Dell EMC Reseller Option Kit

Release Notes

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

Release summary

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

- Microsoft Windows Server 2019
- Microsoft Windows Server 2016
- Microsoft Windows Server 2012 R2
- Microsoft Windows Server 2012
- Microsoft Windows Server 2008 R2

Version

2019

Topics:

- Priority and recommendations

Priority and recommendations

RECOMMENDED: Dell EMC recommends applying this update during your next scheduled update cycle. The update contains feature enhancements or changes that help keep your system software current and compatible with other system modules (firmware, BIOS, drivers, and software).

Compatibility

Topics:

- Operating system support matrix for Dell EMC PowerEdge servers

Operating system support matrix for Dell EMC PowerEdge servers

Windows Server operating system can be installed only on selected Dell EMC PowerEdge servers. For the list of Dell EMC PowerEdge servers and supported operating systems, see Microsoft Server operating systems supported on specific PowerEdge models available at www.dell.com/ossupport.

Fixes

Not Applicable.

Important notes

1. Dell EMC offers multilingual Windows media. Dell EMC ROK SKUs are supported in the following Windows editions and languages:

Table 1. List of Microsoft Windows editions and supported languages

Microsoft Windows editions	Supported languages
Windows 2019 Datacenter and Standard	English, French, German, Japanese, Korean, Spanish, Italian, Polish, Simplified Chinese
Windows 2019 Essentials	English, Brazilian Portugese, French, German, Japanese, Korean, Spanish, Italian, Polish, Simplified Chinese, Turkish
Windows 2016 R2 Datacenter and Standard	English, French, German, Japanese, Korean, Spanish
Windows 2016 R2 Essentials	English, Brazilian Portugese, French, German, Japanese, Korean, Spanish, Simplified Chinese, Turkish,
Windows 2012 R2 Datacenter and Standard	English, French, German, Spanish, Simplified Chinese
Windows 2012 R2 Essentials	English, French, German, Korean, Spanish, Simplified Chinese

From the available multilingual OS media, you can select the language of your choice to install the OS.

2. Dell EMC offers separate Simplified Chinese media for Windows Server 2012, Windows Server 2012 R2, Windows Server 2016, and Microsoft Windows Server 2019 OS.

Known issues

Topics:

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 one of the following:

· ROK media
· Unified Server Configurator (USC) on PowerEdge RAID Controller (PERC) S100

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

> (i) **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/support/drivers. See Download the drivers and firmware.**
> ◆ **Dell EMC software RAID S100, and S300 are not supported on Windows Server 2016, Windows Server 2012, and Windows Server 2012 R2.**

Applies to   Windows Server 2016 OS, Windows Server 2012 OS, and Windows Server 2012 R2 OS.

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

Description   When you use 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. Select the language, time and currency, and keyboard, and then press Shift+F10 to start the command line interface (CLI).
3. Run the following command to start **Windows Recovery Environment**, and then press Enter.

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

> (i) **NOTE: You can also repair your computer by pressing F8 immediately after POST, to access the recovery screen.**

> (i) **NOTE: For more information, see the *Microsoft knowledge Base Article 951495* at support.microsoft.com.**

Applies to   Windows Server 2008 R2 SP1 OS

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Limitations

Not Applicable.

Installing and upgrading Windows Server 2019

Topics:

Installing Windows Server OS ROK on a virtual machine

ⓘ **NOTE: If the Hyper V, ESXi, and Citrix XenServer hypervisors are not prepared to support the Guest OS installation, the Windows Server OS installation on a VM, hosted on a Dell EMC PowerEdge system fails.**

Use one of the following methods to prepare your hypervisor:

- Prepare ESX or ESXi hypervisor for using ROK media
- Prepare Microsoft hypervisor for using ROK media
- Prepare Citrix XenServer hypervisor for using ROK media

ⓘ **NOTE: Ensure that you prepare your hypervisor on the server that hosts the VM.**

Prepare VMware ESX or ESXi hypervisor for using ROK media

To prepare your ESX or ESXi hypervisor for using ROK media on a VM:

1. Go to `/vmfs/volumes/<datastore name>/<VM name>`.
2. Open the **<VM name>.vmx** file in an editor, and add the following string:

```
smbios.reflectHost = TRUE
```

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

Prepare Microsoft Hypervisor for using ROK media

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 `cscript hyperv_prep.vbe` on the CLI.**

Prepare Citrix XenServer hypervisor for using the ROK media

To prepare your Citrix XenServer hypervisor for using the ROK media:

