Dell Lasso
Version 4.6

Release Notes

Release Notes

Lasso

Lasso is a Java-based utility that automates the collection of logs and configuration from servers, disk arrays (EqualLogic, PowerVault MD-Series, and EMC), Fibre Channel switches (Brocade, McData, and Cisco), Ethernet and FCoE switches (PowerConnect, Cisco, Brocade, and Force 10), Enclosures (Dell M1000e Chassis, Dell VRTX Chassis) and Management and Monitoring software.

After the collection, Lasso parses the data into an XML file, which is packaged with the original collection and encrypted. The encrypted file is uploaded to Dell Technical Support to use the hardware, software, and firmware information for troubleshooting, checking compatibility and upgrading existing equipment.

Note: For the latest release notes, go to **www.dell.com/serviceabilitytools** and click **Dell Lasso Version 4.6**.

Version
Lasso 4.6

Release Date
May 2014

Previous Version
Lasso 4.5

Importance

RECOMMENDED: 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

Not applicable.

What is Supported?

Supported Devices

The Lasso collects data from:
- Storage Arrays:
  - Dell EMC CLARiiON Storage Processor Release 6 or later
  - Dell EMC Celerra Storage devices (NAS)
  - PowerVault MD Series arrays - MD3000, MD3000i, MD3200, MD3220, MD3200i, MD3220i MD3600i, MD3600f, MD3620f, and MD3660f
  - PowerVault FluidFS NAS
  - EqualLogic PS series Release 4.3 or later
  - EqualLogic FluidFS NAS - FS7500, FS7600, and FS7610
  - Compellent FluidFS NAS NAS - FS8600

- Windows Operating Systems:
  - Windows Server 2003 Standard, Enterprise, and Datacenter Editions
  - Windows Server 2003 R2 Standard and Enterprise Editions
  - Windows Server 2003 x64 Standard, Enterprise, and Datacenter Editions
  - Windows Server 2003 x64 R2 Standard and Enterprise Edition
  - Windows Server 2008 R2 Standard, Enterprise, and Datacenter
  - Windows Server 2008 x64 Standard, Enterprise, and Datacenter
  - Windows Server 2008 x86 Standard, Enterprise and Datacenter Editions
  - Windows 2012 Server
  - Windows 2012 Server R2

  NOTE: Windows Server Core is not supported
- UNIX Operating Systems:
  - Linux - Red Hat Enterprise Linux up to version 6.0, SUSE Linux Enterprise Server up to SP1, CentOS, XenServer
  - Solaris
  - HP-UX
  - IBM AIX
  - VMware - ESX and ESXi servers 3.5 and later
  - Oracle VM Server

    NOTE: Lasso 4.2 does not collect from ESX 5.1 systems
- Fibre Channel Switches:
  - McData, and Blade switches except director class switches
  - Cisco 9124
  - Brocade 200E/4424/300/5100/5300/6520
- Tape Libraries:
  - PV136T
  - PV132T
  - TL2000
  - TL4000
  - ML6000
- Ethernet and FCoE Switches:
  - Dell PowerConnect 2824/2848
  - Dell PowerConnect 3524/3524P/3548
  - Dell PowerConnect 5424/5448
  - Dell PowerConnect 6224/6248
  - Dell PowerConnect 7024/7024F/7048
  - Dell PowerConnect M6220
  - Dell PowerConnect 8024/8024F
  - Dell PowerConnect M8024/M8024K
  - Dell PowerConnect M6348
  - Dell PowerConnect B-Series 8000
  - Dell PowerConnect M8428K
  - Dell PowerConnect 8132/8132F/8164/8164F
  - Dell PowerConnect 5524,5548
  - Dell Networking N4032F(Limited Support)

- Cisco 2960
- Cisco 4948
- Cisco 3750E/3750X
- Cisco CBS 3130
- Cisco CBS 3030
- Cisco Catalyst 3750E
- Cisco Nexus 5020/7000/5548
- Dell Force10 S25P/S50/S60/S4810/S4820T/S6000/S5000
- Dell Force10 MXL 10/40GbE
- Dell Force10 C150/C300/E300(TeraScale)/E600i(ExaScale)/E1200i(ExaScale)/Z9000
- Brocade 8000
- Enclosures
  - Dell M1000e Chassis
  - Dell VRTX Chassis
- Enclosure Modules
  - Integrated Dell Remote Access Controllers
  - Windows
  - Linux
  - VMWare
- Management and Monitoring Software
  - HIT Kit For VMware
  - SAN HQ
  - VCenter 5.0 and 5.1
  - SCVMM 2008 and 2012 (excluding Win2K12R2)
- Wireless Controllers
  - Dell Networking W-Series Mobility Controllers W-7210/W-7220/W-7240/W-3200/W-3400/W-3600/W-650/W-651/W-6000

Before collecting data, make sure to perform the settings provided in Software Requirements section.

