

Dell OpenManage
Server Update Utility
Version 6.5
User's Guide



Notes and Cautions



NOTE: A NOTE indicates important information that helps you make better use of your computer.



CAUTION: A CAUTION indicates potential damage to hardware or loss of data if instructions are not followed.

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About Dell OpenManage Server Update Utility

Dell OpenManage Server Update Utility (SUU) is a DVD-based application for identifying and applying updates to your system.

You can use SUU to update your Dell PowerEdge system or to view the updates available for systems supported by SUU. SUU compares the versions of components currently installed on your system with update components packaged on the *Dell PowerEdge Server Update Utility* media.

SUU displays a comparison report of the versions and provides various options for updating the components.



NOTE: Only users with administrator (Microsoft Windows) or root (Linux) privileges can perform updates using SUU.



NOTE: From SUU 6.3 onwards, the Repository Manager GUI is displayed when you insert the SUU DVD in an unsupported system running on Microsoft Windows operating system.

Key Features and Functionalities

Table 1-1. Features and Functionalities

Feature	Description
Prerequisites Check	Enables you to obtain the list of hardware or software components whose prerequisite conditions are not met. For more information, see Performing Prerequisites Check
Prerequisite Failure Messages	List of error messages displayed when the prerequisite conditions are not met. For more information, see Prerequisites Failure Messages

Table 1-1. Features and Functionalities

Feature	Description
Fixing Prerequisite Failures	Allows you to fix the hardware or software prerequisite failures. For more information, see Fixing the Software Prerequisite Failure and Fixing the Hardware Prerequisite Failure .
Comparison Report	Displays a list of component versions installed on your system that do not match the versions on the repository. For more information, see Comparison Report .
Upgrading/Downgrading /Updating System Components	Allows you to upgrade/downgrade/update your system components if their versions vary from the repository version. For more information, see Upgrading System Components , Downgrading System Components , and Updating System Components .
Running SUU from Network Location	Enables you to run SUU and upgrade/downgrade/update components on multiple systems. For more information, see Running SUU from a Network Location
CLI Commands	List of commands that help you to perform comparisons and updates in the CLI mode. For more information, see List of CLI Commands

What's New in This Release

- Support for VMware ESX 4.1 U1
- Support for VMware ESX 4.0 U3
- Support for Citrix XenServer 5.6 FP1
- Support for Microsoft Windows Server 2008 R2 x64 SP1
- Support for Windows Small Business Server 2011
- *Dell Lifecycle Controller OS Driver Packs* DVD which contains the Dell Update Packages (DUPs) for Dell Lifecycle Controller operating system driver packs.



NOTE: DUPs for Dell Lifecycle Controller OS Driver packs are no longer available on the *Dell OpenManage Server Update* DVD.

Supported Operating Systems

- All versions of Windows Server 2003 and 2008.
- SUSE Linux Enterprise Server versions 10 and 11
- Red Hat Enterprise Linux versions 5.5 and 6.0
- VMware ESX versions 4.0 U3 and 4.1 U1
- Microsoft Hyper-V Server 2008 R2

For detailed information on various Dell systems and operating systems on which SUU is supported, see the *Dell Systems Software Support Matrix* at support.dell.com/manuals.

Other Documents You May Need

- 1** Go to support.dell.com/manuals.
- 2** Click Software→ Systems Management→ Dell OpenManage Releases.
- 3** Click the relevant version to view all the documents for a particular release.

About GUI Mode

The Graphical User Interface (GUI) provides an interactive approach to perform comparisons and updates.

You can use the GUI to:

- View a Comparison Report that displays your system components and applicable components in the repository.
- Perform an upgrade, downgrade, or a system set update.
- Browse the repository.

Performing Prerequisites Check

When you launch SUU by double-clicking `suulauncher.exe`, SUU scans your system to determine if a hardware or software update is required.



NOTE: If you are using SUU version 2.0.0 or later and a newer version of SUU is available, a warning message is displayed. You can either download the newer version from the support.dell.com or continue using the current version.

