

Dell Update Packages
Version 6.4 for
Operating Systems
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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Contents

1	Getting Started With Dell Update Packages	7
	Overview	7
	Supported Operating Systems	8
	Before You Begin	8
	Downloading DUPs	8
	Fresh Installation of Device Drivers	9
	Interactive Mode	9
	Non-Interactive Mode	9
	Linux Prerequisites and Features	9
	Dell-Qualified and Dell-Enabled Packages	9
	OpenIPMI Requirements	10
	Windows Prerequisites and Features	10
	User Account Control In Windows Server 2008	11
	Support For Trusted Platform Module (TPM) and BitLocker	11
	Installation Order of DUPs	12
	Important Tips to Remember for Using DUPs	12
	Other Documents You May Need	13
	Obtaining Technical Assistance	13

2	Using Dell Update Packages	15
	Acquiring DUPs	15
	Updating Packages Component and System Compatibility	15
	Executing DUPs in Linux Environment	15
	Verifying the Digital Signature	16
	Executing DUPs in the Windows Environment:	18
	Verifying the Digital Signature	18
	Compatibility Concerns	19
	Effects of Applying the Updates on a Running System	20
	Delivering DUPs to Your Systems	21
	Updating Many Systems	21
	Remote Terminal Sessions	21
	Confirming the Update	22
3	Performing BIOS and Firmware Updates Using Dell Linux Online Repository	23
	Setting Up/Bootstrapping the Repository.	24
	Installing Firmware Tools	24
	Downloading Applicable Firmware.	25
	Inventory Installed Firmware	25
	Updating BIOS and Firmware.	25
	Automatically Update Firmware.	27
	Viewing Log Information.	27

4	Update and Rollback in Unified Server Configurator - Lifecycle Controller Enabled	29
	Update in USC LCE.	29
	Rollback in USC LCE.	30
5	Command Line Interface Reference	31
	Linux CLI Options	31
	Windows CLI Options	34
	Exit Codes for CLI	37
6	Linux Troubleshooting	41
	Known Issues	41
	Diagnostic Tasks Will Not Run While a DUP Reboot is Pending	41
	Abnormal Termination of a DUP	41
	Error While Loading Shared Libraries	41
	Insufficient Free Physical Memory to Load the BIOS Image	41
	Kernel Panic While Running Storage Controller Firmware Update Packages	42
	Loss of Functionality While Renaming Linux DUPs	42
	Yum and Up2date Repository Management Software Caches Incorrect Repository Metadata	42
	Use Dell Linux Repository with yum and Red Hat Enterprise Linux Version 4	42
	DUPs Fail on 64-bit Red Hat Enterprise Linux Operating System.	43

Messages	44
DUP Message Logs	54
Messages Log	54
Messages Log File	55
7 Windows Troubleshooting and FAQs	57
Known Issues	57
Inventory Failure on Microsoft Windows Operating System	57
Messages	58
Frequently Asked Questions	61
DUP Message Logs	65
Messages Log	65
Messages Log File	65
A Trusted Platform Module (TPM) and BitLocker Support	67
B Microsoft Windows Server 2008 User Account Control	69
UAC Restrictions When Running DUPs remotely	70
Index	73

Getting Started With Dell Update Packages

Overview

A Dell Update Package (DUP) is a self-contained executable in a standard package format that updates a single software element on the system.

DUPs are available for the following software components:

- System BIOS
- System firmware, also known as the Embedded Systems Management (ESM) firmware
- Remote Access Controller (RAC) firmware
- RAID controller firmware and device drivers

Using DUPs, you can update a wide range of system components simultaneously and apply scripts to similar sets of Dell systems to bring the system components to the same version levels.

DUPs are available for both Linux and Windows operating systems using which you can:

- Apply an individual update to a system by using an interactive command line interface (CLI).
- Install device drivers in interactive and non-interactive modes.
- Execute multiple updates for your system by using a script comprised of non-interactive commands that you write using the CLI feature.
- Leverage your operating system's scheduling and software distribution utilities to apply updates remotely to any number of systems.

Supported Operating Systems

For a complete list of supported systems, operating systems, and Dell OpenManage components, see the *Dell Systems Software Support Matrix* available at support.dell.com/manuals.

Before You Begin

Before you install and use DUPs, ensure that:

- Your system and operating system is supported by DUPs.
- You are able to log on to the system with an account that has Administrator privileges.

Downloading DUPs

You can download DUPs for Windows and Linux operating systems from support.dell.com.



NOTE: DUPs are also available in the repository folder in the *Dell Server Updates* DVD, along with the **Catalog.xml** (that contains information about both Windows and Linux DUPs) and **DellSoftwareBundleReport.html** files.

To download DUPs from the Dell Support website:

- 1 Log on to support.dell.com and select **Support for Enterprise IT**.
- 2 Select **Drivers and Downloads**.
- 3 Enter your service tag or choose your product model.
- 4 Select your product family and product line.
- 5 Select your operating system, language, category, and the update importance.

A list of applicable updates are displayed.

- 6 Click **Download Now**.



NOTE: You can also download a different file format from the **File Title** column by selecting a file format for your DUP and clicking it. If you want to download more than one file type, you must do it one at a time.

- 7 To complete downloading the file, follow the instructions on the screen.

Fresh Installation of Device Drivers

DUPs update BIOS, firmware, drivers, and applications. If a device driver is not present in your system, DUPs allow you to do a fresh installation of the driver. You can install the driver if the supported hardware is present.

Interactive Mode

In interactive mode, if a fresh installation is applicable, DUP displays a message to install the driver along with the version of the package. Click **Yes** to install the package. Installation results are logged in the "DUP Message Logs" on page 54.

Non-Interactive Mode

When a fresh installation is applicable, executing DUPs with the `/s` switch installs the driver.

For example, `packagename.exe /s` and `packagename.exe /s /r` does a fresh installation of driver DUPs.



NOTE: Not all driver DUPs support fresh installation. See the *Dell Update Packages for Microsoft Windows Operating Systems* readme file for the list of drivers that do not support fresh installation.

Linux Prerequisites and Features

Dell-Qualified and Dell-Enabled Packages

Before installing DUPs, read the information provided online and in the download package. Ensure that the updates you selected are both necessary and appropriate for your system. You may also need to complete some or all of the following steps:

- 1 Add executable privileges to the package filename. Type the following command:

```
chmod +x packagename.bin
```

- 2 Verify that the package meets the prerequisites for performing an update. To perform the check from the CLI, type the following command:

```
./packagename.bin -c
```

- 3 Determine one of the following methodologies for performing the updates:
 - Single update method: Run the DUP from the command line in interactive mode to perform the update.
 - Script method: Use this method if you want to run one or more updates from a script in non-interactive mode.

OpenIPMI Requirements

Certain DUPs may require the latest OpenIPMI Linux device drivers to be installed on your system. If you are prompted during installation to obtain the latest drivers, see support.dell.com, or visit the support site for your Linux operating system to download the latest drivers.



NOTE: Currently, DUPs are supported only in the DTK embedded Linux environment.



NOTE: For dependencies and information on running DUPs in the Dell-provided embedded Linux environment and in a customized embedded Linux environment and for information on the required files and tools, see the *Dell OpenManage Deployment Toolkit User's Guide* at support.dell.com/manuals.



NOTE: The required minimum kernel version is **2.6.9-42**.

Windows Prerequisites and Features

Before installing DUPs, read the information provided online and in the download package. Ensure that the updates you selected are necessary and appropriate for your system. You may also need to complete some or all of the following steps:

- 1 Run the **DUP Check** option on the target system to ensure that the system meets the prerequisites for performing an update.

To run the check from the CLI, type the following command at the command line prompt:

```
packagename.exe /c /s
```

To run the check from the GUI, perform the following steps:


- a Double-click the **.exe** file for the DUP you downloaded.


Installation Order of DUPs

If you are installing multiple DUPs, install the updates that require a reboot at the end. Table 1-1 provides the recommended installation order.

Table 1-1. Update Packages: Recommended Installation Order

Installation Order	System Software Components
1	Device driver
2	Device firmware
3	ESM firmware
4	BIOS

 **NOTE:** If you have updated the BIOS, the changes to the BIOS take effect only after you reboot your system.

 **NOTE:** To ensure a single reboot, you must install the ESM firmware update before the BIOS update.

Important Tips to Remember for Using DUPs

- Prepare repair disks before you perform any updates.
- Download the currently installed version of drivers, BIOS, and firmware, so that you have a backup plan in case any issues arise.
- Ensure that you have a backup of operating system files or system configuration files stored on a system other than the one you are updating.
- Ensure that the updates are planned for and performed by the system administrator who knows which applications could be affected.
- Before updating all systems, perform the upgrade on one nonessential system to test the update.
- Do not run other applications while executing DUPs.
- Do not shut down the system while an update is in progress.
- Ensure that the system reboots without power interruption after performing a BIOS update.
- Do not close any terminal console windows used for performing the DUP CLI execution, while DUP executions are in progress.

Other Documents You May Need

To access other documents you may need, go to support.dell.com/manuals and select your product or use the direct link on the *Dell Systems Management Tools and Documentation DVD*.

