

# Dell Reseller Option Kit

Important Information



## 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.

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# Overview

Dell Reseller Option Kit (ROK) is a standalone Dell-branded operating system (OS) kit. It is offered in the following editions:

- Microsoft Windows Server 2016
- Microsoft Windows Server 2012 R2
- Microsoft Windows Server 2012
- Microsoft Windows Server 2008 R2
- Microsoft Windows Server 2008

**NOTE:** ROK is supported only in English, Brazilian Portuguese, French, German, Japanese, Korean, Spanish, Simplified Chinese, and Turkish.

Topics:

- [Installing operating system](#)
- [Related information](#)
- [Important information](#)
- [Operating system support matrix for the Dell PowerEdge systems](#)

## Installing operating system

**NOTE:** You can install the ROK media only on the Dell PowerEdge systems and virtual machines (VMs) hosted on the Dell systems. If you try to install the Windows Server operating system (OS) on a non-Dell PowerEdge system or on a VM hosted on a non-Dell PowerEdge system, the installation may fail, and the system verification failure message is displayed.

**NOTE:** Windows Server OS can be installed only on certain Dell PowerEdge systems. For a list of the Dell-supported PowerEdge systems and OS combinations, see the *Operating System Support Matrix for Dell PowerEdge Systems* document at [Dell.com/ossupport](http://Dell.com/ossupport).

## Related information

- Installation Guides, and Important Information Guides for the following operating system (OS) are available at [Dell.com/operatingsystemmanuals](http://Dell.com/operatingsystemmanuals):
  - Microsoft Windows Server 2016
  - Microsoft Windows Server 2012 R2
  - Microsoft Windows Server 2012
  - Microsoft Windows Server 2008 R2
  - Microsoft Windows Server 2008 Service Pack 2

**NOTE:**

- Dell offers multilingual Windows Server 2012 Windows Server 2012 R2, and Microsoft Windows Server 2016 media from which you can select the language of your choice to install the OS.
- Dell offers separate Japanese media for Windows Server 2012 R2 OS.
- Dell offers separate Simplified Chinese media for Windows Server 2012 Windows Server 2012 R2, and Microsoft Windows Server 2016 OS.

# Important information

## Dell PowerEdge systems with PERC S100 require S100 drivers during operating system installation

**Description** The system reboots when you install the Windows Server OS by using the ROK media or the Dell Unified Server Configurator (USC), on the PowerEdge RAID Controller (PERC) S100.

**Workaround** To install OS, use the external USB-DVD drive.

- ① **NOTE:** This issue is fixed in Windows Server 2008 R2 Service Pack 1. A message may be displayed to install the driver, because the S100 driver is not available with Windows Server 2008 R2 Service Pack 1 OS. Download and use the latest drivers from [Dell.com/ossupport](http://Dell.com/ossupport).
- ① **NOTE:** Dell software RAID S100 and S300 are not supported on Windows Server 2016, Windows Server 2012 and Windows Server 2012 R2.

## Repairing Windows Server 2008 R2 SP1 when using Simplified Chinese ROK media

**Description** When using the Simplified Chinese ROK media for Windows Server 2008 R2 SP1, the media skips the **Install Now** screen that contains the **Repair your computer** option.

**Workaround**

- 1 Use the installation media to start the computer, and then run the Windows Server 2008 R2 Service Pack 1 setup.
- 2 In the **Language, Time and currency and Keyboard** window, press Shift+F10 to start the command line interface (CLI).
- 3 Enter the following command to start **Windows Recovery Environment**, and then press Enter.  

```
cd /d %systemdrive%\sources\recovery RecEnv.exe
```

- ① **NOTE:** You can also repair your computer by pressing F8 immediately after POST, to access the recovery screen.
- ① **NOTE:** For more information, see the *Microsoft knowledge Base Article 951495* at [Support.microsoft.com](http://Support.microsoft.com).

## Preparing hypervisor for using ROK media on a Dell PowerEdge system

**Description** OS installation on a VM hosted on a Dell PowerEdge system may fail, when the hypervisor is not prepared to support the installation.

**Workaround** To resolve the issue and prepare your hypervisor, follow the procedures depending on the hypervisor that you are using.

- ① **NOTE:** Ensure that you perform the following procedures on the system that hosts the VM.

