Dell Repository Manager Version 2.0
Troubleshooting Guide

DELLEMC

Notes, cautions, and warnings

(i) **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.**

Contents

Overview

The Dell Repository Manager (DRM) ensures that the Dell systems are up-to-date with the latest BIOS, driver, firmware, and software. DRM allows you to:

- Create repositories of customized bundles and updates
- Create groups of related updates for systems running Microsoft Windows Operating System (32 -bit and 64 -bit) and Linux Operating System
- Generate comparison reports and update baselines of custom repositories

The customized bundles and repositories contain Dell Update Packages (DUPs) or Non-DUPs (such as .exe, .msi, .bin or any other file formats) files. DUPs are software utilities provided by Dell to update specific software and firmware components on Dell PowerEdge systems, Dell desktops, and Dell laptops. You can arrange these components in bundles to group the related updates together. Every repository has a **catalog.xml** or **catalog.cab** file that specifies the contents of that repository. The **catalog.cab** file, downloaded from **ftp.dell.com,** is digitally signed by Dell to ensure system security.

You can deploy the repository through bootable ISO images, deployment scripts, or Server Update Utilities (SUU).

Dell Repository Manager functions in two different modes—

Table 1. DRM Functioning Modes

Modes	Description
Data Center version	The Data Center version manages repositories for the Dell servers and storage systems.
Business Client version	The Business Client version manages repositories for Dell Precision Workstations, Dell Inspiron, or Dell OptiPlex systems.

For more information about Dell Repository Manager, see *Dell Repository Manager User's Guide* at `dell.com/openmanagemanuals`.

(i) **NOTE:** Dell Repository Manager can only be installed on systems running Microsoft Windows Operating Systems.

Topics:

- What is new in this release
- Accessing documents from Dell support site
- Other documents you may need

What is new in this release

This release of Dell Repository Manager (DRM) supports the following new features:

- Dell Console Integration — Version 2.2 onwards, DRM supports Dell Console Integration. You can connect and create a repository with:
  - Dell Lifecycle Controller Integration for System Center Virtual Machine Manager (DLCI for SCVMM)
- Schedule bundle search — DRM 2.2 onwards, you can also schedule the bundle search. However the base remains a repository. Based on the repository DRM searches for a specific bundle.
- Previous catalogs — Allows you to select the previous Dell catalogs.
- User readable log files — Now, you can view the user log files, such as, .svlog and .log files.
- Download Optimization — DRM supports concurrent download of DUPs while creating update packages. By default, you can concurrently download up to 5 DUPs and you may configure the number up to 10.
- Significant overall performance improvement.
- Version 2.2 onwards DRM supports catalog files in .gz format. The file can be imported by using any of the following methods:
  - By accessing **Source Repository** from **Application** >**Settings**> **Source Repository**.

○ By using the **Import Repository from Catalog file** option from the **Help** menu.

Accessing documents from Dell support site

You can access the required documents in one of the following ways:

- Using the following links:
    - For all Enterprise Systems Management documents — **Dell.com/SoftwareSecurityManuals**
    - For OpenManage documents — **Dell.com/OpenManageManuals**
    - For Remote Enterprise Systems Management documents — **Dell.com/esmmanuals**
    - For OpenManage Connections Enterprise Systems Management documents — **Dell.com/OMConnectionsEnterpriseSystemsManagement**
    - For Serviceability Tools documents — **Dell.com/ServiceabilityTools**
    - For OpenManage Connections Client Systems Management documents — **Dell.com/DellClientCommandSuiteManuals**
- From the Dell Support site:
    1. Go to **Dell.com/Support/Home**.
    2. Under **Select a product** section, click **Software & Security**.
    3. In the **Software & Security** group box, click the required link from the following:
        - **Enterprise Systems Management**
        - **Remote Enterprise Systems Management**
        - **Serviceability Tools**
        - **Dell Client Command Suite**
        - **Connections Client Systems Management**
    4. To view a document, click the required product version.
- Using search engines:
    - Type the name and version of the document in the search box.

Other documents you may need

In addition to this guide, you can access the following guides available at **dell.com/support/manuals**.

- *Dell Repository Manager Quick Installation Guide*
- *Dell Systems Management - OpenManage Software Support Matrix*
- *Dell Update Packages User's Guide*
- *Dell OpenManage Server Update Utility User's Guide*
- *Dell OpenManage Server Administrator Installation Guide*
- *Dell OpenManage Essentials User's Guide*

* This guide is also found on the Dell Systems Management Tools and Documentation DVD.

User scenarios

This section describes the various features of the Dell Repository Manager (DRM) and the user scenarios.

- Difference between Schedule Automatic Search and Schedule Repository Search
- Downloading the updates for the systems, which are not there in the Dell Online Catalog
- DUP Dependency
- Creating a repository using Dell Generic Inventory
- Creating repository with Modular Chassis Inventory
- Using FileStore to save disk space in system drive (C: Drive)
- Updating the local repository
- Creating Bootable CD or USB Keys for updates
- Launching DRM using command line options
- Creating a custom repository using Dell OpenManage Essentials

Topics:

- Difference between Schedule Automatic Search and Schedule Repository Search
- Downloading the updates for the systems, which are not there in the Dell Online Catalog
- DUP Dependencies
- Creating repository
- Using FileStore to save disk space in system drive (C: Drive)
- Searching the Dell Support Site for updates
- Export updates to LightWeight Deployment Package
- Updating the local repository
- Creating Bootable CD or USB Keys for updates
- Creating a custom repository using Dell OpenManage Essentials
- Launching DRM using command line options
- Launching DRM using command line options from client
- Creating an update repository using Dell OpenManage Integration for VMware vCenter Inventory
- Using Repository Manager in client mode to Create and Manage Components

Difference between Schedule Automatic Search and Schedule Repository Search

Both Schedule Repository Search and Schedule Automatic Search assist with identifying newer updates by searching on a scheduled cadence that you determine. When new updates are identified, an email notification is generated and the updates are placed into a repository.

