




Dell Command | Monitor Version 9.1.2 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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Contents

| | |
|--|-----------|
| 1 Introduction..... | 5 |
| Supported operating systems..... | 5 |
| Supported Windows operating systems..... | 5 |
| Supported Linux operating systems..... | 5 |
| Downloading Dell Command Monitor..... | 6 |
| 2 Prerequisites..... | 7 |
| Prerequisites for systems running on Microsoft Windows..... | 7 |
| Prerequisites for systems running on Linux..... | 7 |
| Prerequisites for Dell Edge Gateway systems..... | 7 |
| 3 Installing Dell Command Monitor on systems running Microsoft Windows..... | 9 |
| Installing Dell Command Monitor using Dell Update Package..... | 9 |
| Installing Dell Command Monitor using the MSI file..... | 10 |
| Enabling SNMP in Dell Command Monitor..... | 11 |
| Installing Dell Command Monitor in CLI or silent mode..... | 12 |
| 4 Installing Dell Command Monitor on systems running Linux..... | 14 |
| Installing Dell Command Monitor using Deb Package..... | 14 |
| Installing Dell Command Monitor on Dell Edge Gateway systems using a snap package..... | 15 |
| Installing Dell Command Monitor on Dell Edge Gateway systems using Snap package..... | 15 |
| Installing Dell Command Monitor on Dell Edge Gateway from a local directory..... | 15 |
| Other commands associated with download and installation..... | 15 |
| 5 Upgrading Dell Command Monitor on systems running Microsoft Windows..... | 16 |
| Upgrading Dell Command Monitor using DUP..... | 16 |
| Upgrading Dell Command Monitor using the MSI file..... | 16 |
| Upgrading Dell Command Monitor in CLI or silent mode..... | 17 |
| 6 Upgrading Dell Command Monitor on systems running Linux..... | 18 |
| Upgrading Dell Command Monitor using Deb Package..... | 18 |
| Upgrading Dell Command Monitor using Snap package..... | 18 |
| 7 Uninstalling Dell Command Monitor from systems running Microsoft Windows..... | 19 |
| Uninstalling Dell Command Monitor using control panel..... | 19 |


Uninstalling Dell Command | Monitor using the MSI file.....19
Uninstalling Dell Command | Monitor in CLI or silent mode..... 19

8 Uninstalling Dell Command | Monitor from systems running Linux..... 21

Uninstalling Dell Command | Monitor using Deb Package..... 21
Uninstalling Dell Command | Monitor using Snap package..... 21

Introduction



This guide provides instructions on how to install Dell Command | Monitor on Dell enterprise client systems as well as on Dell IoT Gateway systems and Embedded PCs. For more information on supported systems, refer 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.



Supported operating systems

Dell Command | Monitor supports the following Windows and Linux operating systems.

Supported Windows operating systems

- Microsoft Windows 10, Microsoft Windows 10 Pro, Enterprise, and IoT Enterprise LTSB (32-bit and 64-bit) editions
 -  **NOTE:** Microsoft Windows 10 IoT Enterprise LTSB is supported only on Dell IoT Gateway systems, as well as for Dell Embedded PCs.
- Microsoft Windows 8.1, Microsoft Windows 8.1 Professional, and Enterprise (32-bit and 64-bit) editions
- Microsoft Windows 8, Microsoft Windows 8 Professional, and Enterprise (32-bit and 64-bit) editions
- Microsoft Windows 7, Windows 7 Service Pack 1 (SP1), Professional, Professional FES, Enterprise, and Ultimate (32-bit and 64-bit) editions
 -  **NOTE:** Microsoft Windows 7 Professional FES is supported only on Dell IoT Gateway systems, as well as for Dell Embedded PCs.
- Microsoft Windows Vista Business SP1 (32-bit) and (64-bit) editions
- Microsoft Windows Vista Ultimate SP1, and SP2 (32-bit and 64-bit) editions
- Microsoft Windows Vista Enterprise SP1, and SP2 (32-bit and 64-bit) editions

Supported Linux operating systems

- Ubuntu Snappy Core 15.04 (64-bit) — Installed on Dell Edge Gateway 5000 series
 -  **NOTE:** Snappy Ubuntu Core 15.04 (64-bit) operating system image must be downloaded from the Dell Canonical store only.
- Ubuntu Desktop 16.04 (64-bit) — Installed on Dell Embedded Box PC 5000 series, and Dell Embedded Box PC 3000 series
 -  **NOTE:** Ubuntu Desktop 16.04 (64-bit) operating system image must be downloaded from the Dell Canonical store only.

