

Dell Repository Manager Version 1.8 Troubleshooting 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.

© 2013 Dell Inc. All Rights Reserved.

Trademarks used in this text: Dell™, the Dell logo, Dell Boomi™, Dell Precision™, OptiPlex™, Latitude™, PowerEdge™, PowerVault™, PowerConnect™, OpenManage™, EqualLogic™, Compellent™, KACE™, FlexAddress™, Force10™, Venue™ and Vostro™ are trademarks of Dell Inc. Intel®, Pentium®, Xeon®, Core® and Celeron® are registered trademarks of Intel Corporation in the U.S. and other countries. AMD® is a registered trademark and AMD Opteron™, AMD Phenom™ and AMD Sempron™ are trademarks of Advanced Micro Devices, Inc. Microsoft®, Windows®, Windows Server®, Internet Explorer®, MS-DOS®, Windows Vista® and Active Directory® are either trademarks or registered trademarks of Microsoft Corporation in the United States and/or other countries. Red Hat® and Red Hat® Enterprise Linux® are registered trademarks of Red Hat, Inc. in the United States and/or other countries. Novell® and SUSE® are registered trademarks of Novell Inc. in the United States and other countries. Oracle® is a registered trademark of Oracle Corporation and/or its affiliates. Citrix®, Xen®, XenServer® and XenMotion® are either registered trademarks or trademarks of Citrix Systems, Inc. in the United States and/or other countries. VMware®, vMotion®, vCenter®, vCenter SRM™ and vSphere® are registered trademarks or trademarks of VMware, Inc. in the United States or other countries. IBM® is a registered trademark of International Business Machines Corporation.

2013 - 12

Rev. A00

Contents

1 Overview.....	5
What Is New In This Release.....	5
Accessing Documents From Dell Support Site.....	5
Other Documents You May Need.....	6
2 User Scenarios.....	7
Creating Repository with M1000e Chassis Inventory.....	7
Creating A Repository using Dell Generic Inventory.....	9
Using FileStore Save Disk Space In System Drive (C: Drive).....	11
Searching The Dell Support Site For Updates.....	13
Export Updates To Lightweight Deployment Package.....	14
Updating The Local Repository.....	16
Creating Bootable CD or USB Keys For Updates.....	17
Creating A Custom Repository Using Dell OpenManage Essentials.....	18
Launching DRM Using Command Line Options.....	20
Launching DRM Using Command Line Options From Client.....	20
Creating An Update Repository Using Dell OpenManage Integration for VMware vCenter inventory.....	20
Using Repository Manager in Client Mode to Create and Manage Components.....	21
3 Frequently Asked Questions.....	23
Where is the Dell Repository Manager runtime log located?.....	23
I see an update present in dell.com/support but when I install the repository from ftp.dell.com using the Dell Repository Manager, I do not see that update.....	23
How do I view the unassigned components in a repository?.....	23
How do I edit the search criteria of the filter that I created?.....	23
Can the Dell Repository Manager be run through a Proxy Server?.....	24
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)?.....	24
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.....	24
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?	24

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 and 64-bits) and Linux Operating System
- Generate comparison reports and update baselines of custom repositories

The customized bundles and repositories are made up of 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, raw driver packs, deployment scripts, or Server Update Utilities (SUU).

Dell Repository Manager can run in two modes — Data Center version and Business Client version. The Data Center version manages repositories for Dell servers and storage systems. The Business Client version manages repositories for Dell Precision Workstations, Dell Inspiron, or Dell Optiplex systems. For more information on Dell Repository Manager, see *Dell Repository Manager User's Guide* at dell.com/openmanagemanuals.



NOTE: Dell Repository Manager can only be installed on systems running the Microsoft Windows operating system.

What Is New In This Release

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

- Repository Manager accepts inventory from modular chassis - M1000e.
- Improved Generic inventory integration.
- Search and select updates from Dell site and export as a Lightweight Deployment Package.
- Use Dell online catalog and any local catalog at the same time as a base repository. Earlier, the option was to use Dell catalog file or local catalog file separately as a base repository.
- E-mail log files.
- Easy access to log files and release notes.
- Keyword search on the results coming from the Dell support site.

