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INTEGRATED DELL(TM) REMOTE ACCESS CONTROLLER 6 (iDRAC6) VERSION 3.20

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This document contains updated information about the Integrated Dell Remote Access Controller 6.

For more information about iDRAC6, including installation and configuration information, see the "Integrated Dell Remote Access Controller 6 (iDRAC6) Enterprise for Blade Servers Version 3.20 User Guide" and the "Dell OpenManage(TM) Server Administrator User's Guide." These documents are located on the Dell Support website at "support.dell.com/manuals." On the "Manuals" page, click "Software" > "Systems Management". Click on the appropriate product link on the right-side to access the documents.

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CRITICALITY

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2 - Recommended

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MINIMUM REQUIREMENTS

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SUPPORTED SYSTEMS

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iDRAC6 is supported on the following Dell PowerEdge(TM) systems in the Dell PowerEdge M1000e system enclosure:

- \* Dell PowerEdge M610
- \* Dell PowerEdge M710
- \* Dell PowerEdge M910
- \* Dell PowerEdge M610x

\* Dell PowerEdge M710HD

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## SUPPORTED MANAGED SERVER OPERATING SYSTEMS

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The iDRAC6 is supported by the following operating systems:

\* Microsoft(R) Windows Server(R) 2003 family

The Windows Server 2003 family includes:

- Windows Server 2003 R2 (Standard, Enterprise, and DataCenter Editions) with SP2 (x86, x86\_64)
- Windows Server 2003 Compute Cluster Edition

\* Microsoft Windows Server 2008 SP2 (Standard, Enterprise, and DataCenter Editions) (x86, x86\_64)

\* Microsoft Windows Server 2008 EBS x64 SP1 (Standard and Premium Editions)

\* Microsoft Windows Server 2008 R2 SP1 (Standard, Enterprise, and DataCenter Editions) (x86\_64)

\* Microsoft Windows Server 2008 HPC Edition Server R1/R2 SP1

\* SUSE(R) Linux Enterprise Server (SLES) 10 SP3 (x86\_64)

\* SUSE Linux Enterprise Server (SLES) 11 SP1 (x86\_64)

\* Red Hat(R) Enterprise Linux (RHEL) 6.0 (x86\_64)

\* Red Hat(R) Enterprise Linux (RHEL) 5.5 (x86, x86\_64)

\* Hyper-V(TM) and Hyper-V R2

\* VMware(R) ESX 4.0 Update 3

\* VMware(R) ESX 4.1 Update 1

\* ESXi(TM) 4.0 Update3 Flash and HDD

\* ESXi(TM) 4.1 Update 1 Flash and HDD

\* XenServer(TM) 5.6 HDD

\* XenServer(TM) 5.6 FP1 HDD

Note:

Use the Dell-customized ESXi 4.0 Update 1 Embedded edition. This image is available at [support.dell.com](http://support.dell.com) and [www.vmware.com](http://www.vmware.com). The remote deployment and local installation of ESXi through Virtual Media is not supported for standard ESXi Embedded version 4.0, as the installation may fail with the error message, "Installation

failed as more than one USB device found."

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## SUPPORTED WEB BROWSERS

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- \* Microsoft Internet Explorer(R) 7.0 for Windows Server 2003 SP2, Windows Server 2008 SP2, Windows XP 32-bit SP3, and Windows Vista(R) SP2
- \* Microsoft Internet Explorer 8.0 for Windows Server 2003 SP2, Windows Server 2008 SP2, Windows Server 2008 R2 x64, Windows XP 32-bit SP3, Windows 7, and Windows Vista(R) SP2.  
Internet Explorer 8 requires Java(TM) Runtime Environment (JRE) version 1.6.14 or later
- \* Microsoft Internet Explorer 8.0 (64-bit) for Windows 7 (x86\_64), Windows Vista (x86\_64) and Windows Server 2008 R2 (x86\_64), Windows Server 2008 SP2 (x86\_64), Windows Server 2003 SP2 (x86\_64)
- \* Mozilla(R) Firefox(R) 3.05 on Windows XP 32-bit SP3, Windows Server 2003 SP2, Windows Server 2008 SP2, Windows Server 2008 x64 R2, Windows Vista SP2, Windows 7 x64
- \* Mozilla(R) Firefox(R) on SLES 10 x64 SP3, SLES 11 x64 SP1, RHEL 5.5 and RHEL 6.0 x64 Native version.

