# Dell Command | Monitor

Version 10.3 Installation Guide

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Rev. A00

## Notes, cautions, and warnings

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

**CAUTION: A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.**

**WARNING: A WARNING indicates a potential for property damage, personal injury, or death.**

# Contents

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# Introduction to Dell Command | Monitor 10.3

This guide provides instructions on how to install Dell Command | Monitor on Dell enterprise client systems and on Dell IoT Gateway systems and Embedded PCs. For more information about supported systems, see Release notes available at **dell.com/dellclientcommandsuitemanuals**.

**NOTE:** Dell Command | Monitor was formerly Dell OpenManage Client Instrumentation (OMCI). After the OMCI version 8.2.1, OMCI is rebranded as Dell Command | Monitor.

**Topics:**



## Supported Windows operating systems

- Windows 10 Redstone 1, Redstone 2, Redstone 3, Redstone 5, and Redstone 6.
- Windows 10, Windows 10 Pro, Windows 10 19H1, and Windows 10 IoT Enterprise LTSB 2016 (64-bit) editions.
  **NOTE:** Windows 10 IoT Enterprise LTSB 2016 is supported only on Dell IoT Gateway systems, and for Dell Embedded PCs.
- Windows 8.1, Windows 8.1 Professional, and Enterprise (32-bit and 64-bit) editions.
- Windows 7, Windows 7 Service Pack 1 (SP1), Professional, Professional FES, Enterprise, Embedded Standard 7 Professional (WES7-P), Embedded Standard 7 Enterprise (WES7-E), and Ultimate (32-bit and 64-bit) editions.
  **NOTE:** Windows 7 Professional FES is supported only on Dell IoT Gateway systems, and for Dell Embedded PCs.

  **NOTE:** Embedded Standard 7 Professional (WES7-P), Embedded Standard 7 Enterprise (WES7-E) are supported only on Dell Embedded PCs.

### Supported Linux operating systems

- Red Hat Enterprise Linux (RHEL) 8.0 (64-bit)
- Red Hat Enterprise Linux (RHEL) 7.0 (64-bit)
- Ubuntu Desktop 16.04 (64-bit)
- Ubuntu Desktop 18.04 (64-bit)
- Ubuntu Server 18.04 (64-bit)

## Downloading Dell Command | Monitor

1. Go to **dell.com/support**.
2. Click the **Support** tab, and under **Support by Product** option, click **Drivers & Downloads**.
3. Enter the **Service Tag** or **Express Service Code** and click **Submit**.
   If you do not know the service tag, then click **Detect My Product** and follow the instructions on the screen.
   The **Product Support** page for your system type is displayed.
4. Click **Drivers & downloads**.
5. Expand the **Systems Management** category, and click the **Download** option for **Dell Command | Monitor** file.
6. Click **Save** to complete the download.

# 2

# System requirements for Dell Command | Monitor 10.3

This section provides information about the hardware requirements of Dell Command | Monitor.

## Hardware requirements

- Supported enterprise client system with SMBIOS 2.3 or later
- Supported systems that are compatible with WMI-ACPI compliant BIOS

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# Prerequisites for Dell Command | Monitor 10.3

Before installing Dell Command | Monitor, ensure that your system meets the following requirements.

**Topics:**



## Prerequisites for systems running on Windows

- Systems must be compatible with a WMI-ACPI compliant BIOS. If a system does not have a WMI-ACPI compliant BIOS over which to install Dell Command | Monitor, update the BIOS with a compatible version. For more information, see the Dell Command | Monitor Release Notes.
- The target system is a Dell manufactured system with System Management Basic Input Output System (SMBIOS) 2.3 or later. Otherwise, the Dell Command | Monitor installer exits without installing.

  **NOTE:** To view the SMBIOS version of the system, choose any one of the following methods:

  - Go to **Start** > **Run**, and run the `msinfo32.exe` file. Check for the SMBIOS version in the **System Summary** page.
  - Run the following commands:

    ```
    Get-CimInstance Win32_BIOS | select SMBIOSMajorVersion
    Get-CimInstance Win32_BIOS | select SMBIOSMinorVersion
    ```
- The system is running a supported Windows operating system. For more information, on supported Windows operating systems, see Supported operating systems.
- .NET Framework **4.6.1** or later is installed.
- You have administrative privileges on the client system. This means that you must be authenticated on the client system as a user who is a member of the Administrators group, typically the Administrator.

