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DELL(TM) OPENMANAGE(TM) SYSTEMS MANAGEMENT CONSOLES INSTALLATION README  
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Version 5.5  
Release Date: September 2008

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CRITICALITY  
#####

2 = Recommended

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COMPATIBILITY/MINIMUM REQUIREMENTS  
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Supported Microsoft(R) Windows(R), Red Hat(R) Enterprise Linux(R), and SUSE(R) Linux Enterprise Server operating systems. See the "Dell OpenManage Installation and Security User's Guide" on the "Dell Systems Management Tools and Documentation" DVD for details.

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RELEASE HIGHLIGHTS - FEATURES  
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\* Added installation support for the following operating systems:

- Support for Microsoft® Windows Small Business Server 2008 Standard and Premium Editions.  
NOTE: Microsoft Windows Small Business Server 2008 will become available in the second half of 2008.  
For latest information, see <http://www.microsoft.com/windowsserver/essential/sbs/default.mspx>.
- Support for Microsoft® Windows Essential Business Server 2008 Standard and Premium Editions.  
NOTE: Microsoft Windows Essential Business Server 2008 will become available in the second half of 2008.  
For latest information, see <http://www.microsoft.com/windowsserver/essential/sbs/default.mspx>.
- Support for Microsoft Windows Server® 2003 Compute Cluster Edition and Microsoft Windows Server HPC 2008 Edition.
- Support for Red Hat® Enterprise Linux® 5.2 server.
- Support for SUSE® Linux Enterprise Server 10 (SP2).
- Support for VMware® ESX Version 3.5 Update 2.
- Support for Citrix® XenServer Dell Edition 5.0 Flash and HDD Image.

- Support for Microsoft Hyper-V® and Hyper-V Server.

\* You can upgrade from Dell OpenManage software versions from 4.3 to 5.5 through a full Microsoft Software Installer (MSI) install only. You may use the service pack to upgrade from software version 5.4, 5.4.1, 5.4.3 to 5.5.

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INSTALLATION  
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\* On systems running Microsoft Windows operating systems, run "setup.exe" from the "SYSMGMT/ManagementStation/Windows" directory of "Dell Systems Management Tools and Documentation" DVD.  
NOTE: This step is not required if the DVD runs automatically.

\* On systems running Red Hat Enterprise Linux operating systems, navigate to the "SYSMGMT/ManagementStation/linux/bmc" directory on the "Dell Systems Management Tools and Documentation" DVD and/or the "SYSMGMT/ManagementStation/linux/rac" subdirectory on the DVD and execute the following RPM command (from the DVD or software package) to install Baseboard Management Controller (BMC) management station or Remote Access Controller (RAC) management station:

```
rpm -Uhv *.rpm
```

\* By default, the Red Hat Enterprise Linux and SUSE Linux Enterprise Server operating systems place a generic "ipmish" under /usr/bin directory. But, the Avocent "ipmish" that BMC utilities install, is placed under the /usr/sbin directory. For executing the correct ipmish provided by Avocent, login as root or use the "su -" command."

\* Detailed installation instructions, including silent install options, can be found in the "Dell OpenManage Installation and Security User's Guide" on the "Dell Systems Management Tools and Documentation" DVD.

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USER NOTES  
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USER NOTES FOR ALL SUPPORTED OPERATING SYSTEMS  
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\* The "Dell OpenManage Software Quick Installation Guide" provides instructions on how to install the applications on the the "Dell Systems Management Tools and Documentation" DVD for all supported operating systems. See the "QUICK\_INSTALL\_GUIDE.htm" file in the directory "SYSMGMT\ManagementStationdocs\en\OpenManage\_QIG" on the "Dell Systems Management Tools and Documentation" DVD.

\* If you are running any application on the "Dell Systems Management Tools and Documentation" DVD, close the application before installing the management station applications.