Schedule Repository Search:

Schedule Repository Search, searches for only updates that are newer than what you have in the selected Repository. When new updates are identified, an email notification can be sent. If the option to replace old files with new files is selected, then the old file is replaced in the respective bundles of the repository, and an archive bundle is created so you have access to the older files if they are needed.

Schedule Automatic Search:

Schedule Automatic Search provides a means of identifying updates; however the search results is based upon a range of filters. When new updates are identified, they are placed in a new repository, from there they can be moved into another repository and related bundle. Schedule Automatic Search allows for the identification of files that are in non-DUP format.

Downloading the updates for the systems, which are not there in the Dell Online Catalog

Currently, the Dell Online Catalog does not contain updates for systems that are not listed on FTP Catalog or Dell Online Catalog. You can download the updates for those unlisted systems, using the Dell Repository Manager.

For example, to download the updates for Dell PowerVault MD3420, which is not listed in the Catalog, do the following:

1. In the **Dell Repository Manager** window, click **Search Dell Support Site**.
   The **Search Dell Support Site** window appears.
2. Under **Brand** options, select **Powervault** from the drop-down list.
3. In the **Models** box, select **Powervault MD3420**. Click **add>>** and then Click **Search**.
   Search for latest updates dialog box appears, that leads to **Search Results** window and it displays all the updates for PowerVault available at Dell Support Site.
4. Select the required updates using the category filters **File format** or **Update type**. The available options in **File format** filter are:

   The available options in **Update type** filter are:

   ● **Windows 32-bit**

   ● **Windows 64-bit**

   ● **Linux(32-bit & 64-bit)**

   You can select the update using the category **Update type**;

   ● **BIOS**

   ● **Firmware**

   ● **Driver**

   ● **Application**

   ● **Utilities**

   ● **Others**

5. After selecting the required updates, select the **Powervault MD3420** check box, and click **Export**.
   The **Export to Repository** dialog box is displayed.
6. Under **Repository Export** option, select one of the following;

   ● **Select one or more repositories to export to**: To select a repository from the existing list.

   ● **Export Updates to a new repository**: To create a new repository. In the **Export to a new repository** dialog box, enter the details in the **Name & Description** text box.

     After you select this option, **Export to a new repository** dialog box appears. Type the **Name & Description** to create the new Repository.

7. Click **Ok**.
   A new job **(Support File Export)** is created in the **Job Queue**. To view the progress, click **Job Queue**.

   (i) **NOTE:** After the job is successfully completed, you can see the updates in the relevant repository.

DUP Dependencies

DRM 1.9 onwards, DRM supports DUP Dependency. This feature articulates the relationship between two different DUPs. SUU enables certain rules and submissions to determine if a set of conditions or requirements are met. These conditions or requirements are called dependencies. Dependency exists when a DUP of a particular kind has a dependence on additional DUP for further execution. This helps the users to determine, which DUP to install first and which one to follow. There are two types of dependencies: Hard Dependency and Soft Dependency.

- Hard Dependency — Dependency that must be applied in order to be able to apply the update.
- Soft Dependency — Dependency that needs to be applied in order to use certain new features coming with the update.

(i) **NOTE:** In certain scenarios, for a complete update or upgrade, you must install two and more DUPs. It is possible that for individual DUPs, you are forced to restart the system, to realize the impact of other installed DUPs.

- When you update a component, if the dependent component is a pre-requisite and it needs a reboot, it is recommended to reboot the system to update the remaining components.
- When you import components using Import option, if the component has a missing dependency a warning message is displayed informing you about the missing dependency.
- When you select the Export option, the pre-requisite components are downloaded and copied to the output location.
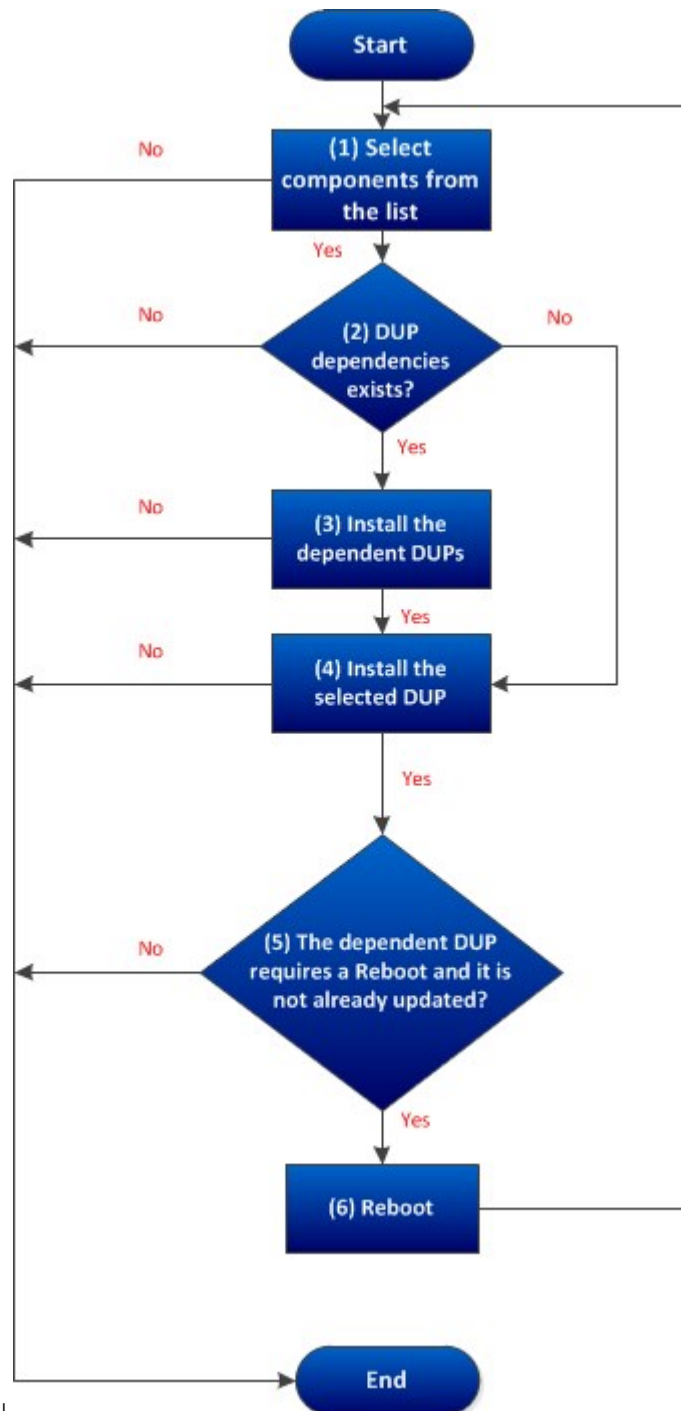
The following flow chart describes the process in detail.