- *Dell OpenManage Legacy Compatibility Guide*



NOTE: You do not need to install Dell OpenManage Server Administrator on your system to run DUPs.

- *Server Update Utility User's Guide*
- *Dell OpenManage Deployment Toolkit (DTK) User's Guide*
- *Dell OpenManage IT Assistant User's Guide*
- *Dell Systems Software Support Matrix*
- *Glossary*

Obtaining Technical Assistance

If at any time you do not understand a procedure described in this guide, or if your product does not perform as expected, different types of help are available. For more information see the "Getting Help" section in your system's *Installation and Troubleshooting Guide* or the *Hardware Owner's Manual*.


For information on the Dell Enterprise Training and Certification, see the *Dell Training Services* website at dell.com/training.




NOTE: The training service may not be offered in all locations.

Using Dell Update Packages

Acquiring DUPs

 **NOTE:** DUPs currently do not support every device type. DUPs will be available on additional devices in future releases.

 **NOTE:** You can download Windows DUPs from support.dell.com. For more information, see "Downloading DUPs" on page 8. DUPs are also available in the repository on the *Dell Server Updates* DVD.

Dell provides a number of aids to help you determine whether or not your system requires an update. You can download the DUP for your system from the Dell Support website at support.dell.com. For more information, see "Downloading DUPs" on page 8.

Updating Packages Component and System Compatibility

After you locate the required DUP, read the summary information to determine whether or not you should download the update and apply it to your system. You can run the DUP and read the summary information. This information is provided to help you determine whether the update is appropriate for your system and your specific environment.

Executing DUPs in Linux Environment

You can run DUPs from the console in two modes:

- interactive
- non-interactive

Interactive Mode

In the interactive mode, you issue a command, and the interface prompts you for permission to continue executing the command. When you execute a package interactively, it first displays a scrollable view of the release notes for the package. You may view these notes before continuing with the execution of the package.

The DUP may be executed from a local console attached to the target system or from an administrator's workstation by using a remote shell, such as *ssh*. Once a package has been delivered to the target system, administrators can execute the package in its simplest form by typing *./packagename.bin* from the working directory, where *packagename* is the model and component-specific name of the package. This syntax assumes that the *.bin* file has the appropriate permissions set and that a user account with root privileges executes the update. Once underway, the DUP will echo its progress and status to the console (stdout) and log its activity to */var/log/messages*.

Non-Interactive Mode

Non-interactive mode is essential when executing a script for applying DUPs to multiple systems. When applying DUPs to multiple systems, you cannot answer yes or no during script execution. Your script specifies *-q* for non-interactive mode; often script writers add *-f* for force and *-r* for reboot if a reboot is required for the type of update being performed.

In the following command example, the command applies a BIOS DUP without any user confirmation, forces the execution in the case of a downgrade from a more recent BIOS version, and reboots the system after the DUP is applied. This command is executed provided the DUP satisfies all the system and version requirements.

```
./PE2850-ESM_FRMW_LX_R92394.bin -q -f -r
```

For more information on the command line interface (CLI), see "Command Line Interface Reference" on page 31.

Verifying the Digital Signature

A digital signature is used to authenticate the identity of the signer of a file and to certify that the original content of the file has not been modified since it was signed.

If you do not already have it installed on your system, you must install the Gnu Privacy Guard (GPG) to verify a Linux DUP digital signature. To use the standard verification procedure, perform the following steps:

- 1 Get the Dell Linux public GnuPG key, if you do not already have it. You can download it by navigating to lists.us.dell.com and clicking the **Dell Public GPG key** link.
- 2 Import the public key to your gpg trust database by running the following command:

```
gpg --import <Public Key Filename>
```



NOTE: You must have your private key to complete the process.

- 3 To avoid a distrusted-key warning, validate the public key by its fingerprint before you use it.
 - a Type the following command:

```
gpg --edit-key 23B66A9D
```
 - b Within the GPG key editor, type `fpr`. The following message appears:

```
pub 1024D/23B66A9D 2001-04-16 Dell, Inc.
(Product Group) <linux-security@dell.com>
Primary key fingerprint: 4172 E2CE 955A 1776
A5E6 1BB7 CA77 951D 23B6 6A9D
```

If the fingerprint of your imported key is the same as the key owner's, you have a correct copy of the key. You can verify the key's owner in person, over the phone, or by any other means that guarantees that you are communicating with the key's true owner.
 - c While still in the key editor, type `sign`.
 - d Answer the list of trust-validation questions that appears and create a passphrase to use as your secret key.

You must import and validate the public key only once.

- 4 Obtain the Linux DUP and its associated signature file from the Dell Support website at support.dell.com/support/downloads.



NOTE: Each Linux DUP has a separate signature file, which is displayed along with the DUP. You need both the DUP and its associated signature file for verification. By default, the signature file is named the same as the DUP filename with a .sign extension.

- 5 Verify the DUP using the following command:

```
gpg --verify <Linux Update Package signature filename> <Linux Update Package filename>
```

Executing DUPs in the Windows Environment:

To run DUPs from the interactive graphical user interface (GUI), perform the following steps. This procedure applies to all Update Packages.

- 1 Execute the DUP by double-clicking the filename from within Windows Explorer.
- 2 Read the update information displayed in the DUP window.
- 3 Click **Install** to install the DUP.
- 4 Reboot the system, if necessary.

To execute DUPs from the command line interface (CLI), see "Command Line Interface Reference" on page 31.



Verifying the Digital Signature

A digital signature is used to authenticate the identity of the signer of an Update Package and to certify that the original content is unchanged. Digital signature of DUPs gives you a more reliable and trustful method of authentication.

Verifying the digital signature ensures that the original Update Package was received correctly and that the content has not been modified since it was signed.

To verify the Update Package's digital signature, perform the following steps:

- 1 Start Windows Explorer and locate the Update Package whose digital signature you want to verify.
- 2 Right-click the filename.

- 3 Click **Properties** in the pop-up menu.
- 4 In the **Properties** window, click the **Digital Signatures** tab.
 **NOTE:** If this tab is not displayed, the Update Package is not signed.
- 5 Select the signature from the signature list, and click **Details**.
 **NOTE:** The signature is not verified until you click **Details**.
The **Digital Signature Details** window appears.
- 6 Read the digital signature information to verify that the digital signature is OK.
- 7 Click **OK** to close the window.

Compatibility Concerns

DUPs are designed to confirm that all prerequisites are satisfied before applying the update to your system. Each DUP checks to ensure the following:

- The logged-on user has root privileges.
- The DUP to be applied in the command is compatible with your target system.
- The DUP to be applied in the command is compatible with the operating system running on your system.
- The device associated with the DUP is present on your system.
- The minimum required versions of related system software are running on your system.

DUPs are designed with built-in error handling capabilities to ensure that the preceding requirements are validated. If the conditions are not met, no update occurs. DUPs also check for dependencies between BIOS and certain ESM packages. The application design allows you to create groups of DUPs and apply them to a wide range of systems. Additionally, if you only want to verify that a given package can be applied to your system, you can invoke the package by using the following CLI command:

```
./Packagename.bin -c for Linux  
packagename.exe /c /s for Windows
```

This command executes the dependency rules within the DUP, issues any warnings, exits without applying the update to your system, and writes the results to the console. You can also use the DUP to set an exit code to perform decisions within your scripts.

Effects of Applying the Updates on a Running System

System Reboot Required

Certain packages, such as those that update the system BIOS, require a reboot for the new software to take effect. After you apply an update that requires a reboot, you must restart the system to complete the update.

You have the option of choosing to defer the reboot until another time as long as you do not turn off the system. This feature is primarily intended to allow you to apply any number of updates together and perform the system reboot after the last update has been applied. If this process is interrupted, for example, through a power interruption, you must repeat the updates. Therefore, it is recommended that you schedule updates for a time when the reboot can take place immediately after you apply the last update.

Impact on Users and Applications

Generally, you can apply the updates to a running system because they consume few system resources. Be sure to read the information contained in the DUP before applying the update to determine if applying the update may cause a service interruption to your users or applications. When in doubt, always apply updates at a time when no critical applications or users require the system.

Specifying the Order of Multiple Updates

When applying multiple updates at the same time, be sure to use the order indicated in "Installation Order of DUPs" on page 12. As previously noted in "System Reboot Required" on page 20, you may defer rebooting the system until after running the last of multiple DUPs.

Saving Console Output for Linux

As the DUPs are executed, messages are printed to the console. To redirect console output, use the following syntax with interactive commands:

```
./packagename.bin | tee -a logname.log
```

The `| tee` specifies the output from the DUP to be sent to both the console and to a log file. The `-a` switch ensures that output is appended to a file, protecting any previous log file output from being overwritten.

Delivering DUPs to Your Systems

The DUP application does not provide scheduling and delivery of the packages to multiple systems. You must rely on third-party or native operating system applications to accomplish script execution and distribution on multiple systems.

Using Software Distribution Applications With DUPs

Many IT organizations use internally developed or purchased software distribution applications to remotely install and update software.