\* This version of Dell OpenManage Install supports upgrades from Dell OpenManage systems management software versions 4.3 and later only. If you are using a version prior to Dell OpenManage systems management software 4.3, remove the previously installed version before installing the new version. You can also upgrade the previously installed version to Dell OpenManage systems management software version 4.3 first (if your version is 3.0 or higher) and then upgrade to this version.

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## USER NOTES FOR ALL SUPPORTED WINDOWS OPERATING SYSTEMS

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\* This version of Dell OpenManage systems management software requires an MSI version of 3.1 or later on your system. If the version is lower than 3.1, the Prerequisite Checker prompts you to upgrade to MSI version 3.1.

\* On systems supporting Windows operating systems, you can only upgrade features that are already installed. You can add features from "Add/Remove Programs" after applying the upgrade.

\* If you burn a CD from the "Dell Systems Management Tools and Documentation" DVD, the MEDIAPACKAGEPATH should be set to "SYSMGMT\ManagementStation\windows\ManagementStation". You must ensure that the CD layout remains the same when burning your own CD. The "MgmtSt.msi" file must reside in the "\srvadmin\windows\ManagementStation" directory or "SYSMGMT\srvadmin\windows\ManagementStation" on the CD.

For detailed information, go to the Microsoft website:

"<http://msdn.microsoft.com/library/default.asp?url=/library/en-us/msi/setup/mediapackagepath.asp>"

\* When launching the MSI installation packages from the Windows Explorer, all MSI output will be logged in log files that are stored at "%TEMP%". The file is called "MgmtSt.log" in case of management station install.

\* During installation/uninstallation, the Windows Installer Service may display the time remaining for the current task to complete. This is only an approximation by the Windows Installer Engine based on varying factors that are taken into consideration.

\* After an "Unattended Installation" completes, a new console window must be opened. The CLI commands must be executed from that window. It is not possible to execute CLI commands from the same console window in which Management Station was installed.

\* In the prerequisite checker screen, you may get the message, "An error occurred while attempting to execute a Visual Basic Script. Please confirm that Visual Basic files are installed correctly." This error occurs when the Prerequisite Checker invokes the Dell OpenManage "vbstest.vbs" (a Visual Basic [VB]) script to verify the installation environment and fails for some reason.

The possible causes are:

## 1. Incorrect Internet Explorer "Security" settings.

Ensure that "Active Scripting" is enabled by clicking "Tools" -> "Internet Options" -> "Security" -> "Custom Level" -> "Scripting" -> "Active Scripting" -> "Enable"

Ensure that "Scripting of Java Applets" is enabled by clicking "Tools" -> "Internet Options" -> "Security" -> "Custom Level" -> "Scripting" -> "Scripting of Java Applets" -> "Enable"

## 2. Windows Scripting Host (WSH) has disabled the running of VB scripts.

By default, WSH is installed during the operating system installation. WSH can be configured to prevent scripts with a ".VBS" extension from being run. On the Desktop, right-click "My Computer" and then go to "Open" -> "Tools" -> "Folder Options" -> "File Types." Look for the extension "VBS" and verify that "File Types" is set to "VBScript Script File". If not, click "Change" and choose "Microsoft Windows Based Script Host" as the application that runs the script.

## 3. WSH is the wrong version, is corrupted, or is not installed.

By default, WSH is installed during operating system installation. To download the current WSH version, go to the Microsoft MSDN website.

## 4. The Sscrun.dll file may not be registered. Register it manually by running the following command:

```
"regsvr32 Sscrun.dll"
```

\* If you upgrade the Microsoft Installer Engine to version 3.1 on your system through Dell OpenManage Install, you may need to reboot your system to install other software applications. For example, Microsoft SQL Server.

Note that the Dell OpenManage software does not require a reboot - the software will install and operate without a reboot.

\* If during a Management Station install or upgrade or uninstall, the Windows Installer displays a message stating that specific files needed by Management Station are in use, select the "Ignore" option in the message box to continue.