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## FIRMWARE VERSIONS

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Recommended firmware versions for CMC and BIOS:

- \* CMC Firmware: 3.20
- \* Dell PowerEdge M610 BIOS: 3.0.0 or later
- \* Dell PowerEdge M710 BIOS: 3.0.0 or later
- \* Dell PowerEdge M910 BIOS: 2.1.0 or later
- \* Dell PowerEdge M610x BIOS: 3.0.0 or later
- \* Dell PowerEdge M710HD BIOS: 2.0.0 or later

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**RELEASE HIGHLIGHTS (FIRMWARE VERSION 3.20)**  
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The following are the new feature or enhancement to existing features:

- \* Option to filter the IPMI OEM messages from System Event Log
- \* Support for additional Mezzanine cards
- \* Support for the additional LOM cards for M710HD
- \* System hardware and firmware inventory display
- \* Display Lifecycle Controller work notes
- \* Report Lifecycle Controller version number
- \* Option to reset default web certificate
- \* One to many update through CMC
- \* Support for remotely managed MAC addresses
- \* Support to display the Express Service Code

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IMPORTANT NOTES AND KNOWN ISSUES FOR iDRAC6 3.20  
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This section provides important notes and additional information about known issues for the iDRAC6 Firmware version 3.20:

- \* If you are upgrading from iDRAC versions 2.1 or 2.2, you must first install iDRAC version 2.30 or 2.31 before installing the 3.20 version.
- \* To use Virtual Console with Java plug-in, the supported JRE version is 1.6.0\_20 or higher.
- \* When the JRE is configured to verify the certificate against a Certificate Revocation List (CRL) and/or online certificate validation the certificate validation may sometimes fail. This is because the Certificate Authority (CA) that issued the certificate is not accessible due to connectivity problems or is not responding in a timely manner. In such cases, wait and retry at a later time.
- \* Remote Services: When using TFTP to download an ISO image to the vFlash, if the image exceeds the free space on vFlash, no error message will be generated. However, subsequent operations on the ISO will fail.
- \* On certain hardware configurations, based on the firmware release, firmware downgrades are not allowed.
- \* For Remote Enablement auto-discovery, ensure that the user ID on the provisioning server does not contain any spaces, as iDRAC6 user IDs may not contain spaces. If a user ID containing spaces is configured on the provisioning server, the auto-discovery process may be successful, but the resulting iDRAC6 account will not be usable.
- \* If you run Dell Update Packages (DUPs) when vFlash is in-use, the vFlash is disconnected and reconnected. If a write operation is in-progress, this action can corrupt the vFlash contents. If this occurs, the vFlash SD card will have to be re-initialized.
- \* Updating iDRAC6 using the DOS Utility when DOS is booted using PXE. The iDRAC6 can be updated using the DOS utility when DOS is booted using PXE. However, the new firmware image has to be on a local media on the system for this to work properly. Local media can be a RAMDISK, HD, or a USB key on the server. When the image is stored on non-local devices like a network drive, PXE server drive, and so on, the iDRAC6 update on multiple systems must be sequenced that is, it should be done one system after the other. After the first system completes the update, the second system starts the update. After the second system completes the update, the third system starts the update and so on.
- \* On systems running Windows operating systems, the Explorer window(s) for any media does not close automatically if you remove the media. You must close the window(s) after you remove

the media.

On systems running Linux operating systems, the file browser window(s) for any media closes automatically if you remove the media.

\* iDRAC6 Linux DUPs do not support VMware ESX 4.0 operating systems. If the Linux DUP for iDRAC6 is run on VMware ESX 4.0, the DUP will fail.

You can update iDRAC6 using one of the following methods:

- CMC GUI-based update
- iDRAC6 GUI-based update
- Remote RACADM-based update

\* If you receive the message "A webpage is not responding on the following website" in Internet Explorer 8.0, see:

"<http://blogs.msdn.com/ie/archive/2009/05/04/ie8-in-windows-7-rc-reliability-and-telemetry.aspx>"

"<http://support.microsoft.com/?kbid=970858>"

\* In Internet Explorer 7.0, if several tabs are open and you launch the iDRAC6 Virtual Console, all the tabs are hidden while the Virtual Console is open. If the tab warning is turned off and you close the Virtual Console, all the tabs and the browser closes without warning.

To prevent this, go to "Internet Properties" > "Tabs" > "Settings" and select the "Warn me when closing multiple tabs" option.

\* If a Virtual Media drive is disconnected using the "OS eject" option, then the drive may not be available until the operating system re-enumerates the USB devices. For the operating system to auto-detect the Virtual Media drive, the iDRAC6 Virtual Media device can be reattached. To do this:

1. Go to "System" > "Virtual Console/Media" > "Configuration".
2. Set the "Attach Virtual Media" option to "Detach" and click "Apply".
3. Set the "Attach Virtual Media" option to "Attach" and click "Apply".

\* The "racresetcfg" command in RACADM restores all properties to their default values except "cfgDNSRacName" in the "cfgLanNetworking" group.

\* When using a configuration file with RACADM to configure iDRAC6, changing objects that affect the network connection stops the rest of the configuration file from taking effect.