Creating repository

DRM enables you to create a repository of components that allows you to deploy multiple updates in one instance.

Creating a manual repository

Starting DRM 1.8, you can create a new repository using the Dell Generic Inventory. You can select the repository (Dell Online Catalog, Local Source Repository, or any Custom Repository) which you want to use as a Base repository. You have the option to include additional components while creating a repository using the Dell Generic Inventory. For more information, see Dell Repository Manager Data Center User's Guide.
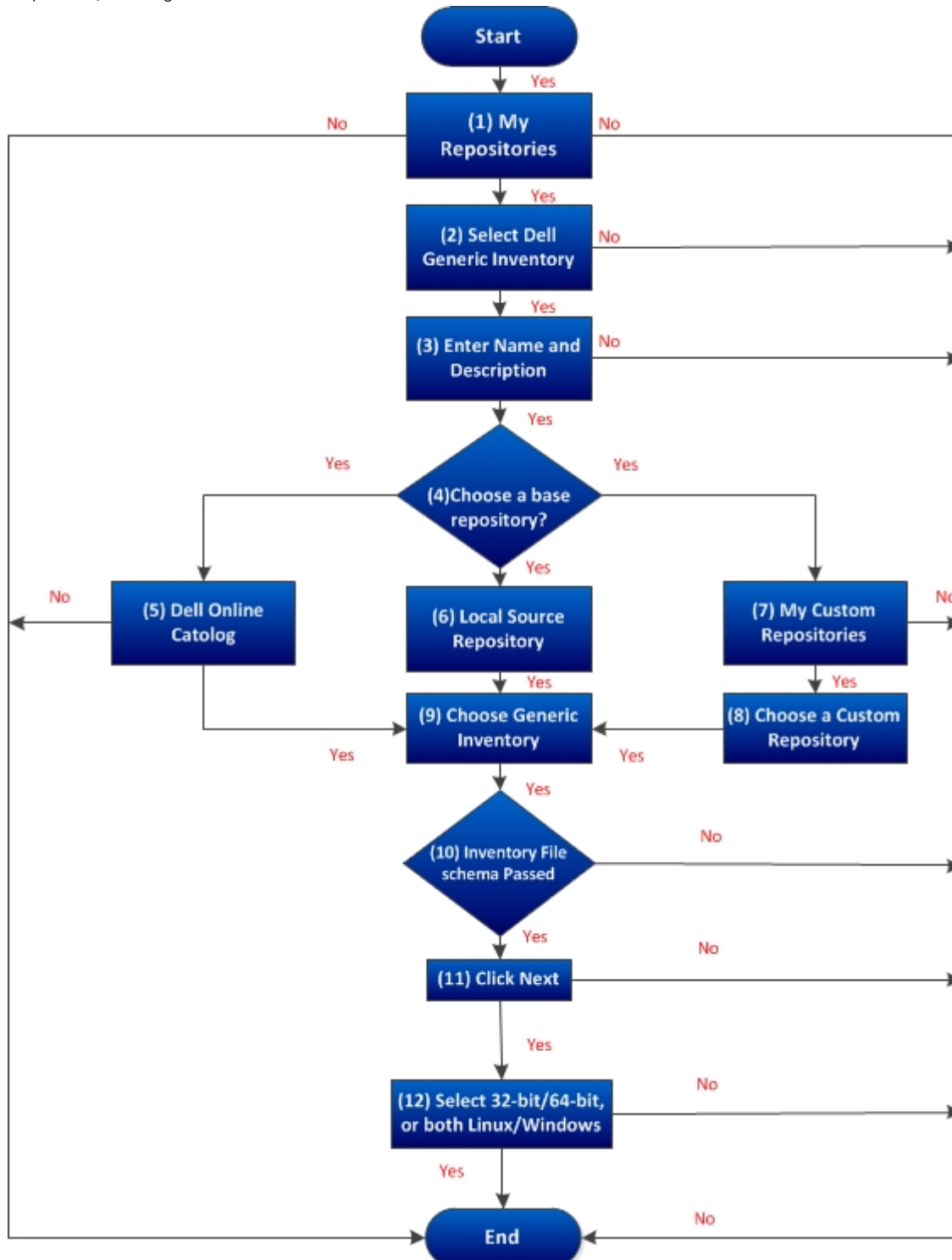
Using FileStore to save disk space in system drive (C: Drive)

Starting DRM 1.6, the configurable FileStore feature helps the user to save disk space on the system hard disk. The default file location for the FileStore is `C:\Users\<User Name>\AppData\Local\RepositoryManager\FileStore`. However, the FileStore can be moved to a different location after DRM is installed on the system.

(i) **NOTE:**

- FileStore cleanup — FileStore cleanup helps you to remove any unused cached files from FileStore location.
- You are restricted from performing any other operations while moving the FileStore from its original location.
- Stop any running jobs before initiating the FileStore movement. You can restart the stopped jobs after the FileStore is moved successfully. DRM starts communicating with the required files from the new location to resume the stopped jobs.
- Moving the FileStore folder from its default location permanently deletes the folder and its contents. However, the data of the default FileStore folder is saved in the new location.
- DRM cannot recover deleted files and folders.