If the components in your system do not meet the prerequisite conditions, SUU displays the list of hardware or software components whose prerequisite conditions are not met.

If the components in your system meet the prerequisite conditions, the Comparison Report is displayed.

Prerequisites Failure Messages

The failure messages displayed due to failed components and their respective fixes are as shown below.

Software Prerequisite Failure Message

Prerequisite Failure Message:

Your system does not meet the required prerequisites for installing the Dell OpenManage software component. Therefore, the row for the software component is disabled in the Comparison Report. Click Continue to update the applicable hardware components.

Hardware Prerequisite Failure Message

Prerequisite Failure Message:

Your system does not meet the required prerequisites for some of the hardware component(s). Therefore, all the rows for the hardware component(s) are disabled in the Comparison Report. Click Continue to update the applicable Dell OpenManage software component.

Software and Hardware Prerequisite Failure Message

Prerequisite Failure Message:

Your system does not meet the required prerequisites for some of the hardware component(s) and for installing the Dell OpenManage software component. Therefore, all the row(s) will be disabled in the Comparison Report.

Fixing the Software Prerequisite Failure

When you launch Dell OpenManage Server Update Utility (SUU) in the GUI mode and the prerequisites check for the software component fails, you must install the Dell OpenManage component version 4.3 or later before proceeding with the upgrade, downgrade, or update of the components.

Fixing the Hardware Prerequisite Failure

When you launch Dell OpenManage Server Update Utility (SUU) in the GUI mode and the prerequisites check for the hardware component fails, you must install the hardware prerequisites before proceeding with the upgrade, downgrade, or update of the components.

To install the hardware prerequisites:

- 1 Use the Prerequisites media to bring your system up to meet prerequisite levels.



NOTE: Set the boot order in your system BIOS such that the media drive is placed ahead of the system hard drive.

Enter the result of your step here (optional).

- 2 Boot the system that fails to meet the prerequisites with the Prerequisites media.



NOTE: An additional reboot may be required to complete the prerequisite update. Do not remove the media until the information on the screen prompts you to do so.

- 3 When prompted, replace the Prerequisites media with the *Dell Server Updates* media and reboot the system.

Creating a Prerequisites media

To create the prerequisites media:

- 1 Go to support.dell.com.
- 2 Under Support for Enterprise IT, click **Start Here**.
- 3 Click **Drivers & Downloads**.

- 4** In the **Drivers and Downloads** page, perform one of the following steps:
 - Under the **Choose a Model** section, click **Select Model** and proceed to step 5.
 - Under the **Choose by Service Tag** section, click **Enter a Tag** and proceed to step 6.
- 5** In the **Enter a service tag** field, enter the service tag of your Dell system, click **Go**, and Proceed to step 9.
- 6** From the **Select Your Product Family** list, select **Servers, Storage, Networking**.
- 7** From the **Select Your Product Line** list, select **PowerEdge Server**.
- 8** From the **Select Your Product Model** list, select your PowerEdge system, and click **Confirm**.
- 9** From the **Operating System** and **Driver Language** drop-down lists, select the appropriate operating system and language for your system.
- 10** From the **Category** drop-down list, select **Systems Management**.
- 11** From the table of results displayed, click **CD ISO - PowerEdge Updates Prerequisites v1.0** in the **File Title(s)** column.
- 12** Click **Download Now** to save the **PE Updates prereq cd.iso** file on your system. Copy this file to a system that has a media-burning program and create a bootable media from the provided .iso file.

This bootable media is the Prerequisites media.

Comparison Report

SUU compares the component versions installed on your system with the component versions available in the repository and displays the results in a Comparison Report with criticality levels.

Criticality Levels

The Criticality column in the Comparison Report denotes the importance of applying the update.

For information on the criticality levels and their corresponding status, see Table 2-1.