Accessing Documents From Dell Support Site

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

- From the following links:
 - For all Systems Management documents — dell.com/softwaresecuritymanuals
 - For Enterprise Systems Management documents — dell.com/openmanagemanuals
 - For Remote Enterprise Systems Management documents — dell.com/esmmanuals
 - For Serviceability Tools documents — dell.com/serviceabilitytools
 - For Client Systems Management documents — dell.com/OMConnectionsClient
 - For OpenManage Connections Enterprise Systems Management documents — dell.com/OMConnectionsEnterpriseSystemsManagement
 - For OpenManage Connections Client Systems Management documents — dell.com/OMConnectionsClient
- From Dell Support site as follows:
 - Go to dell.com/support/manuals.
 - In the **Tell us about your Dell system** section, under **No**, select **Choose from a list of all Dell products** and click **Continue**.
 - In the **Select your product type** section, click **Software and Security**.
 - In the **Choose your Dell Software** section, click the required link from the following:
 - * **Client System Management**
 - * **Enterprise System Management**
 - * **Remote Enterprise System Management**
 - * **Serviceability Tools**
 - To view the document, click the required product version.
- Using search engines as follows:
 - 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

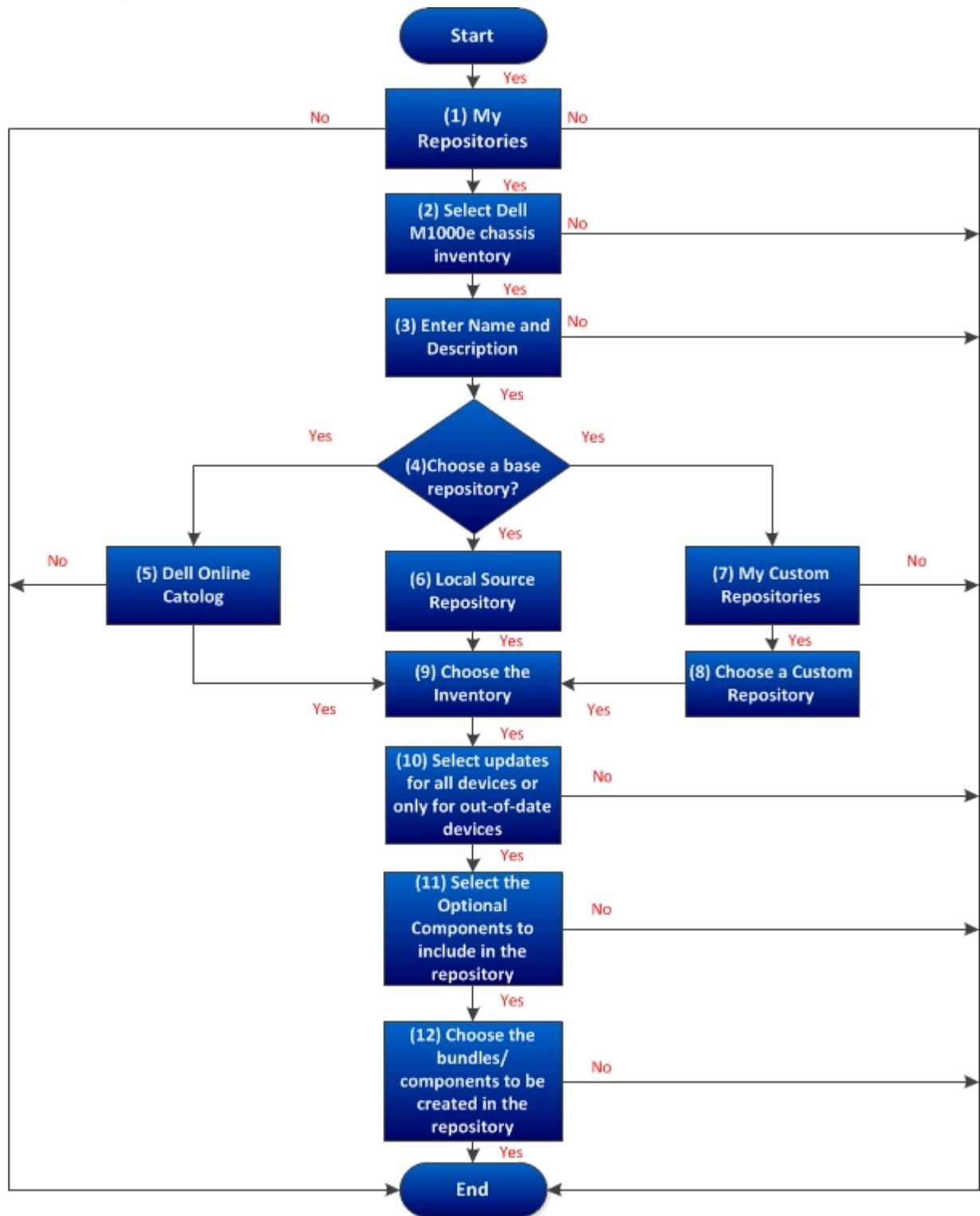
This section describes the various features of the Dell Repository Manager (DRM) and the user scenarios.