Updating Many Systems

For large environments that consist of hundreds or perhaps thousands of systems, remote software distribution applications provide the best solution. Many of these tools can effectively leverage the DUP and provide the convenience of installing and updating a variety of software, such as operating systems and applications, in a heterogeneous environment.

Network file shares also are an effective method of making DUP accessible in a distributed environment. When a DUP begins execution, it first copies the contents of the package to a temporary location on the system's local drive. This process ensures that the update can be completed even if the connection to the network share is lost for any reason.

Remote Terminal Sessions

In today's highly distributed environment, it is common for IT organizations to use remote access solutions, such as Microsoft Terminal Services, to gain access to their remote systems. You may use this type of solution to run DUPs.



NOTE: If your terminal session is disconnected during a NIC driver update, you will need to re-connect and verify that the update has completed successfully.

Stand-alone Systems and Firewalls

For systems that are not connected to the Internet or that have firewalls which block user downloads, you need to download your DUP from support.dell.com by using a system that does have access to the Internet, such as your desktop or portable computer. You can make DUP available to your system by copying them onto removable media that your system supports.

Confirming the Update

To ensure that DUPs were applied to your system, review the console output that was generated during execution. See "Linux Troubleshooting" on page 41 for detailed information about the messages.

If you want to revert to a previous (older) version of the software after updating to a newer version, you must download the appropriate DUP from support.dell.com and install it.

For Linux:

To install the previous version from a script, use `-q` (unattended) mode. In addition, you must use the CLI `-f` option, which forces the downgrade.



NOTE: If your system loses power during the update process, you must perform the updates again.



NOTE: DUPs for Linux can also be found in the repository on the Dell Server Updates DVD that contains the updated BIOS, and firmware components for Dell systems. For more information, see the *Server Update Utility User's Guide* available at support.dell.com/manuals.

For Windows:

To install the earlier version from a script, use the `/s` (unattended) mode. In addition, you must use the CLI `/f` option, which forces the downgrade. To install the earlier version from the GUI, you are prompted to ensure that you want to install an earlier version.

Performing BIOS and Firmware Updates Using Dell Linux Online Repository

You can update your system to the latest version or to a specific version of the BIOS and firmware available in the Dell Linux online repository. The updates are available in the RPM Package Manager (RPM) format. RPM is a standard package format for software updates specific to Linux operating systems. You can inventory the system, scan the repository for matching firmware with newer version using repository management software such as yum, up2date, rug, and zypper. The repository management software support the following operating systems:

- Yum: Red Hat Enterprise Linux 5 Update 3 (x86_32, x86_64)
- Up2date: Red Hat Enterprise Linux 4 Update 8 (x86_32, x86_64)
- Rug: SUSE Linux Enterprise Server 10 SP3 (x86_64)
- Zypper: SUSE Linux Enterprise Server 11 (x86_64)

Firmware-tools are used to update BIOS and firmware on your system. With firmware-tools, the RPM-based BIOS and firmware updates are available along with the packages containing the tools to install those updates. Using a repository management software, you can easily update your BIOS and firmware to the latest or specific versions on your system.

The latest BIOS and firmware updates are available at the Dell OM 6.2 Linux Repository website at linux.dell.com/repo/hardware/latest/.

To update BIOS and firmware for your system:

- 1 Setup/bootstrap the repository.
- 2 Install firmware-tools.
- 3 Download applicable firmware.
- 4 Update BIOS and firmware.

Setting Up/Bootstrapping the Repository

To setup/bootstrap the Dell Linux online repository, run the following command at the command prompt:

```
wget -q -O -  
http://linux.dell.com/repo/hardware/latest/bootstrap.  
cgi | bash
```

The system is configured to access the Dell Linux online repository using supported repository management software. The Dell GPG keys and libsbios (BIOS library) are also installed.

Creating a Local Mirror

To create a local mirror of the Dell Linux online repository, use the following command:

```
rsync://linux.dell.com/repo/hardware
```



NOTE: The Dell Linux repository contains **.htaccess** files. To enable your Apache system to recognize these, you must allow overrides for the directory that contains the Dell Linux repository.

Installing Firmware Tools

Depending on the repository management software you are using, run one of the following commands to install firmware-tools:

- For yum:

```
yum install dell_ft_install
```
- For up2date:

```
up2date -i dell_ft_install
```
- For rug:

```
rug install dell_ft_install
```
- For zypper:

```
zypper install dell_ft_install
```


Downloading Applicable Firmware

Depending on the repository management software you are using, run one of the following commands to download applicable firmware:

- For yum:

```
yum install $(bootstrap_firmware)
```
- For up2date:

```
up2date --solvedeps=$(bootstrap_firmware -u)
```
- For rug:

```
rug install $( bootstrap_firmware | xargs -n1 -r  
rug --terse wp | cut -d'|' -f3 | grep -v "No  
matches" | sort | uniq )
```
- For zypper:

```
zypper install $(bootstrap_firmware)
```

Bootstrap firmware is a process where the latest BIOS/Firmware update RPMs for your system are downloaded from the repository, along with the utilities necessary to inventory and apply updates on your system.

Inventory Installed Firmware

You can also inventory your system for the list of existing versions of BIOS and firmware using the following command:

```
inventory_firmware
```

Updating BIOS and Firmware

After you have installed the firmware-tools and downloaded the applicable BIOS and firmware updates, you can update the BIOS and firmware on your system using the CLI or the GUI.

Updating BIOS and Firmware Using CLI

Run the following command to inventory the system and scan the repository for new versions of components:

```
update_firmware
```

This command provides information about the existing versions of components on your system and the list of component versions that are available to be installed.

To install all applicable BIOS and firmware updates on your system, run the following command:

```
update_firmware --yes
```

Once the devices are updated, the "Execution Success" message is displayed.

Updating BIOS and Firmware Using GUI

To start the interactive GUI, run the following command:

```
inventory_firmware_gui
```

The **Inventory and Update Firmware** window displays the existing versions of components on your system and the component versions that are available to be installed.

To update BIOS and firmware on your system to the versions available in the repository:

- 1** Select the required devices to be updated and click **Update Firmware**.
The **Update Firmware** dialog box is displayed.
- 2** Click **Continue to update page....**
You can also click **Show Details** to view the list of selected devices and their versions.
- 3** Click **Update Now** to start performing the updates.
Once the devices are updated, the execution success message is displayed for each device.

You can also perform the following:

- If your system component version is higher than the version available in the repository, you can downgrade your system components to the versions in the repository. In the **Inventory and Update Firmware** dialog box, select the required components to downgrade and click **Allow Downgrade**.
- If you need to re-install the component versions, select the required components and click **Allow Reflash**.

Automatically Update Firmware

By default, installing a BIOS or firmware RPM does not apply the update to the hardware. The update is manually applied using the `update_firmware` command. However, you can automatically update the hardware during RPM installation by configuring the `/etc/firmware/firmware.conf` file.

To automatically install BIOS and firmware updates, ensure that `rpm_mode` is set to `auto` in the `firmware.conf` file as shown:

```
[main]
# Automatically install BIOS updates when an RPM BIOS Update file is installed
# values: 'auto', 'manual'
# default: 'manual'
rpm_mode=auto
```

Viewing Log Information

The log information is stored in the `firmware-updates.log` file located at `/var/log/` folder.

Update and Rollback in Unified Server Configurator - Lifecycle Controller Enabled

Dell Unified Server Configurator - Lifecycle Controller Enabled (USC - LCE) is an embedded configuration utility that enables systems and storage management tasks from an embedded environment throughout the system's life cycle.

Residing on an embedded flash memory card, USC - LCE is similar to a BIOS utility in that it can be started during the boot sequence and can function independently of an installed operating system.

Using USC - LCE, you can quickly identify, download, and apply system updates without searching the Dell Support website at support.dell.com. You can also configure your system BIOS and system devices (such as NIC, RAID, and iDRAC), deploy an operating system, and run diagnostics to validate your system and the attached hardware.



NOTE: Certain platforms or systems may not support the full set of features provided by USC - LCE.

Update in USC LCE

You can update your system BIOS, iDRAC firmware, power supply firmware, RAID firmware, and NIC firmware. Use the **Platform Update** wizard to display a list of available updates for your system.

You can define a location to search for available updates from the following options:

- The Dell File Transfer Protocol (FTP) system (ftp.dell.com). You can use a proxy system to access ftp.dell.com.
- AUSB device. When accessing updates from a local USB device, the USB device must be plugged in before selecting the **Platform Update** option in USC LCE.



NOTE: For more information on updating the platform, see the *Dell Unified Server Configurator User Guide* available on the Dell Support website at support.dell.com/manuals

After you select the updates you want to apply, USC - LCE downloads and applies the updates. If you decide to update any device in USC - LCE, the update package of the corresponding device is downloaded. After successfully downloading, verifying, and extracting the DUPs, the corresponding devices are updated. If the update fails, error messages are displayed.

Rollback in USC LCE

You can update any component, for example BIOS, in both USC - LCE and your operating system environment. After the update is successful in your operating system environment using DUPs, you can enter USC - LCE and revert the component to the version that was previously installed before the update occurred.