Table 2-1. Criticality Levels

Criticality Level	Status
Urgent	<p>The update contains changes to improve the reliability and availability of your Dell system.</p> <p>It is recommended that you apply this update immediately.</p>
Recommended	<p>The update contains feature enhancements or changes that help keep your system software current and compatible with other system modules (firmware, BIOS, drivers, and software).</p> <p>It is recommended that you apply this update during your next scheduled update cycle.</p>
Optional	<p>The update contains changes that impact only certain configurations, or provides new features that may/may not apply to your environment.</p> <p>It is recommended that you review the update specifications to determine if it applies to your system.</p>
Inapplicable	<p>The update is not applicable on your system. The component version on your system is the same as the repository version and hence, no update is required.</p>

Comparison Report Features

You can view, sort or export the Comparison Report.

Table 2-2. Comparison Report Features

Tasks	Action
Viewing Report	To view the report, in the left pane, click your system's host name.
Sorting Columns	To sort columns, click the column names. NOTE: The columns are sorted in the ascending or descending order.
Exporting Report	To export the report, click Export Report . NOTE: You can save the report in a .csv, .html, or .xml format on your system. For a Windows operating system, ensure the name of the report or the path that you save the report does not exceed 260 characters. For a Linux operating system, ensure the name of your report does not exceed 255 characters or the path that you save the report does not exceed 4096 characters.

Upgrading System Components

SUU compares the components installed on your system with the component versions available in the repository. If the system components are older than the repository version, SUU enables the **Upgrade** button on the upper right corner of the Comparison Report.

To upgrade repository components:

- 1 Select the components that you want to upgrade.
- 2 Click **Upgrade** to apply the components that you have selected.
- 3 In the **Confirm Update** dialog box, click **Yes** to confirm and continue or **No** to cancel.

While upgrading the components, SUU displays an update report. After completion, SUU displays an **Update Complete** dialog box.

- 4 Click **OK**.

The status of the upgrade is reflected in the Comparison Report.



NOTE: When you perform an upgrade, SUU copies all the update packages into a temporary directory on the system: <%systemdrive%>\dell\suu in case of Microsoft Windows operating system and /var/log/dell/suu in case of Linux operating systems. SUU deletes this temporary directory after the upgrade process is complete. If a reboot is required to complete the upgrade process, the directory is saved until the reboot process is complete.



CAUTION: Do not remove the Dell Server Updates DVD from the DVD drive when you are running SUU.

Downgrading System Components

SUU compares the components installed on your system with the component versions available in the repository. If the system components are newer than the repository version, SUU enables the **Enable Downgrade** button on the upper right corner of the Comparison Report.

To downgrade repository components:

- 1 Select **Enable Downgrade**.

SUU disables **Enable System Set Update** and selects only those components that are newer than the repository version components that can be downgraded.

- 2 Select the components that you want to downgrade and click **Downgrade**.
- 3 In the **Confirm Update** dialog box, click **Yes** to confirm and continue or **No** to cancel.

While downgrading the components, SUU displays an update report. After completion, SUU displays an **Update Complete** dialog box.

- 4 Click **OK**.

The status of the downgrade is reflected in the Comparison Report.

Updating System Components

SUU compares the components installed on your system with the component versions available in the repository. If some system components are newer than the repository version and vice versa, SUU enables the **Update** button on the upper right corner of the Comparison Report.

To upgrade and downgrade components in a single session:

- 1 Select **Enable System Set Update**.

SUU disables **Enable Downgrade** and **Upgrade** changes to **Update**. All the components that can be updated are selected in the Comparison Report.

- 2 Click the **Update** button.

The **Confirm Update** dialog box with a list of components to be updated is displayed.

- 3 Click **Yes** to proceed with the update or **No** to cancel the update.

If you click **Yes**, SUU displays the **Update** dialog box that shows the progress of the update.

- 4 Click **OK** when the update is complete.

The status of the update is reflected in the Comparison Report.

Updating Failures

While updating the system components, if a particular component fails to get updated, you can choose to continue or stop updating the other components.


If you select **Stop on Update Failures**, SUU does not update the other components when it encounters a failed update.



NOTE: Stop on Update Failures is enabled only if you have selected more than one component for an update.