Moving the FileStore folder from the default location to another location in the same drive, another drive, or another computer on the network is recommended. The **Use Default** button moves back the FileStore folder to the default location. For more information on Using FileStore, see *Dell Repository Manager Data Center User's Guide.*

The following flow chart describes the process in detail.

```
                    ┌─────────┐
                    │  Start  │
                    └────┬────┘
                         │
              ╱──────────┴──────────╲            ┌ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ┐
             ╱  (1) Move FileStore   ╲    No      There are running or queued jobs
             ╲  (FS) out of your     ╱─ ─ ─ ─ ─│ in the Job Queue list. Please
              ╲ System (C drive)?   ╱           │ wait for all running jobs to
               ╲──────────┬────────╱             complete before retrying.
                      Yes │                     └ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ┘
                          │
              ╱───────────┴──────╲      Yes    ┌─────────┐
             ╱ (2) Any running    ╲──────────▶│   End   │
             ╲ Jobs?              ╱            └─────────┘
              ╲─────────┬────────╱
                     No │                      ┌ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ┐
                        │                       Original FileStore location does
             ╱──────────┴─────────╲    No      │ not exist or the location is
            ╱ (3) FS moved from its ╲─ ─ ─ ─ ─│ unavailable.
            ╲ original location?    ╱          └ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ┘
             ╲─────────┬──────────╱
                   Yes │                       ┌ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ┐
                       │                        Specified location is not a
            ╱──────────┴─────────╲     No      │ valid folder.
           ╱ (4) New location      ╲─ ─ ─ ─ ─ └ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ┘
           ╲ validated successfully?╱
            ╲─────────┬────────────╱
                  Yes │                        ┌ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ┐
                      │                         New location is same as
            ╱─────────┴────────╲      Yes      │ the old one.
           ╱ (5) New FS same as  ╲─ ─ ─ ─ ─ ─ └ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ┘
           ╲ old?                ╱
            ╲────────┬──────────╱               ┌ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ┐
                  No │                           No write permissions
                     │                          │ for the destination
           ╱─────────┴──────────╲    No         │ location.
          ╱ (6) Write permission  ╲─ ─ ─ ─ ─ ─ └ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ┘
          ╲ is available to the   ╱
           ╲ destination folder? ╱              ┌ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ┐
            ╲────────┬──────────╱                File Store size not
                 Yes │                          │ known.
                     │                          └ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ┘
           ╱─────────┴──────────╲     No
          ╱ (7) Current folder    ╲─ ─ ─ ─ ─ ─
          ╲ size known?           ╱
           ╲────────┬───────────╱               ┌ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ┐
                 Yes │                           Available disk size not
                     │                          │ known.
           ╱─────────┴──────────╲     No        └ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ┘
          ╱ (8) Size of old folder╲─ ─ ─ ─ ─ ─
          ╲ is less than the      ╱
           ╲ downloaded file?    ╱              ┌ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ┐
            ╲────────┬──────────╱                New location is not
                 Yes │                          │ empty. Dell Repository
                     │                           Manager needs blank
           ╱─────────┴──────────╲    No         │ folder for FileStore.
          ╱ (9) New folder is     ╲─ ─ ─ ─ ─ ─ └ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ┘
          ╲ empty?               ╱
           ╲────────┬───────────╱               ┌ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ┐
                 No │                            One of parent folders
                    │                           │ is in use as the actual
           ╱────────┴──────────╲      Yes       │ FileStore folder.
          ╱ (10) Parent file is   ╲─ ─ ─ ─ ─ ─ └ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ┘
          ╲ in use?              ╱
           ╲────────┬───────────╱
                 No │
                    │
           ╱────────┴──────────╲     Cancel
          ╱ (11) FileStore        ╲─ ─ ─ ─ ─ ─
          ╲ movement confirmed?  ╱
           ╲────────┬───────────╱               ┌ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ┐
                 OK │                            The action will permanently delete following
                    │─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─│ folder and its contents. Dell Repository Manager
              ┌─────┴──────┐                     cannot recover deleted files. Are you sure you
              │  Click OK  │                    │ want to continue?
              └─────┬──────┘                    └ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ┘
                    │
              ┌─────┴─────┐                      ┌ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ┐
              │    End    │─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ FileStore moved successfully.
              └───────────┘                      └ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ┘
```

# Searching the Dell Support Site for updates

On DRM 1.6 and later, you can search the Dell support site for the latest catalog files and Dell Update Packages (DUPs) and non DUP packages. These updates can be exported to an existing or a new repository.

You can search the Dell Support Site using the following methods:

● Automated Search
● Manual Search

For more information, see *Dell Repository Manager Data Center User's Guide*.

The following flowchart describes the process of searching the support site:
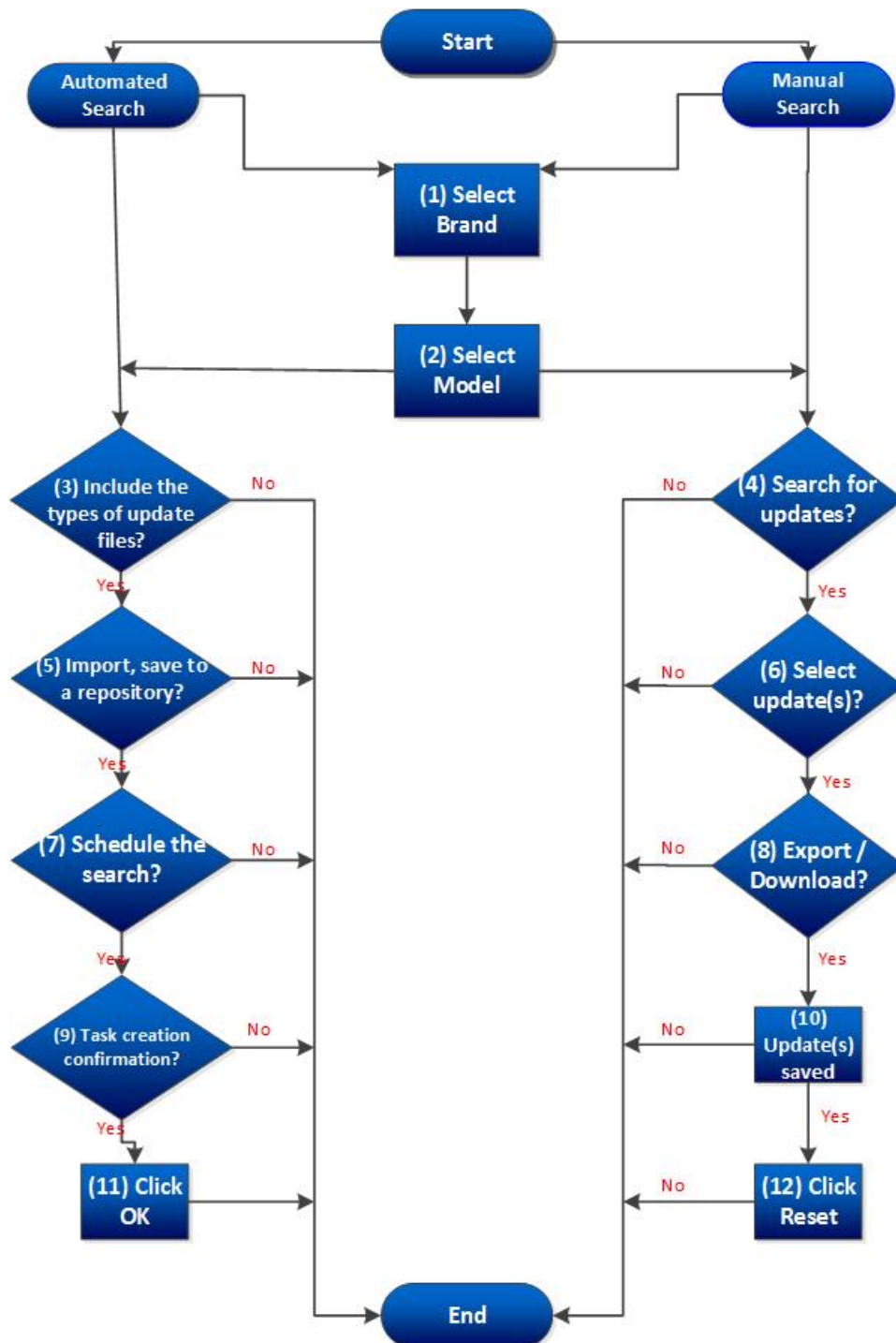
Export updates to LightWeight Deployment Package