USC - LCE supports platform firmware rollback to the previous version. If your operating system has a non-functioning application because of a BIOS or firmware flash, reboot to USC - LCE and roll back to the previous version.



NOTE: Only BIOS and firmware can be rolled back. The USC - LCE application, the Dell Diagnostics application, and drivers needed for operating system installation cannot be rolled back to an earlier version.

If you have updated your system's BIOS or firmware only once, the rollback feature offers the option of reverting to the factory-installed BIOS or firmware images. If you have updated your BIOS or firmware to multiple versions, the factory-installed images are overwritten and you cannot revert to them.



NOTE: Rollback is not supported in your operating system environment. To enable rollback, ensure that you boot into USC - LCE.



NOTE: Rollback is only supported for USC - LCE and not supported for USC.

Command Line Interface Reference

You can display information about CLI options by typing the DUP name and either `-h` or `--help` at a command line prompt.

The console displays all of the command line options and provides help for each choice.

Linux CLI Options

Table 5-1 provides a list of the CLI options for Linux, a description of each option, and the command syntax.

Table 5-1. Linux CLI Options: Usage

CLI Option	CLI Task Description	Command Syntax
(no option; run command without options) Run commands in interactive mode.	Apply the DUP in interactive mode; if the DUP is valid and can be applied, interacts with the user, asking questions.	<code>./packagename.bin</code>
<code>-h</code> or <code>--help</code> Help option	Display command line options and help information. The <code>--help</code> option executes before all other <code>--</code> options. NOTE: This option exits after displaying the requested information; no DUP verification or updates occur.	<code>./packagename.bin -h</code> <code>./packagename.bin --help</code>
<code>-c</code> Check option	Determine if the update can be applied to the target system.	<code>./packagename.bin -c</code>

Table 5-1. Linux CLI Options: Usage (continued)

CLI Option	CLI Task Description	Command Syntax
-f Force option	Force a downgrade or update to an older version. The -q option is required when using the -f option. NOTE: Before downgrading the software to a previous version, see the documentation for the previous version.	./packagename.bin -q -f
--list List package contents option	Display all files that are contained in the DUP. NOTE: This option exits after displaying the requested information; no DUP verification or updates occur.	./packagename.bin --list
-q Run command in non-interactive mode	Execute the DUP silently without user intervention. When -q is not specified, the DUP is in the interactive mode.	./packagename.bin -q
-r Reboot option	Reboot the system, if required, after performing the update. The reboot does not occur: <ul style="list-style-type: none">• If the DUP fails or is not applicable to the target system.• If the DUP does not require the target system to be rebooted. The -q option is required with this option.	./packagename.bin -r -q
--rebuild Rebuild option	Automatically rebuild a DUP to support Linux operating system kernels in addition to the supported kernels.	./packagename.bin --rebuild

Table 5-1. Linux CLI Options: Usage (continued)

CLI Option	CLI Task Description	Command Syntax
<code>-v, --version</code> Display version option	Display the version, fixes, enhancements, and release date; lists systems to which the DUP can be applied. NOTE: This option exits after displaying the requested information; no DUP verification or updates occur.	<code>./packagename.bin -v</code> <code>./packagename.bin --version</code>
<code>--extract <path></code>	Extract all files contained in the DUP to the path you specify. If the directory specified in the path does not exist, it is created. If the path contains spaces, use quotation marks around the <code><path></code> value. NOTE: This option exits after extracting the requested files; no DUP verification or updates occur.	<code>./packagename.bin --extract /update</code> <code>./packagename.bin --extract "/update files"</code>

Windows CLI Options

Table 5-2 provides a list of the CLI options for Windows, a description of each option, and the command syntax.


 **NOTE:** DUPs for Microsoft Windows operating systems cannot display output at the command line because they are Windows GUI applications. All output information is written to a log file. See "DUP Message Logs" on page 54 for information on log files.

Table 5-2. Windows CLI Options: Usage

CLI Option	CLI Task Description	Command Syntax
/? or /h Help option	Displays command line options and help information.	<i>packagename.exe</i> /? <i>packagename.exe</i> /h
/c Check option	Determines if the update can be applied to the target system. The /s option is required with this option. Options /f, /e, and /r are not valid with this option. When you click Install in the graphical user interface (GUI) mode, the same checking process is performed.	<i>packagename.exe</i> /s /c /l=c:\pkg.log
/e=<path> Extract option	Extracts all files contained in the DUP to the path you specify. If the directory specified in the path does not exist, it is created. If the path contains spaces, use quotation marks around the <path> value. The /s option is required with this option. Options /f, /c, and /r are not valid with this option.	<i>packagename.exe</i> /s /e=c:\update <i>packagename.exe</i> /s /e="c:\update files"

Table 5-2. Windows CLI Options: Usage (continued)

CLI Option	CLI Task Description	Command Syntax
/f Force option	Allows downgrade of the software to a previous (older) version. The /s option is required with this option. Options /e and /c are not valid with this option. NOTE: Before downgrading the software to a previous version, see the documentation for the previous version.	<code>packagename.exe /s /f /l=c:\pkg.log</code>
/l=<filename> Log option	Appends logged messages to a specified ASCII file; creates a new file if one does not exist. If the file name contains spaces, use quotation marks around the <filename> value. The /s option is required with this option.	<code>packagename.exe /s /l=c:\pkg.log</code> <code>packagename.exe /s /l="c:\Update Log\pkg.log"</code>
/r Reboot option	Reboots the system, if required, after performing the update. The reboot does not occur: <ul style="list-style-type: none">• If the DUP fails or is not applicable to the target system• If the DUP does not require a reboot The /s option is required with this option. Options /e and /c are not valid with this option.	<code>packagename.exe /s /r /l=c:\pkg.log</code>

Table 5-2. Windows CLI Options: Usage (continued)

CLI Option	CLI Task Description	Command Syntax
/s Silent option	Executes the update silently without user intervention. When /s is not specified, the DUP is launched in GUI (interactive) mode. The /s option is required when using the /e, /f, /c, /l, and /u options. NOTE: Using the /s option causes all output to be written to log files.	<i>packagename.exe</i> /s /l=c:\pkg.log
/u=<file-name> Unicode Log option	Appends logged messages to a specified Unicode file; creates a new file if one does not exist. If the file name contains spaces, use quotation marks around the <filename> value. The /s option is required with this option.	<i>packagename.exe</i> /s /u=c:\pkg.log <i>packagename.exe</i> /s /u="c:\Update Log\pkg.log"

Exit Codes for CLI

Exit codes help you determine and analyze the execution results after you run DUPs.

After running DUPs, set the exit codes described in Table 5-3.

Table 5-3. Exit Codes

Value	Message Name	Display Name	Description
0	SUCCESSFUL	Success	The update was successful.
1	UNSUCCESSFUL (FAILURE)	Unsuccessful	An error occurred during the update process; the update was not successful.
2	REBOOT_REQUIRED	Reboot required	You must restart the system to apply the updates.
3	DEP_SOFT_ERROR	Soft dependency error	Some possible explanations are: <ul style="list-style-type: none">• You attempted to update to the same version of the software.• You tried to downgrade to a previous version of the software. To avoid receiving this error, provide the /f option.

Table 5-3. Exit Codes (continued)

Value	Message Name	Display Name	Description
4	DEP_HARD_ERROR	Hard dependency error	<p>The required prerequisite software was not found on your system. The update was unsuccessful because the system did not meet BIOS, driver, or firmware prerequisites for the update to be applied, or because no supported device was found on the target system. The DUP enforces this check and blocks an update from being applied if the prerequisite is not met, preventing the system from reaching an invalid configuration state.</p> <p>The prerequisite can be met by applying another DUP, if available. In this case, the other package should be applied before the current one so that both updates can succeed. A DEP_HARD_ERROR cannot be suppressed by using the /f switch.</p>
5	QUAL_HARD_ERROR	Qualification error	<p>The DUP is not applicable to the system. Some possible explanations are:</p> <ul style="list-style-type: none">• The operating system is not supported by the DUP.• The system is not supported by the DUP.• The DUP is not compatible with the devices found in your system. <p>A QUAL_HARD_ERROR cannot be suppressed by using the /f switch.</p>

Table 5-3. Exit Codes (continued)

Value	Message Name	Display Name	Description
6	REBOOTING_SYSTEM	Rebooting system	The system is being rebooted.
9	RPM_VERIFY_FAILED	RPM verification has failed	<p>The Linux DUP framework uses RPM verification to ensure the security of all DUP dependent Linux utilities. If security is compromised, the framework displays a message and an RPM Verify Legend, and then exits with exit code 9.</p> <p>RPM produces output <i>only</i> if there is a verification failure. The format of the output is:</p> <pre>.SM5DLUGT 'utility name'</pre> <p>For example, if the <i>fmt</i> command is compromised, the framework displays the message:</p> <pre>rpm verify failed: .M..... /usr/bin/fmt</pre> <p>RPM Verify Output Legend:</p> <ul style="list-style-type: none">.- Verification test passedS- File Size differsM- Mode differs (includes permissions and file type)5- MD5 sum differsD- Device major/minor number mismatchL- ReadLink(2) path mismatchU- User ownership differsG- Group ownership differsT- mTime differs

Linux Troubleshooting

Known Issues

The issues listed below are known issues and corrective actions for Dell Update Packages (DUPs) for Linux operating systems. Also see the corresponding *Readme for Linux* at support.dell.com/manuals.