- [Creating Generic Repository](#)
- [Creating Repository with M1000e Chassis Inventory](#)
- [Using FileStore 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](#)
- [Launching DRM Using Command Line Options](#)
- [Creating A Custom Repository Using Dell OpenManage Essentials](#)
- [Creating An Update Repository Using Dell Management Plug-In For VMware vCenter](#)

Creating Repository with M1000e Chassis Inventory

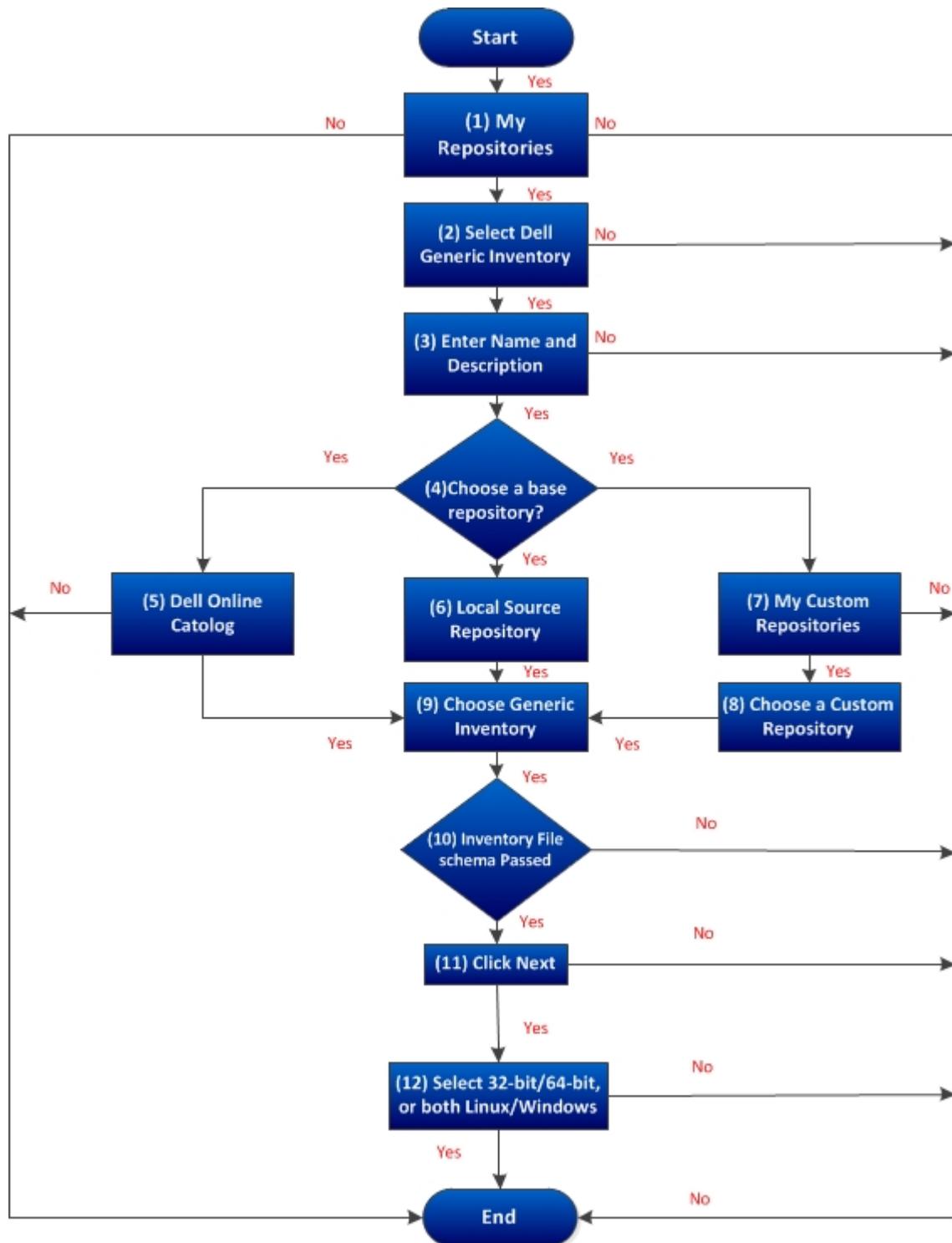
Starting DRM 1.8, you can create a new repository using M1000e chassis inventory. You can choose the repository (Dell Online Catalog, Local Source Repository, or any Custom Repository) which you wish to use as a Base repository. You have the option to include additional components in the M1000e repository using DRM. For more information, see *Dell Repository Manager Data Center User's Guide*.