## Prerequisites for systems running on Linux

- The system is a Dell manufactured system with System Management Basic Input Output System (SMBIOS) 2.3 or later.

  **NOTE:** To view the SMBIOS version of the system running Ubuntu Desktop, run the following command:

  ```
  dmidecode -t
  ```
- The system is running on a supported Linux operating system. For more information, on supported Linux operating systems, see Supported operating systems.
- Open Management Infrastructure (OMI) 1.1.0-4 is installed for Ubuntu Desktop 16.04 (64-bit) or Red Hat Enterprise Linux 7.0 and later operating systems; and Open Management Infrastructure (OMI) 1.4.2-2 is installed for Ubuntu Server/Desktop 18.04, and OMI 1.6.4-0 is installed for RHEL-8.
- The HAPI client side shared libraries 9.3.0 is installed.
- libxml2 should be installed.
- For the systems running Ubuntu Core 16, snap version 2.23 or later is installed.
- You have root access on the target system. This means that you must be authenticated on the target system as a user who is a member of the root user group.

# Prerequisites for Dell Edge Gateway systems

- Active Dell EDM subscription. Go to cloudclientmanager.com and click **Trial and Licensing** for more details on subscriptions.
- EDM agent must be installed in order to discover the features offered by Dell Command | Monitor.

**NOTE:** You must install Dell Command | Monitor before installing EDM agent in order for EDM to manage the parameters exposed by Dell Command | Monitor. If Dell Command | Monitor is installed after EDM agent, these parameters are not displayed on the EDM server portal until the EDM agent performs a next periodic check-in, or EDM is restarted.

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# Installing Dell Command | Monitor 10.3 for systems running on Windows

You can install Dell Command | Monitor using one of the following methods:

- Using the Graphical User Interface, also known as the Dell Command | Monitor installation wizard
- Using Command Line Interface (CLI) for silent Installation

**NOTE:** The Dell Command | Monitor installation file is available as a Dell Update Package (DUP) at **dell.com/support**. For more information, see Downloading Dell Command | Monitor.

**NOTE:** The Dell Command | Monitor installation file is available as a Dell Update Package (DUP) at **dell.com/support**.

**NOTE:** The installation files are different for Windows 32-bit and 64-bit operating systems.

| | |
|---|---|
| **GUI Installation** | You can install Dell Command \| Monitor using a DUP, or MSI file extracted from the DUP. The Dell Command \| Monitor installation wizard allows you to install the default package or perform a custom installation of specific components that are required for a particular environment. |
| **Silent or CLI Installation** | You can install Dell Command \| Monitor using a software distribution tool such as Microsoft System Center Configuration Manager (SCCM), with no end-user interaction.<br>You can use the MSI file or DUP to deploy Dell Command \| Monitor to client computers on a network by using a login script or Windows system policies. |

In the default installation mode, Dell Command | Monitor installs the Windows Management Instrumentation (WMI) provider, two services, and a driver. WMI uses the Communication port (COM) as the communication interface with providers. The services that are installed with Dell Command | Monitor provide access to the system for events and data retrieval. The driver that is installed with Dell Command | Monitor enables secure communication with the BIOS and other low-level system resources.

**NOTE:** In the custom installation mode, Dell Command | Monitor installs a Management Information Base (MIB) and an agent if the Simple Network Management Protocol (SNMP) option is selected.

**NOTE:** Dell Command | Monitor does not support any type of remote access. Remote access to Dell Command | Monitor is achieved using the remote-access protocols that are supported by WMI or SNMP.

**NOTE:** Input driver is installed to enable the configuration of GPIO pins using Dell Command | Monitor on Dell Embedded Box PC 3000/5000 devices.

### Topics:



# Installing Dell Command | Monitor using Dell Update Package

Perform the following steps to install Dell Command | Monitor locally using the DUP.

1. Double-click the **Dell Command | Monitor Update Package** you downloaded from **dell.com/support**.
   The User Account Control (UAC) screen is displayed.
2. Double-click the **Dell Command | Monitor Update Package**.

The User Account Control (UAC) screen is displayed.

3. Click **Yes**.
   The **Update Package** screen is displayed.
4. Click **Install**.
   The **Welcome to the InstallShield Wizard for Dell Command | Monitor** screen is displayed.
5. Click **Next**.
   The **License Agreement** screen is displayed.
6. Read the software license agreement, select **I accept the terms in the license agreement**, and then click **Next**.
   The **Improvement Program Consent** screen is displayed.
7. Read the **Improvement Program Consent**, select the appropriate option based on the preferences to participate in the program, and then click **Next**.