(57648)

\* When Multi-lingual User Interface (MUI) is set to non-Unicode languages like Simplified Chinese or Japanese, the user is expected to set the system locale to Simplified Chinese or Japanese. This enables the prerequisite checker messages to be displayed. This is because, any non-Unicode application will be able to run only when the system locale (also called "Language for non-Unicode Programs" on Windows XP) is set to match the application's language.

- \* During installation of Management Station on systems running the Windows operating system, if an "Out of Memory" error message is displayed, exit the installation to free memory space. Close other applications or perform any other task that will free memory before re-attempting the Management Station installation.
- \* When installing Management Station applications on systems running a Windows operating system, you must select a disk drive that has space greater than the required space. This will ensure availability of additional space for the temporary installation (not reflected in the "Required Space") required by the Windows Installer Service.
- \* When installing Management Station applications on systems running Windows operating systems, additional "Custom Install" components selected during a "Typical Install" are retained upon returning to the "Typical Install" option. To remove these components, you must deselect them from the "Custom Install" dialog.

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 KNOWN ISSUES  
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 ISSUES FOR ALL SUPPORTED WINDOWS OPERATING SYSTEMS  
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- \* When you run Dell OpenManage Install in English, German, French, or Spanish and get unreadable characters on the "Prerequisite Check Information" screen, ensure your browser encoding has the default character set. Resetting your browser encoding to use the default character set will resolve the problem.  
 (145698)
- \* If you have insufficient disk space on your Windows system drive, you may encounter misleading warning or error messages when you run Dell OpenManage Install. Additionally, windows installer requires space to temporarily extract the installer package to the %TEMP% folder. Ensure that you have sufficient disk space (100 MB or more) on your system drive prior to running Dell OpenManage Install.  
 (145218)
- \* Dell OpenManage Install does not support Windows "Advertised" installation - the process of automatically distributing a program to client computers for installation, through the Windows group policies.  
 (144364)
- \* If you choose to remove Dell OpenManage systems management software by running the "Dell Systems Management Tools and Documentation" DVD or the Management Station Web package, it may take a few moments for the system to respond after you select the "Remove" option to continue. This may give you the impression that the system has stopped responding. Dell recommends that you uninstall using "Add/Remove Programs."  
 (144970)

\* If you upgrade from version "X" to version "Y" using MSP and then try to use the version "Y" DVD (full install), the Prerequisite Checker on the version "Y" DVD will inform you that the current version is already installed. If you proceed, the installation will not run in "Maintenance" mode and you will not get the option to "Modify," "Repair," or "Remove." Proceeding with installation will remove the MSP and create a cache of the MSI file present in the version "Y" package. When you run it a second time, the installer will run in "Maintenance" mode.

(154376)

\* When launching the Dell OpenManage Installer, an error message may display stating a failure to load a specific library, a denial of access, or an initialization error. An example of installation failure during Dell OpenManage Install is "failed to load OMIL32.DLL." This is most likely due to insufficient COM permissions on the system. See the following article to remedy this situation:

"<http://support.installshield.com/kb/view.asp?articleid=Q104986>"

Dell OpenManage Install may also fail if a previous installation of Dell OpenManage systems management software or some other software product was unsuccessful. A temporary Windows Installer registry can be deleted, which may remedy the Dell OpenManage Install failure. Delete the following key, if present:

"HKLM\Software\Microsoft\Windows\CurrentVersion\Installer  
\InProgress"

(144114, 124944)

\* If both Server Administrator and Management Station are to be installed on a system, and the RAC feature is needed, install the Server Administrator Remote Access Service. The Server Administrator Remote Access Service includes the functionality supplied by the Management Station Remote Access Console.

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\* In the "Custom Setup" screen, you must click on an active feature to view your hard drive space availability or to change the installation directory. For example, if Feature A is selected for installation (active) and Feature B is not active, the "Change" and "Space" buttons will be disabled if you click Feature B. Click Feature A to view the space availability or to change the installation directory.

