

# **Dell Command | Monitor**

## **Version 9.0 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.

**Copyright © 2014 Dell Inc. All rights reserved.** This product is protected by U.S. and international copyright and intellectual property laws. Dell™ and the Dell logo are trademarks of Dell Inc. in the United States and/or other jurisdictions. All other marks and names mentioned herein may be trademarks of their respective companies.

2014 - 09


Rev. A00

# Contents

- 1 Introduction.....4**
  - Supported operating systems.....4
  - Downloading Command | Monitor.....4
- 2 Installing Command | Monitor.....5**
  - Prerequisites.....5
  - Installing Command | Monitor using Dell Update Package.....6
  - Installing Command | Monitor using the MSI file.....6
  - Enabling SNMP in Command | Monitor.....7
  - Installing Command | Monitor in CLI or silent mode.....8
- 3 Upgrading Command | Monitor.....10**
  - Upgrading Command | Monitor using DUP.....10
  - Upgrading Command | Monitor using the MSI file.....10
  - Upgrading Command | Monitor in CLI or silent mode.....11
- 4 Uninstalling Command | Monitor.....12**
  - Uninstalling Command | Monitor using control panel.....12
  - Uninstalling Command | Monitor using the MSI file.....12
  - Uninstalling Command | Monitor in CLI or silent mode.....12

# Introduction

This guide provides instructions to install Dell Command | Monitor (Command | Monitor) on enterprise client systems running supported Microsoft Windows operating systems.

 **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.

## Supported operating systems

- Microsoft Windows 8.1 (32-bit and 64-bit), Microsoft Windows 8.1 Professional (32-bit and 64-bit), and Enterprise (32-bit and 64-bit)
- Microsoft Windows 8 (32-bit and 64-bit), Microsoft Windows 8 Professional (32-bit and 64-bit), and Enterprise (32-bit and 64-bit)
- Microsoft Windows 7, Windows 7 Service Pack 1 (SP1), Professional, Enterprise, and Ultimate x86 (32-bit) and x64 (64-bit) editions
- Microsoft Windows Vista Business SP1 x86 (32-bit) and x64 (64-bit) editions
- Microsoft Windows Vista Ultimate SP1, and SP2 x86 (32-bit) and x64 (64-bit) editions
- Microsoft Windows Vista Enterprise SP1, and SP2 x86 (32-bit) and x64 (64-bit) editions

## Downloading Command | Monitor


You can download Command | Monitor directly from **dell.com/content** or from **dell.com/support**. To download Command | Monitor from **dell.com/support**:


1. Go to **dell.com/support**.
2. Click the **Support** tab, and under **Support by Product** option, click **Drivers & Downloads**.
3. Enter the **Service Tag** or **Express Service Code** and click **Submit**.  
If you do not know the service tag then click **Detect My Product** and follow the instructions on the screen.  
  
The **Product Support** page for your system type is displayed.
4. Click **Drivers & downloads**.
5. Expand the **Systems Management** category, and click the **Download** option for **Dell Command | Monitor** file.
6. Click **Save** to complete the download.

# Installing Command | Monitor

You can install Command | Monitor in one of the following methods:

- Using the Graphical User Interface also known as the Command | Monitor installation wizard
- Using Command Line Interface (CLI) for silent Installation


 **NOTE:** The Command | Monitor installation file is available as a Dell Update Package (DUP) at [dell.com/clientsystemsmanagement](https://dell.com/clientsystemsmanagement). For more information, see [Downloading Command | Monitor](#).


 **NOTE:** The installation programs are different for Windows 32-bit and 64-bit operating systems.

**GUI Installation**      You can install Command | Monitor using DUP or MSI file, extracted from the DUP. The Command | Monitor installation wizard allows you to install the default package or perform a custom installation of specific components required for a particular environment.

**Silent or CLI Installation**      You can install Command | Monitor using a software distribution tool such as Microsoft System Center Configuration Manager (SCCM), with no end-user interaction.  
You can use the MSI file or DUP to deploy Command | Monitor to client computers on a network by using a login script or Windows system policies.