Running SUU from a Network Location

To run SUU from a network location and update components on multiple systems:

- 1 Access the system on the network on which SUU is installed.
- 2 Double-click the .exe file to launch the SUU GUI.
The components to be updated are displayed in the Comparison Report.
- 3 Click **Update**, **Upgrade**, or **Downgrade**.
 **NOTE:** To update all the components in a single session, select **Enable System Set Update** before clicking **Update**.
- 4 Click **Yes** to continue or **No** to cancel.
If you click **Yes**, SUU displays the **Update** dialog box that shows the progress of the update/upgrade/downgrade.
- 5 Click **OK** when the update/upgrade/downgrade is complete.
The updates are reflected in the Comparison Report.

About CLI Mode

The Command Line Interface (CLI) allows you to run commands to perform comparisons and updates using commands.

To run SUU from the CLI, you must be in the *Dell Server Updates* DVD root directory. If you are running SUU on a network share, copy the *Dell Server Updates* DVD contents to a shared directory and run the CLI from the shared directory.

You can use the CLI to:

- Run commands for performing comparisons and updates.
- View the update progress.

List of CLI Commands

Table 3-1. CLI Commands List

CLI Command Syntax	Command Description
-? -h -help	Shows this help message.
-g -gui	Launches the SUU Graphical User Interface (GUI). NOTE: On Linux, this option can only be used from the X Window system.
-u -update	Upgrades/downgrades the system component. NOTE: The <code>-u</code> command performs an upgrade and downgrade of the components in your system. This is not always recommended. To perform explicit upgrades or downgrades, use the <code>-upgradeonly</code> or <code>-downgradeonly</code> commands.

Table 3-1. CLI Commands List (continued)

CLI Command Syntax	Command Description
-e -upgradeonly	Upgrades all components whose repository versions are newer than the current versions installed on the system. You cannot upgrade individual components through the CLI. To do this, use the GUI.
-n -downgradeonly	Downgrades all the system components newer than repository components to the repository versions. SUU does not allow you to downgrade individual components.
-p -progress	Shows the progress of the upgrade/downgrade.
-c -comparison	Compares the current component.
-d -directory	Directs the event logs to a different directory than the default location.
-s -stoponfail	Stops the update if a failure occurs during the update of the first component.
-iprogl -inventoryprogress	Shows the progress (in percentage) of the comparison between the components in your system and the components in the repository.

Integrating Server Update Utility With Other Components

Integrating Server Update Utility With Dell Management Console

Dell Management Console is a Web-based graphical user interface (GUI), that is installed on a management station in a network.

Dell Management Console allows you to import Dell Update Packages (DUPs) into a local repository of your management station and compare the package versions.

You can update systems that are not in compliance, either immediately or according to a schedule you define by using SUU.


Using the Patch Management Feature

The Patch Management feature in the Dell Management Console enables you to update the hardware and software components of your managed system.

To use the Patch Management feature:

- 1 Insert the *Dell Server Updates* DVD into the DVD drive.
- 2 Double-click the **Dell Management Console** icon on your system's desktop.
- 3 Click **Home**, and then, **Patch Management for Dell Servers Home**.

The Patch Management summary information is displayed with the **Getting Started** section on the left window pane.

 **NOTE:** If you have the notification server and your managed systems inside your organization's firewall, set up a proxy server to provide a safe way to obtain patches or download solutions from external websites.

- 4 Click **Download DUP Catalog** and specify the location of the `catalog.cab` and `pre-req.cab` files.

- 5 Click **Download Inventory Catalog** and download the .cab files that contain the inventory collector tool from the SolutionSam website.
- 6 Click **Solution Global Settings** and specify the location for the DUP packages download.
- 7 In the **Getting Started** section, click **Install Altiris Agent** to install the agent on your managed systems. You need the Altiris agent on the managed systems to execute and view the Comparison Report.



NOTE: You can schedule to run the installation of Altiris agent at a time convenient to you. For detailed information on installing Altiris agent, see the *Dell Management Console Help*.

- 8 Run the compliance check to view the Comparison Report.
The Comparison Report displays the currently installed components against the available components for update for each managed system on your network.