LightWeight Deployment Package (LWDP) provides scripts (batch and shell) to apply the updates (DUP) for multiple products in an automated manner. DRM generates the batch file for the user. The file is located in the same folder along with the DUPs. After you copy the LWDP file to the system, it provides necessary updates (drivers, BIOS, and firmware) to the system. The script provided by Dell is used to apply all the updates. For more information, see *Dell Repository Manager Data Center User's Guide*.

The following flowchart describes the process of exporting the updates to a Lightweight Deployment Package.
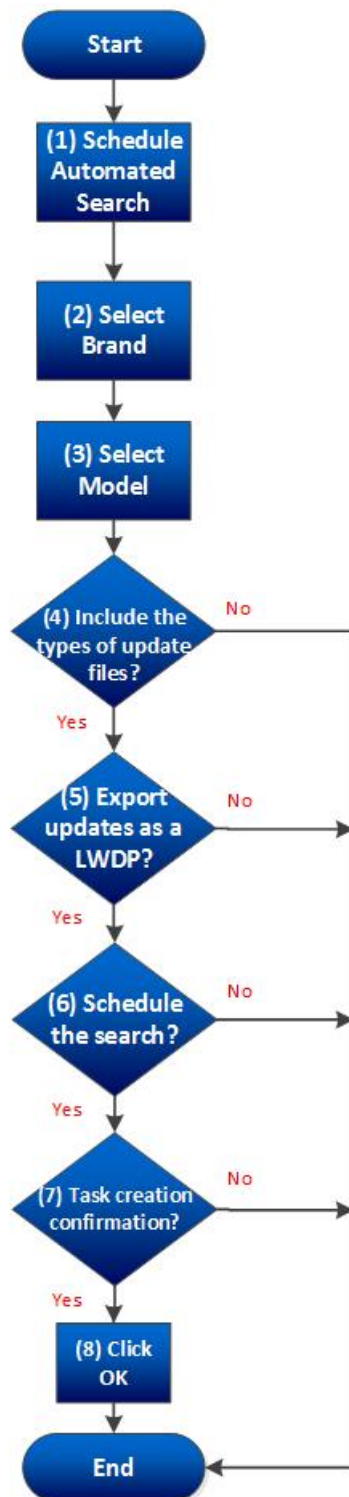
Updating the local repository

The Local Repository can be updated with the latest available updates (DUPs). The selected repository compares against the latest catalog file, which consists the latest available updates. You have the options to update the repository with all the available DUPs for the system. Also, you can choose a specific DUP as per the requirement. Different DUPs exist for newer version, changed files, obsoleted files, and other files in the source screen. These options guide you further to drill down your search to the exact DUP for a system. **Repository Update Report** can be saved to the local system, with the details of the downloaded and installed updates. For more information, see *Dell Repository Manager Data Center User's Guide*.