In the default installation mode, Command | Monitor installs the Microsoft Windows Management Instrumentation (WMI) provider, two services, and a driver. WMI uses the Communication port (COM) as the communication interface with providers. The services installed with Command | Monitor provide access to the system for events and data retrieval. A driver is also installed with Command | Monitor for secure communication with the BIOS and other low-level system resources.

 **NOTE:** In the custom installation mode, Command | Monitor installs a Management Information Base (MIB) and an agent if the Simple Network Management Protocol (SNMP) option is selected.

 **NOTE:** Command | Monitor does not support any type of remote access. Remote access to Command | Monitor is achieved using the remote-access protocols supported by WMI or SNMP.

## Prerequisites

Before installing Command | Monitor, ensure that:

- The target system is a Dell manufactured system with System Management Basic Input Output System (SMBIOS) version 2.3 or later. Otherwise, the Command | Monitor version 9.0 installer exits without installing.

 **NOTE:** To view the SMBIOS version of the system, go to **Start** → **Run**, and run the **msinfo32.exe** file. Check for the SMBIOS version in **System Summary** page.

- The system is running a supported Microsoft Windows operating system. For more information, on supported Microsoft Windows operating systems, see [Supported operating systems](#).
- The .NET Framework 4.0 or later is installed.
- Administrative privileges on the client system. This means, that you must be authenticated on the client system as a user who is a member of the Administrators group; typically the Administrator.

## Installing Command | Monitor using Dell Update Package

You can install Command | Monitor locally using the DUP downloaded from [dell.com/support](http://dell.com/support).

1. Double-click the **Command | Monitor Update Package** you downloaded from [dell.com/support](http://dell.com/support).  
The User Account Control (UAC) screen is displayed.
2. Click **Yes**.  
The **Update Package** screen is displayed.
3. Click **Install**.  
The **Welcome to the InstallShield Wizard for Command | Monitor** screen is displayed.
4. Click **Next**.  
The **License Agreement** screen is displayed.
5. Read the software license agreement, select **I accept the terms in the license agreement**, and then click **Next**.  
The **Setup Type** screen is displayed.
6. In the **Setup Type** screen, select one of the following installation types:
  - **Typical** — Installs the Standards-based Instrumentation on to the default directory. This option is selected by default.
  - **Custom** — Installs selected features of Command | Monitor.
7. If you have selected **Custom** installation, in the custom setup screen, you can now select additional features that you want to install:
  - **Standards-based Instrumentation** — The Standards-based Instrumentation provides instrumentation available in the **root/DCIM/sysman**. This namespace complies with the Distributed Management Task Force (DMTF) DASH standards.
  - **Enable SNMP**
  - Specify the installation directory
8. Click **Next**.  
The **Ready to Install the Program** screen is displayed. If the **Setup Type** is Custom, then the **Custom Setup** screen is displayed, allowing you to select specific program features, and the directory in which you want to install Command | Monitor. Click **Next**.
9. Click **Install**.  
The installation starts. The time taken for the installation to complete depends on the options selected and the computer hardware.
10. In the **InstallShield Wizard Completed**, click **Finish**.  
The **Command | Monitor** screen is displayed.
11. Click **Close** to complete the installation and exit the installation screen.

## Installing Command | Monitor using the MSI file

You can perform a local installation using the MSI. Download the Command | Monitor DUP from [dell.com/support](http://dell.com/support) to your local directory and extract the MSI file from the DUP.

The installation file contains the components for English, French, German, Spanish, Simplified Chinese, and Japanese languages.

 **NOTE:** You must have administrator privileges before running the MSI file for installation.

1. Double-click the **Command\_Monitor\_x86.msi** or **Command\_Monitor\_x64.msi** file.  
The **Welcome to the InstallShield Wizard for Command | Monitor** screen is displayed.
2. Click **Next**.  
The **License Agreement** screen is displayed.
3. Read the software license agreement, select **I accept the terms in the license agreement**, and then click **Next**.
4. In the **Setup Type** screen, select one of the following installation types:
  - **Typical** — Installs the Standards-based Instrumentation on to the default directory. This option is selected by default.
  - **Custom** — Installs selected features of Command | Monitor.
5. If you have selected Custom installation, in the custom setup screen, you can now select additional features that you want to install:
  - **Standards-based Instrumentation** — The Standards-based Instrumentation provides instrumentation available in the **root/DCIM/sysman**. This namespace complies with the DMTF DASH standards.
  - **Enable SNMP**
  - Specify the installation directory
6. Click **Next**.  
The **Ready to Install the Program** screen is displayed. If the **Setup Type** is Custom, then the **Custom Setup** screen is displayed, allowing you to select specific program features, and the directory in which you want to install Command | Monitor. Click **Next**.
7. Click **Install**.  
The installation starts. The time taken for the installation to complete depends on the options selected and the computer hardware.
8. In the **InstallShield Wizard Completed**, click **Finish**.  
The **Command | Monitor** screen is displayed.
9. Click **Close** to complete the installation and exit the installation screen.

