

Dell Client Management Pack Version 6.0 for Microsoft System Center Operations Manager Installation Guide



Notes, Cautions, and Warnings

 **NOTE:** A NOTE indicates important information that helps you make better use of your computer.

 **CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

 **WARNING:** A WARNING indicates a potential for property damage, personal injury, or death.

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2014 - 12

Rev. A00


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Introduction

This guide provides information to install, configure and use the Dell Client Management Pack version 6.0.

The integration of the Dell Client Management Pack version 6.0 with Microsoft System Center 2012 R2 Operations Manager, Microsoft System Center 2012 SP1 Operations Manager, Microsoft System Center 2012 Operations Manager, and Microsoft System Center Operations Manager 2007 R2 environment allows you to manage, monitor, and ensure the availability of your Dell client devices.

 **CAUTION:** Perform the procedures in this document only if you have proper knowledge and experience in using Microsoft Windows operating system and the Microsoft System Center 2012 R2 Operations Manager, Microsoft System Center 2012 SP1 Operations Manager, Microsoft System Center 2012 Operations Manager, and Microsoft System Center Operations Manager 2007 R2, to avoid data corruption and/or data loss.

 **NOTE:** Dell Command | Monitor was formerly Dell OpenManage Client Instrumentation (OMCI). After the OMCI version 8.2.1, OMCI is rebranded as Dell Command | Monitor.

The Installation Guide, and Release Notes files are packaged in a self-extracting executable **Dell_Client_Management_Pack_v6.0_Axx.exe** file (where xx is the Dell Client Management Pack release number). You can download the executable from **dell.com/support**.

Read the Management Pack's release notes, which contain the latest information about software and management server requirements, in addition to information about known issues. The release notes is also posted to the Systems Management documentation page at **dell.com/support/home**.

Terms used in this document

The following term is used throughout this document. Ensure to substitute the actual term wherever appropriate.

OpsMgr — This term refers to Microsoft System Center 2012 R2 Operations Manager, Microsoft System Center 2012 SP1 Operations Manager, Microsoft System Center 2012 Operations Manager, and Microsoft System Center Operations Manager 2007 R2, unless otherwise specified.

Prerequisites

This section lists the requirements to install and use the Dell Client Management Pack version 6.0.


Management system requirements

- OpsMgr 2012 R2, OpsMgr 2012 SP1, OpsMgr 2012, or OpsMgr 2007 R2.

Managed system requirements

- Install Dell Command | Monitor version 9.0 or OMCI version 8.1 or later on all Dell managed systems. For more information on installing Dell Command | Monitor on your managed systems, see *Dell Command | Monitor Installation Guide* at **dell.com/support/home**.

- Make sure that all the managed systems have a valid and a fully qualified domain name (FQDN) that you can communicate to from the management system.
- For the management pack to function with a complete feature set, make sure that the OpsMgr Management Server Action account has administrator privileges on all Dell managed systems.
- The minimum supported version for this release of Dell Client Management Pack is OMCI version 8.1.

 **NOTE:** It is recommended that you install the latest version of Dell Command | Monitor (9.0). You can download the latest version of Dell Command | Monitor from dell.com/support.

Contents of the Management Pack

The Dell Client Management Pack version 6.0 (**Dell.WindowsClient.mp**) is a stand-alone management pack with a base folder utility. It is packaged in a self extracting executable file (**Dell_Client_Management_Pack_v6.0_Axx.exe**) that contains:

- **Dell.WindowsClient.mp** – Dell Client Management Pack 6.0
- **Dell.Connections.HardwareLibrary.mp** – Base Folder Utility 4.0
- **DellMPv6.0_Client_Readme.txt** – Release Notes
- **DellMPv6.0_Client_IG.pdf** – Installation Guide

Importing the Dell Client Management Pack

 **NOTE:** Import the base folder utility (**Dell.Connections.HardwareLibrary.mp**) before importing the client management pack.


To import the client management pack:


1. Download the self-extracting **Dell_Client_Management_Pack_v6.0_Axx.exe** (where xx is the Dell Client Management Pack release number) file from dell.com/support to a destination directory on the management system.
2. Run the **Dell_Client_Management_Pack_v6.0_Axx.exe** file to extract any of the Management Packs or utilities.
The default location is **C:\Dell Management Packs\Client Management Pack\6.0**.
3. Launch the OpsMgr console.
4. In the navigation pane, click **Administration**.
5. Expand the **Administration** tree, right-click **Management Packs**, and click **Import Management Packs**.
6. Click **Add** and select **Add from disk**.
7. Type or browse to the location where you extracted the management packs.
8. Select Dell Client Management Pack (**Dell.WindowsClient.mp**) and Base Folder Utility 4.0 (**Dell.Connections.HardwareLibrary.mp**) and click **Open**.
The **Import Management Packs** screen is displayed with the selected management packs or utilities in the **Import List**.
9. Click **Install** to import the management pack.
10. After importing the management pack, click **Close**.

Upgrading from previous Management Packs

Upgrading from Dell Client Management Pack version 5.1

You can upgrade from Dell Client Management Pack version 5.1 by importing version 6.0 management pack. To import the Dell Client Management Pack version 6.0 follow the steps in [Importing the Management Pack](#).

 **NOTE:** When you upgrade from version 5.1 to version 6.0, the devices that displayed a critical or warning state before upgrading, display a normal state after upgrading, even though they are still in a critical or warning state. The devices display the correct health status only in the subsequent monitoring cycle.


 **NOTE:** After you upgrade the management pack to version 6.0, you may see some of the components in **Diagram** view still displaying the default icons. To see the new icons, restart OpsMgr with the **/clearcache** option.

Upgrading from version 5.0 and prior versions

Upgrade from Dell Client Management Pack version 5.0 and earlier versions to version 6.0 are not supported.

Deleting the Management Packs


 **CAUTION:** Deleting any of the Management Packs may affect the scope of some user roles.

 **NOTE:** Ensure that you delete the Dell Client Management Pack before deleting the **Dell Base Hardware Library** as, the management pack has a dependency on the **Dell Base Hardware Library**.

To delete management packs or utilities:

1. Launch the OpsMgr console.
2. In the navigation pane, click **Administration**.
3. Expand **Administration** and click **Management Packs**.
4. Select the **Dell Client Management Pack** from the **Management Packs** pane.
5. Right-click **Dell Client Management Pack** and click **Delete**.
6. Right-click **Dell Base Hardware Library** and click **Delete**.

After deleting a Management Pack or utility, it is recommended that you relaunch the OpsMgr console.

 **NOTE:** If any other Dell Management Pack Suite like Dell Server Management Pack Suite and so on is installed on the system, OpsMgr will not delete the **Dell Base Hardware Library** .

Security Considerations

The **Operations Console** access privileges are handled internally by OpsMgr. This can be set up using the **User Roles** option under **Administration** → **Security** feature in the OpsMgr console. The profile of your role determines what actions you can perform.

For more information on security considerations, see the documentation for Microsoft System Center 2012 R2 Operations Manager, Microsoft System Center 2012 SP1 Operations Manager, Microsoft System Center 2012 Operations Manager, or Microsoft System Center Operations Manager 2007 R2 at **technet.microsoft.com**.