Dell Management Plug-in for VMware vCenter FAQ

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General Questions

Question: What is the Dell™ Management Plug-in?
Answer: The Dell Management Plug-in is a tool available to monitor, manage, update, configure and deploy Dell servers from within the VMware® vCenter™ console.

Question: What is new in the 1.0.1 Release?
Answer: This new release is recommended for all customers. We have addressed a couple of key bugs in firmware deployment, made host deployment easier, added support for warranty renewal, added the ability to update the appliance via online update, incorporated support for Proactive Systems Management and added support for customer generated SSL certificates.

Question: Why would I want to add the Dell™ Management Plug-in to my existing software management tools?
Answer: Adding the Dell Management Plug-in tool to your existing vCenter virtualization management environment will allow you to reduce tasks and increase efficiency when managing your Dell PowerEdge™ server virtual infrastructure.

Question: What are the typical use cases for Dell Management Plug-in?
Answer: The plug-in can be used to perform the following functions:

- Provide deep-level detail for inventory, monitoring and alerting—all available inside the vCenter console
- Deploy BIOS and firmware updates
- Deploy the hypervisor to bare metal without PXE
- Initiate proactive vCenter actions based on Dell hardware alerts
- Provide access to hardware warranty information online

Question: How is the Dell Management Plug-in licensed?
Answer: The plug-in is licensed by the number of 11g servers and supports up to 3 instances of vCenter server. For example, if a customer has 2 vCenter instances and 39 11g servers running in their environment, they would need to purchase the up to 50 license of the plug-in.

Question: How much are the licenses?
Answer: Current list price is shown below and subject to change. Only Dell's 11th Generation servers are included in the server 'count' as these servers take advantage of the Lifecycle Controller and internal Dell Remote Access Card (iDRAC) to incorporate all the features of this plug. Dell's 9 and 10G servers are also supported, but since they do not offer the Lifecycle Controller they are not counted against the server total. For more details, see the Technical FAQ section.

$299.00	Dell vCenter Plug in - up to 3 11G servers - 1 license, version 1.0, 3 year Maintenance Upgrades – core
	Includes all minor and major releases, patches, and updates for core code only. Does not include add on Premium packs. Limited to 3 physical nodes. Each license supports up to 3 instances of vCenter. Does not include support; Pro Support for IT required on vCenter host.
$799.00	Dell vCenter Plug in – up to 10 11G servers - 1 license, version 1.0, 3 year Maintenance Upgrades – core
	Includes all minor and major releases, patches, and updates for core code only. Does not include add on Premium packs. Limited to 10 physical nodes. Each license supports up to 3 instances of vCenter. Does not include support; Pro Support for IT required on vCenter host.
$1,799.00	Dell vCenter Plug in – up to 50 11G servers - 1 license, version 1.0, 3 year Maintenance Upgrades – core
	Includes all minor and major releases, patches, and updates for core code only. Does not include add on Premium packs. Limited to 50 physical nodes. Each license supports up to 3 instances of vCenter. Does not include support; Pro Support for IT required on vCenter host.
$2,999.00	Dell vCenter Plug in – 51 + 11G servers - 1 license, version 1.0, 3 year Maintenance Upgrades – core
	Includes all minor and major releases, patches, and updates for core code only. Does not include add on Premium packs. Each license supports up to 3 instances of vCenter. Does not include support; Pro Support for IT required on vCenter host.

Note: vCenter 4.1 allows up to 1000 physical hosts

Question: Will the Dell Management Plug-in be available globally at launch?
Answer: Yes.

Question: How do I get the Dell Management Plug-in (virtual appliance software)?
Answer: Once you place your order using a valid email address, you will receive an email with download instructions. In most cases you will receive the email within 1 to 2 hours. In rare cases the email may take up to 48 hours. Downloads are available globally via mirrored sites and are geographically localized.

Question: Is there a Dell Management Plug-in evaluation or trial available?
Answer: Yes. The trial is limited to 1 host and 1 vCenter connection. When available it can be linked to from http://www.dell.com/vcenterplugin

Question: Will the Dell Management Plug-in work with VMware Essentials?
Answer: Yes, the plug in is fully compatible and tested with VMware vCenter Foundation, which is the version of vCenter provided with Essentials. The 3 server solution would be the correct version for use with vCenter Foundation.

Question: How is the Dell Management Plug-in different from those of other hardware vendors?
Answer: The Dell plug-in is delivered as a virtual appliance and is easy to deploy and configure. Also, Dell's offering integrates directly into the vCenter console and provides detailed information inside of vCenter—as opposed to products that only provide "link and launch" capabilities to point to their own proprietary console.