## Enabling SNMP in Command | Monitor

Perform the following steps to enable SNMP:


1. Double-click **Command | Monitor Update Package** that you have downloaded from **dell.com/support**.  
The **Welcome to the InstallShield Wizard for Command | Monitor** screen is displayed.
2. Click **Yes**.  
The **Update Package** screen is displayed.
3. Click **Install**.  
The **Welcome to the InstallShield Wizard for Command | Monitor** screen is displayed.
4. Click **Next**.
5. Read the software license agreement, select **I accept the terms in the license agreement**, and then click **Next**.

6. In the **Setup Type** screen, click **Custom**, and then click **Enable SNMP**.

 **NOTE:** The **Standard-based** instrumentation is selected by default.

7. Click **Next**

8. Click **Install**.

 **NOTE:** To install Command | Monitor with the SNMP option enabled, use the following CLI command: `<DUPNAME> /passthrough ADDLOCAL=Core,Hapi,EnableSNMP /qn.`

## Installing Command | Monitor in CLI or silent mode

You can perform a silent or CLI installation of Command | Monitor using a DUP or MSI file.


Operation	Command	Example and Comments
Silent installation using DUP	To install Command   Monitor in silent mode using the default settings, run the DUP file with the /s option. This will install Command   Monitor to the default directory and in the default supported operating system language.  For 32-bit systems, type: <code>Systems-Management_Application_9N9W1_WN_&lt;version number&gt;_&lt;revision number&gt;.EXE /s</code>  For 64-bit systems, type: <code>Systems-Management_Application_Y3CFV_WN_&lt;version number&gt;_&lt;revision number&gt;.EXE /s</code>	Only users with Administrator privileges can install or uninstall Command   Monitor 9.x.
Silent or unattended installation	For 32-bit systems, type: <code>msiexec /i Command_Monitor_x86.msi /qn</code> For 64-bit Windows operating systems, type: <code>msiexec /i Command_Monitor_x64.msi /qn</code>	For 32-bit Windows, use <code>&lt;Command_Monitor_x86.msi&gt;</code>  For 64-bit Windows, use <code>&lt;Command_Monitor_x64.msi&gt;</code>
Silent unattended installation with Standard Namespaces	<code>msiexec /i Command_Monitor_&lt;x86 or x64&gt;.msi ADDLOCAL=Core,Hapi /qn</code>	Supported ADDLOCAL Parameters: <ul style="list-style-type: none"> <li>• Core, Hapi</li> <li>• Core, Hapi, EnableSNMP</li> </ul>
Silent unattended installation with supported languages	<code>msiexec /i Command_Monitor_&lt;x86 or x64&gt;.msi TRANSFORMS=1036.mst /qn</code>	To specify the installation language, use the command line option, <code>TRANSFORMS=&lt;language ID&gt; .mst</code> , where <code>&lt;language ID&gt;</code> is 1031 (German), 1033 (English), 1034 (Spanish), 1041 (Japanese), 1036 (French), or 2052 (Simplified Chinese).



Operation	Command	Example and Comments
		If the installation language is not specified, the installer selects the default operating system language, or English if the default operating system language is not supported.
Silent unattended installation to custom directory	<code>msiexec /i Command_Monitor_&lt; x84 or x64&gt;.msi INSTALLDIR=&lt;destination&gt;/qn</code>	Where <destination> is the custom directory. And the INSTALLDIR must be in uppercase. For example, <code>msiexec /i  Command_Monitor_&lt;x86 or x64&gt;.msi  INSTALLDIR=c:  \destination</code>

## Upgrading Command | Monitor


The following section provides instructions on upgrading Command | Monitor (formerly Dell OpenManage Client Instrumentation) version 8.2.1 to version 9.0.