Supported Web Browsers

Lasso supports the following Web browsers:

- Internet Explorer 9.0 and Internet Explorer 8.0

  NOTE: For Internet Explorer, enable scripting in Internet Options or include http://127.0.0.1 as Trusted Site.

- Mozilla Firefox 12.0, Mozilla Firefox 11.0, and Mozilla Firefox 10.0 for Windows Server 2008 Professional and Microsoft Windows Small Business Server 2011

Software Requirements

- Windows Systems:
  - For Windows 2008 (R2), it is recommended to use administrator account during report collection. If not, do one of the following:
    - o Edit the registry on the remote host using the Windows 2008 Configuration registry script provided in the help file.
    - o Under HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\WindowsCurrentVersion\Policies\system\key, add DWORD value *'LocalAccountTokenFilterPolicy'* and set the value data to 1 and reboot the system.

- Enable *"admin$"* and *"c$"* share to run remote commands.
- Make sure that adequate disk space is available to temporarily store all event logs and other system data.
- The program *xCmd.exe*, a program embedded in Lasso, may be detected as a threat by McAfee or AVG installed on the remote Windows host. To prevent this, add xCmd.exe to the trusted programs (for McAfee) or the PUP exception list (for AVG.)

- UNIX Systems:
  - For more information on Linux, Solaris, HP-UX and IBM AIX systems, see the readme file available at ftp://ftp.emc.com/pub/emcgrab/Unix.
  - For more information on ESX and ESXi, see the readme file available at ftp://ftp.emc.com/pub/emcgrab/ESX/.

    NOTE: Make sure that SSH is installed and configured. Credentials for normal user is required to establish SSH session, and root password is required to run commands as root.

    NOTE: Make sure adequate disk space is available to store a copy of all logs and system data that is collected.

- Fibre Channel Switches: Enable Telnet on all McData switches for Lasso to collect from them.
- Ethernet Switches: Enable Telnet on all M6220 Ethernet switches.
- Command line JRE Version 1.6 or later.
- Modular Disk Storage Manager must be installed on the management station for successful MD Series collection.
- Modify the timeout value, since the default timeout value of 15 minutes may not be sufficient to collect data from PowerVault NX3500 and EqualLogic FS7500 devices. The timeout value (nas.timeout.value) must be modified in the *NAS.properties* file available in the Lasso installation directory.

  NOTE: The timeout value is in milliseconds.

  NOTE: This timeout mechanism is applicable to all the devices. For collection to be successful, change or update the corresponding device properties file.

- SANsurfer CLI (FC) must be installed on the remote Windows, Linux, and VMware Host to gather FC HBA information.
- SANsurfer CLI (iSCSI) must be installed on the remote Windows, Linux, and VMware hosts to gather iSCSI HBA information.
- HBAnyware CLI (FC) must be installed on the remote Windows, Linux, and VMware hosts to gather FC HBA information.

What's New

- Support to collect, parse, and view SAN configuration report for FluidFS 3.0. The report includes the following device features:
  - System health and DNS HostName
  - System overall space
  - Type, resource, and remark attributes in CIFS share section
  - Authentication provider information
  - Arper client assignments
  - NTP information
  - Remote hosts
  - NAL state information
  - NAL NIC information
  - Server Properties

