Intel® System Management Software 2.4

Release Notes

Release Date: April 18th, 2008

Please note: Most of the references to Microsoft* System Center Essentials (SCE) 2007 in this document also apply to Microsoft* System Center Operations Manager (SCOM) 2007 unless otherwise specified.

These Release Notes apply to the Intel software provided on the Intel® System Management Software 2.4 CD. For information on Microsoft software included in this release, refer to the Microsoft System Center Essentials (SCE) 2007 or Microsoft System Center Operations Manager (SCOM) 2007 Release Notes.

1   Tested Operating Systems

Management Server for SCE (All Editions)

- Windows Server 2003* Standard/Enterprise Edition - SP1 – 32-bit x86 and x64 Editions
- Windows Server 2003* Standard/Enterprise - R2 - 32-bit x86 and x64 Editions

Managed node for Small Network Edition and Standard Edition versions of SCE

- Windows Server 2003 Standard/Enterprise - SP1 - 32-bit x86 and x64 Editions
- Windows Server 2003 R2 Standard/Enterprise - 32-bit x86 and x64 Editions
- Windows XP Professional* - SP2 - 32-bit x86 and x64 Editions
- Windows Vista Enterprise* - 32-bit x86 and x64 Editions
- Windows 2000 Server/Advanced Server* – SP4

User Interface (Console Only) for SCE (All Editions)

- Windows Server 2003 Standard/Enterprise - SP1 - 32-bit x86 and x64 Editions
- Windows Server 2003 Standard/Enterprise - R2 - 32-bit x86 and x64 Editions
- Windows XP Professional - SP2 - 32-bit x86 and x64 Editions
- Windows Vista Enterprise - 32-bit x86 and x64 Editions

Notes:
- English is the only supported language for these Operating Systems.
- The Operating Systems supported by Intel® One Boot Flash Update (Intel OFU) Utility are listed in separate release notes for Intel OFU (OFU_ReleaseNotes.txt)

2 Supported Server Platforms

- Intel Server Board SE7320SP2

- Intel Server Board SE7320VP2

- Intel Server Board SE7520AF2

- Intel Server Board SE7520BD2

- Intel Server Board SE7520JR2

- Intel Server Board SE7525GP2

- Intel Server Platforms SR6850HW4M and SR4850HW4M

- Intel Server Board S7000FC4UR

- Intel Server Board S5000PAL

- Intel Server Board S5000PSL

- Intel Server Board S5000VSA

- Intel Server Board S5000XVN

- Intel Server Board S5000XSL

- Intel Server Board S5000SAL

- Intel Server Board S5400RA

- Intel Server Board S5400SF

- Intel Server Board S3210SH

- Intel Server Board X38ML

- Intel Modular Server*

- Intel Core™ 2 processor with vPro™ and Intel Centrion with vPro™ systems**

  * For 'Intel Modular Server Management Pack'
  ** For 'Intel AMT Management Pack'

3 Installation Instructions

- Start the installation from CD 1, the Autorun will automatically launch the installation application. During the installation, the install program will ask for CD 2 if installation of Microsoft* System Center Essentials 2007 is required as part of installation.
- Click 'Full Server' icon that would install Microsoft System Center Essentials, Intel Server Management Pack, Intel Modular Server Management Pack and Intel AMT Management Pack components on the identified Management Server. After completion of the installation and reboot, launch System Center Essentials Console, and complete the configuration process, by configuring

product features, and configuring computers and devices to manage. (Note: Please refer additional information below for System Center Essentials Server install on ia64 architecture operating systems.)

- In the Microsoft System Center Essentials Setup Wizard, at the Microsoft Update window of the wizard, Intel recommends selecting the checkbox "I do not want to check for updates at this time." Click OK in the Microsoft Updates warning dialog, and click Next in the wizard to continue. Intel recommends completing the entire SMS installation – and rebooting if required – prior to checking for Microsoft Updates.
- In the Microsoft System Center Essentials Setup Wizard, at the Confirmation window of the wizard, Intel recommends deselecting the "Launch the Essentials console and complete the configuration process" and clicking Finish to proceed with the remainder of the System Management Software install. Intel recommends completing the entire SMS installation – and rebooting if required – prior to launching the Essentials console and completing the Essentials configuration process.
- To install agent components on managed nodes, start the installation from CD 1 on each of them locally, and click 'Intel Management Packs' icon.
- To install SCE console on a different machine, click 'User Interface' icon. The required components of 'Intel Server Management Pack' and 'Intel AMT Management Pack' would be installed automatically on this console.
- To install Intel Management Packs on a pre-installed Microsoft* System Center Operations Manager 2007, click "Intel Management Packs" on the Autorun screen.

SCE Server Install on ia64 Architecture Operating Systems

System Center Essentials 2007 install on ia64 architecture operating systems requires the following:
- Pre-installation of Microsoft* SQL 2005 SP1 Standard/Enterprise Intel 64 Architecture edition
- The execution account in the Reporting Configuration Manager of SQL Server needs to be specified as the logged-on domain administrator.