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\* When adding a feature, if you do not have sufficient disk space on the drive where Server Administrator or Management Station is installed, you will get an out-of-disk-space message suggesting that you select a different destination drive. To correct the problem, free up disk space on the drive where Server Administrator or Management Station is installed.

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\* When launching the "Quick Installation Guide" or "User's Guide" from the "Prerequisite Checker", a Windows message will appear indicating that the page is blocked due to enhanced security configuration. You must add the IP address of the local machine to the "Trusted Sites" list for the pages to be displayed or lower your security settings.

(134991)

\* If the Prerequisite Checker hangs while installing Microsoft Visual Studio run time from the Prerequisite on Windows Server 2008, go to the Control Panel and check for the "Microsoft Visual C++ 2005 Redistributable" entry.

If this entry is present, this program is already installed, exit from the Prerequisite Checker. Now, re-run the Prerequisite Checker.

If this entry is not present goto ManagementStation\windows\ManagementStation\support folder and install using the file vcredist\_x86.exe.

(163517)

\* While accessing any of the top menu items in the ITA browser, upon facing "403 Access Forbidden" error, the browser cache has to be cleared by performing the following steps:

- In Microsoft Internet Explorer, click on "Tools"-> "Internet Options."

In the "General" tab, under "Temporary Internet Files," click "Delete Files." Select "Delete all offline content" and click "OK."

- In Mozilla Firefox, click "Tools"-> "Options."

In the "Privacy" tab, under "Private Data," click "Clear Now." Select "Cache" and click "Clear Private Data Now."

\* When you upgrade to a later version, if your system date is earlier than the date at which the installed files were created, the upgrade fails.

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## ISSUES FOR ALL SUPPORTED WINDOWS SERVER 2008

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\* On the Windows Server 2008 operating system, if you install ITA directly from the msi package, the installation may fail with an error message. To avoid this, run the Visual Studio runtime available within the support folder prior to installing ITA.

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HISTORY:  
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Version 5.4  
Release Date: March 2008

Version 5.3.0.1  
Release Date: December 2007

RELEASE HIGHLIGHTS - FEATURES

\* Provided a fix for upgrading IT Assistant from Dell OpenManage Systems Management version 5.2.1 to 5.3.0.

\* Added installation support for the following operating system:

- Microsoft Windows Server(R) 2008
- Red Hat Enterprise Linux version 4.5

Microsoft Windows Server 2008 is scheduled to be available in the first half of 2008. For the latest information, see <http://www.microsoft.com/windowsserver2008/default.msp>

\* You can upgrade from Dell OpenManage software versions from 4.3 to 5.0 to 5.3.0.1 through a full Microsoft Software Installer (MSI) install only. You may use the service pack to upgrade from software version 5.2, 5.2.1, 5.3.0 to 5.3.0.1.

Version 5.2 A00

Release Date: March 2007

#### RELEASE HIGHLIGHTS - FEATURES

\* Added installation support for the following operating system:

- Red Hat Enterprise Linux Server version 5
- Windows 2003 SP2

\* You can upgrade from Dell OpenManage software version 4.3 - 5.0 to 5.2 through a full Microsoft Software Installer (MSI) install only. You may use the service pack to upgrade from software version 5.1 to 5.2.

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#### RELEASE HIGHLIGHTS - FIXES

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Version 5.1 A00

Release Date: September 2006

#### RELEASE HIGHLIGHTS - FEATURES

\* Windows Installer Patch (MSP) is not available for installation. You can upgrade from Dell OpenManage software version 4.3 to 5.1 through a full Microsoft Software Installer (MSI) install.

\* Delivered Dell OpenManage IT Assistant version 8.0

\* Added installation support for the following operating system:

- SUSE(R) Linux Enterprise Server (version 10) for Intel(R) Extended Memory 64 Technology (EM64T)

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#### RELEASE HIGHLIGHTS - FIXES

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N/A

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August 2008