The following flow chart describes the process in detail.



Creating A Repository using Dell Generic Inventory

Starting DRM 1.8, you can create a new repository using the Dell Generic Inventory. You can choose 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



Using FileStore Save Disk Space In System Drive (C: Drive)

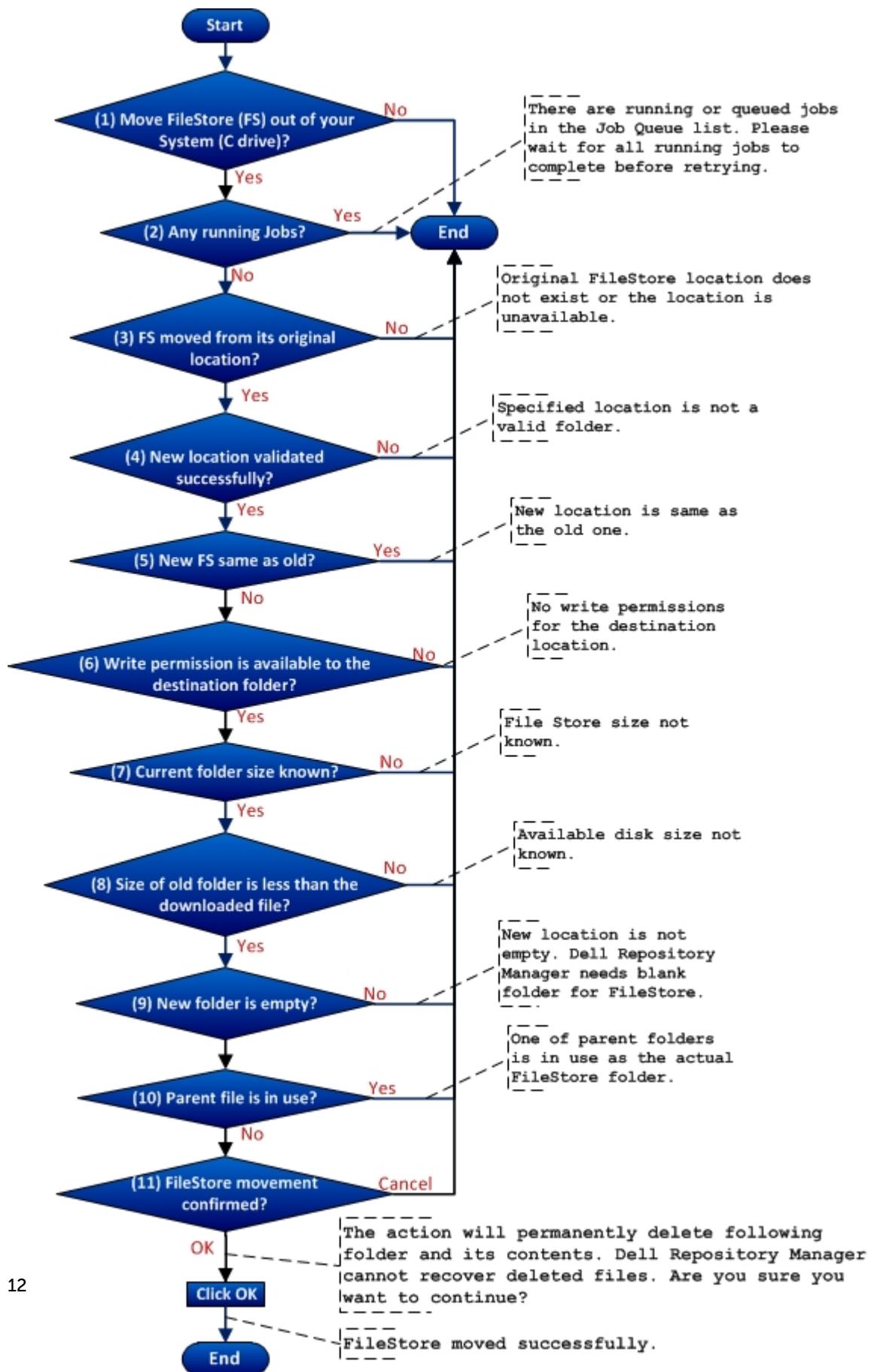
Starting DRM 1.6, the configurable FileStore feature helps the user to save disk space on the system hard disk. The default file location for the FileStore is **C:\Users\\AppData\Local\RepositoryManager\FileStore**. However, the FileStore can be moved to a different location after DRM is installed on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

