Support Live Image Version 2.2

Release Notes

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Support Live Image

Support Live Image is a CentOS 7.0 image that packages a collection of utilities and diagnostic tools for Dell PowerEdge servers, Dell PowerEdge C servers, and Dell PowerVault storage systems. It provides an environment for the tools to run to troubleshoot hardware-related issues and gather system configuration information. The results of the diagnostic tests and configuration information are sent to the technical support team to identify and resolve an issue.

Version

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Release Date

December 2014

Previous Version

Support Live Image Version 2.1

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).

What is Supported?

Supported Hardware Platforms

Note: For optimal use at least 8 GB RAM is recommended.

Support Live Image supports the following Dell's 9th generation to 13th generation systems:

- Rack Systems: PowerEdge R720, R720xd, R620, R320, R220, R420, R520, R820, R200, R210, R210II, R300, R310, R410, R415, R510, R515, R610, R710, R715, R805, R810, R900, R905, R910, 1950, 1955, 2950, 6950, 2970, R630, R730, and R730xd.
- Blade Systems: PowerEdge M820, M620, M420, M520, M600, M605, M610, M610X, M710, M710HD, M805, M905, M910, and M915.
- Tower Systems: PowerEdge T620, T320, T420, T100, T105, T110, T110II, T300, T310, T410, T605, T610, T710, 1900, and 2900.
- PowerEdge C Systems: PowerEdge C1100, C2100, C6100, C6145, C6220, C6220II, C8220, C5125, and C6105.
- Storage Systems: PowerVault DL2000, DL2100, DL2200, and PowerVault NX.

What's New

The following tools are included:

- Intel Processor Diagnostic Tool version 2.17.1.0
- Dell OpenManage Server Administrator version 8.0.1
- Dell System E-Support Tool version 3.7
- iDRAC8 Evaluation License Tool for Dell's 13th generation of PowerEdge servers
- Dell PowerEdge C Logs version 2014-09-23

- Dell PowerEdge C System Management Pack version 2014-07-03
- Dell Server Update Utility version 14.10
- Availability of a desktop shortcut to access the /var/data folder where the generated reports are saved

Important Notes

- When the system is booted using the Support Live Image DVD or USB key or iDRAC virtual media, the image is copied to the RAM.
- If booting with less than 8 GB of RAM, potential risk exists for filling the read-write overlay (device-mapper snapshot) and preventing most system operations. If this is encountered, reboot the Support Live Image.
- When booting to the Support Live Image, by default the system boots to the CentOS graphical user interface (GUI) desktop automatically. If you want to boot to the MS-DOS mode, press any key when the automatic boot countdown timer is displayed.
- When the system is booted using the Linux-Based Diagnostic tools option, by default you are logged on as 'sliuser'. The password required to login to the 'root' account (for example, for use with ssh or OMSA) is 'dell'.
- By default, secure shell (SSH) is enabled for the root account.
- There is no firewall configured on the system and 'selinux' is disabled.
- Dell OpenManage Server Administrator (OMSA) can be launched by the icon on the desktop or by using https://localhost:1311. To login, use the username: root and the password: 'dell'.
  - You may need to disable Firefox Offline Mode
  - Follow the self-signed certification exception process:
    1. In the 'This connection is Untrusted' window, click 'I Understand the Risks'
    2. In the 'I understand the Risks' window, click Add Exception
    3. In the 'Add Security Exception' dialog box, click 'Get Certificate'.
    4. Click 'Confirm Security Exception'.
- The NetworkManager configures networking through DHCP when booted to the CentOS environment. If you need to set static IP(s), configure the IP from the NetworkManager applet or stop the NetworkManager and configure networking using command line interface (CLI).
- Connection through VNC to 'display: 0' is available when booted to the CentOS environment.
- To run DSET, double-click the DSET icon on the SLI desktop.
- Partitions and logical volume file systems (NTFS, VFAT, EXT2, and EXT3) on the local disks are mounted after the required RPMs are installed. For information on the required RPMs, see the "Accessing and remounting the local file system" in the Dell Support Live Image Version 2.2 User's Guide at Dell.com/ServiceabilityTools.
- To prevent automatic mounting of the local file system, provide the parameters 'nolvmmount' and 'nodiskmount' while booting to the image.
- 'Yum' may be used to install additional packages from public CentOS repositories.
- Many common CentOS7 commands and utilities are also available.
- The following are the DOS-Based Diagnostics tools available:
  - Dell MP Memory is included with the diagnostics for Dell's 9th generation to 11th generation   servers
  - 32 Bit diagnostics is included with the diagnostics for Dell's 9th generation to 11th generation   servers
  - Dell Loop MP Memory is included with the diagnostics for Dell's 9th generation to 11th generation servers
  - Dell Asset Tag Utility for Dell's 9th generation to 12th generation servers
  - Memtest86 for Dell's 9th generation to 13th generation servers