The following flowchart describes the process of updating the Local Repository.
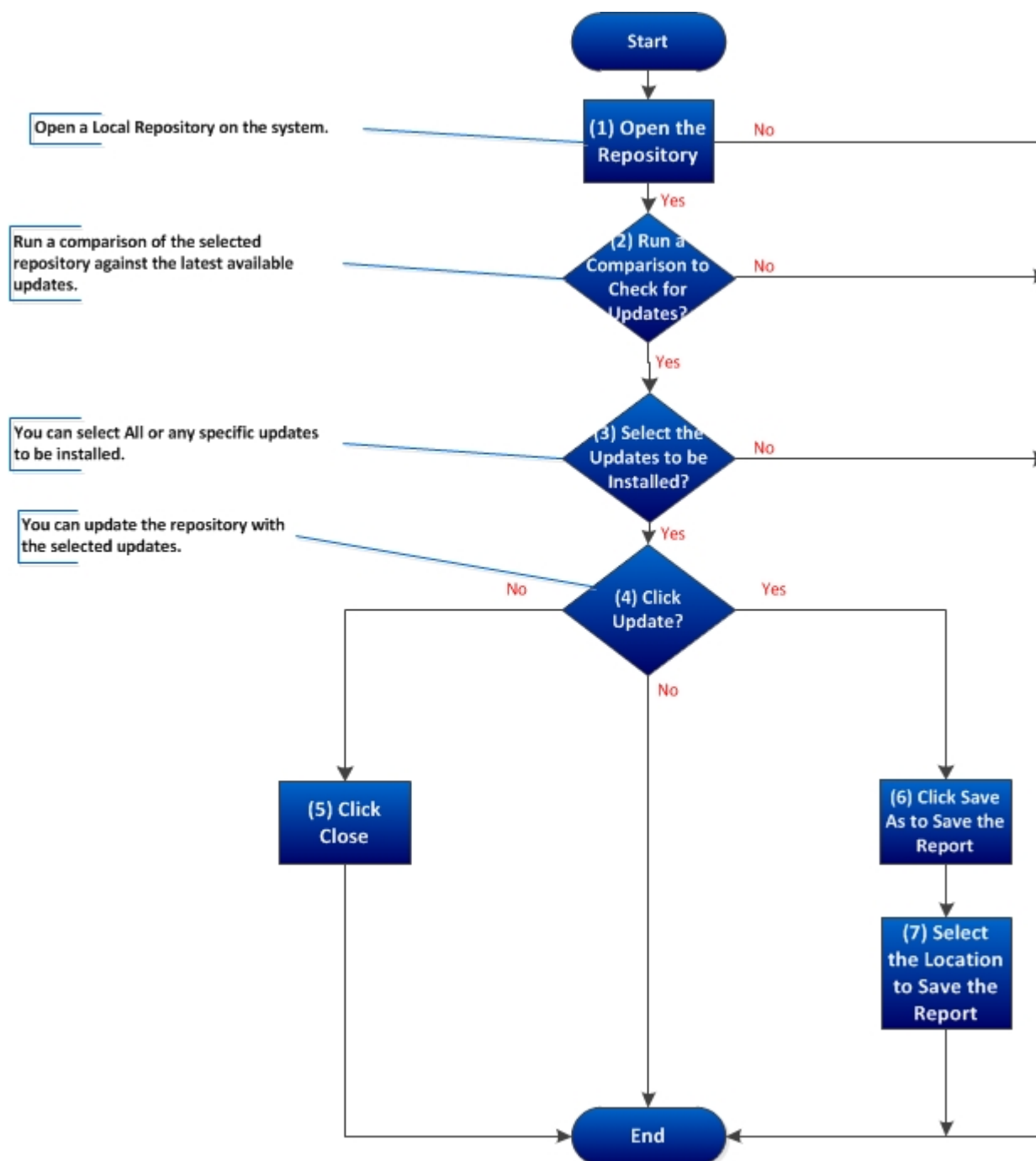
Creating Bootable CD or USB Keys for updates

You can create bootable USB keys for updates, using any third party or free tool. You can start your managed system by the bootable CD or USB storage. After the system starts, it automatically runs the selected updates. After the update is complete, you can remove the CD or USB storage, and reboot the system to your host operating system.

You can use the bootable ISO to apply the updates if:

- You have a server running an operating system that is not supported by Dell Repository Manager, such as Berkeley Software Distribution (BSD), Solaris, or older versions of Microsoft Windows, RedHat Linux or SUSE Linux.
- You are using Linux versions such as Ubuntu or Debian.
- You prefer to perform updates (regardless of OS) in an out-of-band method.

To create bootable USB keys, using the tool - UNetBootln as an example:

1. Download the UNetBootln for Windows available at `http://sourceforge.net/projects/unetbootin/files/UNetbootin/`.
2. Run the Dell Repository Manager and generate the bootable ISO.
3. Start UNetBootln and select the **Diskimage** option.
4. Click **[...]** adjacent to the ISO drop-down and navigate to the ISO created by Dell Repository Manager.
5. Ensure that the type setting is equal to USB drive and the location where you want to download the USB key displays in the drive drop-down.
6. Click **OK** to start the USB writing.
7. After the USB key writing is complete, insert the USB key into a USB port on the system you want to upgrade.
8. Press **<F11>**.
   The boot menu is displayed.
9. Select the USB key as the boot target.
10. Select option 1 in the UNetBootln boot menu to proceed with the component updates.

Creating a custom repository using Dell OpenManage Essentials

OpenManage Essentials (OME) is a hardware management application that provides comprehensive view of the Dell systems, devices, and components in the enterprise's network. With OpenManage Essentials, a web-based and one-to-many systems management application for the Dell systems and other devices, you can:

- Discover and inventory the systems.
- Monitor systems' health.
- View and manage system alerts.
- Perform system updates.
- View hardware inventory and compliance reports.

You can create a local repository using the Dell OpenManage Essentials inventories. For more information, see *Dell Repository Manager Data Center User's Guide*.