**To prepare your ESX/ESXi hypervisor for using ROK media:**



- 1 Go to `/vmfs/volumes/<datastore name>/<VM name>`.
- 2 Open the `<VM name>.vmx` file in an editor, and add the following line:  
`smbios.reflectHost = TRUE`

**NOTE:** Ensure that you edit the `vmx` file for every VM that you create.

**To prepare your Microsoft hypervisor for using ROK media:**

- 1 Insert the ROK media, and go to `<DVD drive>: \ROK`.
- 2 Run `hyperv_prep.vbe` on the Windows Server OS running Hyper-V, and follow the on-screen instructions.

**NOTE:** If you are running the utility on Microsoft Hyper-V Server 2008 or Hyper-V Server 2008 R2, enter `cscrip hyperv_prep.vbe` at the CLI.

To prepare your Citrix XenServer hypervisor for using the ROK media, ensure that the XenServer version is 5.5 or later.

## Running hyperv\_prep.vbe may fail

<b>Description</b>	Running <code>hyperv_prep.vbe</code> from the ROK media may fail in a Windows Server operating system, and an error message is displayed.
<b>Workaround</b>	Ensure that: <ul style="list-style-type: none"> <li>· The Windows server OS supports the Hyper-V role.</li> <li>· The Hyper-V role is enabled on your system. If not, enable the role and proceed with the installation.</li> </ul>

## Operating system support matrix for the Dell PowerEdge systems

Windows Server OS can only be installed on certain Dell PowerEdge systems. For a list of the Dell-supported PowerEdge systems and OS combinations, see the *Operating System Support Matrix for Dell PowerEdge Systems* at [Dell.com/ossupport](http://Dell.com/ossupport).

## Supported Microsoft Windows videos for Dell PowerEdge systems

**Table 1. Supported Microsoft Windows videos for Dell PowerEdge systems**

Video title	Links
Downloading the driver for Windows from the Dell support site	<a href="http://www.youtube.com/watch?v=r55q4HuyskM">www.youtube.com/watch?v=r55q4HuyskM</a>
Installing Microsoft Windows 2016 operating system in UEFI mode by using Dell LifeCycle Controller	<a href="http://www.youtube.com/watch?v=JDW_kZdtv9g">www.youtube.com/watch?v=JDW_kZdtv9g</a>
Installing Microsoft Windows 2016 operating system in UEFI mode manually	<a href="http://www.youtube.com/watch?v=dtisbtatoVY">www.youtube.com/watch?v=dtisbtatoVY</a>
Installing Nano server in BIOS mode on Dell's 13th generation of PowerEdge systems	<a href="http://www.youtube.com/watch?v=f5x37DSvAG0">www.youtube.com/watch?v=f5x37DSvAG0</a>



**Video title****Links**

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Installing Nano server in UEFI mode on Dell's 13th generation of PowerEdge systems

[www.youtube.com/watch?v=5bpE1EmRB5Y](http://www.youtube.com/watch?v=5bpE1EmRB5Y)



# Getting help

Topics:

- [Contacting Dell](#)
- [Documentation resources](#)
- [Downloading the drivers and firmware](#)
- [Documentation feedback](#)

## Contacting Dell

Dell provides several online and telephone based support and service options. If you do not have an active internet connection, you can find contact information about your purchase invoice, packing slip, bill, or Dell product catalog. Availability varies by country and product, and some services may not be available in your area. To contact Dell for sales, technical assistance, or customer service issues:

- 1 Go to [Dell.com/support](https://Dell.com/support).
- 2 Select your country from the drop-down menu on the lower right corner of the page.
- 3 For customized support:
  - a Enter your system Service Tag in the **Enter your Service Tag** field.
  - b Click **Submit**.  
The support page that lists the various support categories is displayed.
- 4 For general support:
  - a Select your product category.
  - b Select your product segment.
  - c Select your product.  
The support page that lists the various support categories is displayed.
- 5 For contact details of Dell Global Technical Support:
  - a Click [Global Technical Support](#).
  - b The **Contact Technical Support** page is displayed with details to call, chat, or e-mail the Dell Global Technical Support team.

## Documentation resources

This section provides information about the documentation resources for your server.