Question: Where does the Dell Management Plug-in fit in the overall Systems Management strategy?
Answer: Dell offers several plug-ins to VMware vCenter (for example, Advanced Infrastructure Manager (AIM) and various EqualLogic modules) and is part of Dell's overall strategy to provide system management solutions to your company at the right time in the most efficient manner possible.

Question: Can my company benefit from both the Dell Management Plug-in and Dell™ Advanced Infrastructure Manager (AIM) in the same virtual environment?
Answer: Yes. The Dell Management Plug-in offers a deeper level of server management and can be thought of as an "element manager." On the other hand, AIM is more focused on managing the entire IT infrastructure—physical and virtual—including workloads, servers, storage and networking. They are complementary technologies. AIM is focused on infrastructure management breadth whereas the Dell Management Plug-in is focused on management depth.

Technical Questions

Question: What versions of VMware® vSphere™ are supported? What Dell OpenManage™ version?
Answer: Supported configurations include:

- VMware vSphere (including VMware ESX4.0 or ESXi 4.0) U1 and Dell OpenManage 6.2
- VMware vSphere (including VMware ESX 4.0 or ESXi 4.0) U2 and Dell OpenManage 6.4
- VMware vSphere (including VMware ESX4.1 or ESXi 4.1) and Dell OpenManage 6.3
- VMware vSphere (including VMware ESX 4.1 or ESXi 4.1) and Dell OpenManage 6.4
- VMware vSphere (including VMware ESX 4.1 or ESXi 4.1) U1 and Dell OpenManage 6.5
- VMware vCenter 4.x

Question: Why is VMware vSphere ESX 4.1 or ESXi 4.1 and above the optimum configuration?
Answer: VMware ESX 4.1 and ESXi 4.1 and above allow for scripted deployment while 4.0 does not.

Question: What functions does the OpenManage agent provide?
Answer: Currently, the plug-in communicates directly with the OpenManage Server Administrator (OMSA) agent, which provides a common user experience in monitoring and alerting for Dell 9G, 10G and 11G servers.

Question: Will the OpenManage agents always be required?
Answer: The OpenManage agent will always be required on 9G, 10G and 11G servers for version 1.0 release. This is subject to change as requirements for future releases are defined.

Question: Are additional OpenManage products required to support the Dell Management Plug-in?
Answer: At this time, only the OpenManage agent is required. No other OpenManage products are required. If you already have them installed in your environment, there are no interoperability issues.

Question: What versions of Lifecycle Controller are required?
Answer: Minimum supported version is Lifecycle Controller 1.4.

Question: How many servers can the Dell Management Plug-in support?
Answer: Dell aligns server support to that of vCenter. A single Management Plug-in virtual appliance can support up to three vCenter Server instances.

Question: What types of servers does the Dell Management Plug-in support?
Answer: The Management Plug-in only supports Dell PowerEdge servers from 9G to 11G. 9G and 10G servers will not be able to take advantage of several key features of this plug-in since they do not have Lifecycle Controller available. Dell C-series servers are not supported.

Question: What features will not be available on 9G and 10G servers?
Answer: The following features will not be available on 9G and 10G servers:

- Bare metal deployment
- BIOS/firmware updates
- Hardware configuration

Question: How is the Dell Management Plug-in supported?
Answer: The Dell Management Plug-in is only supported with a valid ProSupport contract through the Dell Tech Support center.

Question: What is a VIB (vSphere Installation Bundle)?
Answer: VIB = vSphere Installation Bundle. VMware defines a VIB as a single software package that may contain drivers, CIM providers, VMkernel modules, or other software. You are required to install the VIB with the OpenManage agent. Once the hypervisor has been installed, the OpenManage agent is installed through the VIB process.

Question: Where can I find more information on VIB, Dell OpenManage™, and VMware?
Answer: See the *Dell OpenManage with VMware ESX/ESXi 4 Systems Management Guide* on support.dell.com. Additional information can be found by going to support.dell.com and entering your search criteria for specific products.

Question: How easy is to install and configure the Dell Management Plug-in?
Answer: Dell has created a wizard that walks you through the necessary steps to set up the appliance. The appliance also has a help function that is context sensitive (based on the page the customer is on during the install). Since this is a virtual appliance, most experienced administrators can complete the installation of the plug-in in less than 30 minutes.

Question: Are user rights from vCenter used in this appliance?
Answer: Yes, this plug-in uses the same role-based access control model that vCenter uses.

Learn more at www.dell.com/vcenterplugin