

**Dell Client Management Pack Version 5.0 For
Microsoft System Center Operations Manager And
Microsoft System Center Essentials
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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Introduction

This guide provides instructions to install the Dell Client Management Pack version 5.0 for Microsoft System Center 2012 SP1 Operations Manager, System Center 2012 Operations Manager, System Center Operations Manager 2007 R2, and System Center Essentials (SCE) 2010.

 **NOTE:** All references to OpsMgr in this guide are applicable to Microsoft System Center 2012 SP1 Operations Manager, System Center 2012 Operations Manager, System Center Operations Manager 2007 R2, and System Center Essentials 2010, unless otherwise specified.

Prerequisites


This section lists the requirements to install and use the Dell Client Management Pack version 5.0.

Management System Requirements

- OpsMgr 2012 SP1, OpsMgr 2012, OpsMgr 2007 R2, or SCE 2010 to support the Dell Client Management Pack.
- Microsoft .NET version 3.5 or later to install OpsMgr.
- Administrator access to install OpsMgr and to import the Dell Client Management Pack.

Managed System Requirements

- Install Dell OpenManage Client Instrumentation (OMCI) version 8.0 or above on all Dell managed systems. For more information on installing OMCI on your managed systems, see *OMCI Installation Guide* at support.dell.com/manuals.
- 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, ensure the OpsMgr Management Server Action account has administrator privileges on all Dell managed systems.
- The minimum supported version for this release of the Client Management Pack is OMCI 8.0.

 **NOTE:** It is recommended that you install the latest version of OMCI (8.1.1). You can download the latest version of OMCI from support.dell.com.

Contents Of The Management Pack

The Dell Client Management Pack version 5.0 (**Dell.WindowsClient.mp**) is a standalone management pack with a base folder utility. It is packaged in a self extracting executable file (**Dell_Client_Management_Pack_v5.0_A00.exe**) that contains:


- **Dell.Connections.HardwareLibrary.mp** — Base Folder Utility 4.0
- **Dell.WindowsClient.mp** — Dell Client Management Pack 5.0
- **DellMPv5.0_Client_Readme.txt** — Readme File
- **DellMPv5.0_Client_IG.pdf** — Installation Guide

 **NOTE:** The **Dell_Client_Management_Pack_v5.0_A00.exe** file is also available at support.dell.com.


Configuring The Management Server Action Account With Normal User Privileges

To configure the Management Server Action Account with normal user privileges:

1. Install OpsMgr on the management server with the Management Server Action Account as a Domain user (non Domain Administrator).
2. Add the **Management Server Action Account** as part to the local administrator group.
3. Install the **Operations Manager Agent** on the managed system (Auto Agent Push/Manual Install).
4. After the discovery and monitoring of a managed system is successfully initiated in the OpsMgr console, remove the **Management Server Action Account** from the local administrator group.

 **NOTE:** You may need to reboot the management server to ensure that the **Management Server Action Account** no longer has administrator privileges.

5. Import the Dell Management Pack on the management server.
For more information, see [Importing the Management Pack](#).
6. Rediscover the managed system.

 **NOTE:** The discovery of the managed system depends on the discovery cycle time.

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_v5.0_A00.exe** file from support.dell.com to a destination directory on the management system.
2. Run the **Dell_Client_Management_Pack_v5.0_A00.exe** file to extract any of the Management Packs or utilities. The default location is **C:\Dell Management Packs\Client Management Pack\5.0**.
3. Open 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 4.x

You can upgrade from the Dell Client Management Pack version 4.x by importing the version 5.0 management pack. To import the Dell Client Management Pack version 5.0 follow the steps in [Importing The Dell Client Management Pack](#).

 **NOTE:** When you upgrade from version 4.x to version 5.0, 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 5.0, 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 Dell Client Management Pack 3.x

Upgrading from the 3.x version is not supported. Make sure that you delete Dell Client Management Pack 3.x (`Dell.Connections.Client.mp`) before importing Dell Client Management Pack version 5.0.


Upgrading To OpsMgr 2012 or OpsMgr 2012 SP1

Before upgrading to OpsMgr 2012 or OpsMgr 2012 SP1 from OpsMgr 2007, you must import the Dell Client Management Pack version 5.0.

For information about upgrading from OpsMgr 2007 to OpsMgr 2012/SP1, see technet.microsoft.com/en-us/library/hh476934.aspx.

Deleting The Management Packs


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

 **NOTE:** While deleting the Dell Client Management Pack, make sure that you delete the management pack before deleting the **Dell Base Hardware Library** as 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 SP1 Operations Manager, System Center 2012 Operations Manager, Microsoft System Center Operations Manager 2007 R2, or the Microsoft Systems Centre Essentials 2010 at technet.microsoft.com.