Diagnostic Tasks Will Not Run While a DUP Reboot is Pending

It is recommended that you complete any pending updates with a reboot prior to running diagnostic tasks.

Abnormal Termination of a DUP

When a DUP stop abruptly due to a power outage or abnormal termination, perform the following steps:

- 1 Remove the lock file.
- 2 Type the following command: `rm -f /var/lock/.spsetup`
- 3 Run the DUP again to reapply the update.

Error While Loading Shared Libraries

Install the compatibility libraries from your Linux distribution if the following error is displayed: `Error while loading shared libraries: libstdc++.so.5: Cannot open shared object file: No such file or directory.` To install the compatibility libraries, use the following command: `RPM -ih compat-libstdc++-33-3.2.3-47.3.i386.rpm`

Insufficient Free Physical Memory to Load the BIOS Image

BIOS updates require enough free physical memory to load the entire BIOS image into the physical memory. If there is insufficient free physical memory available on the system to load the BIOS image, the DUP for BIOS may fail. In this instance, the BIOS can be updated using the diskette method, by running the DUP after adding more memory, or by running the DUP immediately after a reboot.

Kernel Panic While Running Storage Controller Firmware Update Packages

Linux systems running one or more applications that interact with SCSI devices in certain ways are known to cause a kernel panic situation. Therefore, it is recommended that you stop Dell OpenManage Server Administrator and Dell OpenManage Server Administrator Storage Management Service before running storage controller firmware DUPs.

Loss of Functionality While Renaming Linux DUPs

Linux DUPs can be executed even if they are renamed, but some functionality is lost. Renamed Linux DUPs with extensions that are in the Linux MIME (Multimedia Internet Message Extensions) database could fail to execute from various X-Windows desktops, for example GNOME. In this case the desktop issues a file open error message indicating that the DUP cannot be opened. This occurs if a DUP with an uppercase ".BIN" extension is renamed to one having a lowercase ".bin" extension. The ".bin" extension has an entry in the Linux MIME database which leads to the file open error.



NOTE: The `readme.txt` file, which is available at support.dell.com/manuals, provides the latest information regarding known issues.

Yum and Up2date Repository Management Software Caches Incorrect Repository Metadata

For yum, run the `yum clean all` command to remove old metadata and retry updating the firmware.

For up2date, run `rm -f /var/spool/up2date/*` to remove old metadata. You can also remove all the files under `/var/spool/up2date/` at any time and up2date will automatically download the required updates.

Use Dell Linux Repository with yum and Red Hat Enterprise Linux Version 4

If you do not have Red Hat Network (RHN) configured, and need to use the Dell yum repository with Red Hat Enterprise Linux version 4 and up2date, you must disable RHN. Open the `/etc/sysconfig/rhn/sources` file and comment the following line:

```
up2date default
```

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:

- `procmail`
- `compat-libstdc++-33.i686`
- `libstdc++-4.4.4-5.el6.i686`
- `libxml2.i686`



NOTE: The RPMs are available on the RHEL 6 x64 media.

DUP Update of Firmware Might Fail While Running in the UEFI Mode

When RHEL6 or SLES11 is installed and booted in a UEFI environment, flashing firmware via DUP might fail after DUP reboots the system.

DUP relies on a warm reset to enable firmware flashing. In the UEFI mode, the kernel by default performs a cold reset. A fix for this issue will be available in a future update of the operating system.

Boot the system with the `reboot=k` kernel command line option to enable the firmware flashing procedure to complete successfully. You could add this to `/etc/grub.conf` to be persistent across reboots.



NOTE: Using the "reboot=w" option as documented in the Linux Kernel Documentation might cause a Kernel Panic to occur on RHEL6 while the system shuts down.

Messages

Table 6-1 provides descriptions and solutions to messages that you may receive when running DUPs.

Table 6-1. Messages

Message	Description/Solution
This Update Package is not compatible with your system Your system: <Model NameN> System(s) supported by this package: <Model NameN>	Select a compatible DUP, and try the update again.
This Update Package cannot be executed under the current operating system.	DUPs support Linux operating systems and kernels supported by the --rebuild option.
This Update Package is not compatible with any of the devices detected in your system.	Select a compatible DUP for the device(s) you want to update, and try again.
The prerequisite software version for this update was not found. Software application name: <name> Current version: <version> Required version: <version>	The DUP you selected cannot be installed because a prerequisite requirement was not met. Install the appropriate prerequisite software version, and try the update again.
You must use the -f option to continue with the update in the non-interactive mode.	The version of this DUP is either older than or the same as the version installed. To apply the DUP, you must force execution.
The software to be updated was not found. Install the following software, and then retry the update. Software name: <name> Required version: <version>	Your system does not contain the software that matches the DUP.

Table 6-1. Messages

Message	Description/Solution
The version of this Update Package is newer than the currently installed version. Software application name: <name> Package version: <version> Installed version: <version>	This message confirms the version of the currently installed software before the update is performed. (Using the interactive mode) Type Y or N when prompted to continue. (Using the CLI) Specify the -f option.
The version of this Update Package is older than the currently installed version. Software application name: <name> Package version: <version> Installed version: <version>	The DUP you selected cannot be installed because a newer version of the software already exists on the system. To install the older version: (Using the interactive mode) Type Y or N when prompted to continue. (Using the CLI) Specify the -f option.
The version of this Update Package is the same as the currently installed version. <version> Software application name: <name> Package version: <version> Installed version: <version>	The DUP you selected cannot be installed because the same version of the software already exists on the system. (Using the interactive mode) Type Y or N when prompted to continue. (Using the CLI) Specify the -f option.
This package is not compatible with the version of Server Agent on your system. You must upgrade to Server Administrator before running this package.	Use an alternative update method from support.dell.com .
This update package requires an OpenIPMI driver. Currently no OpenIPMI driver is installed on the system.	The DUP you selected cannot be installed because you do not have an OpenIPMI driver installed on your system.

Table 6-1. Messages

Message	Description/Solution
<p>In order to assist in the <update install>, you can download and install a version of the OpenIPMI driver that meets the minimum version requirement from support.dell.com. The minimum version required is <version>.</p>	<p>Download and install the minimum required OpenIPMI driver from support.dell.com.</p>
<p>This Update Package requires a newer version of the OpenIPMI driver than is currently installed on the system, which is version <version>.</p>	<p>The OpenIPMI driver that is currently installed on your system does not meet the minimum version requirements of the selected DUP.</p>
<p>Kernel source for the running kernel is not installed, and the currently installed OpenIPMI driver RPM was installed without the kernel source for the running kernel. In order to install OpenIPMI driver modules for the running kernel that meet the minimum version requirement, you must install kernel source for the running kernel, and then use DKMS (see man page for dkms) to install and build OpenIPMI driver modules for the running kernel. To install kernel source for the running kernel, install the <filename> RPM that is applicable to the running kernel.</p>	<p>Install the kernel source for your running kernel, and then use the Dynamic Kernel Module Support (DKMS) framework to install and build the OpenIPMI driver modules for the running kernel.</p> <p>You must install the kernel source by installing the .rpm file required by your kernel.</p> <p>For information on using DKMS, see the man page for DKMS.</p>

Table 6-1. Messages

Message	Description/Solution
Kernel source for the running kernel is installed, but the currently installed OpenIPMI driver RPM was installed without the kernel source for the running kernel. In order to install OpenIPMI driver modules for the running kernel that meet the minimum version requirement, use DKMS (see man page for dkms) to install and build OpenIPMI driver modules for the running kernel.	Use DKMS to install and build the OpenIPMI driver modules required by your running kernel. For information on using DKMS, see the man page for DKMS.
You must reboot the system for the update to take effect.	If you shut down or power off the system after performing an update, you will lose the update. After performing a BIOS update, do not power off the system. Reboot the system for the update to take effect.
An Update Package is already running. Wait until it is complete before proceeding with another update.	You can run only one DUP at a time.
WARNING: DO NOT STOP THIS PROCESS OR INSTALL OTHER DELL PRODUCTS WHILE <BIOS FRMW> UPDATE IS IN PROGRESS. THESE ACTIONS MAY CAUSE YOUR SYSTEM TO BECOME UNSTABLE.	Do not interrupt DUP execution.
Cannot find utilities on the system to execute package.	The package must have certain utilities to execute.
Make sure the following utilities are in the path:<path>	The utilities named must be in the path mentioned in the message.
File already exists.	The package is attempting to overwrite an existing file.