Management of Microsoft* Vista Computers

- To manage computers running Microsoft* Vista, the Microsoft Windows Vista Client Management Pack needs to be installed on SCE/SCOM. This can be downloaded from www.microsoft.com.

4   Notes and Known Issues

Important notes and known issues specific to each feature are listed below.

4.1 Microsoft* System Center Essentials 2007 Integration

Please review the Microsoft Release Notes for Microsoft System Center Essentials for the latest updates to requirements and known issues.

4.2 Install/Uninstall

Known Issues:

- After uninstalling the Intel Server Management Pack a few of the binaries will not be moved. This will have no impact on the ability to install the management pack again.
- During the SCE Server installation the Prerequisite checker in Intel Installer does not detect security patch needed for Azore.dll, however SCE installer will detect it. **Workaround:** Download the security patch from the web site mentioned in error message in SCE prerequisite checker and install the patch.

4.3 Agent Managed(In-band) Discovery

Notes:

- The discovery data for various hardware sensors present on the managed server is populated on the SCE Console within 30 minutes after installation of the Intel Server Management Pack components on the managed node.
- The In-band discovery for getting hardware sensor information runs every 30 minutes (1800 seconds) for each managed node and it can be overridden through the SCE Authoring page/tab using the steps mentioned below
    1. In Authoring Console Tab, Click on Authoring->Management Pack Objects -> Object Discoveries
    2. Change the scope to "Intel Computer" class.
    3. Right click on "Intel Agent Managed Servers Discovery Rule" and select "Properties" menu
    4. In the properties menu, select Overrides tab. Click on override button and select the option "For all objects of type: Windows Computer" to override discovery rule for all computers
    5. Select/Check the row containing "IntervalSeconds" row and update the "Override settings" column with the desired interval and select OK button.

4.4 Agentless Discovery

Notes:

- The user would need to update the Discovery IP Range for Agentless computer prior to discovering Agentless Servers using "Intel Server: Update Discovery IP Range for Agentless Management" from the Intel Agentless Servers -> Intel Agentless Discovery Range view in Monitoring tab.
- To manage Intel Servers in Agentless mode (No Intel Server Management Pack components installed on that server), the Baseboard Management Controller (BMC) should be pre-configured with Intel Deployment Assistant. At least one LAN Channel of the BMC should be enabled, its IP Address configured, and BMC password should already be set.

- If the password of BMC is set outside the Intel Server Management Pack console, it has to be supplied to the Management Pack using the "Intel Server: Update password for Agentless Management" task.
- The Agentless Servers Discovery interval cycle is set to 1 hour (3600 seconds) by default that can be modified through the "overrides" functionality as described below.
    - o In Authoring Console Tab, Click on Authoring->Management Pack Objects -> Rules
    - o Change the scope to "Management Server" class.
    - o Right click on "Intel Agentless Servers Discovery Rule" and select "Properties" menu
    - o In the properties menu, select Overrides tab. Click on override button and select the option "For all objects of type: Management Server" to override discovery rule
    - o Select/Check the row containing "IntervalSeconds" row and update the "Override settings" column with the desired interval and select OK button.

Known Issues:

- The Module Type for Agentless Computer having Intel® Remote Management Module (RMM) is shown as "BMC" some times. However the System Summary page in Intel Server Management Pack Console would always show it correctly as "RMM".

4.5 Health & Monitoring

Notes:

- When Intel Server Management Pack components are installed on the managed server, pre-existing events in the System Event Log are not considered when reporting the initial health of the system. All sensors are initially reported to be in OK state. The state will change when new events are logged by the firmware *after* the installation of the agent.
- The BMC SEL is cleared automatically by Monitoring Agent when it is 80% full. The contents of the BMC SEL are backed up in MonitoringAgentEvents-old.xml stored in Program Files\Intel\NGSMS\MonitoringAgent.
- No 'OK' events are logged in the Intel Server Management Pack event log for the memory sensors. The alerts for these sensors are designed to be resolved by the user, and the accompanying health status needs to be reset to OK manually (using the 'Health Explorer').

Known Issues:

- In rare cases, the Health roll-up on the SCE console may not be correct. This issue is observed very infrequently on high-end configuration servers. For example, all the leaf node sensors in the Intel Hardware Diagram View might show the health status as 'OK,' but it might not roll-up correctly to the parent node (the parent node might show a health status of Warning or Critical).
    Workaround:
    1. In the Intel Server Hardware Diagram view, right click on the sensor instance that is exhibiting incorrect rollup behavior and click on Health Explorer.

2. Click on menu Overrides Tab -> Disable the Monitor -> For Specific Object of Type: XXXX. Select the specific object in "Select Object" dialog and click OK. Observe that this particular sensor now shows up as 'Not Monitored' in 'Intel Hardware State View', after a short duration.