For detailed information on using Patch Management features, see the *Dell Management Console User's Guide*.

Setting Up a Proxy

To setup a proxy:

- 1 Click the **Proxy** tab.
- 2 Select the **Use specified proxy settings** option.
- 3 Enter the URL of your proxy server in the **Proxy server** field.
- 4 Enter an authorized username and password if you have a protected proxy server.
- 5 Click **Test Settings** to validate the proxy server settings.



NOTE: The server attempts to connect to an external website to validate your proxy settings information. If error messages appear when you test the settings, ensure that your authentication credentials are correct, your proxy server is running, and there are no general network errors.

- 6 Select the **None** option for FTP settings and click **Ok**.

Downloading .cab files

To download .cab files:

- 1 Select the **Web URL** option.
- 2 Specify the following default locations in the Windows and Linux fields:

Table 4-1. Default Location of Inventory Collector in Dell Management Console 1.0 Patch

Operating System	Web URL
Windows	http://www.solutionsam/.com/imports/7_0/Patch/Dell/dellinvtool_windows.cab
Linux	http://www.solutionsam/.com/imports/7_0/Patch/Dell/dellinvtool_linux.cab

- 3 Click **Save changes**.

Specifying the location of the DUP download packages

To specify the location of the DUP download packages:

- 1 Select **Verify authenticity of downloaded Dell Packages**.
- 2 Enter the location of the SUU repository from where the DUPs are downloaded in **Local storage**.

Enter **C:\Program Files\Altiris\PatchManagementDell\Downloads** in **To Location** and click **Apply**.

Integrating Server Update Utility With Dell OpenManage IT Assistant

Dell OpenManage IT Assistant (ITA) provides a central point of access to monitor and manage systems on a local area network (LAN) or wide area network (WAN).

ITA allows you to load individual Dell Update Packages (DUPs) or complete system bundles into the central repository and compare the package versions.

You can update systems that are not in compliance, either immediately or according to a schedule you define by using SUU.



You can customize the view of the package information by operating system, device name, component name, and software type.

Using the Software Updates Feature

To use the software updates feature, perform the following steps:




- 1 Insert the *Dell Server Updates* DVD into the DVD drive.
- 2 Log in to IT Assistant.
- 3 Click **Manage**, and then click **Software Updates**.
- 4 In the **Software Updates** left pane, right-click **Software Update Repository** and select **Open Repositories (Update CD/DVD)**.
- 5 In the **Open** window, browse to your CD/DVD drive, double-click the **Repository** directory, and then double-click **catalog.xml**.



NOTE: By default, you can view the Dell Update Packages and System Update Sets for those systems in your network, which are discovered and inventoried by IT Assistant.

See the *Dell OpenManage IT Assistant Help* or the *Dell OpenManage IT Assistant User's Guide* for information about updating the software on your Dell system.

Logging in to IT Assistant

- 1 Double-click the IT Assistant icon on your system's desktop.
 -  **NOTE:** If Single Sign-On is configured, the **Log in** dialog box is not displayed.
- 2 Enter a user name and password.
- 3 Select **Active Directory Login** if you have configured user information using the Microsoft Active Directory plug-in.
 -  **NOTE:** Click **OK** within 5 minutes. Otherwise, IT Assistant does not load properly.
 -  **NOTE:** Several pop-ups may appear during IT Assistant startup.
- 4 Select **View Certificate**→ **Install Certificate** (if available) or choose **Always**.

For more information on setting up role-based access, see the *Dell OpenManage IT Assistant User's Guide* at support.dell.com/manuals.

For information on installing the Active Directory plug-in and extending the Active Directory schema for IT Assistant, see the *Dell OpenManage Management Station Software Installation Guide* at support.dell.com/manuals.

Known Issues and Frequently Asked Questions

Known Issues

The following are some known issues with Dell OpenManage Server Update Utility (SUU).