Downloading Dell Command | Monitor

You can download Dell Command | Monitor directly from dell.com/content or from dell.com/support. To download Dell Command | Monitor from dell.com/support:

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.

Prerequisites

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

Prerequisites for systems running on Microsoft Windows

- 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 Microsoft Windows operating system. For more information, on supported Microsoft Windows operating systems, see [Supported operating systems](#).
- The .NET Framework 4.0 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) 1.0.8-4 is installed for Ubuntu Desktop 16.04 (64-bit) operating system; and Open Management Infrastructure (OMI) 1.0.8-2 is installed for Snappy Ubuntu Core 15.04 (64-bit).
- The HAPI client side shared libraries 8.3.0 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.

Installing Dell Command | Monitor on systems running Microsoft 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 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 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.

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 Microsoft Windows Management Instrumentation (WMI) provider, two services, and a driver. WMI uses the Communication port (COM) as the communication interface with providers. The services installed with Dell Command | Monitor provide access to the system for events and data retrieval. A driver is also installed with Dell Command | Monitor for 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 supported by WMI or SNMP.

Installing Dell Command | Monitor using Dell Update Package

You can install Dell Command | Monitor locally using the DUP downloaded from dell.com/support.

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

- The User Account Control (UAC) screen is displayed.
2. Click **Yes**.
The **Update Package** screen is displayed.
 3. Click **Install**.
The **Welcome to the InstallShield Wizard for Dell Command | Monitor** screen is displayed.
 4. Click **Next**.
The **License Agreement** screen is displayed.
 5. Read the software license agreement, select **I accept the terms in the license agreement**, and then click **Next**.
The **Setup Type** screen is displayed.
 6. 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.
 7. 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.
 8. 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**.
 9. Click **Install**.
The installation starts. The time taken for the installation to complete depends on the options selected and the computer hardware.
 10. In the **InstallShield Wizard Completed**, click **Finish**.
The **Dell Command | Monitor** screen is displayed.
 11. 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.

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

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

1. Double-click the **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. 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.
5. 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
6. 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**.
7. Click **Install**.
The installation starts. The time taken for the installation to complete depends on the options selected and the computer hardware.
8. In the **InstallShield Wizard Completed**, click **Finish**.
The **Dell Command | Monitor** screen is displayed.
9. Click **Close** to complete the installation and exit the installation screen.


Enabling SNMP in Dell Command | Monitor

Perform the following steps to enable SNMP:

1. Double-click **Dell Command | Monitor Update Package** that you have downloaded from **dell.com/support**.
The **Welcome to the InstallShield Wizard for Dell Command | Monitor** screen is displayed.
2. Click **Yes**.
The **Update Package** screen is displayed.
3. Click **Install**.
The **Welcome to the InstallShield Wizard for Dell Command | Monitor** screen is displayed.
4. Click **Next**.
5. Read the software license agreement, select **I accept the terms in the license agreement**, and then click **Next**.
6. In the **Setup Type** screen, click **Custom**, and then click **Enable SNMP**.