**Table 2. Additional documentation resources for your server**

Task	Document	Location
Setting up your server	For information about installing the server into a rack, see the Rack documentation included with your rack solution Or the <i>Getting Started With Your System</i> document that is shipped with your server.	<a href="https://Dell.com/poweredgemanuals">Dell.com/poweredgemanuals</a>
	For information about turning on the server and the technical specifications of your server, see	<a href="https://Dell.com/poweredgemanuals">Dell.com/poweredgemanuals</a>

Task	Document	Location
	the <i>Getting Started With Your System</i> document that is shipped with your server.	
Configuring your server	For information about the iDRAC features, configuring and logging in to iDRAC, and managing your server remotely, see the Integrated Dell Remote Access Controller User's Guide.	<a href="http://Dell.com/idracmanuals">Dell.com/idracmanuals</a>
	For information about installing the operating system, see the operating system documentation.	<a href="http://Dell.com/operatingsystemmanuals">Dell.com/operatingsystemmanuals</a>
	For information about understanding Remote Access Controller Admin (RACADM) subcommands and supported RACADM interfaces, see the RACADM Command Line Reference Guide for iDRAC.	<a href="http://Dell.com/idracmanuals">Dell.com/idracmanuals</a>
	For information about updating drivers and firmware, see the Methods to download firmware and drivers section in this document.	<a href="http://Dell.com/support/drivers">Dell.com/support/drivers</a>
Managing your server	For information about servers management software offered by Dell, see the Dell OpenManage Systems Management Overview Guide.	<a href="http://Dell.com/openmanagemanuals">Dell.com/openmanagemanuals</a>
	For information about setting up, using, and troubleshooting OpenManage, see the Dell OpenManage Server Administrator User's Guide.	<a href="http://Dell.com/openmanagemanuals">Dell.com/openmanagemanuals</a>
	For information about installing, using, and troubleshooting Dell OpenManage Essentials, see the Dell OpenManage Essentials User's Guide.	<a href="http://Dell.com/openmanagemanuals">Dell.com/openmanagemanuals</a>
	For information about installing and using Dell System E-Support Tool (DSET), see the Dell System E-Support Tool (DSET) User's Guide.	<a href="http://Dell.com/DSET">Dell.com/DSET</a>
	For information about installing and using Active System Manager (ASM), see the Active System Manager User's Guide.	<a href="http://Dell.com/asmdocs">Dell.com/asmdocs</a>
	For understanding the features of Dell Lifecycle Controller (LCC), see the Dell Lifecycle Controller User's Guide.	<a href="http://Dell.com/idracmanuals">Dell.com/idracmanuals</a>



Task	Document	Location
	For information about partner programs enterprise systems management, see the OpenManage Connections Enterprise Systems Management documents.	<a href="https://dell.com/omconnectionsenterprisesystemsmanagement">Dell.com/omconnectionsenterprisesystemsmanagement</a>
	For information about connections and client systems management, see the OpenManage Connections Client Systems Management documentation.	<a href="https://dell.com/dellclientcommandsuitemanuals">Dell.com/dellclientcommandsuitemanuals</a>
	For information about viewing inventory, performing configuration, and monitoring tasks, remotely turning on or off servers, and enabling alerts for events on servers and components using the Dell Chassis Management Controller (CMC), see the CMC User's Guide.	<a href="https://dell.com/esmmanuals">Dell.com/esmmanuals</a>
Working with the Dell PowerEdge RAID controllers	For information about understanding the features of the Dell PowerEdge RAID controllers (PERC) and deploying the PERC cards, see the Storage controller documentation.	<a href="https://dell.com/storagecontrollermanuals">Dell.com/storagecontrollermanuals</a>
Understanding event and error messages	For information about checking the event and error messages generated by the system firmware and agents that monitor server components, see the Dell Event and Error Messages Reference Guide.	<a href="https://dell.com/openmanagemanuals">Dell.com/openmanagemanuals</a> > <a href="#">OpenManage software</a>

## Downloading the drivers and firmware

Dell recommends that you download and install the latest BIOS, drivers, and systems management firmware on your system. Ensure that you clear the web browser cache before downloading the drivers and firmware.

- 1 Go to [Dell.com/support/drivers](https://dell.com/support/drivers).
- 2 In the **Drivers & Downloads** section, type the Service Tag of your system in the **Service Tag or Express Service Code** box, and then click **Submit**.

**NOTE:** If you do not have the Service Tag, select **Detect My Product** to allow the system to automatically detect your Service Tag, or in **General support**, navigate to your product.

- 3 Click **Drivers & Downloads**.  
The drivers that are applicable to your selection are displayed.
- 4 Download the drivers to a USB drive, CD, or DVD.

## Documentation feedback

You can rate the documentation or write your feedback on any of our Dell documentation pages and click **Send Feedback** to send your feedback.