   **NOTE:** Improvement Program is available for DCM 10.3 **x64** bit version only.

8. In the **Setup Type** screen, select one of the following installation types:
   - **Typical** — Installs the Standards-based Instrumentation on to the default directory. This option is selected by default.
   - **Custom** — Installs selected features of Dell Command | Monitor.
9. If you have selected **Custom** installation, in the custom setup screen, you can now select additional features that you want to install:
   - **Standards-based Instrumentation** — The Standards-based Instrumentation provides instrumentation available in the `root/DCIM/sysman`. This namespace complies with the Distributed Management Task Force (DMTF) DASH standards.
   - **Enable SNMP** — Enable SNMP supports Simple Network Management Protocol for client systems.
   - Specify the installation directory.
10. Click **Next**.

    The **Ready to Install the Program** screen is displayed. If the **Setup Type** is Custom, then the **Custom Setup** screen is displayed, allowing you to select specific program features, and the directory in which you want to install Dell Command | Monitor. Click **Next**.
11. Click **Install**.
    The installation starts. The time taken for the installation to complete depends on the options that are selected and the computer hardware.
12. In the **InstallShield Wizard Completed**, click **Finish**.
    The **Dell Command | Monitor** screen is displayed.
13. Click **Close** to complete the installation and exit the installation screen.

# Installing Dell Command | Monitor using the MSI file

You can perform a local installation using the MSI. Download the Dell Command | Monitor DUP from **dell.com/support** to your local directory and extract the MSI file from the DUP.

You can also get the installation file from your service provider and extract the MSI file.

The installation file contains the components for English, French, German, Italian, Spanish, Simplified Chinese, Japanese, Chinese Hong Kong, Traditional Chinese, and Dutch languages.

**NOTE:** You must have Administrator privileges before running the MSI file.

1. Open Command Line Interface with administrator privileges, and navigate to the file location. Run **Command_Monitor_x86.msi** or **Command_Monitor_x64.msi** file.
   The **Welcome to the InstallShield Wizard for Dell Command | Monitor** screen is displayed.
2. Click **Next**.
   The **License Agreement** screen is displayed.
3. Read the software license agreement, select **I accept the terms in the license agreement**, and then click **Next**.
4. Read the **Improvement Program Consent**, select the appropriate option based on the preferences to participate in the program, and then click **Next**.

   **NOTE:** Improvement Program is available for DCM 10.3 **x64** bit version only.

5. In the **Setup Type** screen, select one of the following installation types:

- **Typical** — Installs the Standards-based Instrumentation on to the default directory. This option is selected by default.
- **Custom** — Installs selected features of Dell Command | Monitor.

6. If you have selected Custom installation, in the custom setup screen, you can now select additional features that you want to install:
   - **Standards-based Instrumentation** — The Standards-based Instrumentation provides instrumentation available in the `root/DCIM/sysman`. This namespace complies with the DMTF DASH standards.
   - **Enable SNMP** — Enable SNMP supports Simple Network Management Protocol for client systems.
   - Specify the installation directory.
7. Click **Next**.

   The **Ready to Install the Program** screen is displayed. If the **Setup Type** is Custom, then the **Custom Setup** screen is displayed, allowing you to select specific program features, and the directory in which you want to install Dell Command | Monitor. Click **Next**.
8. Click **Install**.
   The installation starts. The time taken for the installation to complete depends on the options that are selected and the computer hardware.
9. In the **InstallShield Wizard Completed**, click **Finish**.
   The **Dell Command | Monitor** screen is displayed.
10. Click **Close** to complete the installation and exit the installation screen.

# Enabling SNMP in Dell Command | Monitor

1. Double-click **Dell Command | Monitor Update Package** that you have downloaded from **dell.com/support**.
2. Double-click the **Dell Command | Monitor Update Package**.

   The **Welcome to the InstallShield Wizard for Dell Command | Monitor** screen is displayed.
3. Click **Yes**.
   The **Update Package** screen is displayed.
4. Click **Install**.
   The **Welcome to the InstallShield Wizard for Dell Command | Monitor** screen is displayed.
5. Click **Next**.
6. Read the software license agreement, select **I accept the terms in the license agreement**, and then click **Next**.
7. In the **Setup Type** screen, click **Custom**, and then click **Enable SNMP**.