The following flow chart describes the process in detail.
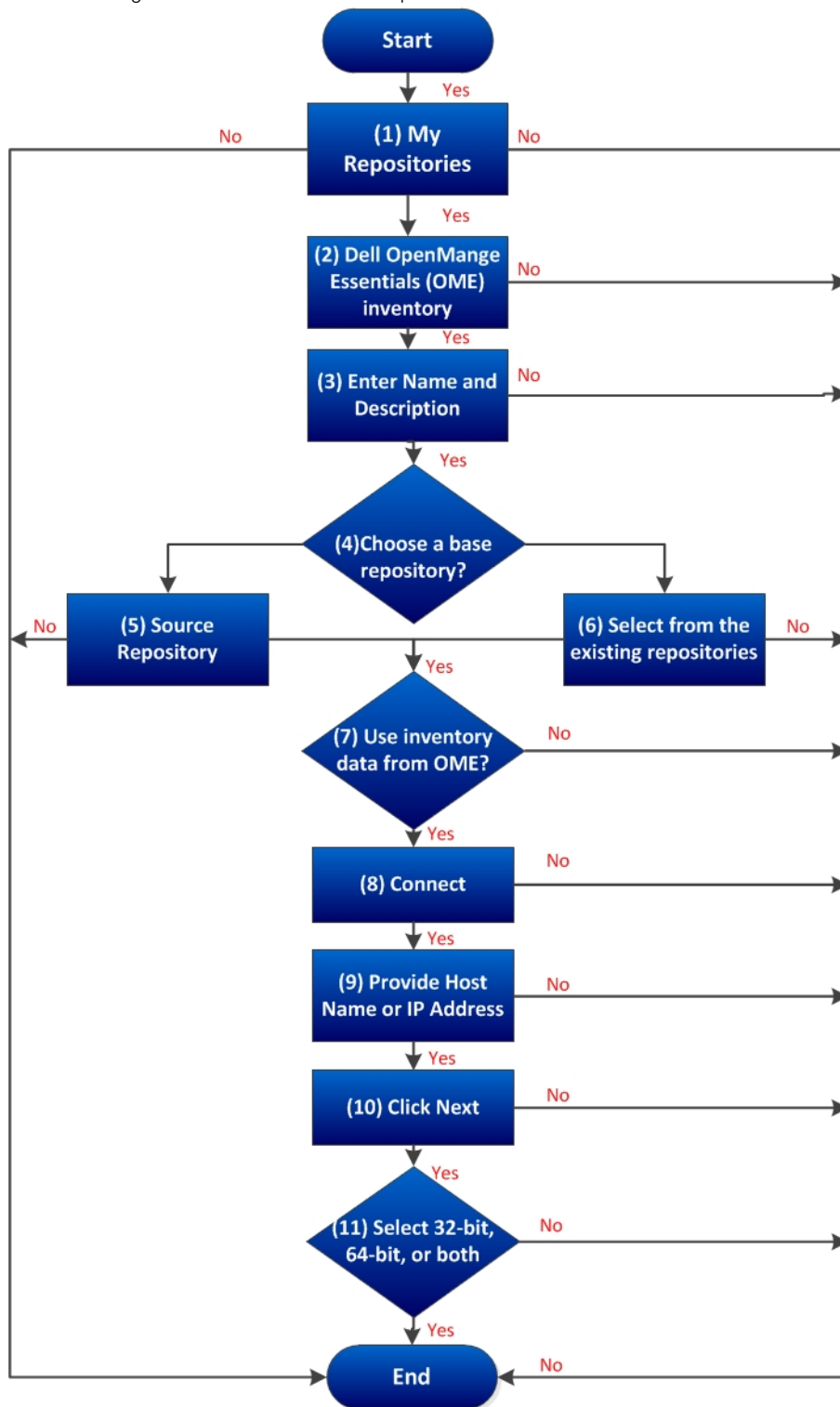
Launching DRM using command line options

Navigate to the location where DRM is installed in the system. By default, for 64–bit DRM is installed at `c:\Program Files (x86)\Dell\Dell Repository Manager`. For 32–bit the DRM is installed at `c:\Program Files\Dell\Dell Repository Manager`. Go to **Start** > **Run**, type **cmd** and press enter.

Run the Dell Repository Manager using the following command:

- `RepositoryManager.exe -server` — Launches the application in Data Center version.

Launching DRM using command line options from client

Navigate to the location where DRM is installed in the system. By default, for 64 bit DRM is installed at `c:\Program Files (x86)\Dell\Dell Repository Manager`. For 32 bit the DRM is installed at `c:\Program Files\Dell\Dell Repository Manager`. Open command prompt. Go to **Start** > **Run**, type **cmd** and press enter.

Run the Dell Repository Manager using the following command:

- `RepositoryManager.exe -client` — Launches the application in Business Client version.

Creating an update repository using Dell OpenManage Integration for VMware vCenter Inventory

1. In the **My Repositories** tab, select **New** > **Dell OpenManage Integration for VMware vCenter inventory**.
   The **Create Repository for Dell OpenManage Integration for VMware vCenter inventory** window is displayed.
2. Type a **Name:** and **Description:** for the repository, and click **Next**.
3. In the **Base Repository** screen, select one of the following options and click **Next**:
   - **Dell Online Catalog** — You can import the bundle(s) and components from the Dell Online Catalog into the repositories you create.
   - **Local Source Repository** — During repository creation, local source is an option/feature, to use a repository or a catalog that is available and maintained locally (can be on any accessible network) as the source repository. This option is available only after providing the catalog present in the Source Repository setting. This is an alternative to Dell Online Catalog.
   - **Previous Catalogs**— Allows you to select the previous Dell catalogs.

     If you select this option, you have to select one of the available catalog groups from the list and click **Next**.

     The **Select Archived Catalog** window is displayed. Select any of the catalogs from the available list, and then click **Next**.

   - **My Repositories** — Allows you to select an existing repository as the base repository.

   The **Connect to vCenter** window is displayed.

4. Type the **Dell Virtual Appliance IP or Host:** and click **Check**, to check for the availability.
   Getting **Availability of Dell Management Appliance** window is displayed while checking the availability of Dell Management Virtual Appliance.
5. Use the **VMware vCenter Credentials** to get inventory data from a specific vCenter Server.
   The available options are:
   - **Appliance Administrator Password:**
   - **Reqistered vCenter Server IP or Host:**
   - **vCenter Server Username:**
   - **vCenter Server Password:**

   (i) **NOTE:** Based on the version of the Dell virtual appliance, you may have to enter the Dell Management Appliance administrator password. If this box is grayed out, the password is not required.

6. Click **Connect**.
   The **Please wait while getting inventory from Dell Management Appliance...** window is displayed while getting list of systems. It may take several minutes to complete this process. The **System name** and **Model** appears once the inventory is available.

   (i) **NOTE:** You can **Reset** the configuration at any point of time to change the vCenter server.

   (i) **NOTE:** There may be a Security Warning if the certificate has issues. Click **Yes**, if the source is trusted. You have the option to reject (**No**) or **View Certificate** details.

7. Select one of the following options, and click **Next** to continue.
   The available options are:

- **Latest updates for all devices** — Creates a repository where all the listed systems fetch their corresponding updates.
- **Latest updates for only out-of-date devices** — Creates a repository and update only the out-of-date components.

(i) **NOTE:** Click **Resync** to retrieve the updated inventory data, if you have modified or removed certain systems from the systems managed by **Dell Management Virtual Appliance Host**.

8. Click **Next** click **Cancel** to exit without making any changes.
   The **Summary** window is displayed. Select the options you want to include in the repository:

   - Windows x32 Bundles and Components
   - Windows x64 Bundles and Components

   The **Please wait...** dialog box appears while creating the new repository.