NOTE:

- 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 once 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.



Searching The Dell Support Site For Updates

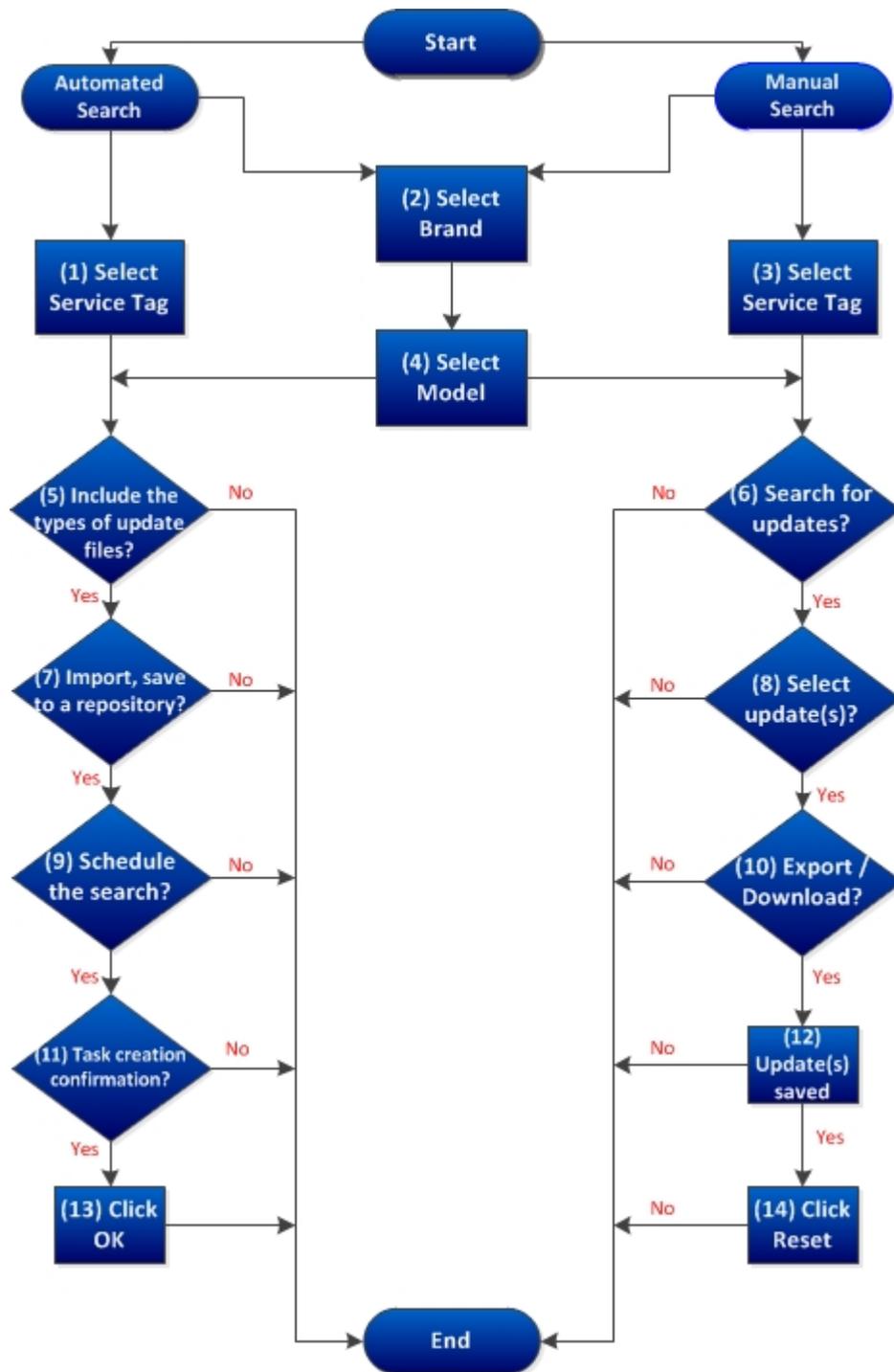
On DRM 1.6 and later, you can search the Dell support site for the latest catalog files and Dell Update Packages (DUPs) and non DUP packages. These updates can be exported to an existing or a new repository.