   **NOTE:** The **Standard-based** instrumentation is selected by default.
8. Click **Next**
9. Click **Install**.

   **NOTE:** To install Dell Command | Monitor with the SNMP option enabled, use the following CLI command:
   `<DUPNAME> /passthrough ADDLOCAL=Core,Hapi,EnableSNMP /qn`.

# Installing Dell Command | Monitor in CLI or silent mode

You can perform a silent or CLI installation of Dell Command | Monitor using a DUP or MSI file.

### Table 1. Commands for installation

| Operation | Command | Example and Comments |
|---|---|---|
| Silent installation using DUP | To install Dell Command \| Monitor in silent mode using the default settings, run the DUP file with the `/S` option. This installs Dell Command \| Monitor to the default directory and in the default supported operating system language. | Only users with Administrator privileges can install or uninstall Dell Command \| Monitor 9.x. |

**Table 1. Commands for installation (continued)**

| Operation | Command | Example and Comments |
|---|---|---|
| | For 32-bit systems, type: `Systems-Management_Application_XXXXX_WIN32_<version number>_<revision number>.EXE /s`<br>For 64-bit systems, type: `Systems-Management_Application_XXXXX_WIN32_<version number>_<revision number>.EXE /s` | |
| Silent or unattended installation | For 32-bit systems, type: `msiexec /i Command_Monitor_x86.msi /qn`<br>For 64-bit systems, type: `msiexec /i Command_Monitor_x64.msi/qn` | For 32–bit Windows, use `<Command_Monitor_x86.msi>`<br>For 64–bit Windows, use `<Command_Monitor_x64.msi>` |
| Silent or unattended installation with Standard Namespaces | `msiexec /i Command_Monitor_<x86 or x64>.msi ADDLOCAL=Core,Hapi /qn` | Supported ADDLOCAL Parameters:<br>• Core, Hapi<br>• Core, Hapi, EnableSNMP |
| Attended installation with supported languages | `msiexec /i Command_Monitor_<x86 or x64>.msi TRANSFORMS=1036.mst` | To specify the installation language, use the command line option, `TRANSFORMS=<language ID> .mst`, where *<language ID>* is<br>• `1028 – Chinese Taiwan`<br>• `1031 – German`<br>• `1033 – English`<br>• `1034 – Spanish`<br>• `1036 – French`<br>• `1040 – Italian`<br>• `1041 – Japanese`<br>• `1043 – Dutch Netherlands`<br>• `2052 Simplified Chinese`<br>• `3076 – Chinese Hongkong`<br>If the installation language is not specified, the installer selects the default operating system language, or English if the default operating system language is not supported. |
| Silent or unattended installation to custom directory | `msiexec /i Command_Monitor_<x64>.msi INSTALLDIR=<destination>/qn` | Where *<destination>* is the custom directory. And the `INSTALLDIR` must be in uppercase. For example, `msiexec /i Command_Monitor_<x86 or x64>.msi INSTALLDIR=c:\destination` |
| Silent or unattended installation with consent for | `msiexec /i Command_Monitor_ <x64>.msi USERTELEMETRYCONSENT=1/qn` | To specify user consent for Improvement program `USERTELEMETRYCONSENT` subcommand has to be used. |

**Table 1. Commands for installation (continued)**

| Operation | Command | Example and Comments |
|---|---|---|
| Improvement Program | | 0 - No, I don't want to participate in the program. This is default value in case `USERTELEMETRYCONSENT` is not passed.<br>1 - Yes, I want to participate in the program.<br>To read more about the Customer Experience Improvement Program, see https://downloads.dell.com/manuals/all-products/esuprt_software_int/esuprt_software_client_systems_mgmt/command-monitor-v102_reference-guide2_en-us.pdf |

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# Installing Dell Command | Monitor 10.3 for systems running on Linux

You can install Dell Command | Monitor on a system running Linux using one of the following methods:

- For systems running Ubuntu Desktop, see Installing Dell Command | Monitor using the Deb package.
- For systems running Red Hat Enterprise Linux (RHEL), see Installing Dell Command | Monitor using RPM package.
- For Dell Edge Gateway 5000/3000 series systems running Ubuntu Core 15.04, see Installing Dell Command | Monitor 9.1 or 9.1.2 using Snap package.