1. Use XenCenter client to connect to the Xen Server
2. Create a VM using the XenCenter client.
3. On the **Template** page, select the required Windows Server OS version.
4. Select the **Copy host BIOS strings to VM** checkbox.
5. Click **Next** and follow the on-screen instructions.
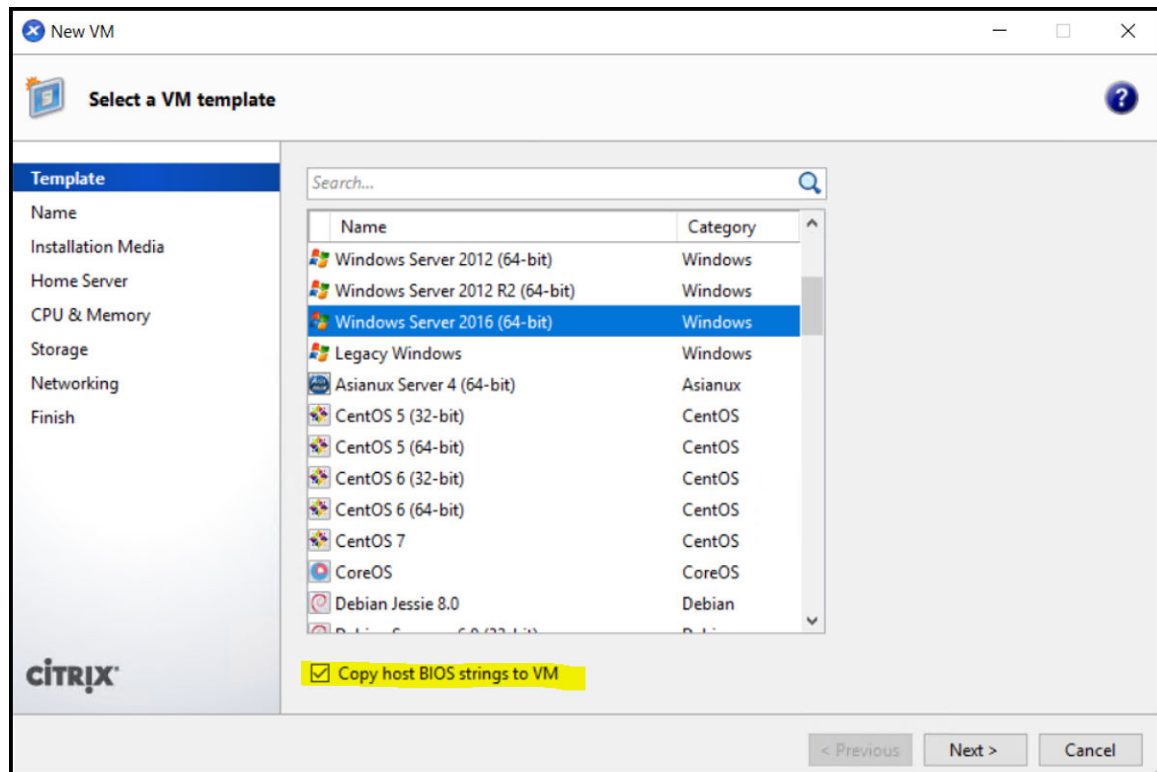