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:

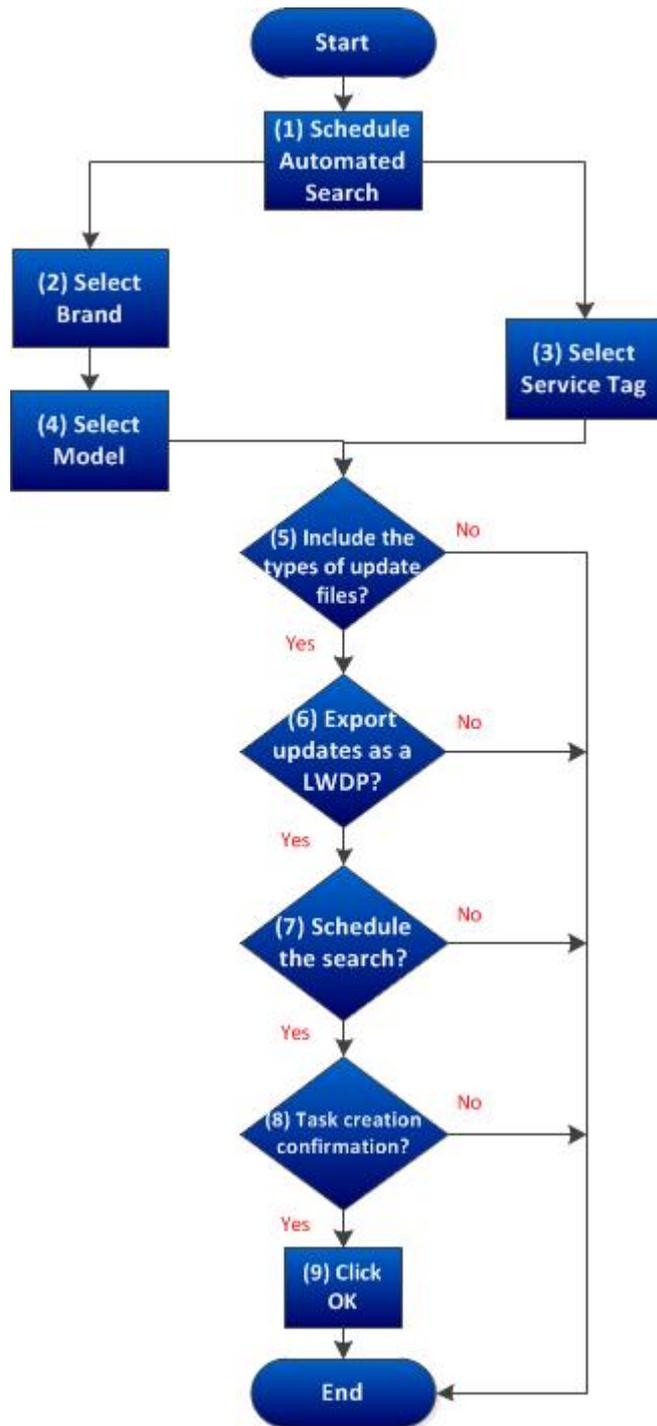


Export Updates To Lightweight Deployment Package

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*.