3. Delete the 'disable' override added in step 2 for the specific monitor. For this, open the health explorer similar to step 1. Click on menu Overrides -> Summary -> For the Monitor. Click on the override rule listed in the "Overrides Summary" dialog and delete it.

4. The particular sensor would now show up as 'Healthy' in the 'Intel Server Hardware State View' after a short duration.

4.6 Views

Known Issues:

- In Power Consumption and Total Power Usage Percent views, graph might fail to show up for any of the power supply devices, if a disconnected power supply is chosen as the first graph to be displayed, when this specific power supply was disconnected for the entire time interval on the x axis.

  Workaround:

  In case such a disconnected power supply was chosen as the first graph to be displayed, either the time interval on the x-axis can be changed to include the time interval when the power supply was connected to enable SCE to display data for the graphs of other power supplies OR user can unselect all the power supplies, revisit the view again and select a connected power supply as the first graph to be displayed.

- The Diagram view may not correctly display powered off/unreachable servers as grayed out icons, however the state view would display them accurately as grayed out.

- Power Consumption and Total Power Usage Percent views display information only for supported PSMI compliant power supplies.

4.7 Tasks

Known Issues:

- **Intel® Server: Command Line Interface (CLI) Console Task:** Automatic login for a particular server in the Intel CLI task window might fail, if the task window is dragged when the username and password are being automatically input by an internal script. The user is advised not to drag the Intel CLI task window during the time when the credentials are being authenticated.

- The new password set by 'Update Password' console task will be available to other tasks such as Reboot or Reset that use this password only when the user clicks any other view and comes back to the state view.

4.8 Intel Server Management Pack Console

Notes:

- The FRU fields that have not been configured will be displayed as empty.
- For Intel Server Platforms SR6850HW4M and SR4850HW4M, the power supply readings are shown as 0, as this sensor is not supported by the hardware. Similarly for Intel Server Board S7000FC4UR the voltage sensors are not supported and will not be displayed.
- On configuration screens, when 'Apply' button is clicked for saving new data, a security prompt might be given by Internet Explorer. Click 'yes' to proceed with saving.
- During the Intel Server Management Pack Console launch, supply the user credentials of management account when prompted for the first time.

Known Issues:

- Add http://<sce server name> as listed in properties of Agent Managed Servers or Agentless Servers to the trusted sites list in Internet Explorer (Tools -> Internet Options -> Security -> Trusted Sites -> Sites). If this is not added, a permission error in a script is shown when Intel® Server Management Pack Console is launched for the first time. Click "Yes" to continue and close the Intel Server Management Pack Console. Subsequent launches will work fine.
- If Intel Server Management Pack Console does not display data even after about 2 minutes on clicking any link for Agent Managed Servers, restart the IIS web server by using "iisreset" command from the Windows Command Line screen
- If a message "Please restart the application" is displayed, close the Intel Management Pack console and Open it again. If it does not work again, restart IIS using "iisreset" command and launch the application.
- The Boot Option setting is done permanently with first boot device is set to the device selected by user (Hard drive / Floppy / CD). These settings will overwrite the settings done in BIOS setup using F2 setup.
- In rare cases on a fresh installation, user may get a permission denied error when launching the Intel® Server Management Pack Console. To work around this issue restart the console.
- If the user credentials are not given correctly (User account that has Administration rights for all the servers managed in Agent managed Servers list) during Intel Server Management Pack installation, the Intel Server Management Pack console gives an error message for invalid user credentials. To configure user credential again, follow the below steps.
    1. Start->Run->dcomcnfg
    2. Expand Component Services, Computers, My Computer and COM+ Applications
    3. Right Click on InBandMgr and select properties.
    4. In the Identity tab, select 'This User' and enter a domain administrator user name and password.

5. Click Apply, then Right Click on InBandMgr and select shutdown.
6. Right Click on InBandMgr and select start.

4.9 Intel Modular Server Management Pack Install

Known Issues:

- If the Intel Modular Server Management Pack is installed using Remote Desktop not all environment variables will be set. The user must log out of Remote Desktop and back in before using the management pack.

5.0 Intel Modular Server Management Pack Discovery

Known Issues:

- The Server Module SMBIOS data (CPU, DIMM) will not be updated in CMM SNMP Agent and in Essentials until the Server Module has been powered on at least once.

5.1 Intel Modular Server Management Pack Console

Known Issues:

- In rare cases, there can be a mismatch between what is shown in the Operations Console and what is discovered. If this happens, press the refresh (F5) button to see the latest data. This is true for alerts, diagram and state view.
- The diagram view or state view of the chassis do not always show correct health state. The health state of the overall chassis may appear as healthy even when the lower layers show unhealthy state. However, in such cases it was observed that the health explorer of the chassis would always show correct health rollup.

5.2 Intel AMT Management Pack

- The AMT Management Pack is not supported on x64 systems.

- Please refer to the AMT Management Pack release notes for information on this management pack.

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