Known Issues

Issue 1

Description

If you right-click Dell OpenManage Server Update Utility (SUU) 14.10, and click "Run in Terminal", a permission error will be displayed because you are running SUU as a non-privileged user, namely 'sliuser'.

Resolution

To launch SUU, navigate to the SUU location and run the following command:

sudo ./suu -g to launch SUU

Issue 2

Description

Dell OpenManage Server Update Utility (SUU) 14.10 BIOS updates may display an error because "Centos" does not support SUU.

Resolution

Boot the SUU image directly using a DVD, USB Key, or iDRAC and update the BIOS.

Issue 3

Description

On Dell's 13th generation servers, the desktop shortcut icons may not functional because SLI is still installing the tools in the background.

Resolution

Wait for about 2 minutes until the lock symbol is cleared from the desktop shortcuts.

Issue 4

Description

On Dell's CloudEdge servers, the OMSA desktop shortcut icons may not functional.

Resolution

None

Issue 5

Description

If you open Dell OpenManage Server Administrator using the desktop shortcut icon, the web browser may work in offline mode.

Resolution

Click "Try Again" in the web browser.

Limitations

- Software RAID information is not enumerated by the following diagnostic tools: DSET and OMSA.
- When DOS-Based Asset Tag for 12th generation option is selected, an error message "Insert a Disk 2" is displayed. You may ignore the error message and proceed.
- DSET installation date is 12/2014 and the license is valid for one year. After the validity, DSET will not try for a certificate-based authentication and prompts for a root password (if not entered).
- After the server boots using SLI, from the language window, select the English (US) option

Open Source Library

The list of open source libraries used are:

- Python 2.7.5
- OpenSSL 1.0
- zip-3.0-10dd
- libxml2-2.9
- Libxslt 1.1.28
- sblim-sfcb 1.3.16
- sblim-cmpi-base-1.6
- sblim-indication_helper 0.4.2
- cim-schema 2.33

The modified open source libraries are available at the following location:

http://opensource.dell.com/releases/sli/2.2/SLI22.iso

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

To access the documents from Dell Support site:

1. Go to dell.com/support/manuals.
2. In the "Tell us about your Dell system" section, under "No", select "Choose from a list of all Dell products" and click "Continue."
3. In the "Select your product type" section, click "Software, Monitors, Electronics and Peripherals."
4. In the "Choose your Dell Software, Monitors, Electronics and Peripherals" section, click "Software."
5. In the "Choose your Dell Software" section, click the required link from the following:
   - Client System Management
   - Enterprise System Management
   - Remote Enterprise System Management
   - Serviceability Tools
6. To view the document, click the required product version.

You can also directly access the documents using the following links:

- For Client System Management documents - dell.com/OMConnectionsClient
- For Enterprise System Management documents - dell.com/openmanagemanuals
- For Remote Enterprise System Management documents - dell.com/esmmanuals
- For Serviceability Tools documents - dell.com/serviceabilitytools

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