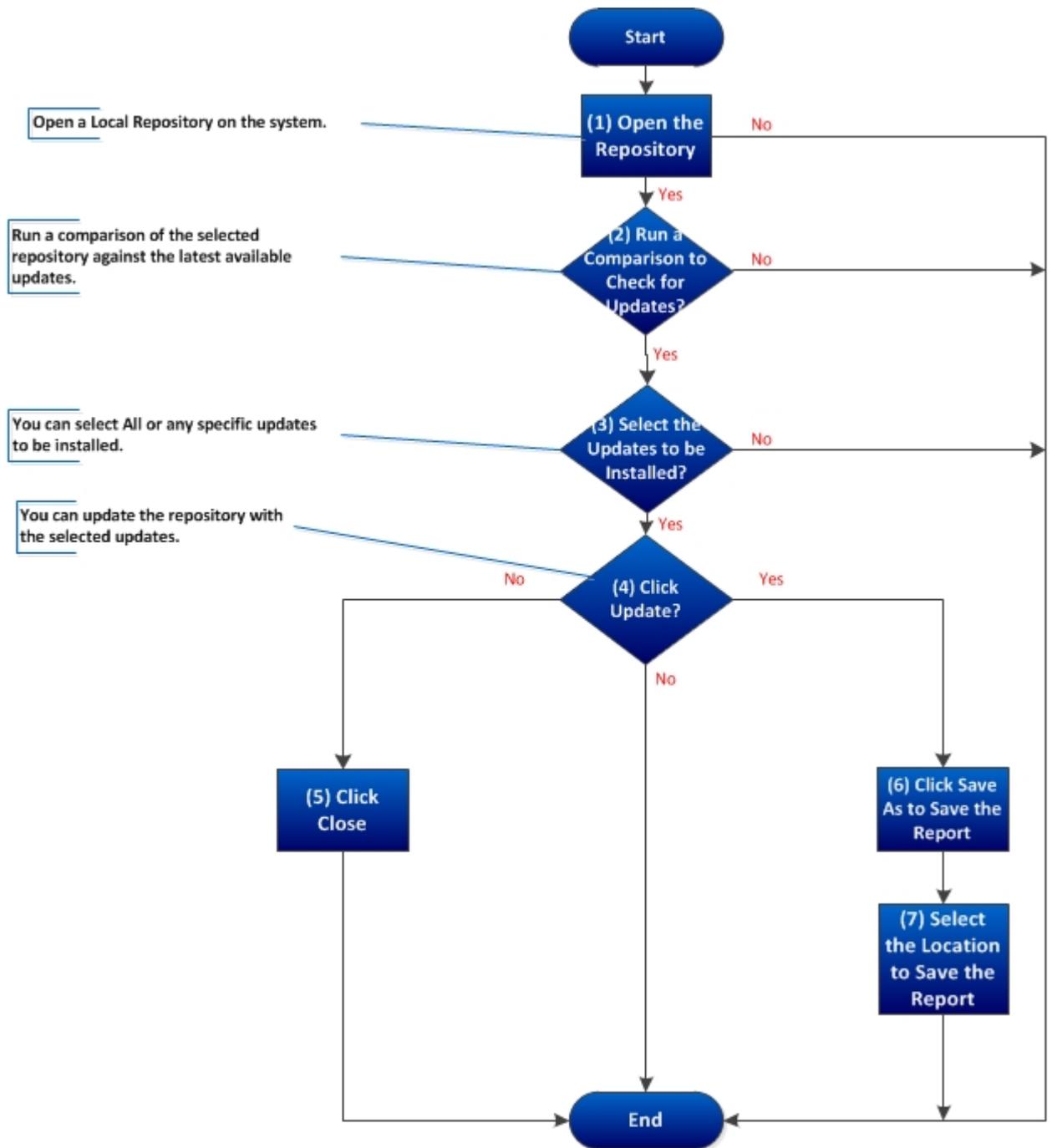
The following flowchart describes the process of exporting the updates to a Lightweight Deployment Package.



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 - UNetBootIn as an example:

1. Download the UNetBootIn for Windows available at <http://sourceforge.net/projects/unetbootin/files/UNetbootin/>.
2. Run the Dell Repository Manager and generate the bootable ISO.
3. Start UNetBootIn 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 UNetBootIn boot menu to proceed with the component updates.