- Support to collect and parse integrated server information within VRTX chassis. The Report includes the following device features:
  - Configuration information
  - Status and log information
- Support to collect, parse, and view SAN configuration report for Oracle VM Server version 3.2.
- Support to collect, parse, and view SAN configuration report for PS6210 storage array.
- Support to collect, parse, and view SAN configuration report for PowerConnect Switches with iSCSI information.
- Limited support to collect, parse, and view SAN configuration report for Dell Networking N4032F switch.
- Support to automatically detect the device type, validate, and collect the Ethernet and FCoE switches information.
- Support for:
  - EqualLogic FS7500, FS7600, and FS7610.
  - Oracle Linux 6.4 Operating system
  - SAN HQ 3.0
  - CML FS8600
- Support to collect host data without specifying attached storage array.
- Support to parse and view SAN configuration report for non-iSCSI NIC for hosts.
- Support to collect and parse Device ID, Vendor ID, Subdevice ID, and Subvendor ID for NIC and HBA cards for Linux and VMware hosts.
- Enhancement for output messaging format by displaying the specific error codes and error messages if the device is not reachable, protocols are not enabled, and validation is not successful.
- Support to import devices and credentials information from Microsoft Excel.
- Support to download EMC add-ons from remote FTP website either by using a proxy server or by using the Add-ons option from 'Welcome to Lasso' screen. The EMC CLARiiON and Celerra packages are deleted from Lasso installation. See Lasso user's guide for the installation steps.
- Support to auto-refresh the validation and collection of logs on the GUI.
- Support for device validation in the CLI using -validate option.
- Support to display data collection progress in CLI using -SP option.

Fixes

The following problems were reported in earlier releases of Lasso are corrected in this release:

- LASSO-2424: FluidFS NAS: The collection on NAS devices hangs, timeout and eventually fails.
- LASSO-1472: Simultaneous multi instance collection on SCVMM fails.
- LASSO-2236: Cancel button click should cancel the collection and package the collected devices info.
- LASSO-2454: Lasso CLI: VMware Advanced Host logs collection fails.
- LASSO-2586: Windows host collection fails with error "Alias not found".
- LASSO-2751: Lasso fails to parse Controller information and firmware version for MD 3600F when firmware is upgraded to 07.84.xx.xx.
- LASSO-2624: Lasso code throw an exception "java.lang.OutOfMemoryError" during XSLT transformation when output xml is huge.

Important Notes

- Make sure IP connectivity is available to all defined devices.
- .NET framework 2.0 and SP v1.0 or later.

NOTE: For EqualLogic, MD series, and Compellent SAN, Net framework 2.0 or later must be installed on the remote Windowshost to successfully collect data.

NOTE: For EqualLogic, Compellent, and MD series SAN, the SANsurfer CLI (iSCSI) software must be installed on the remote Windows, Linux, and VMware hosts to successfully collect iSCSI HBA information.

NOTE: For Compellent SAN, the SANsurfer CLI (FC) must be installed on the remote Windows, Linux, and VMware host to successfully collect Qlogic FC HBA collection.

NOTE: For Compellent SAN, the HBAnyware CLI must be installed on the remote Windows, Linux, and VMware host to successfully collect Emulex FC HBA collection.

- To collect from EMC, use a system that is not a Fibre Channel attached host.
- To collect from EqualLogic, install Lasso on one of the iSCSI hosts.
- For ESX/ESXi, the normal or sudo user should have PasswordAuthentication or Keyboard interactive authentication enabled.
- For ESX/ESXi, the root user should have permitrootlogin enabled and the PasswordAuthentication or Keyboard interactive authentication should be enabled.
- For PowerVault MD Series devices, MD Storage Manager Software should be installed in the system running Lasso.
- For **SAN HQ** devices, Dell Equallogic SAN Headquarters Server version should be installed in the windows host.

Known Issues

Issue 1:

Description

The NX4 configuration is not sent if you run a collection for NX4 without root credentials and the **"send full collection"** option is cleared.

Resolution

Make sure that the **"send full collection"** option is selected before running a collection for NX4 without root credentials.

Versions/Systems Affected

None

Issue 2:

Description

If an earlier version of Lasso is installed in a folder other than the default version, the customer configuration file is not moved to the *USERPROFILE\Dell\Lasso* folder.

Resolution

Move the customer configuration file or use **"Load a configuration file"** option from Lasso Welcome page to use an existing customer configuration file.

Versions/Systems Affected

None

Issue 3:

Description

Lasso's **"auto-discover"** feature works only for EMC CLARiiON arrays and not for hosts attached to Celerra, EqualLogic, and PowerVault MD Arrays.

Resolution

For those arrays, enter the name or IP address of each attached host.