Timeout Due to USB Arbitration Service

While USB arbitration service is running, if you run SUU or manually try to run the Inventory Collector on a managed node running the VMware ESX 4.1 operating system, a timeout occurs. When you run the DUP manually, an error message is displayed and the utility exits. To fix the issue, stop the USB arbitration service:


- 1 Check if the USB arbitration service is running with the `ps aux|grep usb` command.
- 2 Prevent the USB arbitration service from starting during boot by running the `chkconfig usbarbitrator off` command.
- 3 After you stop the `usbarbitrator`, reboot the server to allow the DUPs and/or the Inventory Collector to run.



NOTE: If you require the `usbarbitrator`, enable it manually after the update is complete. To enable the `usbarbitrator`, run the `chkconfig usbarbitrator on` command.


Inventory Failure on Microsoft Windows Small Business Server 2008 Operating System

If you login to a system running on Microsoft Windows Small Business Server 2008 operating system, you are logged in as a regular user even though you have Administrator privileges.

 **NOTE:** An in-built feature called User Account Control (UAC) automatically reduces the potential of security breaches for a system running on Windows operating system.

Before you run SUU or DUPs on your system, change the security options in Group Policy Editor. To do so:

- 1 Open Group Policy Editor using one of the following methods:
 - For Local Group Policy, click **Start**→ **Run**→ **gpedit.msc**.
 - For Active Directory -based Group Policy Object (GPO), click **Start**→ **Run**→ **gpmc.msc** and browse to the required GPO.

 **NOTE:** Ensure that your system is a member of the domain.


The **Group Policy Editor** window is displayed.

- 2 Browse to **Computer Configuration**→ **Windows Settings**→ **Security Settings**→ **Local Policies**→ **Security Options**.
The **Policy** window is displayed.
- 3 Navigate to **User Account Control: Behavior of the elevation prompt for administrators in Admin Approval Mode**.
- 4 Right-click and select **Elevate without prompt**.

DUPs Fail on 64-bit Red Hat Enterprise Linux Operating System

If DUPs fail to run on a 64-bit Red Hat Enterprise Linux operating system, manually install the following RPMs:

- compat-libstdc++-33.i686
- libstdc++-4.4.4-13.el6.i686
- libxml2.i686
- libXp.i686
- libXtst.i686

 **NOTE:** The RPMs are available on the Red Hat Enterprise Linux 6 x64 media.

Dell_PV_Utils_NASDUP.exe Fails to Initialize During the Invcoll Execution

If you use Microsoft Windows Server 2003 operating system, you require .Net Framework 2.0 to run **Dell_PV_Utils_NASDUP.exe**. If you do not have .Net Framework 2.0, the following error message may be displayed:

The application failed to initialize properly (0xc0000135). Click on OK to terminate the application.

Enabling Operating System Devices

SUU does not inventory or update devices that are disabled in the operating system, though these devices may be displayed in the Comparison Report. To update the disabled devices, make the appropriate changes in the operating system and restart SUU.

Linux Systems Require the libstdc++-libc6.2-2.so.5 and libstdc++-libc6.2-2.so.3 Library

On Linux systems, **libstdc++-libc6.2-2.so.5** and **libstdc++-libc6.2-2.so.3** are required to run SUU. Your system has these libraries if you have installed SUSE Linux Enterprise Server or current versions of Red Hat Enterprise Linux on your system. If your system does not have these libraries and you are running a supported version of Red Hat Enterprise Linux or SUSE Linux Enterprise Server on your system, install the **compat-libstdc++** RPM from **RedHat.com** or from the Red Hat CD (for Red Hat customers), or the SUSE Linux Enterprise Server CD (for SUSE Linux customers).

Running Linux Updates

SUU uses the Dell Update Packages (DUP) to update various system components. During a Linux update, the DUP creates the **/var/lock/.spsetup** file using the Linux lockfile utility. This file is created when one of the following conditions occur:

- A kernel panic
- A reboot command during a DUP procedure, preventing a TERM signal from interrupting or stopping a running process

If one of these conditions occur, a `/var/lock/.spsetup` file is created rather than deleted, causing SUU to report a successful update and prompt the user to reboot the system. When you run SUU again and run the Comparison Report, the comparison procedure reports no change in device status.