**Topics:**



## Installing Dell Command | Monitor using Deb Package

You can install Dell Command | Monitor in systems running Ubuntu Desktop operating system using the Deb package that is downloaded from **dell.com/support**. See Downloading Dell Command | Monitor.

1. In the Linux command-line interface, run the following command to extract contents from **command-monitor_<version number>-<build number>.<architecture>.tar.gz**.

   ```
   tar -zxvf command_monitor-linux-<Version>-<build number>_<architecture>.tar.gz
   ```

   **command_monitor-linux-<version number>-<build number>.tar.gz** contains the following packages that must be installed in the following order:
   a. omi-1.1.0.ssl_100.x64.deb or omi-1.4.2-2.ssl_110.ulinux.x64.deb
   b. srvadmin-hapi_9.3.0_amd64.deb
   c. command-monitor_<version number>-<build number>.<architecture>.deb
2. To install Open Manage Infrastructure, run

   ```
   dpkg -i omi-<version number>.ssl_<OpenSSL version>.x64.deb
   ```

   **NOTE:** If the installation fails due to dependency problems, run the following command to install all dependent packages from the Ubuntu repository:

   ```
   apt-get -f install
   ```

   **NOTE:** For Ubuntu 18.04 server or desktop, install omi-1.4.2-2.ssl_110.ulinux.x64.deb.
3. To install HAPI, run

   ```
   srvadmin-hapi_9.3.0_amd64.deb
   ```

   **NOTE:** If the installation fails due to dependency problems, run the following command to install all dependent packages from the Ubuntu repository:

   ```
   apt-get -f install
   ```

4. To verify that the driver module is loaded, run

```
lsmod | grep dcdbas
lsmod | grep dell_smbios
```

**NOTE:** If the driver module is not available,

a. Retrieve the driver details by running

```
modinfo dcdbas
modinfo dell_smbios
```

b. Load the driver module by running

```
modprobe dcdbas
modprobe dell_smbios
```

5. To install Dell Command | Monitor, run

```
dpkg -i command-monitor_<version number>-<build number>.<architecture>.deb
```

6. To verify that the Dell Command | Monitor is installed in your system, run.

```
dpkg -l | grep command-monitor
```

If Dell Command | Monitor details are displayed, and then the installation is successful.

# Installing Dell Command | Monitor using RPM package

You can install Dell Command | Monitor in systems running RHEL operating system using the .rpm package downloaded from **dell.com/support**. See Downloading Dell Command | Monitor.

1. In the Linux command-line interface, run the following command to extract contents from **command-monitor_<version number>-<build number>.<architecture>.tar.gz.**

```
tar -zxvf command_monitor-linux-<Version>-<build number>_<architecture>.tar.gz
```

**command_monitor-linux-<version number>-<build number>.tar.gz** contains the following packages that must be installed in the following order as a root user:

a. omi-1.1.0.ssl_100.x64.rpm or omi-1.6.4-0.ssl_110.ulinux.x64.rpm
b. srvadmin-hapi-9.3.0-3295.14204.el7.x86_64.rpm
c. command-monitor-<version number>-<build number>.<architecture>.rpm

2. To install OMI, run

```
rpm -ivh  omi-<version number>.ssl_<OpenSSL version>.x64.rpm
```

**NOTE:** You must install `omi-1.6.4-0.ssl_110.ulinux.x64.rpm` for RHEL-8

3. To install HAPI, run

```
rpm -ivh  srvadmin-hapi-9.3.0-3295.14204.el7.x86_64.rpm
```

4. To install Dell Command | Monitor, run

```
command_monitor-linux-<Version>-<build number>_<architecture>.rpm
```

5. To verify that the Dell Command | Monitor is installed in your system, run

```
rpm -qa | grep commad_monitor-linux
```

If Dell Command | Monitor details are displayed, and then the installation is successful.