Table 6-1. Messages

Message	Description/Solution
Rebuilding package <package_name> to support kernel version "kernel.x". This process may take several minutes to complete...	The DUP application is rebuilding the package to support a different kernel version.
No specific kernel version specified! Building support for current kernel...	Unable to determine current system kernel. The DUP application attempts to rebuild the package.
Cannot create directory /extract directory. Please ensure that there is enough space.	Extracting the package to this path requires more disk space than is available.
Cannot create temporary file "filename"	The package cannot create the temporary file for a technical reason, such as lack of disk space, permissions, or a pre-existing file.
Unable to create Temp Files. Please ensure that there is enough space in the tmp folder.	The package cannot create the temporary file for a technical reason, such as lack of disk space, permissions, or a pre-existing file.
Archive cannot be extracted. Please ensure that there is enough space in the tmp folder.	There may be insufficient space for the archive.
Please provide a directory name to extract to.	Provide a directory name for the extracted files.
ROOT directory cannot be used for extraction.	Create a directory for your extracted files.
Successfully extracted to "/extractdir"	The package contents were extracted to the directory you designated.
Cannot find utilities on the system to extract package. Make sure the following utilities are on the path: <path>	Locate the listed utilities and add their directory to your Path .

Table 6-1. Messages

Message	Description/Solution
Rebuilding Package Failed - Error creating driver support directory.	The package could not be rebuilt because the support directory could not be created.
Rebuilding Package Failed - Error copying kernel modules.	The package could not be rebuilt because the kernel modules could not be copied.
Rebuilding Package Failed - Error re-creating archive.	The package could not be rebuilt because the archive could not be recreated.
Rebuilding Package Failed - Uninstallation of driver was unsuccessful.	The package could not be rebuilt because the driver could not be uninstalled.
Package has been rebuilt successfully.	The package rebuild was successful.
Rebuilding Package Failed - Error creating output package.	Ensure that the directory from which the package rebuild option is being executed is writable.
Rebuilding Package Failed - Error creating wrapper files.	The required wrapper files could not be created.
Output package:	The name of the output package is:
Package execution requires 'root' user privileges.	Log in with root privileges, and try the update again.
Successfully extracted to <target_directory>.	The package is being extracted to the following directory.
Rebuilding package packagename.bin to support 'uname -r'.	DUP is rebuilding the packages to support the running kernel.
This process may take several minutes to complete.	Wait for the process to complete.
Rebuilding Package Failed - Unable to extract package contents.	Unable to extract the contents of the package.

Table 6-1. Messages

Message	Description/Solution
Rebuilding Package Failed - Server Administrator device driver (HAPI) is already installed on the system. Package can be rebuilt only on a system that does not have Server Administrator device driver (HAPI) installed.	Packages cannot be rebuilt on a system that has the HAPI device driver installed.
Unable to Install Dell Instrumentation Driver (HAPI).	The package cannot install the HAPI driver.
Rebuilding Package Failed - RPM Installation failed with error code=<RPM Install Error Return code>	Provides the RPM error code that prevented the package from being rebuilt.
packagename.bin: Rebuilding Package failed - Unable to extract package contents.	Ensure that there is enough space in the /tmp directory.
packagename.bin: Rebuilding Package - Kernel <kernel-version> is already supported by this package.	You do not need to rebuild this package because you have already customized the package for your kernel. You will only receive this message if you previously used the --rebuild option and then ran the rebuilt package.
packagename.bin: Rebuilding Package Failed - RPM Installation failed with error code=<LSB_Compliant RPM Install Error Return code>	Check the LSB Compliant RPM error return codes to determine the exact reason for failure.
packagename.bin: Rebuilding Package Failed - Error creating driver support directory.	Ensure that enough space is available in the /tmp directory.
packagename.bin: Rebuilding Package Failed - Error copying kernel modules.	Ensure that enough space is available in the /tmp directory.

Table 6-1. Messages

Message	Description/Solution
<code>packagename.bin: Rebuilding Package Failed - Error recreating archive.</code>	Ensure that enough space is available in the <code>/tmp</code> directory.
<code>packagename.bin: Rebuilding Package Failed - Uninstall of driver was unsuccessful.</code>	The driver could not be uninstalled.
<code>packagename.bin: Rebuilding Package Failed - Error creating files.</code>	Ensure that enough space is available in the <code>/tmp</code> directory.
<code>Package has been rebuilt successfully. Output package: packagename.bin:--CUSTOM.</code>	Package is ready for distribution and execution on production systems with the same running kernel as the system on which it was rebuilt.
<code>Package has been rebuilt successfully.</code>	Package is ready for distribution and execution on production systems with the same running kernel as the system on which it was rebuilt.
<code>packagename.bin: Rebuilding Package failed - Unable to extract package contents.</code>	Ensure that enough space is available in the <code>/tmp</code> directory.
<code>packagename.bin: Rebuilding Package failed - Server Administrator is installed on the system.</code>	Packages cannot be rebuilt on a system that has Server Administrator installed. Uninstall Server Administrator from the system before using the <code>--rebuild</code> option.

Table 6-1. Messages

Message	Description/Solution
The installed operating system version is not supported by this Update Package. To customize this package, see "Rebuilding Packages" in the Update Package User's Guide. In no event shall Dell Inc. be held liable for any direct, indirect, incidental, special, or consequential damages suffered during or after package customization and execution.	The prerequisites for rebuilding the package are present on your system, but if you apply the customized package to your system and it causes problems, you cannot hold Dell Inc. responsible.
In no event shall Dell Inc. be held liable for any direct, indirect, incidental, special, or consequential damages suffered during or after package customization and execution.	Fully consider this statement before executing a customized package that was enabled by the --rebuild option.
packagename.bin: Rebuilding Package failed - Server Administrator is already installed on the system.	Packages cannot be rebuilt on a system that has Server Administrator installed. Uninstall Server Administrator from the system before using the --rebuild option.
Attempt to update BIOS or firmware to the same version. Update was unnecessary and not applied.	Re-application of BIOS or firmware DUP serves no purpose.
Inventory operation exceeded specified timeout.	Inventory operations have time-out limits as defined in the package's PIEConfig.xml file. Time-out durations are in seconds. If an operation times out, the remainder of the package update is cancelled.

Table 6-1. Messages

Message	Description/Solution
Execution operation exceeded specified timeout	Execution update operations have time-out limits as defined in the package. Time-out durations are in seconds. If an operation times out, the remainder of the package update is cancelled.
/var/lock directory must exist.	Create this system directory to ensure that package updates do not execute concurrently.
Unable to build a device driver for the running kernel because it is not supported on your system.	Select a compatible DUP and try again.
The Intel IMB driver is currently loaded. Please unload the driver before executing.	Unload the Intel IMB driver before installing the selected DUP.
Warning: The shell less command is not available. When viewing Release Notes, press space to continue viewing notes, q to continue DUP processing.	Continue to view the release notes, or install the less command from operating system media, and re-execute the package interactively.

Table 6-1. Messages

Message	Description/Solution
Press 'q' to exit DUP (--version).	The Linux DUP framework uses the Linux utility, <i>less</i> , to display the release notes relevant to the specific firmware or driver release managed by the DUP.
Press 'q' to continue with DUP execution (dup dup execution).	When viewing release notes, DUP prompts when executed with the below options: --version: Press 'q' to exit DUP (--version) All other DUP execution: Press 'q' to continue with DUP execution (dup dup execution).
Warning: Screen widths of less than <numeric value> can distort the information view.	To optionally correct this, answer <No> to stop package execution. Widen the terminal window to the required size and then re-execute the package interactively.

DUP Message Logs

Logging occurs when you run a command for a DUP. The logs maintain information about all update activities. DUPs write to the Messages log. If you install the same package more than once on the same system, the log is appended.

Messages Log

Messages log files reside in the following default location:

`/var/log/dell/updatepackage/log`

The messages log file includes the following information:

- Date and time the DUP was launched
- Package release ID number
- The full path and filename of the support log generated by the command

- DUP type
- DUP version
- Framework version of the DUP
- Version that was previously installed on the system
- Version that the command is trying to apply to the system
- Exit code that results from execution of the command
- Whether a reboot was performed



NOTE: The support log files are intended for use by Dell support personnel. Dell encourages you to redirect the DUP output to a file of your choice.

Messages Log File


Message logs are informational messages that you can view in one of the messages files in the `/var/log` directory. The messages files in the `/var/log` directory contain messages about a wide range of events on the system. Therefore, you must scan through the log file to find the messages that are relevant to DUPs.

Windows Troubleshooting and FAQs


Known Issues

The issues listed below are known issues and corrective actions for Dell Update Packages (DUPs) for Windows operating systems. Also see the corresponding *Readme for Windows* at support.dell.com/manuals.

Inventory Failure on Microsoft Windows Operating System


 **NOTE:** This issue is applicable to systems running Windows operating system version 2008 and higher.

If you login to a system running on Microsoft Windows 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**.

Messages

Table 7-1 provides descriptions and solutions to messages that you may receive when running DUPs. Also see the corresponding *Readme for Microsoft Windows* at support.dell.com/manuals.