Versions/Systems Affected

None

Issue 4:

Description

spcollect command is not supported on EMC Arrays having FLARE less than R13.

Resolution

Run the command "getall".

NOTE: This command provides less information.

Versions/Systems Affected

None

Issue 5:

Description

When Lasso is run from a Windows 7, Windows Vista, Windows Server 2008, or Windows Server 2008 R2, if the User Access Control (UAC) is activated, the MD Series data collection is not successful.

Resolution

Make sure the User Access Control (UAC) is deactivated.

Versions/Systems Affected

None

Issue 6 (Lasso-303):

Description

Revalidate button should be disabled when user clicks on Edit button for any device added previously.

Resolution

Do not click on revalidate button while editing the device details.

Versions/Systems Affected

None

Issue 7 (Lasso-263):

Description

Lasso fails to create collection package, when MD Series is the device in collection and the collection is done on the Windows 7 system.

Resolution

None

Versions/Systems Affected

None

Issue 8 (Lasso-277):

Description

For CLARiiON array, fabrics information is not parsed in output HTML report.

Resolution

Refer to raw data collection for fabrics information.

Versions/Systems Affected

None

Issue 9 (Lasso-557):

Description

Edit option should be disabled, when the CLARiiON attached windows hosts are validated with cache credentials.

Resolution

Do not click on the Edit option, since the status displays that the credentials are already validated.

Versions/Systems Affected

None

Issue 10 (Lasso-1593):

Description

Lasso collection is unsuccessful on some windows hosts and expects WMI service to be manually restarted.

Resolution

Windows Management Instrumentation (WMI) service needs to be re-started manually.

Versions/Systems Affected

Lasso Version 4.5 and later

Issue 11 (Lasso-2810):

Description

Lasso <SANHQ|SCVMM> device validation is unsuccessful, because the password entered contains comma (,) or white space. For successful validation, change the current password temporally, and then retry the operation.

Resolution

Make sure that you enter the password without comma (,) and white space, and then retry the operation.

Versions/Systems Affected

Lasso Version 4.6

Issue 12:

Description

Lasso collection will work for VRTX/M1000e chassis only if SSH is enabled, the collection doesn't work with Telnet.

Resolution

Make sure that you enable SSH for VRTX/M1000e chassis and do collection.

Versions/Systems Affected

Lasso Version 4.5 and later

Issue 13 (Lasso-3037):

Description

Lasso will not parse complete switch port information on which NPIV (Node Port ID Virtualization) is configured for FC switches.

Resolution

The switch port information is available in the collection text file under the "nsshow -r" command.

Versions/Systems Affected

Lasso Version 4.4 and later

Issue 14 (Lasso-3045):

Description

Lasso collection on Dell Networking N40xx series switches completes with improper message and returns Error Code 150

Resolution

Go-ahead with package creation and view the SAN configuration report.

Versions/Systems Affected

Lasso Version 4.6

Issue 15 (Lasso-3046):

Description

Many attributes were not parsed for Dell Networking N40xx Series switches.

Resolution

None

Versions/Systems Affected

Lasso Version 4.6

Limitations

Issue 1

Description

DF351714, DF449573, and LASSO-309: On importing .SAN file in Lasso 4.0/4.1/4.2, Lasso fails to display Cisco Fibre Channel switches, Brocade, Ethernet and FCoE Switches, and hosts attached to Compellent in Your Hardware Environment: Fibre Channel Switches, Ethernet and FCoE Switches, Storage Arrays, and Attached Hosts screens.

Resolution

None

Versions/Systems Affected

None

Issue 2:

Description

DF521933: When multiple collections run on an ESXi 5.0 host, Lasso fails to delete the Dell Collector folder from the temporary directory.

Resolution

None

Versions/Systems Affected

None

Issue 3:

Description

DF378248: **Microsoft Security Essentials** detects Lasso as a threat during Windows collection.

Resolution

Disable Microsoft Security Essentials during Windows Collection.

Versions/Systems Affected

None

Issue 4:

Description

Powerpath must be installed on the remote Windows host to get LUN mapping information in the XML and HTML format of the collection.

Resolution

None

Versions/Systems Affected

None

Issue 5:

Description

Lasso cannot be installed in folder names having special characters.