If this situation occurs and you are not running an update, delete the `/var/lock/.spsetup` file before running another update.

Running SUU With the Progress Option

When running SUU with the `-p` (progress) option, the SUU current instance log location is reported rather than the SUU update log location.

Updating Multiple Devices

When updating multiple, identical devices on the same system, SUU applies the update to all instances of all devices. For example, if your system is configured with three controllers running firmware/driver versions 1.1, 1.2, and 1.3, and the repository contains version 1.2, the update applies firmware version 1.2 to all devices.

Updating PERC Firmware

If you have multiple PowerEdge Expandable RAID Controller (PERC) cards installed on a system, you may need to run the SUU update more than once to update the firmware of all PERC cards. This procedure ensures that all PERC cards are updated if one or more cards failed to update during the initial SUU update.

PERC update packages may fail if other activities, such as a consistency check or background initialization (BGI) are running on the controller. Ensure that such activities are not in progress before running the update package.

Restarting the System Inventory in the Same Session

SUU does not allow you to restart the system inventory in the same session if there is insufficient space in the `var` or `tmp` folder.

In Linux, if the space is not enough in the `var` or `tmp` folder, SUU displays the following error message:

```
Not enough space available in /var or /tmp folder.  
Please make sure you have atleast 100MB.
```


Ensure that you have sufficient space in the **var** or **tmp** folder and restart SUU to start the system inventory.

Running SUU From a Network Location

- When SUU is running from a network location and is performing a system inventory, if you get disconnected from the network, SUU displays a blank Comparison Report. To view the contents of the Comparison Report, ensure that you are connected to the network and restart SUU.
- When SUU is running from a network location and the Comparison Report is displayed, if you get disconnected from the network and then click the **Update** button, SUU does not update any components. To update components, ensure that you are connected to the network and restart SUU.

Deleting the Temporary Folder

When you run SUU from a network location, JRE creates temporary files in the `<%systemdrive%>:\Documents and Settings\<%user%>\Local Settings\Temp\hsperfdata_<%user%>` directory in Microsoft Windows or in the `/var` folder in Linux. You need to manually delete these temporary files.

Updating the H661 Firmware

If your CERC ATA RAID controllers are configured with the H661 firmware, SUU cannot update the firmware to the latest version. To update the firmware, use the `-force` option to manually apply the DUP with the latest firmware version.

Using the Remote Access Controller Virtual Media

Do not use the Virtual Media to run SUU remotely on a system. This procedure breaks the Virtual Media connection, causing the SUU update procedure to fail.

Using Special Characters in the SUU Directory Name

SUU fails if you run it from a directory that contains special characters such as `"`, `:`, `/`, `\`, `$`, and so on.

For example, when a USB DVD-ROM or USB disk is attached to the SUSE Linux Enterprise Server operating system, it may by default, mount to a directory name that contains special characters. For example, `/media/USB:1:2/`

It is recommended to use a directory name without any special characters while running SUU.

Running RAC DUP Packages

If you launch SUU when a Remote Access Controller (RAC) DUP package (RAC 4/P or RAC 4/i) is running, execution of the DUP package may fail. To resolve this issue, run SUU only after the RAC DUP package has completed execution.

Frequently Asked Questions

Why do I get a pop-up dialog box saying, "There is no disk in the drive. Please insert a disk into drive"?

The *Dell Server Updates* DVD was ejected from the DVD drive while SUU was running. SUU requires the DVD to be present during execution.

When I run `suu -c` on a Linux system, I get an error saying, "Problem executing Inventory Collector." What causes this error and how can I fix it?

The Inventory Collector subcomponent of SUU requires the `libstdc++-libc6.2-2.so.3` shared library to be installed on the system. Install the `compat-libstdc++` RPM from RedHat.com or from the Red Hat CD if you are running a supported version of Red Hat Enterprise Linux on your system or from the SUSE Linux Enterprise Server CD if you are running SUSE Linux Enterprise Server on your system.

Why do I get a pop-up box titled "Unsafe Removal of Device"?

