

DELL(TM) OPENMANAGE(TM) MANAGEMENT STATION CONSOLES INSTALLATION README
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CRITICALITY
#####

2 = Recommended

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 "Dell Systems Software Support Matrix" on Dell support website at <http://support.dell.com/support/edocs/software/omswrels/index.htm> for details.

RELEASE HIGHLIGHTS - FEATURES
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INSTALLATION
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Please see Dell "OpenManage Management Station Software Installation Guide" in "Dell Systems Management Tools and Documentation" media (DVDroot\SYSMGMT\ManagementStation\docs\<language_directory>\OpenManage_QIG\QUICK_INSTALL_GUIDE.htm) or on the Dell Support website at <http://support.dell.com/support/edocs/software/omswrels/index.htm>

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USER NOTES FOR ALL SUPPORTED WINDOWS OPERATING SYSTEMS
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* 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.

* 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 is installed.

* In the IT Assistant 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, or is corrupted, or is not installed.

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

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

```
"regsvr32 Scrrun.dll"
```

* During IT Assistant installation, if the Prerequisite checker displays a blank Internet Explorer screen, the probable cause is a corrupted Internet Explorer installation. In such cases, browsing to any site displays the message, "The requested lookup key was not found in any

active activation context." Ensure that you install Internet Explorer correctly before installing IT Assistant. (289721).

KNOWN ISSUES
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ISSUES FOR ALL SUPPORTED WINDOWS OPERATING SYSTEMS
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- * 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)

- * When launching the "Quick Installation 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 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 go to SYSMGMT\ManagementStation\windows\ITAssistant\support folder and install using the vcredist_x86.exe file. (163517)

- * 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. (187920)

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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 IT Assistant 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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