Dell OpenManage Server Update Utility Version 7.1 User's 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.

Contents

About Dell OpenManage Server Update Utility

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

You can use SUU to update the Dell PowerEdge system or to view the updates available for systems supported by SUU. SUU compares the versions of components currently installed on the 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.

Key Features and Functionalities

This section describes key features and functionalities of Dell OpenManage Server Update Utility (SUU).

Table 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 Prerequisite Failure Messages.
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 the system that do not match the versions on the repository. For more information, see Comparison Report.
Upgrading or Downgrading or Updating System Components	Allows you to upgrade or downgrade or 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 Component.
Running SUU from Network Location	Enables you to run SUU and upgrade or downgrade or 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 Command.

What's New In This Release

- DUP Support for PCIe-SSD firmware and driver.

NOTE: Firmware update for PCIe-SSD device is supported on RHLE5_x64, SLES10_x64 and windows operating systems.

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

Feature Overview

This section describes the overview of the Server Update Utility (SUU) supported features.

DUP Support for PCIe-SSD firmware and driver

Dell PowerEdge Express Flash Peripheral Component Interconnect Express (PCIe) Solid State Device (SSD) is a high performance storage device designed for solutions requiring low latency, high input output operations per second (IOPS), and enterprise class storage reliability and serviceability. The Dell PowerEdge Express Flash PCIe SSD is based on Single Level Cell (SLC) NAND flash technology with a high-speed PCIe 2.0 compliant interface. The high-speed PCIe 2.0 compliant interface helps improve the performance for I/O bound solutions.

NOTE: Firmware update for PCIe-SSD device is supported on RHLE5_x64, SLES10_x64 and windows operating systems.

QLogic Network Interface Card

Added firmware and driver update support for QLogic NIC cards.

Intel Network Interface Card

Added firmware and driver update support for Intel NIC cards.

Emulex Network Interface Card

Added firmware and driver update support for Emulex NIC cards.

Daisy Chained SEP and Expander

For 7.0 and later releases, internal Backplanes are cascaded together to extended available Hard Disk Drive (HDD) on a system. DUP now supports flashing upstream and downstream backplane, where upstream and downstream can be Storage Enclosure Processor (SEP) or Expander Backplane.

SWRAID 3.0

S110 is a new software Raid adapter supported in 7.0 release. DUP now supports updating of the S110 Driver.

Supported Operating Systems

- All versions of Windows Server 2008
- SUSE Linux Enterprise Server versions 10 and 11
- Red Hat Enterprise Linux versions 5.8, and 6.2
- VMware ESX versions 4.1 U2
- 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**.

This version of SUU (7.1) supports PowerEdge 9th – 12th Generation servers.

Other Documents You May Need

1. Go to **support.dell.com/manuals**.
2. Click **Software Systems Management**Dell OpenManage Releases.

NOTE: 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 the system components and applicable components in the repository.
- Perform an upgrade, downgrade, or a system set update.
- Browse the repository.

Prerequisite Failure Messages

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

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 rows 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 prerequisite check fails
perform the following:

1. Install the Dell OpenManage SUU version 4.3 or later.
2. Proceed 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. Dell DUP HDD firmware update utility related to system memory utilization requires minimum of 8GB to 16GB RAM in the server.

To install the hardware prerequisites:

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

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

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:
   a) Under the **Choose a Model** section, click **Select Model** and proceed to step 5.
   b) 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 the Dell system, click **Go**, and Proceed to step 9.
6. From the **Select the Product Family** list, select **Servers, Storage, Networking**.
7. From the **Select the Product Line** list, select **PowerEdge Server**.
8. From the **Select the Product Model** list, select the PowerEdge system, and click **Confirm**.
9. From the **Operating System** and **Driver Language** drop-down lists, select the appropriate operating system and language for the 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 the 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 the 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 more information on the criticality levels and their corresponding status, see the table below.

Table 2. Criticality Levels

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

Comparison Report Features

You can view, sort or export the Comparison Report.

Table 3. Comparison Report Features

Tasks	Action
Viewing Report	To view the report, in the left pane, click the 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 the system. For a Windows operating system, make sure the name of the report or the path that you save the report does not exceed 260 characters. For a Linux operating system, make sure the name of the 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 the 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.
4. While upgrading the components, SUU displays an update report. After completion, SUU displays an **Update Complete** dialog box.
5. 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 the system with the component versions available in the repository. If the system components version is greater 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 greater 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 the 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 multiple components on the 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**. 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 or upgrade or downgrade.

5. Click **OK** when the update or upgrade or 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.

To run SUU from the CLI mode, 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 4. CLI Commands List

CLI Command Syntax	Command Description
— ?	— h	— help	Shows this help message.
— g	— gui	Launches the SUU Graphical user Interface. **NOTE:** On Linux operating systems, this option can be used only from the X Window system.
— u	— update	Update the system components to the repository level. Components in your system that are of a higher version than the components in the repository will be downgraded without prompting you for confirmation. This is not always recommended.
— e	— upgradeonly	Upgrades all components repository versions that are greater than the current versions installed on the system. You cannot upgrade individual components using CLI. To do this, use the GUI.
— n	— downgradeonly	Downgrades all the system components greater than the repository components to the repository versions. **NOTE:** SUU does not allow you to downgrade individual components.
— p	— progress	Shows the progress of the upgrade or 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.