# Installing Dell Command | Monitor on the systems running Ubuntu Core 16 using Snap package

To install Dell Command | Monitor on systems running Ubuntu Core 16 from the Dell Canonical store using snap package:

1. Log in to the Gateway system.
   The default username and password is admin
2. Run the following command:
   `snap install <your package name>.snap`

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# Upgrading Dell Command | Monitor 10.3 for systems running on Windows

You can upgrade Dell Command | Monitor on a system running Windows using one of the following methods:

- Using DUP, see Upgrading Dell Command | Monitor using DUP
- Using MSI file, see Upgrading Dell Command | Monitor using the MSI file
- Using CLI, see Upgrading Dell Command | Monitor in CLI or silent mode

**NOTE:** Only users with Administrator privileges can install, upgrade, or uninstall Dell Command | Monitor.

**Topics:**



## Upgrading Dell Command | Monitor using DUP

To upgrade Dell Command | Monitor using DUP,

1. Double-click the downloaded Dell Command | Monitor DUP.
   The **User Account Control** screen is displayed.
2. Click **Yes**.
   The **Update Package** screen is displayed.
3. Click **INSTALL**.
4. Follow the instructions on the screen to complete the upgrade.

   **NOTE:** When Dell Command | Monitor is upgraded to the latest version, the compatibility mode is installed by default.

5. Restart your computer to complete the upgrade.

## Upgrading Dell Command | Monitor using the MSI file

To upgrade Dell Command | Monitor using the MSI file:

- Double-click the MSI file.
- Follow the instructions on the screen to upgrade the application.

To upgrade Dell Command | Monitor using CLI, type the following command:

- For 32-bit operating systems:

```
msiexec /i Command_Monitor_x86.msi REINSTALL=All REINSTALLMODE=vomus
```

- For 64-bit operating systems:

```
msiexec /i Command_Monitor_X64.msi REINSTALL=All REINSTALLMODE=vomus
```

# Upgrading Dell Command | Monitor in CLI or silent mode

You can upgrade from the previous version of Dell Command | Monitor using CLI without restarting the system.

**Table 2. Commands used for upgrade**

| Operation | Command |
|---|---|
| Upgrade from previous version (major upgrade) | `msiexec /i Command_Monitor_<x86 or x64>.msi REINSTALL=ALL REINSTALLMODE=vmous /qn` |
| To upgrade without reboot | `msiexec /i Command_Monitor_<x86 or x64>.msi REINSTALL=ALL REINSTALLMODE=vmous REBOOT=REALLYSUPPRESS /qn` |

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# Upgrading Dell Command | Monitor 10.3 for systems running on Linux

You can upgrade Dell Command | Monitor on a system running Linux using one of the following methods:

- For systems running Ubuntu Desktop operating system, see Upgrading Dell Command | Monitor using Deb package.
- For systems running Red Hat Enterprise Linux (RHEL), Upgrading Dell Command | Monitor running Redhat Linux using rpm package
- For Dell Edge Gateway systems running Ubuntu Core operating system, see Upgrading Dell Command | Monitor version 9.1 or 9.1. 2 using Snap package.

**Topics:**



## Upgrading Dell Command | Monitor using Deb Package

To upgrade Dell Command | Monitor running Ubuntu Desktop using Deb package,

1. To upgrade Dell Command | Monitor, run

```
dpkg -i command-monitor_<version number>-<build number>.<architecture>.deb
```

2. To verify that the Dell Command | Monitor is installed in your system, run the following command and verify the version number.

```
dpkg -l | grep command-monitor
```

## Upgrading Dell Command | Monitor running Redhat Linux using an RPM package

To upgradeDell Command | Monitor running Redhat Linux using an RPM package,

1. To upgrade Dell Command | Monitor, run

```
rpm -Uvh command-monitor-<version number>-<build number>.<architecture>.rpm
```

2. To verify that the Dell Command | Monitor is installed in your system, run the following command and verify the version number.

```
rpm -qa | grep command-monitor
```

# Upgrading Dell Command | Monitor using Snap package

To upgrade Dell Command | Monitor from a canonical store:

1. Log in to the Gateway system.
   The default username and password is admin.
2. Run the following command:

```
snappy update dcm
```

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# Uninstalling Dell Command | Monitor 10.3 for systems running on Windows

You can uninstall Dell Command | Monitor from systems running Windows using one of the following methods:

- Uninstalling Dell Command | Monitor using control panel
- Uninstalling Dell Command | Monitor using the MSI file
- Uninstalling Dell Command | Monitor in CLI or silent mode

**Topics:**



## Uninstalling Dell Command | Monitor using control panel

1. Go to **Start** > **Control Panel**.
2. Select **Add/Remove Programs**.

   The **Add/Remove Programs** screen is displayed.

   **NOTE:** On systems running Windows 7, Windows 8, and Windows 8.1 operating systems, use the **Programs and Features** option to uninstall **Dell Command | Monitor**.