- \* To execute iDRAC DUPs in XenServer(TM) 5.6, you must install the procmail package. You can install the procmail RPM in CentOS 5.4 i386, which can be downloaded from any public site that hosts CentOS packages. However, it is recommend not to install *\*any\** RPMs manually on XenServer, instead it is recommended that you download and install the OpenManage Supplemental Pack from support.dell.com. It contains the procmail package and is the supported method for installing third party packages and applications in XenServer.
- \* Using the iDRAC web console to shutdown the XenServer operating system by selecting "Graceful Shutdown" does not shut down the server. As best practice, it is recommended that you use the shutdown menu option in the XenServer console or in the XenCenter management GUI.
- \* TFTP firmware update from local RACADM will not work after a racresetcfg or if IPv6 addresses are used. Use the firmware RACADM for TFTP firmware update.
- \* When using the virtual console on RHEL with Firefox, if the network connection to the iDRAC is lost a blank message box may pop up. If the network connection is shortly restored the message box may eventually display the "Virtual Console is restarted" message and will then close. Normally the message will immediately display in the message box but on rare occasions it may not display. The display of the message is controlled by the JRE and if the blank message box is seen this is not an iDRAC firmware issue.
- \* When connecting to the iDRAC GUI using browsers supporting localized languages, some popups may have generic messages that are not localized in the title such as: "The page at https://10.35.155.207 says:". This is a browser limitation and cannot be changed in the iDRAC.
- \* When using the Virtual Console that uses the Java plug-in with attached Virtual Media, occasionally when disconnecting the Virtual Media the console also closes unexpectedly. When this happens, restart the Virtual Console to regain access.
- \* During the SLES 11 installation through the "Dell Systems Management Tools and Documentation" DVD, if the DVD is connected through Virtual Media, the image installation may not proceed after the system configuration step. It shows a warning dialog message similar to the following:  
 "Empty destination in URL: hd:///install/?device=/dev/sdc1".  
 To continue the installation, delete the question mark '?', refresh the URL and the installation will proceed. This issue is not seen when using the managed system's local CD/DVD or using the operating system DVD directly instead of the "Dell Systems Management Tools and Documentation" DVD.
- \* When using the WSMAN DCIM\_RAIDService GetAvailableDisks method to retrieve

specific RAID devices, the XML file passed to the command will contain a "RaidLevel" value for selection. No error checking is done on the RaidLevel Value. Therefore, if an incorrect or invalid value is specified, incorrect results may be returned (for example, "abcd" becomes "0"; "64.999" becomes "64"). The RaidLevel specified must be an appropriate integer RAID level value ("1", "2", "4", "64", "128", "2048", "8192", "16384", per DCIM\_VirtualDiskView.mof).

- \* At times, the Virtual Console feature of iDRAC becomes unavailable. When this happens issue a "racadm racreset" command to reaccess the Virtual Console.
- \* On few Windows operating systems, under certain conditions, the iDRAC ivmcli.exe will fail. This is due to run-time components of Visual C++(R) Libraries (VC++ 2008 redistributable package) required to run applications that are not available. To resolve this, download and install Microsoft Visual C++ 2008 Redistributable Package (x86) from the following location: <http://www.microsoft.com/downloads/details.aspx?familyid=9B2DA534-3E03-4391-8A4D-074B9F2BC1BF&displaylang=en>
- \* To use Virtual Media with recent Windows releases on the management station, you should log into the management station with an Administrator's account. If you do not, the CD/DVD redirection may not work properly and may cause continuous USB bus resets. If this happens, set the "Attach Virtual Media" option to "Detach" to stop the USB bus resets and allow CD/DVD redirection to work properly when you log in again with an Administrator's account.
- \* To launch iDRAC Virtual Console using IE 7.0 32-bit with Java plug-in from Windows 2003 32-bit SP2 or R2 Enterprise Management Station, do the following:
  1. Open IE 7.0 browser window.
  2. Click "Tools" > "Internet Options" > "Security" tab.
  3. In the "Select a zone to view or change security setting" section, select "Trusted Sites".
  5. Click "Custom level...".
  6. Under "Downloads", enable "Automatic prompting for the file downloads".
  7. Click "OK" and again click "OK". The changes are applied.
- \* The WS-MAN CQL filtering implementation in this release is experimental, and it is recommended not to use this feature at this time.
- \* The embedded NIC MAC addresses displayed under System > Properties > System Details are the server assigned MAC addresses. If the MAC addresses are remotely managed or chassis assigned, the active MAC addresses can be found under System > Properties > WWN/MAC.
- \* When launching the iDRAC GUI and iDRAC virtual console from the CMC within a few seconds of each other, the iDRAC GUI may have a session timeout. This can also happen any time the virtual console is launched from the CMC after the iDRAC GUI has been launched from the CMC. This is expected behavior because of browser session management.

\* Remotely managed MAC addresses requires appropriate hardware and firmware. To fully enable remote management of MAC addresses, CMC 3.20 (or later) must be installed.

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