Table 7-1. Update Packages Message Information

Message	Description/Solution
This Update Package is not compatible with your system. Your system: <system model name>	Select a compatible DUP, and try the update again.
This Update Package is not compatible with your system. Your system: <system model name> Systems(s) supported by this package: <system model name>...: <system model name>	Select a compatible DUP, and try the update again.
This Update Package cannot be executed under the current operating system.	DUPs support Microsoft Windows 2000 Server, Windows Server 2003 and the Windows Server 2008 operating systems. Latest information on various Dell systems and operating systems that DUPs are supported on are available in the <i>Dell Systems Software Support Matrix</i> . This document is available at support.dell.com/manuals .
Your system does not have the minimum operating system version or service pack required for this Update Package.	The DUP you selected cannot be installed because the minimum operating system version or service pack requirements were not met. Install the appropriate version, and try the update again. Or, use an alternate update method on support.dell.com .

Table 7-1. Update Packages Message Information (continued)

Message	Description/Solution
Your system exceeds the maximum operating system version supported by this Update Package.	The DUP you selected cannot be installed because your system exceeded the maximum operating system version supported by the DUP. Install the appropriate version or select another DUP, and try the update again.
This Update Package is not compatible with any of the devices detected in your system.	Select a compatible DUP for the device(s) you want to update, and try again.
The prerequisite software version for this update was not found: Software application name: <name> Current version: <version> Required version: <version>	The DUP you selected cannot be installed because a prerequisite requirement was not met. Install the appropriate prerequisite software version, and try the update again.
The software to be updated was not found. Install the following software, and then retry the update. Software name: <name> Required version: <version>	Your system does not contain the software that matches the DUP.
The version of this Update Package is newer than the currently installed version. Software application name: <name> Package version: <version> Installed version: <version>	This message confirms the version of the currently installed software before the update is performed.

Table 7-1. Update Packages Message Information (continued)

Message	Description/Solution
The version of this Update Package is older than the currently installed version. Software application name: <name> Package version: <version> Installed version: <version>	The DUP you selected cannot be installed because a newer version of the software already exists on the system. To install the older version: (Using the Interactive mode) Click Yes when prompted to continue with the installation. (Using the CLI) Specify the /f option.
The version of this Update Package is the same as the currently installed version. Software application name: <name> Package version: <version> Installed version: <version>	The DUP you selected cannot be installed because the same version of the software already exists on the system. (Using the Interactive mode) Click Yes when prompted to continue with the installation.
This package is not compatible with the version of Server Agent on your system. You must upgrade to Server Administrator before running this package.	Use an alternative update method from support.dell.com .
Administrator privileges are required to perform this update.	Log in with Administrator privileges, and try the update again.
You must reboot the system for the update to take effect.	If you shut down or power off the system after performing an update, you will lose the update.
An Update Package is already running. Wait until it is complete before proceeding with another update.	You can run only one DUP at a time.

Table 7-1. Update Packages Message Information (continued)

Message	Description/Solution
This Update Package is not installed. Software application name: <name> Package version: <version> Would you like to install?	In interactive mode, if a fresh install is applicable, you are presented with a choice to install or not. The package version is also displayed.

Frequently Asked Questions

Question: Must I reboot my system after applying every Dell Update Package (DUP)?

Answer: DUPs that are running in the interactive mode determine if it is necessary to reboot your system. If so, you are prompted to reboot. In the silent unattended mode, the exit code is set to 2, which indicates that a system restart is required.

Question: Which operating systems are supported by DUPs?

Answer: For a complete list of supported systems and operating systems, see the *Dell Systems Software Support Matrix* available at support.dell.com/manuals. The *Dell Systems Software Support Matrix* has information about the various Dell systems, the operating systems supported by these systems, and the Dell OpenManage components that can be installed on these systems.

Question: How do I perform updates if my operating system is not supported by DUPs?

Answer: For those operating systems that are not currently supported, you can perform updates by using the existing update formats from the Dell Support website at support.dell.com.

Question: I cannot locate a DUP on support.dell.com for my device. Where is it?

Answer: Ensure that you have provided all the required information for downloading DUPs, such as product category, product line, product model, download category, and operating system.

DUPs are not available for all devices. Dell will continue to make additional DUPs available for more devices in future releases. See the `readme.txt` file for a list of devices currently supported by DUPs.

Question: I'm using a software distribution tool to deploy my applications or operating system updates to my remote servers. Can I use DUPs with this tool to remotely update my servers?

Answer: DUPs are designed to work with most software distribution tools. See the documentation for your tool for more information.

Question: Where can I find the error messages generated by a DUP that is running in unattended mode?

Answer: The execution messages are stored in the Package log file and in the Windows System Event Log (SEL), which are described in "DUP Message Logs" on page 65 section of this guide.

The Package log file resides in the following default directory:

`C:\dell\updatepackage\log\packagename.txt`

The Windows SEL is available through the Windows Event Viewer.

Question: When I execute a DUP from the command line prompt, I continue to see Windows dialog boxes and pop-up messages. Can I direct the output to the command line prompt console?

Answer: Use the `/s` and `/l` options to direct the output to the log files.

Question: How can I gain access to the DUP dependency information and other information?

Answer: This information is displayed on the initial graphical user interface (GUI) screen when you run the DUP.

Some information is also available by using the CLI `/c/s` options. (You must use the `/c/s` options together.) However, this method provides limited information, such as the version of the update and whether it is applicable for the target system.

Question: Can I use DUPs on other vendors' systems?

Answer: No. DUPs are designed for use on Dell systems only.

Question: I recently updated the BIOS on my system and now I would like to go back to the previous version. Can I do this with DUP?

Answer: Yes. Download the DUP for the previous version of your system BIOS from support.dell.com and install it. If a DUP is not available, use one of the other formats on support.dell.com.

Question: Why does the DUP for the system BIOS require a reboot?

Answer: The BIOS update is applied only after you reboot your system.

Question: I'd like to apply several updates to my system at once. Can I do this with DUPs? Do I need to be concerned about the order in which I apply the updates?

Answer: Yes, you can apply multiple updates to your system at the same time. See Table 1-1 for information about the update order.

Question: If I rename Windows DUPs, will they still function correctly?

Answer: Yes.

Question: Can I modify DUPs?

Answer: No. DUPs contain logic to guard against potential corruption of their contents. Because of this design, DUPs cannot be modified.



NOTE: If you modify the contents of DUPs, Dell will not support them.

Question: Can I use any other program to inspect or extract the contents of DUPs?

Answer: Yes, you can use WinZip or an equivalent software application.



NOTE: DUPs contain logic to guard against potential corruption of their contents. Because of this design, DUPs cannot be modified. If you modify the contents of DUPs, Dell will not support them.

Question: I am running a non-English version of Windows 2000. Can I use DUPs?

Answer: Yes. You can use DUPs on non-English versions of Windows 2000 Server and Windows Server 2003 operating systems. Currently, DUPs are available only in English.

Question: How will I know when there are new DUPs available for my systems?

Answer: You can check support.dell.com for updates or register for the File Watch Service at dell.com to receive automatic notification for upgrades to your system.

Question: Why do BIOS and firmware updates fail to re-apply (update to the same version), even when using the force (/f) option in CLI mode?

Answer: Re-installation of BIOS or firmware DUPs wastes valuable company time and resources. It accomplishes nothing. If you still wish to apply such an update, run DUPs in the GUI mode and confirm the re-application.

Question: Why does my system only execute one of the CLI options that I entered in a command string?

Answer: Only certain CLI options can be used simultaneously. When invalid combinations of CLI options are entered in a single command string, only the option with the highest priority is executed. See Table 4-1 for details on which commands can be used together.

Question: How do I verify that the DUPs that I have downloaded has a digital signature?

Answer: In Windows Explorer, locate the DUP that you want to verify and right-click the filename. Click **Properties** in the pop-up window. If you see the **Digital Signatures** tab in the **Properties** window, the DUP has a digital signature. If that tab is not displayed, the DUP is not signed. See "Verifying the Digital Signature" on page 18 for additional information.

Question: Why can't I use a signed DUP with my current release of DUP?

Answer: DUPs released on September 6, 2005 and later are digitally signed.

DUP Message Logs

Logging occurs when you run a command for a DUP. The logs maintain information about all update activities. DUPs write to the Messages log. If you install the same package more than once on the same system, the log is appended.

Messages Log

Messages log files reside in the following default location:

`/var/log/dell/updatepackage/log`

The messages log file includes the following information:

- Date and time the DUP was launched
- Package release ID number
- The full path and filename of the support log generated by the command
- DUP type
- DUP version
- Framework version of the DUP
- Version that was previously installed on the system
- Version that the command is trying to apply to the system
- Exit code that results from execution of the command
- Whether a reboot was performed



NOTE: The support log files are intended for use by Dell support personnel. Dell encourages you to redirect the DUP output to a file of your choice.

Messages Log File

Message logs are informational messages that you can view in one of the messages files in the `/var/log` directory. The messages files in the `/var/log` directory contain messages about a wide range of events on the system. Therefore, you must scan through the log file to find the messages that are relevant to DUPs.

Trusted Platform Module (TPM) and BitLocker Support

A TPM is a secure microcontroller with cryptographic capabilities designed to provide basic security-related functions involving encryption keys. It is installed on the motherboard of your system, and communicates with the rest of the system using a hardware bus. You can establish ownership of your system and its TPM through BIOS setup commands.