CLI Command Syntax	Command Description
— iprog | — inventoryprogress	Shows the progress (in percentage) of the comparison between the components in the system and the components in the repository.

Integrating Server Update Utility With Other Components

This section describes the possibilities of integrating Server Update Utility with other components.

Integrating Server Update Utility With Dell Management Console

Dell Management Console is a one-to-many systems management application that provides enhanced discovery, inventory, monitoring, patch updates, and reporting features. Dell Management Console is a Web-based graphical user interface (GUI) with a scalable, modular console for basic hardware management as well as advanced functions, such as asset management, enhanced security, and compliance. You can install Dell Management Console on a management station in a networked environment.

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

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

Using the Patch Management Feature

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

To use the Patch Management feature enter the context of the task in the Dell Management Console.

1. Insert the *Dell Server Updates* DVD into the DVD drive.
2. Double-click the **Dell Management Console** icon on the 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 the managed systems inside the 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.
   Windows link: **solutionsam.com/imports/7_0/Patch/Dell/dellinvtool_windows.cab**

   Linux Link: **solutionsam.com/imports/7_0/Patch/Dell/dellinvtool_linux.cab**
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 the managed systems, which helps to execute and view the Comparison Report.
   You can schedule to run the installation of Altiris agent at a time convenient to you. For detailed information, 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 the network.

For detailed information on using the Patch management feature, 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 the proxy server in the **Proxy server** field.
4. Enter an authorized user name and password if you have a protected proxy server.
5. Click **Test Settings** to validate the proxy server settings.

    The server attempts to connect to an external website to validate the proxy settings information. If an error message appears when you test the settings, ensure that the authentication credentials are correct, the 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:

    Windows link: **solutionsam.com/imports/7_0/Patch/Dell/dellinvtool_windows.cab**

    Linux Link: **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 by using SUU, either immediately or according to a schedule you define.

NOTE: 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** pane, right-click **Software Update Repository** and select **Open Repositories (Update CD/DVD)**.
5. In the **Open** window, browse to the CD/DVD drive, double-click the **Repository** directory, and then double-click **catalog.xml**.

For information about updating the software on the Dell system, see the *Dell OpenManage IT Assistant Help* or the *Dell OpenManage IT Assistant User's Guide* .

Logging into IT Assistant

1. Double-click the IT Assistant icon on the 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 plugin.

   NOTE: Click **OK** within 5 minutes. Otherwise, IT Assistant does not load properly.
4. Select **View Certificate** and then **Install Certificate** 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** .

Integrating SUU with OpenManage Essentials

This section describes the possibilities of integrating Server Update Utility with **OpenManage Essentials**.

About OpenManage Essentials

OpenManage Essentials is a hardware management application that provides a 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.

Selecting a catalog source using SUU

1. Launch **OpenManage Essentials**.
2. Click **Manage** → **System Update** → **Select a Catalog Source** System Update Select a Catalog Source.
3. Click **Use file System source (SUU)** .
4. Click **Browse** and select either the **catalog.xml** or **catalog.cab** file.
5. Click **Import now**.

Creating a custom Server Update Utility (SUU) using Dell Repository Manager

You can create a custom SUU for the system using Dell Repository Manager (DRM).

1. Launch DRM.
2. Create or open a repository.
3. Select the bundles you want to export from the list of displayed bundles, and click **Export**.
4. In the **Export Bundle(s)** dialog box, click **Next**.
5. In the Export Destination dialog box, select **Export as SUU to ISO** and click **Next**.

   > **NOTE:** User can select **Export as SUU to directory**; the output package will create the SUU contents in the form of directory.

6. Repository Manager is **Checking to see if the required plugin is installed...**
7. **Click here to install the Plugin** link appears in case the system does not have the proper plugin.

   > **NOTE:** This dialog will not appear if the required Plugin is already installed.

8. Click the **Click here to install the Plugin** link to install the required Plugins.
9. **Please wait...** dialog box will appear with progress bar.
10. Once the plugin is downloaded, report dialog box will appear. **Close** the report dialog box.
11. Once the latest Plugin is installed, the version of the installed Plugin appears. Click **Next**.
12. In the **Browse For Folder** dialog box, navigate to the folder on your local drive, where you want to save the ISO file, and click **OK**.
13. Click **Finish**.
14. **Please wait...** dialog will appear with the progress of ISO Creation.
15. **Accept** the Security Warning to download the files successfully.

   > **NOTE:** When you attempt to download from another website or webpage, a security warning appears, in this case users are prompted to accept the files from Dell. The **Name**, **Publisher**, **Certificate Type**, and **Expiration Date** of the file appears in the window to ensure the authenticity.

16. Once the SUU ISO is created, report dialog box will appear. **Close** the report dialog box. This takes you back to the main window.
17. Burn the bootable ISO CD or DVD using the appropriate software.