 **NOTE:** The **Standard-based** instrumentation is selected by default.

7. Click **Next**
8. 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 will install Dell Command Monitor to the default directory and in the default supported operating system language. For 32-bit systems, type: <code>Systems-Management_Application_3C1G3_WIN32_<version number>_<revision number>.EXE /s</code> For 64-bit systems, type: <code>Systems-Management_Application_K0K0P_WIN32_<version number>_<revision number>.EXE /s</code> | Only users with Administrator privileges can install or uninstall Dell Command Monitor 9.x. |
| Silent or unattended installation | For 32-bit systems, type: <code>msiexec /i Command_Monitor_x86.msi /qn</code> For 64-bit systems, type: <code>msiexec /i Command_Monitor_x64.msi /qn</code> | For 32-bit Windows, use <code><Command_Monitor_x86.msi></code> For 64-bit Windows, use <code><Command_Monitor_x64.msi></code> |
| Silent unattended installation with Standard Namespaces | <code>msiexec /i Command_Monitor_<x86 or x64>.msi ADDLOCAL=Core,Hapi /qn</code> | Supported ADDLOCAL Parameters: <ul style="list-style-type: none"> • Core, Hapi • Core, Hapi, EnableSNMP |
| Silent unattended installation with supported languages | <code>msiexec /i Command_Monitor_<x86 or x64>.msi TRANSFORMS=1036.mst /qn</code> | To specify the installation language, use the command line option, <code>TRANSFORMS=<language ID> .mst</code> , where <code><language ID></code> is <ul style="list-style-type: none"> • 1028 – Chinese Taiwan • 1031 – German • 1033 – English • 1034 – Spanish • 1036 – French • 1040 – Italian • 1041 – Japanese • 1043 – Dutch Netherlands • 2052 Simplified Chinese |

| Operation | Command | Example and Comments |
|--|---|---|
| Silent unattended installation to custom directory | <pre>msiexec /i Command_Monitor_< x84 or x64>.msi INSTALLDIR=<destination>/qn</pre> | <ul style="list-style-type: none"> • 3076 – Chinese Hongkong <p>or 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.</p> <p>Where <destination> is the custom directory. And the INSTALLDIR must be in uppercase. For example,</p> <pre>msiexec /i Command_Monitor_<x86 or x64>.msi INSTALLDIR=c: \destination</pre> |

Installing Dell Command | Monitor on systems running Linux

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

- For Dell Embedded PCs running Ubuntu Desktop, see [Installing Dell Command | Monitor using the Deb Package](#).
- For Dell IoT Gateway systems running Ubuntu Snappy Core, see [Installing Dell Command | Monitor using Snap package](#).

Installing Dell Command | Monitor using Deb Package

You can install Dell Command | Monitor in Dell Embedded PCs running Ubuntu Desktop operating system using the Deb 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-linux-9.1.2-<build number>.tar.gz**.

```
tar -zxvf command_monitor-linux-9.1.2-<build number>.tar.gz
```

The **command_monitor-linux-9.1.2-<build number>.tar.gz** contains the following packages that must be installed in the following order:

- a. `omi-1.0.8.ssl_100.x64.deb`
- b. `srvadmin-hapi_8.3.0-1_amd64.deb`
- c. `command_monitor-linux-9.1.2-<build number>.x86_64.deb`

2. To install OMI, run

```
dpkg -i omi-1.0.8.ssl_100.x64.deb
```



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

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

3. To install HAPI, run

```
dpkg -i srvadmin-hapi_8.3.0-1_amd64.deb
```



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

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

4. To install Dell Command | Monitor, run


```
dpkg -i command_monitor-linux-9.1.2-<build number>.x86_64.deb
```

5. 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, then the installation is successful.

Installing Dell Command | Monitor on Dell Edge Gateway systems using a snap package

 **NOTE:** Ensure that you have an access to the Gateway system.

Installing Dell Command | Monitor on Dell Edge Gateway systems using Snap package

To install Dell Command | Monitor on Dell Edge Gateway systems from the Dell Canonical store using snap package.

1. Log into the Gateway system.
Default username/password: ubuntu/ubuntu
2. Run the following command:

```
snappy install dcm.dell-esg
```

Installing Dell Command | Monitor on Dell Edge Gateway from a local directory

To install Dell Command | Monitor on Dell Edge Gateway 5000 Series from a local directory,

1. Log in to the Gateway system.
Default username/password: ubuntu/ubuntu
2. Copy the .snap package to a local directory (example, via SCP, USB etc.).
3. Run the following command:

```
snappy install ./<your app name>.snap
```

Other commands associated with download and installation


The following commands are associated with download and installation of Dell Command | Monitor on Dell Edge Gateway systems. Run the following commands to fetch the required information.