9. Verify the summary and click **Finish**.
   The **Results** window is displayed listing the total new bundles and components.

10. Click **Close** to exit.

Using Repository Manager in client mode to Create and Manage Components

1. In the **My Repositories** tab select the specific repository, and click **Open**.
2. In the **Components** tab, you can perform the following tasks:

   - Import components — This is applicable to local repositories only.
   - Delete components
   - Download files (components)
   - Copy components
   - View component properties

Frequently asked questions

This section lists some frequently asked questions about Dell Repository Manager.

While copying DUPs to a new repository immediately after creating a new repository, unspecified supported platforms message is displayed. What do i do now?

Immediately after creating a New Repository, if you use **Copy To** option to duplicate bundle(s) from the newly created repository to another new repository; you may encounter some data loss.

To avoid this situation, close the newly created repository and open it from **My Repositories** before choosing **Copy To** option to duplicate bundle(s).

Where is the Dell Repository Manager runtime log located?

Dell Repository Manager creates two log files at runtime:

- `DellRepositoryManager_Server.svclog/.log` — Data Center Version
- `DellRepositoryManager_Client.svclog/.log` — Business Client Version

The log file is located at `C:\Users\<user name>\AppData\ Local\RepositoryManager\Log`.

I see an update present in www.dell.com/support but when I install the repository from ftp.dell.com using the Dell Repository Manager, I do not see that update.

The Dell online repository, which is supported by Dell OpenManage, is released monthly and is qualified by the Dell testing process. Occasionally, updates may be available on www.dell.com/support before the contents of the repository on www.dell.com/support are updated. The new www.dell.com/support feature of Dell Repository Manager can search the latest update(s) from the Dell support site. You can use Dell Repository Manager to add the new updates into your repository.

How do I view the unassigned components in a repository?

1. Select a repository and click the **Components** tab.
2. From the **Display from bundles** drop-down list, select **Unassigned Components**. The Dell Repository Manager displays the unassigned components.

   (i) **NOTE:**

   The **Unassigned Components** option is not displayed if the repository does not have any unassigned components.

How do I edit the search criteria of the filter that I created?

In the left pane of Dell Repository Manager, select the filter criteria from **Filter <Bundles/Components> by:** list: You can edit the filter criteria for these features or specify new criteria.

Can the Dell Repository Manager be run through a Proxy Server?

Yes, install Dell Repository Manager inside the firewall and connect to a catalog located outside the firewall (ftp.dell.com or a local repository) through a proxy server. You can use the proxy server settings of Internet Explorer. If the proxy settings for Internet Explorer are not working, the proxy can be set in DRM. You can then use Dell Repository Manager to customize the catalog as per the requirement and store the customized catalog inside the firewall.

Why should I use the Dell Repository Manager to create the catalog that LifeCycle Controller uses, instead of just using the catalog on the Server Update Utility (SUU)?

Since, SUU supports Dell systems from Dell PowerEdge 8th generation systems to the most current systems, the catalog size on SUU is greater (over 7 GB), than the catalog size on the Dell Repository Manager. In the Dell Repository Manager you can select the systems that you want to manage, thereby decreasing the catalog size (PowerEdge R710 = 729 MB).

When I select Schedule Automatic Search, there is a pop-window that appears with the following message: `Dell Repository Manager Fatal UI, Error: Dell Repository Manager has encountered an error.`

DRM creates a Windows Scheduler task behind the scenes to perform automatic search of the Dell update files. The error can occur when you open the **Schedule Automatic Search** screen and the **Start Date** is set in the past. You can change the **Start Date** on the **Windows Task** to a future date.

1. Launch **Windows Task Scheduler** from **Programs Menu**.
2. Navigate and click on the **Task Scheduler library** node on the left pane.
3. Search for `DellRepositoryManagerDataCenterVersion-FindNewUpdates-...` task. This is a Windows tasks that is created by DRM.
4. Click **Properties**.
5. Select the **Triggers** tab.
6. Search for the trigger that you specified using DRM. Edit this trigger and change the **Start** date to a future time.
7. Once the **Start** date has changed, re-launch DRM to make any changes to **Automatic Search**.

If I export a bundle using Export to light weight deployment scripts, am I going to re-download the DUPs which are already in my system?

Whenever a DUP is downloaded, it is stored locally in a file system `[%localappdata%\RepositoryManager\FileStore]` location. It is not stored using the DUP file name in that location, hence it is not traceable with the exact DUP names. For further use of the DUPs, DRM fetches them from this location and will NOT re-download.

How to edit the '.sh' file in Linux deployment script bundle? Is there any recommended tool to edit this file?

Notepad++ is the best editor for editing files especially which are Linux based ones on a Windows OS. If it is on a Linux OS, vi editor is recommended.

Why am I seeing **Error parsing inventory data from file** error message while creating the new repository for CMC Inventory?

There can be three different scenarios, where user encounters with this error message:

1. If the user does not have the proper administrative rights, DRM does not fetches the files from the CMC folder. The error message is displayed. This error blocks the new repository creation process.
2. If the inventory file is stored in any of the network share, and if DRM is not able to connect to that particular network share this error is displayed.
3. If the inventory file is in read-only format, DRM fails to fetch those files and the error message is displayed, the repository creation process fails.

While using OME, why is the component getting updated when it is removed from a particular bundle?

OME uses all the components that are within a Repository, it does not organize the updates by Bundles. To insure that the Repository used by OME does not contain the update be sure to select the **Remove from Repository** option when deleting an update. In case, if you are using the catalog created by DRM with OME, OME does not recognize the bundles separately, it just recognizes the entire catalog as one single file. This is how OME works. At any time, if you remove a component from the OME bundle but not from the Repository then OME contemplates that the components is still there and compares it against the available updates.

The database is corrupted or invalid. How do I fix this?

To fix the database:

1. Remove the corrupted database before you recreate a new database. Navigate to `%localappdata%\RepositoryManager\Database\RepositoryManager.sdf` to delete the database.
2. After the database is removed, restart the Dell Repository Manager.

   A new database is created.