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

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