Table 2. List of commands

| Commands | Description |
|----------------------------------|---|
| <pre>snappy search dcm</pre> | Search for and find Dell Command Monitor application currently available for your system. |
| <pre>snappy info</pre> | Check the Snappy Ubuntu Core version. |
| <pre>snappy list</pre> | View the list of applications installed on your system, and verify if Dell Command Monitor is available. The following details are displayed: name of the application, installation date, version, and developer. |
| <pre>snappy service status</pre> | Verify if Dell Command Monitor service is running on your system. |

Upgrading Dell Command | Monitor on systems running Microsoft Windows


The following section provides instructions on upgrading Dell Command | Monitor (formerly Dell OpenManage Client Instrumentation) version 9.0 to version 9.1.

 **NOTE:** Only users with Administrator privileges can install, upgrade, or uninstall Dell Command | Monitor 9.x.

Upgrading Dell Command | Monitor using DUP

For minor upgrades like upgrading Dell Command | Monitor (formerly Dell OpenManage Client Instrumentation) version 9.0 to Dell Command | Monitor version 9.1:

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

For minor upgrades such as upgrading Dell Command | Monitor (formerly Dell OpenManage Client Instrumentation) version 9.0 to Dell Command | Monitor version 9.1 using GUI:

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

For minor upgrades such as upgrading Dell Command | Monitor (formerly Dell OpenManage Client Instrumentation) version 9.0 to Dell Command | Monitor version 9.1 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 or upgrade without restarting the system.

Table 3. Commands used for upgrade

| Operation | Command |
|---|--|
| Upgrade from previous version (Major Upgrade) | <code>msiexec /i Command_Monitor_<x86 or x64>.msi /qn</code> |
| To upgrade without reboot | <code>msiexec /i Command_Monitor_<x86 or x64>.msi REBOOT=REALLYSUPPRESS /qn</code> |

Upgrading Dell Command | Monitor on systems running Linux

- To upgrade Dell Command | Monitor on Dell Embedded PCs running Ubuntu Desktop operating system, see [Upgrading Dell Command | Monitor using Deb Package](#).
- To upgrade Dell Command | Monitor on Dell Edge Gateway systems running Ubuntu Snappy Core operating system, see [Upgrading Dell Command | Monitor using Snap package](#).

Upgrading Dell Command | Monitor using Deb Package

Being the first version of installation support for systems running Ubuntu Desktop using Deb package, upgrading Dell Command | Monitor using Deb package is not supported as of now. This will be supported in the upcoming release.

Upgrading Dell Command | Monitor using Snap package

To install Dell Command | Monitor on Dell Edge Gateway 5000 Series from a local directory,

1. Log in to the Gateway system.
Default username/password: ubuntu/ubuntu
2. Run the following command:
`snappy update dcm`


Uninstalling Dell Command | Monitor from systems running Microsoft Windows

You can uninstall Dell Command | Monitor from systems running Microsoft 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](#)

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 Vista, 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. Double-click the **MSI** file.
 - For 32-bit operating systems, double-click **Command_Monitor_x86.msi**
 - For 64-bit operating systems, double-click **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 9.x.

Table 4. Commands for uninstallation

| Operation | Command |
|---|---|
| Remove Dell Command Monitor with MSI | <code>msiexec /x Command_Monitor_<x86 or x64>.msi /qn</code> |
| Remove Dell Command Monitor without MSI | For 32-bit Windows operating systems, type: <code>msiexec /x {AC96949B-852D-464F-95DB-C9DDCD518BA8} /qn</code> For 64-bit Windows operating systems, type: <code>msiexec /x {DF0B9A53-C87D-49F9-95E3-AEAAAC8C4D77B} /qn</code> |

Uninstalling Dell Command | Monitor from systems running Linux

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

- For Dell Embedded PCs running Ubuntu Desktop, see [Uninstalling Dell Command | Monitor using Deb Package](#)
- For Dell IoT Gateway systems running Ubuntu Snappy Core, see [Uninstalling Dell Command | Monitor using Snap package](#)

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 as well as 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 Snap package

To uninstall Dell Command | Monitor from Dell Edge Gateway systems, 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`