

## Frequently Asked Questions for Dell Encryption Key Manager 3.0.

*The Dell Encryption Key Manager 3.0 (EKM 3.0) has special server host name requirements in order to install successfully.*

Prior to installing EKM 3.0 in Windows and Linux environments, verify that the server host name meets the Dell EKM format requirements listed below:

- Ensure that the computer host name and domain name contain only alphabetical characters (A-Z and a-z) and numeric characters (0-9).
- The domain name can also include a dash (-) character that does not begin or end the name.
- No other characters are supported, such as the underscore character (\_).
- No special characters are supported.

If you are installing Dell EKM 3.0 in a Linux environment, please ensure that the two additional requirements below are met:

- a) All the locations that list the server host name show the same host name. These locations are listed below.
  - a. Hostname
  - b. /etc/hosts
  - c. /etc/sysconfig/network
  - d. /etc/sysconfig/network-scripts/ifcfg-ethx
- b) The server loop back address is associated with the server host name in the hosts file.

Ensure the hosts file (/etc/hosts) associates the server loop back address (typically 127.0.0.1) to the server host name.

Users might need to add the following line to the hosts file:

```
127.0.0.1 <Hostname>.<domain> <hostname>
```

Example: 127.0.0.1     server1.us.dell.com server1

**Copyright © 2014 Dell Inc. All rights reserved.** This product is protected by U.S. and international copyright and intellectual property laws. Dell and the Dell logo are trademarks of Dell Inc. in the United States and/or other jurisdictions. All other marks and names mentioned herein may be trademarks of their respective companies.