TPM stores the platform configuration as a set of values in a set of Platform Configuration Registers (PCRs). Thus one such register may store, for example, the motherboard manufacturer; another, the processor manufacturer; a third, the firmware version for the platform, and so on. Systems that incorporate a TPM create a key that is tied to platform measurements. The key can only be unwrapped when those platform measurements have the same values that they had when the key was created. This process is called *sealing* the key to the TPM. Decrypting is called *unsealing*. When a sealed key is first created, the TPM records a snapshot of configuration values and file hashes. A sealed key is only *unsealed* or released when those current system values match the ones in the snapshot. BitLocker uses sealed keys to detect attacks against the integrity of your system. Data is locked until specific hardware or software conditions are met.

BitLocker mitigates unauthorized data access by combining two major data-protection procedures:

- **Encrypting the entire Windows operating system volume on the hard disk:** BitLocker encrypts all user files and system files in the operating system volume.
- **Checking the integrity of early boot components and the boot configuration data:** On systems that have a TPM version 1.2, BitLocker leverages the enhanced security capabilities of the TPM and ensures that your data is accessible only if the system's boot components are unaltered and the encrypted disk is located in the original system.

BitLocker is designed for systems that have a compatible TPM microchip and BIOS. A compatible TPM is defined as a version 1.2 TPM. A compatible BIOS supports the TPM and the Static Root of Trust Measurement.

BitLocker seals the master encryption key in the TPM and only allows the key to be released when code measurements have not changed from a previous secure boot. It forces you to provide a recovery key to continue boot if any measurements have changed. A one-to-many BIOS update scenario results in BitLocker halting the update and requesting a recovery key before completing boot.

BitLocker protects the data stored on a system through *full volume encryption* and *secure startup*. It ensures that data stored on a system remains encrypted even if the system is tampered with when the operating system is not running and prevents the operating system from booting and decrypting the drive until you present the BitLocker key.

TPM interacts with BitLocker to provide protection at system startup. TPM must be enabled and activated before it can be used by BitLocker. If the startup information has changed, BitLocker enters recovery mode, and you need a recovery password to regain access to the data.



NOTE: See the Microsoft TechNet website for information on how to turn on BitLocker. See the documentation included with your system for instructions on how to activate TPM. A TPM is not required for BitLocker; however, only a system with a TPM can provide the additional security of startup system integrity verification. Without TPM, BitLocker can be used to encrypt volumes but not a secure startup.



NOTE: The most secure way to configure BitLocker is on a system with a TPM version 1.2 and a Trusted Computing Group (TCG) compliant BIOS implementation, with either a startup key or a PIN. These methods provide additional authentication by requiring either an additional physical key (a USB flash drive with a system-readable key written to it) or a PIN set by the user.



NOTE: For mass BIOS updates, create a script that disables BitLocker, installs the update, reboots the system and then re-enables BitLocker. For one-to-one Dell Update Package (DUP) deployments, manually disable BitLocker and then re-enable it after rebooting your system.



NOTE: In addition to BIOS DUP, execution of firmware DUP for U320, Serial Attached SCSI (SAS) 5, SAS 6, Expandable RAID Controller (PERC) 5, PERC 6, and Cost Effective RAID Controller (CERC) 6 controllers is blocked on a system having a TPM version 1.2 chip, **TPM Security** set at *ON with pre-boot measurement*, and **TPM Activation** set at *Enabled* if you enable BitLocker (TPM or TPM with USB or TPM with PIN).

Microsoft Windows Server 2008

User Account Control

In previous versions of Windows, user accounts were often members of the local Administrators group and had access to administrator privileges. Members of the local Administrators group could install, update, and run software since an Administrator account has system-wide access. When a user was added to the local Administrators group, that user was automatically granted every Windows privilege. These privileges provided access to all operating system resources. Hence, user accounts with Administrator privileges posed a security risk by providing access to operating system resources that could be exploited by malicious software (or malware).

User Account Control (UAC) is a new security feature in the Windows Server 2008 operating system. When enabled, it restricts access to critical system resources for all users except the built-in local Administrator.


The three types of user accounts in the Windows Server 2008 operating system are:

- Domain Administrator Account, is a user account with administrator privileges.
- Standard User Account, allows the user to install software and change system settings that do not affect other users or the security of the computer.
- Local Administrator Account, is the default super user of the operating system.

The user experience for a Domain Administrator Account differs from a Local Administrator Account when UAC is enabled. When a Domain Administrator Account requires access to critical system resources, the Windows Server 2008 operating system prompts for one of the following before launching a program or task that requires full administrator access:

- Permission to elevate privileges (in the case of a user in the Domain Administrators group)
- Domain administrator credentials to elevate privileges (in the case of standard users)

UAC prompts users in the Domain Administrators group (except the Administrator account) to click **Continue**, if they need to elevate privileges, or to click **Cancel** when performing functions that may entail a security risk. With UAC, users have to upgrade to an Administrator account before running DUPs.

 **NOTE:** Since the user experience is configurable with the Security Policy Manager snap-in (**secpol.msc**) and with Group Policy, there are multiple UAC user experiences. The configuration choices made in your environment will affect the prompts and dialogs seen by standard users, administrators, or both. UAC can be disabled by disabling the **User Account Control: Run Administrators in Admin Approval Mode** setting and requires a system reboot.

If a DUP is run in the GUI mode, the Windows Server 2008 operating system needs the user to permit the operation. But if a DUP is run in unattended mode, the user can bypass the popup window for permission by performing any of the following actions:

- Change the group security policy, `User Account Control: Behavior of the elevation prompt for administrators in Admin Approval Mode`, to **No Prompt** to disable the popup or elevate privileges without prompting for the Administrators group.
- Disable UAC.
- Use scripts to run the DUP and impersonate yourself as a local administrator at runtime.

UAC Restrictions When Running DUPs remotely

By default, after UAC starts, all Administrator Account users login as Standard Users. Thus, rights to access critical system resources are not available until the user confirms the privilege elevation request. This restriction disables the option to remotely deploy DUPs. UAC returns an **Access Denied** error if the management node agent runs on these login credentials.

You can bypass the UAC restrictions by:

- Enabling remote agent use of the Local System Account to perform a DUP update. The Local System Account is not protected by UAC (recommended option).
- Using the Local Administrator Account on each remote machine where the DUP is running.

- Disabling UAC for all users on remote machines (not a recommended option).
- Not upgrading to Administrator account on remote machines.



NOTE: Only two accounts (the Local Administrator Account and the Local System Account) are not protected by UAC. All other users including accounts with local administrator rights or domain administrator rights have UAC enabled by default. Even though UAC can be disabled by updating the local or domain security policy, it is not recommended. Remote users have to login as a built-in Local Administrator Account or obtain the Local System Account privilege to launch a DUP remotely.

Index

B

- BIOS and Firmware Updates, 23
- BitLocker, 67
- Boostrapping repository, 24

C

CLI

- c, 19, 31
- Check, 31
- exit codes, 37
- extract, 33
- f, 22, 32, 45
- Force, 32
- h, 31
- h, 31
- non-interactive mode, 32
- q, 22, 32
- r, 32
- reboot, 32
- rebuild, 32
- v, 33
- version, 33

CLI options

- /? , 34
- /c, 34
- /c/s, 62
- /e=, 34
- /f, 35, 60
- /h, 34

/l=, 35

/r, 35

/s, 36

/u=, 36

Check, 34

Extract, 34

Force, 35

Help, 34

Log, 35

Reboot, 35

Silent, 36

Unicode Log, 36

conditions that may require
update, 15

D

delivering Update Packages to
your systems, 21

Dell Linux Online Repository, 23

developing system update
strategy, 15

digital signature, 64

digital signature, verify, 16

DKMS, 46

E

executing Update Packages, 15

F

Firmware-tools, 23
frequently asked questions, 61

H

HAPI, 50
Help option, 31

I

Important tips
 using Update Packages, 12

K

key, verify, 17

M

message logs for Update
 Packages, 54, 65
messages, 58

N

non-interactive mode, 32

P

Platform Configuration
 Registers, 67
public key, verify, 17

R

RPM, 39
RPM format, 23

S

Server Administrator
 documentation, 13
signature, verify, 16
specifying order of multiple
 updates, 20
standalone systems and
 firewalls, 22
strategy for running Update
 Packages, 10
system reboot required after
 installing some Update
 Packages, 20

T

terminal mode
 commands, 67
troubleshooting
 known issues, 41

Trusted Platform Module, 67

U

Update and Rollback in Unified
Server Configurator
Lifecycle Controller
Enabled, 22, 29

Update Options, 8

Update Packages
acquiring, 15
applying on a running system, 20
before you begin, 15, 29
CLI commands, 19
delivering to your systems, 21
executing, 15
information provided about
updates, 9-10
message information, 58
message logs, 61
messages, 22
resolving compatibility
concerns, 19
some require system reboot, 20
standalone systems, 22
supported devices, 62
supported order of installation, 20
troubleshooting, 58
unattended mode, 22
updating many systems, 21
verifying the digital signature, 16
verifying the update, 22

updating many systems, 21

User Account Control, 69

using Update Packages
important tips, 12

V

verify
digital signature, 16
public key, 17
update, 22

