes or walk of the SNMP OID may not display appropriate results.

Resolution: Reinstall Dell Command | Monitor to the newer build or repair the build from control panel.

Issue: Error message might be displayed in Application Log of event viewer while restarting the system or service.

Installation Prerequisites

Before installing Dell Command | Monitor, make sure:

- You have administrative rights on the client system. This means that you must be authenticated on the client system as a user who is a member of the administrators group, typically the administrator.
- The target system is a Dell system with SMBIOS version 2.3 or later. Otherwise, the Dell Command | Monitor installer exits without installing. You can get the SMBIOS version using the following command in PowerShell: gwmi win32_bios | select SMBIOSMajorVersion, SMBIOSMinorVersion
- The system is running on Microsoft Windows NT based operating systems such as Windows 10, Windows 8.1, Windows 8, Windows 7 and Windows Vista.
- For Windows Vista or later systems, .NET Framework 4.0 or later is installed.

Installation Instructions

For information and procedure for installing Dell Command | Monitor, see the Dell Command | Monitor – Installation Guide, available at **dell.com/dellclientcommandsuitemanuals**.

Installation and Configuration Notes

- Following an upgrade, it may be necessary to reboot the system for the installation to complete.

- To complete the upgrade, reboot the system./Reboot the system to complete the upgrage.

- Following an uninstallation, it may be necessary to reboot the system for the uninstallation to complete.

- On some Dell systems, the Processor Logical Processor (HyperThreading) setting in the DCIM_BIOSEnumeration class displays 'Enabled' or 'Disabled' even if the installed processor does not support hyperthreading technology.

- In this case, changes to the Processor Logical Processor (HyperThreading) setting may toggle the multi-core capability on and off, rather than hyperthreading.

- On some Dell systems, the Multiple CPU Cores setting in the DCIM_BIOSEnumeration class displays 'Enabled' or 'Disabled' even if the installed processor does not support multi-core technology. In this case, changes to the multiple CPU cores are ineffective.

- Change the auditing object access audit policy to enable auditing for the desired namespace in Windows Vista. For instructions about enabling auditing, see the Microsoft article: "Access to WMI Namespaces" at: http://msdn2.microsoft.com/en-us/library/Aa822575.aspx. For instructions about enabling the WMI logging, see the Microsoft article "WMI log Files" at: http://msdn2.microsoft.com/en-us/library/Aa394564.aspx

- For local users, if the User Account Control (UAC) is turned on, only the built-in local Administrator account can access the DCIM\SYSMAN namespace. For remote users, if UAC is turned on and the remote system is part of a domain, use a domain account that is in the local Administrators group of the remote computer, to access the DCIM\SYSMAN namespace of the target computer. For more information, see the Microsoft article "User Account Control and WMI" at: http://msdn2.microsoft.com/en-us/library/aa826699.aspx

- An operation that sets or verifies a BIOS password may pause the operating system for up to five seconds.

- Dell Command | Monitor creates NT Event Log entries referring to 'System Administrator'. This is a name for a low level component of Dell Command | Monitor that is necessary for operation.

- To install and operate Dell Command | Monitor, .NET Framework 4.0 or later is required on Windows operating systems.

- For systems configured as RAID through Intel Rapid Storage Technology, if the RAID is in 'verify and fix' state, DC | M does not create instances of DCIM_PhysicalDiskView and DCIM_VirtualDiskView. The 'verify and fix' is a transition state and the RAID volume is engaged for handling the corresponding commands.

- In silent mode (unattended) of installation, the system may restart itself.

Contacting Dell

NOTE: 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.

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:

1. Go to support.dell.com.
2. Select your support category.
3. Verify your country or region in the Choose a Country/Region drop-down list at the bottom of the page.
4. Select the appropriate service or support link based on your need.

July 2015   Rev: A00