

# Dell Command | Integration Suite for System Center 2012

Version 4.1

## Installation Guide



# Notes, cautions, and warnings

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

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

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

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# Overview

This guide provides information on software prerequisites and requirements to install and uninstall Dell Command | Integration Suite for System Center 2012.

Dell Command | Integration Suite for System Center 2012 is an easy-to-use GUI-based tool to configure and deploy your Dell client systems. Dell Command | Integration Suite for System Center 2012 directly integrates into the Configuration Manager console. It eliminates the need for the command-line tools and scripts normally used in Dell Command | Configure. It also adds functionality for remote management both in- and out-of-band.

## Prerequisites To Install Dell Command | Integration Suite For System Center 2012

This section lists the prerequisites to install Dell Command | Integration Suite for System Center 2012:

- Install Configuration Manager 2012, Configuration Manager 2012 SP1, or Configuration Manager 2012 R2 on the system where you install Dell Command | Integration Suite for System Center 2012. For details on how to download and install Configuration Manager, see the Microsoft TechNet site at [technet.microsoft.com](http://technet.microsoft.com).
- Ensure that the Windows PowerShell is installed and configured on the system running Dell Command | Integration Suite for System Center 2012. For more information, see the Microsoft Knowledge Base on Windows PowerShell at [support.microsoft.com/kb/968930](http://support.microsoft.com/kb/968930).
- Ensure that **.NET version 4.0** or higher is installed on the system where you install Dell Command | Integration Suite for System Center 2012 even if you are only installing the **Dell Warranty** portion of the software.
- To run the Configuration Manager task sequences on your client system, configure the **Network Access Account**. For more information, see [Configuring Your Network Access Account](#).
- The **Configuration Manager Plugin Extensions** and **Intel vPro OOB Management Extensions** components of Dell Command | Integration Suite for System Center 2012 are supported only on systems running Configuration Manager console.
- You must have administrative rights on the client systems on the network as well as full administrator account setup rights to System Center Configuration Manager (SCCM).

## Supported Operating Systems

For the list of operating systems and systems that the Dell Command | Integration Suite for System Center 2012 supports, see the [readme.txt](#) in the installation directory.

## Configuring A Network Access Account

The network access account is required when SCCM clients from workgroups or non-trusted domains require access to resources in the site server's domain.

To configure the network access account:

1. Launch the Configuration Manager console.
2. In the Configuration Manager console, click **Administration**.

3. Expand **Overview** → **Site Configuration**, and click **Sites**.
4. Right-click the site you want to configure, and then select **Configure Site Components** → **Software Distribution**.  
The **Software Distribution Component Properties** screen is displayed.
5. Click the **Network Access Account** tab.
6. Select the **Specify the account that accesses network locations** option, and then click **Set**.
7. Make a selection from the drop-down menu:
  - **Existing Account** — Use an already existing account
    - a. Select your user account.
    - b. Click OK.


*Or*
  - **New Account** — Add a new account
    - a. Enter administrator credentials for accessing Configuration Manager from your client systems.
    - b. Click OK.

The user name is displayed in the **Account** field.
8. Click **OK**.

## Installing Dell Command | Integration Suite for System Center 2012

Before you proceed, ensure that you are logged in with an account that has administrator privileges on the system where you want to install Dell Command | Integration Suite for System Center 2012. On a system without Configuration Manager, only the **Dell Command | Warranty Utility** can be installed. The Dell Command | Integration Suite for System Center 2012 installer offers several installation options:

- Complete Installation — All three tools are installed, Dell Command | Integration Suite for System Center 2012, Dell Command | Intel vPro Out of Band, and Dell Command | Warranty Utility.
- Custom Installation
  - Only Dell Command | Integration Suite for System Center 2012 is installed
  - Both Dell Command | Integration Suite for System Center 2012 and Dell Command | Intel vPro Out of Band are installed
  - Both Dell Command | Integration Suite for System Center 2012 and Dell Command | Warranty Utility are installed
  - Only Dell Command | Warranty Utility is installed

 **NOTE:** Dell Command | Intel vPro Out of Band cannot be installed without also installing or having previously installed Dell Command | Integration Suite for System Center 2012.

1. Go to [dell.com/support/downloads](http://dell.com/support/downloads).
2. Download and run the installer for Dell Command | Integration Suite for System Center 2012.
3. Follow the installer instructions, and select **Complete Installation** or **Custom Installation** based on your requirements.  
To prevent a specific feature from being installed, click the drop down box next to the feature, and select **This feature will not be available**.

## Using the Change or Repair Options in the Installer

The Modify or Change option on the Dell Command | Integration Suite for System Center 2012 installer modifies the program features that are installed. This option enables you to perform the following actions:


- Install a feature that you did not install earlier.
- Remove a feature that you installed earlier.

The repair option in the installer allows you to repair any installation errors that may have occurred during installation.


1. Open **Control Panel** and click **Programs and Features**, and then click the **Uninstall** tab.
2. Click **Dell Command | Integration Suite for System Center 2012**, and then follow the uninstaller instructions to uninstall, change, or repair your installation.

## Upgrading Dell Command | Integration Suite for System Center 2012

Upgrade to the current version of Dell Command | Integration Suite for System Center 2012 is not supported for versions older than Dell Command | Integration Pack (DCIP) version 3.0. For more information, see [Installing Dell Command | Integration Suite for System Center 2012](#).

 **NOTE:** During the upgrade, DCIP is uninstalled. If the upgrade process is interrupted, the DCIP uninstall cannot be rolled back.

## Uninstalling Dell Command | Integration Suite for System Center 2012

 **NOTE:** If you have set up subscriptions using Dell Command | Intel Out Of Band Plug-in, uninstalling Dell Command | Integration Suite for System Center 2012 may leave clients subscribed and producing indications that use unnecessary bandwidth. Ensure that you have unsubscribed all clients prior to uninstalling Dell Command | Integration Suite for System Center 2012. See *Unsubscribing All Subscriptions* in your User Guide.

To uninstall Dell Command | Integration Suite for System Center 2012:

1. Close all running instances of Dell Command | Integration Suite for System Center 2012 and the Configuration Manager console.
2. Open **Control Panel**, click **Programs and Features**.
3. Right-click **Dell Command | Integration Suite for System Center 2012**, and then click **Uninstall**.
4. To complete the uninstallation, follow the instructions on the screen.

## Troubleshooting

This section contains troubleshooting information for Dell Command | Integration Suite for System Center 2012.

## **Error While Uninstalling Dell Command | Integration Suite for System Center 2012**

An error stating that **Error opening installation log file. Verify that the specified log file location exists and is writable** appears while uninstalling Dell Command | Integration Suite for System Center 2012 through **Programs and Features**. Restart the system and make sure that the Windows Installer service is running, then perform the uninstall steps.