

SyAM Software Release Notes

Central System Management Software Version 3.21.000

Release Information – October, 2006

- Central System Management Software V3.21.000
 - Server Monitor Central
 - Desktop Monitor Central
- x86/x64 Architecture platforms
- Windows & Linux Compatible (See web site for complete listing)
- Managed RAID Controller support
 - LSI Logic, 3Ware, Adaptec, Intel (See web site for complete listing)

General Information

- During the evaluation period the Central Management System can only manage 3 Desktops/Notebooks and 2 Servers
- A reboot is required after uninstalling and before reinstalling the software
- Unformatted disks connected to a system will appear in red (critical). Formatting the drive or removing that drive from the listing of monitored devices will clear this condition.
- The software will open up the required firewall ports on Windows 2003 and XP Professional
- You must install the MIB file into your enterprise framework application in order for the application to be able to decipher the SNMP packets sent from the System or Central Alert matrices. The MIB file is located on the CD or on the drive where Server Monitor was installed in the \<installdir>\System_Monitor folder.
- You must run “Enable SCSI SMART Monitoring” option from the SyAM->Utilities Program Menu for Windows systems if you wish to monitor directly attached SCSI drives.
- For the Adaptec RAID functionality within Server Monitor to function properly you must install the “Managed System Components” of the Adaptec Storage Manager Software provided on the CD that came with the controller.
- Before you install our software on Intel AMT platforms the device drivers including the Intel Management Engine Interface Driver must be installed in order to function correctly.
- AMT1 identification requires Intel KCS Driver installed, AMT2 identification requires the system to be using board string DQ965GF, or DQ965CO or DQ965WC
- While in a Serial Over Lan (SOL) session, you must close out the SOL session before logging out / session times out. However, if you don't you can fix this by restarting the Server Monitor Central (SMC) or Desktop Monitor Central (DMC) web service.
- For Linux installations you can not run the installation process directly from the CD.
- For Linux installations you can not install the software into the directory from which you are running the installation.

Enhancements with Version 3.21

- AMT capabilities expanded to include System Defense. This incorporates the Circuit Breaker and Agent Presence features of AMT technology.
- Added Linux support for VMWare machines.
- Added new board support for the Intel desktop D101GGC, D102GCC2, D946GZIS and D946GZTS
- Added ECC support on the SE7320NH1

Enhancements with Version 3.20

- AMT functions are expanded to support Serial Over LAN (SOL) and IDE Redirection (IDE-R)

- AMT support is for AMT1 and AMT2 capable systems
- Added hardware environmental support for ICH8 based chip sets using Intel Quiet System Technology
- Central Manager Agent Security – once a system is being managed by a Central Manager it cannot be managed by another Central Manager until it is removed from the first.
- Expanded RAID support for LSI MegaRAID 8408E SAS SAS RAID Controller
- Expanded RAID support for Intel SRCAS18E SAS RAID Controller
- Expanded SuperMicro server board support to new XEON and Opteron boards
 - X7DB8, X7DBE, X7DB3, X7DBR, X7DBX,X7DA8,X7DVL,X7DVA

Issues fixed in Version 3.21

- Fixed misreading issue in Adaptec controllers.
- Fixed Localization for Installed Applications and Network interface information.

Issues fixed in Version 3.20

- Fixed agent from stopping on HP servers running Linux using SMART ARRAY Controllers
- Fixed No Monitor for RAID Controllers

Known Issues in Version 3.21

- Power Cycle Reset does not work with SOL and IDE-R in version 3.21 or v3.20. This is due to an AMT firmware restriction that is documented in QUAD issue 396578.

Known Issues in Version 3.20

- 3ware RAID Controllers are not supported on x64 Windows/Linux Operating systems
- Onboard RAID for the Intel/LSI Server SCSI 1030 Controller shows the incorrect capacity
- AMT Management is not supported on when the Server/Desktop Monitor Central is running a SuSE operating system
- You can not perform a Power Cycle/Reset and SOL
- If you do not close the SOL session you leave the session process open. To clear this process go to the Server/Desktop Monitor Central Software screen and choose the syamimr.exe and click on End Process