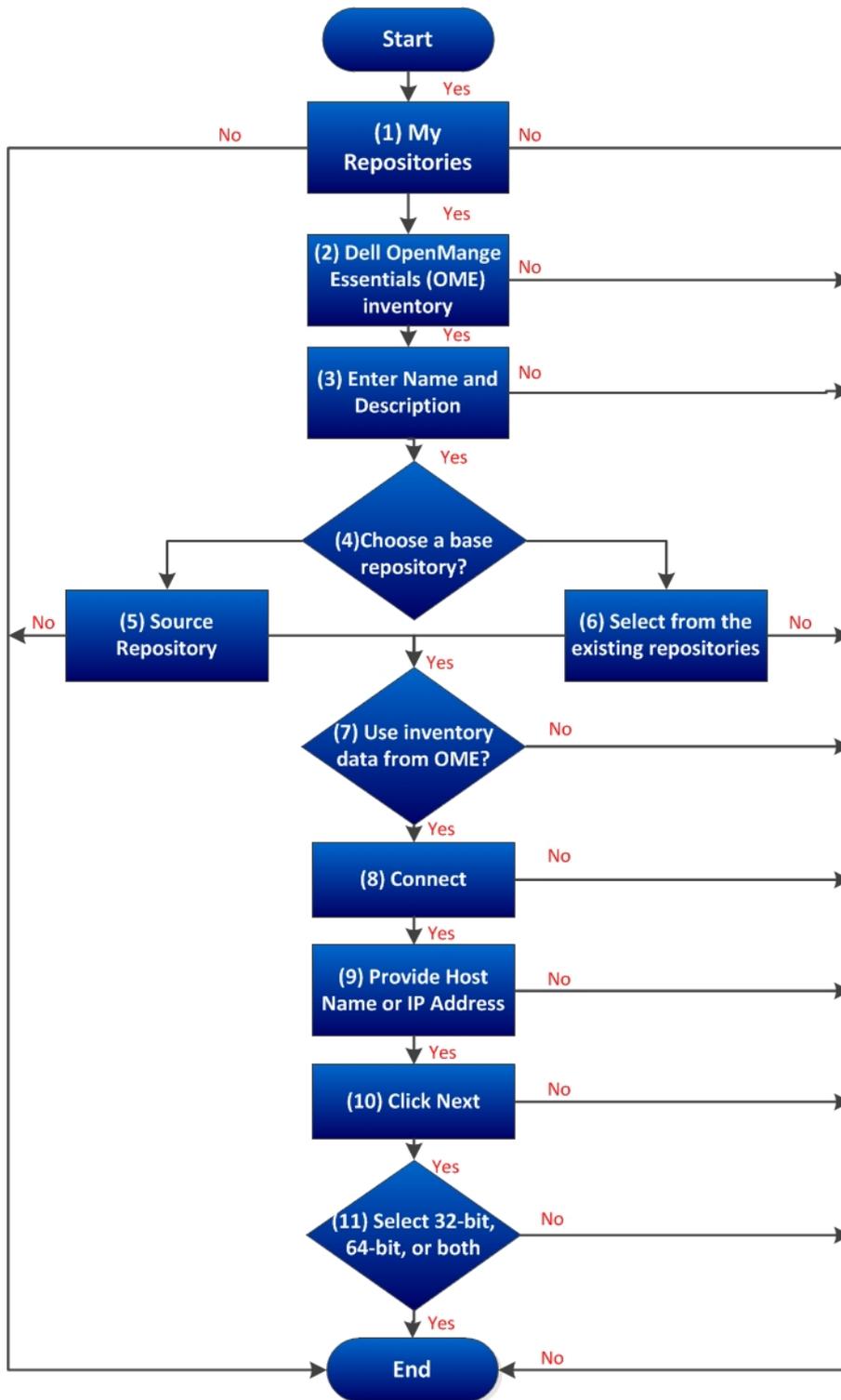
Creating A Custom Repository Using Dell OpenManage Essentials

OpenManage Essentials (OME) is a hardware management application that provides comprehensive view of Dell systems, devices, and components in the enterprise's network. With OpenManage Essentials, a web-based and one-to-many systems management application for 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 v1.8.0`. For 32-bit the DRM is installed at `c:\Program Files\Dell\Dell Repository Manager v1.8.0`. 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 v1.8.0`. For 32 bit the DRM is installed at `c:\Program Files\Dell\Dell Repository Manager v1.8.0`. 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.
 - **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:**
 - **Registered vCenter Server IP or Host:**

- **vCenter Server Username:**
- **vCenter Server Password:**

 **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.

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

 **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.

 **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.

Where is the Dell Repository Manager runtime log located?

Dell Repository Manager creates two log files at runtime:

- **DellRepositoryManager_Server.svclog** — Data Center Version
- **DellRepositoryManager_Client.svclog** — Business Client Version

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

I see an update present in 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 dell.com/support before the contents of the repository on ftp.dell.com are updated. The new 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.



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.