Resolution

None

Versions/Systems Affected

None

Issue 6:

Description

The SAN Configuration HTML format of the collection report displays "unknown" for most attributes as minimal information is collected from VMware and 64-bit Linux hosts attached to CLARiiON or Celerra.

Resolution

None

Versions/Systems Affected

None

Issue 7:

Description

To run Lasso, command line JRE Version 1.6 or later is required.

Resolution

None

Versions/Systems Affected

None

Issue 8:

Description

Lasso installer does not support **SystemRoot** directory as the destination folder. Therefore, do not select this directory as the destination folder during Lasso installation.

Resolution

None

Versions/Systems Affected

None

Issue 9:

Description

Lasso cannot validate the Cisco Ethernet Switches if SSH-1 protocol is enabled on the switch. Lasso supports SSH-2 protocol.

Resolution

None

Versions/Systems Affected

None

Issue 10 (Lasso-191):

Description

On Force10 devices, the *"Show running"* command fails to run in model s50v.

Resolution

None

Versions/Systems Affected

Lasso 4.4

Issue 11 (Lasso-587):

Description

Lasso Collects data for **MDSeries** device only when run as Administrator.

Resolution

None

Versions/Systems Affected

None

Issue 12:

Description

Stacking is not supported for Power Connect 55xx and Force10 S55/S5000/S6000 Switches.

Resolution

None

Versions/Systems Affected

Lasso 4.4

Issue 13:

Description

ESX - Lasso doesn't parse proper data for vmknic and IP Family if the description exceeds 20 characters under Kernel NIC section.

Resolution

If the vmknic description exceeds 20 characters, the data will shift to next column.

Versions/Systems Affected

Lasso 4.5

Issue 14 (Lasso-587):

Description

Lasso Collects data for integrated servers only if you run as Administrator.

Resolution

None

Versions/Systems Affected

Lasso 4.6

Issue 15 (Lasso-2919):

Description

You cannot enter the cluster IP address to Lasso to collect on any systems running on Windows.

Resolution

Node IP should be given to collect the data from Lasso.

Versions/Systems Affected

Lasso 4.6

Issue 16 (Lasso-2919):

Description

VRTX Integrated server collections might not work if lasso is installed in any windows virtual machine.

Resolution

Install Lasso in a physical server and then collect VRTX integrated server information.

Versions/Systems Affected

Lasso 4.6

Installation

Prerequisites

Not applicable.

Installation Instructions

To install Lasso, use an administrator account or you must have administrator privileges. Double-click the .msi file and follow the instructions on the wizard.

Upgrade

To upgrade or downgrade Lasso, uninstall existing version, and install the required version.

Uninstallation

To uninstall Lasso, use one of the following options:

- Navigate to **Start -> Control Panel -> Add/Remove Programs**. Locate Lasso and click Remove.
- Navigate to **Start -> Programs -> Dell -> Lasso -> Uninstall**.
- In the installation directory, double-click **Uninstall.exe**.

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. Visit **www.dell.com/support**.
2. Select your support category.
3. Verify your country or region in the **Choose a Country/Region** drop-down menu at the top of page.
4. Select the appropriate service or support link based on your need.

Accessing Documents From Dell Support Site

You can access the required documents in one of the following ways:

- From the following links:
  a. For all Systems Management documents — **dell.com/softwaresecuritymanuals**
  b. For Remote Enterprise Systems Management documents — **dell.com/esmmanuals**
  c. For Enterprise Systems Management documents — **dell.com/openmanagemanuals**
  d. For Client Systems Management documents — **dell.com/OMConnectionsClient**
  e. For Serviceability Tools documents — **dell.com/serviceabilitytools**
  f. For OpenManage Connections Enterprise Systems Management documents — **dell.com/OMConnectionsEnterpriseSystemsManagement**
  g. For OpenManage Connections Client Systems Management documents — **dell.com/OMConnectionsClient**
- From the Dell Support site:
  a. Go to **dell.com/support/manuals**.
  b. Under section, click **Software & Security**.
  c. In the **Software & Security** group box, click the required link from the following:
    - **Serviceability Tools**
    - **Enterprise System Management**
    - **Client System Management**
    - **Remote Enterprise System Management**
  d. To view a document, click the required product version.
- Using search engines:
  - Type the name and version of the document in the Search box.