A part of the SUU update requires updating the backplane firmware. If the operating system queries the backplane during a flash update and the backplane does not respond, the operating system receives an indication that the device was removed unsafely. After the backplane firmware is updated, you may see a screen indicating that a new device was added.

When using the SUU GUI to perform an update, a message is displayed asking me to see the User's Guide for information on possible causes of why a server object is not displayed in the tree.

To perform updates, you must be running SUU on a supported system and must have the correct user access privileges. For Microsoft Windows you must have administrator privileges and for Linux you must have root privileges. For a list of supported servers and operating systems, see the *Dell Systems Software Support Matrix* at support.dell.com/manuals.

When I run SUU, why do I not see the Comparison Report? Why can I not update my system?

SUU requires that Windows users have local administrator privileges. To obtain local administrator privileges, users must either belong to the local administrators group or use the local administrator account. On Linux systems, only `root` (user id 0) users can see the Comparison Report and perform updates.

I get a "Prerequisites not met" error. What should I do?

Run a Prerequisites check and install the recommended items. See "Performing Prerequisites Check" for more information.

Why do I get a message saying, "Inventory operation exceeded specified time-out" when I try to run a Dell Update Package at the same time as SUU?

Running SUU and a separate DUP concurrently may cause unexpected behavior. SUU runs DUPs in the background. Therefore, you do not need to run the DUPs. Either run SUU or the DUP; do not run both at the same time.

I cannot start SUU. The "Another instance of SUU is already running" message is displayed even though no other instance of SUU is running on the system.

To ensure that no other instance of SUU is running on the system:

On systems running Windows operating systems, open the **Windows Task Manager**, click the **Applications** tab, and find out if SUU is running.

On systems running Linux operating systems, open a terminal and type the `ps -eaf | grep suu` command to find out if SUU is running.

If SUU is running, close the application, and restart SUU.

If no other instance of SUU is running, then SUU may have encountered an abrupt shutdown for some reason. This results in the creation of lock files. To delete these lock files on systems running a Windows operating system, navigate to the `<%systemdrive%>:\dell\suu` directory and delete the `suu.lck` file.

To delete the lock files on systems running a Linux operating system, run the following commands:

```
chattr -i suu.lck  
rm -f suu.lck
```

This removes the lock file from the log directory located at `/var/log/dell/suu` by default.

I cannot start Server Administrator after updating using SUU.

Sometimes, after updating Server Administrator using SUU, some of the Service Administrator services may not run. Restart your system and start Server Administrator.

I cannot update BIOS versions using SUU.

For systems with a TCG 1.2 compliant Trusted Platform Module (TPM) chip, BIOS updates using SUU and DUPs fail if all of the following are true:

- The Microsoft Windows BitLocker Drive Encryption feature is enabled.
- The **Trusted Platform Module** feature is set (using BIOS) to **ON with Pre-boot Measurement**. For information about TPM security settings, see the *Dell OpenManage Server Administrator Online Help* or the *Dell OpenManage Server Administrator User's Guide*. This guide is available at support.dell.com/manuals.

For details about the failure, see the log files at `<%systemdrive%>:\dell\suu` (on Microsoft Windows) and `/var/log/dell/suu` (on Linux systems).

To successfully update BIOS on such systems, perform the following steps:

- 1** Disable Microsoft Windows BitLocker Drive Encryption feature.
For information on disabling this feature, see the Microsoft documentation at www.microsoft.com.
- 2** Restart SUU and update BIOS.
- 3** Restart your system.
- 4** Re-enable the Windows BitLocker Drive Encryption feature.
For information on enabling this feature, see the Microsoft documentation at www.microsoft.com.

I cannot run SUU, the "SUU Logging System has failed: There is not enough space on the disk" message is displayed.

While running SUU, ensure that the `log` directory specified at `<%systemdrive%>:\dell\suu` (on Windows operating systems) and `/var/log/dell/suu` (on Linux operating systems) contains at least 10MB of free space.

You can also specify a different directory to save the log files. See the SUU command line options for more details.