 **NOTE:** Only users with Administrator privileges can install, upgrade, or uninstall Command | Monitor 9.x.

### Upgrading Command | Monitor using DUP

For minor upgrades like upgrading Command | Monitor (formerly Dell OpenManage Client Instrumentation) version 8.2.1 to Command | Monitor version 9.0:

1. Double-click the downloaded Command | Monitor DUP.  
The **User Account Control** screen is displayed.
2. Click **Yes**.  
The **Update Package** screen is displayed.
3. Click **INSTALL**.
4. Follow the instructions on the screen to complete the upgrade.

 **NOTE:** When Command | Monitor is upgraded to the latest version, the compatibility mode is installed by default.

5. Restart your computer to complete the upgrade.

### Upgrading Command | Monitor using the MSI file

For minor upgrades like upgrading Command | Monitor (formerly Dell OpenManage Client Instrumentation) version 8.2.1 to Command | Monitor version 9.0:

1. Double-click the MSI file.
2. Follow the instructions on the screen to upgrade the application.  
For minor upgrades like upgrading Command | Monitor (formerly Dell OpenManage Client Instrumentation) version 8.2.1 to Command | Monitor version 9.0, type the following command:  
For 32-bit operating systems:

```
msiexec /i Command_Monitor_x86.msi REINSTALL=All REINSTALLMODE=vomus
```

For 64-bit operating systems:

```
msiexec /i Command_Monitor_X64.msi REINSTALL=All REINSTALLMODE=vomus
```

## Upgrading Command | Monitor in CLI or silent mode

You can upgrade from the previous version of Command | Monitor or upgrade without restarting the system.

Operation	Command
Upgrade from previous version (Major Upgrade)	<code>msiexec /i Command_Monitor_&lt;x86 or x64&gt;.msi /qn</code>
To upgrade without reboot	<code>msiexec /i Command_Monitor_&lt;x86 or x64&gt;.msi REBOOT=REALLYSUPPRESS /qn</code>

# Uninstalling Command | Monitor

You can uninstall Command | Monitor in one of the following methods:

- [Uninstalling Command | Monitor using control panel](#)
- [Uninstalling Command | Monitor using the MSI file](#)
- [Uninstalling Command | Monitor in CLI or silent mode](#)

## Uninstalling Command | Monitor using control panel

1. Go to **Start** → **Control Panel**.
2. Select **Add/Remove Programs**.

The **Add/Remove Programs** screen is displayed.



**NOTE:** On systems running Windows Vista, Windows 7, Windows 8, and Windows 8.1 operating system, use the **Programs and Features** option to uninstall **Command | Monitor**.

3. Double-click **Command | Monitor** to start the uninstallation process.
4. Follow the instructions on the screen to complete the uninstallation.

## Uninstalling Command | Monitor using the MSI file

1. Double-click the **MSI** file.
  - For 32-bit operating systems, double-click **Command\_Monitor\_x86.msi**
  - For 64-bit operating systems, double-click **Command\_Monitor\_X64.msi**
2. In the **Welcome to the InstallShield Wizard for Command | Monitor**, click **Next**.
3. In the **Program Maintenance**, select **Remove** and then click **Next**.
4. In the confirmation screen, click **Yes**.
5. In the **InstallShield Wizard Complete** screen, click **Finish** to complete the uninstallation and close the screen.

## Uninstalling Command | Monitor in CLI or silent mode

You can uninstall Command | Monitor in silent mode either using or without using the MSI file.



**NOTE:** Only users with Administrator privileges can install or uninstall Command | Monitor 9.x.

Operation	Command
Remove Command   Monitor with MSI	<code>msiexec /x Command_Monitor_&lt;x86 or x64&gt;.msi /qn</code>
Remove Command   Monitor without MSI	<p>For 32-bit Windows operating systems, type: <code>msiexec /x {AC96949B-852D-464F-95DB-C9DDCD518BA8} /qn</code></p> <p>For 64-bit Windows operating systems, type: <code>msiexec /x {DF0B9A53-C87D-49F9-95E3-AEAAAC8C4D77B} /qn</code></p>