3. Double-click **Dell Command | Monitor** to start the uninstallation process.
4. Follow the instructions on the screen to complete the uninstallation.

## Uninstalling Dell Command | Monitor using the MSI file

1. Right-click the **MSI** file, and click **Run as administrator**.
   - For 32–bit operating systems, select **Command_Monitor_x86.msi**
   - For 64–bit operating systems, select **Command_Monitor_X64.msi**
2. In the **Welcome to the InstallShield Wizard for Dell Command | Monitor**, click **Next**.
3. In the **Program Maintenance**, select **Remove** and then click **Next**.
4. In the confirmation screen, click **Yes**.
5. In the **InstallShield Wizard Complete** screen, click **Finish** to complete the uninstallation and close the screen.

## Uninstalling Dell Command | Monitor in CLI or silent mode

You can uninstall Dell Command | Monitor in silent mode either using or without using the MSI file.

**NOTE:** Only users with Administrator privileges can install or uninstall Dell Command | Monitor.

### Table 3. Commands for uninstallation

| Operation | Command |
|---|---|
| Remove Dell Command \| Monitor using MSI | `msiexec /x Command_Monitor_<x86 or x64>.msi /qn` |
| Remove Dell Command \| Monitor using upgrade code | For 64–bit Windows operating systems, type: `msiexec /x {91E79414-DB41-4030-9A13-E133EE30F1D5} /qn` |

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# Uninstalling Dell Command | Monitor 10.3 for systems running on Linux

You can uninstall Dell Command | Monitor from a system running Linux using one of the following methods:

- For systems running Ubuntu Desktop, see Uninstalling Dell Command | Monitor using Deb Package
- For systems running Red Hat Enterprise Linux (RHEL), see Uninstalling Dell Command | Monitor using RPM Package
- For Dell Edge Gateway 5000/3000 series systems running Ubuntu Core 15.04, see Uninstalling Dell Command | Monitor 9.1 or 9.1.2 using Snap Package
- For Dell Edge Gateway 3000 series systems running Ubuntu Core 16, see Uninstalling Dell Command | Monitor 10.0 using Snap Package

**Topics:**



## Uninstalling Dell Command | Monitor using Deb Package

You can uninstall Dell Command | Monitor and dependent packages using Deb package.

**NOTE:** You must uninstall Dell Command | Monitor before uninstalling the dependent packages.

1. To uninstall Dell Command | Monitor and remove configuration files and temporary files, run

   ```
   dpkg --purge command-monitor
   ```

2. To uninstall Hapi and remove configuration files as well as temporary files, run

   ```
   dpkg --purge srvadmin-hapi
   ```

3. To uninstall OMI and remove configuration files as well as temporary files, run

   ```
   dpkg --purge omi
   ```

4. To verify that the Dell Command | Monitor is uninstalled in your system, run

   ```
   dpkg -l | grep command-monitor
   ```

If Dell Command | Monitor details are not displayed, then the uninstallation is successful.

## Uninstalling Dell Command | Monitor using an RPM package

You can uninstall Dell Command | Monitor and dependent packages using .rpm package.

**NOTE:** You must uninstall Dell Command | Monitor before uninstalling the dependent packages.

1. To uninstall Dell Command | Monitor and remove configuration files and temporary files, run

```
rpm –e  command-monitor
```

2. To uninstall Hapi and remove configuration files and temporary files, run

```
rpm –e srvadmin-hapi
```

3. To uninstall OMI and remove configuration files and temporary files, run

```
rpm –e omi
```

4. To verify that Dell Command | Monitor is uninstalled in your system, run

```
rpm -qa | grep command-monitor
```

# Uninstalling Dell Command | Monitor version 9.1 and 9.1.2 from Dell Edge Gateway 5000 or 3000 series systems running Ubuntu Core 15.04 using Snap package

To uninstall Dell Command | Monitor from Dell Edge Gateway 5000/3000 series systems running Ubuntu Core 15.04, run the following command:

```
snappy remove dcm
```

**NOTE:** To remove all the logs and temporary files from your system, run the following command:

```
snappy purge dcm
```

# Uninstalling Dell Command | Monitor from Dell Edge Gateway 3000 series systems running Ubuntu Core 16 using Snap package

To uninstall Dell Command | Monitor from Dell Edge Gateway 3000 series systems running Ubuntu Core 16, run the following command:

```
snap remove dcm
```