To access the ISO file navigate to the pre-defined location where the bootable ISO is created.

Exporting as a SUU

You can export a selected Dell recommended or a custom bundle as a fully functional SUU.

To export a Dell recommended or a custom bundle as a functional SUU:

1. Open a repository from **My Repositories** or import a repository from **Application**.
2. Click the **Bundles** tab.
3. Select the bundle(s) you want to export from the list of displayed bundle(s), and click **Export**.
4. In the **Export Bundle(s)** window, select **Export as SUU**, and select one of the following, and click **Next**.

   – **Export as SUU to Directory** to create a SUU pack in the provided directory.
   – **Export as SUU to ISO** to create an ISO image of the SUU pack.

   The system checks for availability of the latest SUU plug-in. If a plug-in is available, the version number of the plug-in displays and the application prompts you to proceed with the exporting process.

   For more information on the usage of SUU on Windows and Linux servers, see the *Dell OpenManage Server Update Utility User's Guide* at **support.dell.com/manuals**.

   – While Repository Manager checks for availability of the required SUU plug-ins, the **Checking to see if the required plug-in is installed...** dialog box is displayed.
   – If the latest plug-in is already downloaded the following message displays: `Required plug-in found`

     The version number of the plug-in found is also displayed.

   – When **ftp.dell.com** is accessible and, latest plug-ins exist on your system, the **Update plug-in** link displays. When you click the link, the plug-ins from the system are updated.
   – If you attempt installing plug-ins by clicking the Click here to install the plug-in, when ftp.dell.com is not accessible and plug-ins do not exist on your system, the following error message is displayed: `Plug-in file not found in configured location. Press "OK" to open Plug-in update settings.`

     NOTE: Ensure the system connects to the Internet and the **ftp.dell.com** is accessible.

5. In the **Browse For Folder** window, navigate to the folder on your local drive, where you want to export the SUU, and click **OK** Once you click **OK**, **Export SUU** job goes to the **Jobs Queue**. You can see the **Status** and **Progress** under the **Jobs Queue** list.
6. In the **Export Summary** window, click **Errors/Warnings** to check for errors or warnings, if any, in the export.

   The following are considered as errors:

   – If the file type of a component mismatches the bundle it belongs to. For example, an Linux DUP shows in a Windows bundle.
   – If the Supported platforms of a component mismatches the bundle supported list. For example an R210 BIOS shows in a T710 bundle.
   – If the operating system supported for the bundle is Windows or Linux. For example, export M1000e bundle to a SUU. Other operating systems are considered as errors.

     The following is considered a warning:

     If multiple update components are applicable to the same device within a bundle, Repository Manager preserves only the latest version of the component in a custom SUU. All the other duplicated components are removed from the bundle in the custom SUU.

7. Click **Finish**.

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Known Issues and Frequently Asked Questions

This section describe some known issues and frequently asked questions for Dell OpenManage Server Update Utility (SUU).

Known Issues

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

Launch Issues

When SUU GLI or CLI is launched on SLES 10 SP4 without installing a compatible library and if it throws an error message, you need to install the libstdc++33-32bit-3.3.3-7.8.1.x86_64.rpm from the SLES 10, SP4 ISO image. After that SUU launches without any issues.

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 this issue, stop the USB arbitration service. To do so:

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 USB arbitration, reboot the server to allow the DUPs and/or the Inventory Collector to run.

   NOTE: If you require the USB arbitration, enable it manually after the update is complete. To enable the USB arbitration, run the **chkconfig usbarbitrator** 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 the system, change the security options in Group Policy Editor. To do so:

1. Open Group Policy Editor by clicking **Start Run** and then **gpedit.esc** or **gpmc.msc**.
   The **Group Policy Editor** window is displayed.
2. Browse to **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**.

DUP Fails on 64–bit Red Hat Enterprise Linux Operating System

If DUP fails 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 Invcol 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 to run SUU

On Linux systems, **libstdc++-libc6.2-2.so.5** and **libstdc++-libc6.2-2.so.3** libraries are required to run SUU. These libraries are present if you have installed SUSE Linux Enterprise Server or supported versions of Red Hat Enterprise Linux on the system. If the system does not have these libraries and you are running a supported version of Red Hat Enterprise Linux or SUSE Linux Enterprise Server , 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 or 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 at least 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 (W2ks systems) or in the **/var** folder in Linux. You need to manually delete these temporary files.

For the W2k8 systems this location changes to **<%systemdrive%>:\users\ <%user%>\AppData\Local\Temp\<number> \hsperfdata_<%user%>**.

Updating the H661 Firmware

If the 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 the system or from the SUSE Linux Enterprise Server CD if you are running SUSE Linux Enterprise Server on the 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 the 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 DUPs. Either run SUU or 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 Windows operating system, navigate to the **<%systemdrive%>:\dell\suu** directory and delete the **suu.lck** file. To delete the lock files on systems running Linux operating system, run the: **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 Server Administrator services may not run. Restart the 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* at **support.dell.com/manuals**.

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

While running SUU, make sure 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 10 MB of free space. You can also specify a different directory to save the log files. For more information, see the SUU command line options.