Figure 1. New VM

ⓘ **NOTE: Ensure that the XenServer version is 5.5 or later.**

Running hyperv_prep.vbe

Running **hyperv_prep.vbe** from the ROK media fails on a Windows Server operating system, and an error message is displayed.
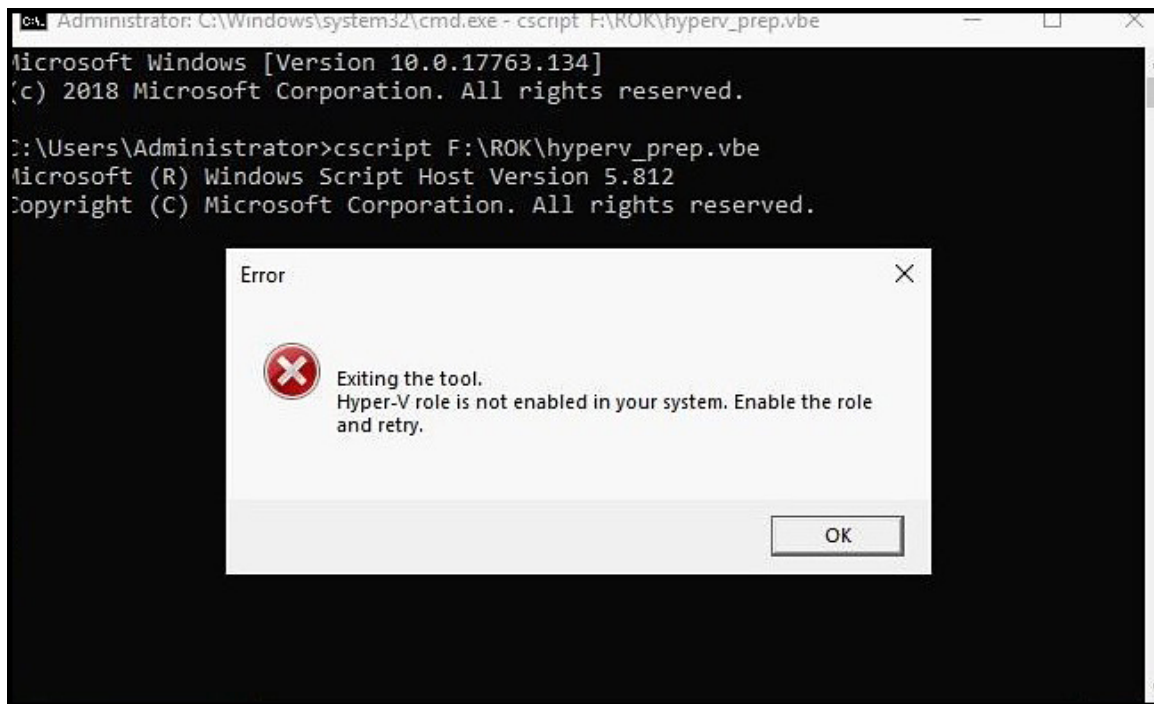
Figure 2. Error Message

Ensure that:

- The Windows Server OS supports the Hyper-V role.
- Virtualization technology feature is enabled in BIOS.
- The Hyper-V role is enabled on your system. If not, enable the role and proceed with the installation.

Installing Microsoft Windows Server 2019 on PowerEdge servers

For information about prerequisites, installation, and configuration, see the *Microsoft Windows Server 2019 for Dell EMC PowerEdge Servers Installation Guide* at www.dell.com/operatingsystemmanuals.

Upgrading from earlier versions of Windows Server to Windows Server 2019

Dell EMC does not support in-place upgrade from Windows Server 2012 R2 or Windows Server 2016 to Windows Server 2019.

Resources and support

Microsoft Windows Server 2019 videos for Dell EMC PowerEdge servers

Table 2. Microsoft Windows Server 2019 videos for Dell EMC PowerEdge servers

Video title	Links
Installing Microsoft Windows 2019 operating system in UEFI mode by using Dell EMC Lifecycle Controller	https://www.youtube.com/watch?v=3uCuQKNIQpY
Manually Installing Microsoft Windows 2019 operating system in UEFI mode	www.youtube.com/watch?v=T7UpmwS5Ba4

Documentation resources

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

Table 3. 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 *Getting Started With Your System* document that is shipped with your server.	www.dell.com/poweredgemanuals
	For information about turning on the server and the technical specifications of your server, see the *Getting Started With Your System* document that is shipped with your server.	www.dell.com/poweredgemanuals
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*.	www.dell.com/idracmanuals
	For information about installing the operating system, see the operating system documentation.	www.dell.com/operatingsystemmanuals
	For information about understanding Remote Access Controller Admin (RACADM) subcommands and supported RACADM interfaces, see the *RACADM Command Line Reference Guide for iDRAC*.	www.dell.com/idracmanuals
	For information about updating drivers and firmware, see	www.dell.com/support/drivers

Task	Document	Location
	"Downloading the drivers and firmware" topic in this document.	
Managing your server	For information about server management software offered by Dell EMC, see the Dell EMC OpenManage Systems Management Overview Guide.	www.dell.com/openmanagemanuals
	For information about setting up, using, and troubleshooting OpenManage, see the Dell EMC *OpenManage Server Administrator User's Guide*.	www.dell.com/openmanagemanuals
	For information about installing, using, and troubleshooting Dell EMC OpenManage Essentials, see the *Dell EMC OpenManage Essentials User's Guide*.	www.dell.com/openmanagemanuals
	For information about installing and using Dell SupportAssist, see the *Dell EMC SupportAssist Enterprise User's Guide*.	www.dell.com/serviceabilitytools
	For understanding the features of Dell EMC Lifecycle Controller (LC), see the *Lifecycle Controller User's Guide*.	www.dell.com/idracmanuals
	For information about partner programs enterprise systems management, see the *OpenManage Connections Enterprise Systems Management* documents.	www.dell.com/esmmanuals
	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 EMC Chassis Management Controller (CMC), see the CMC User's Guide.	www.dell.com/esmmanuals
Working with the Dell EMC PowerEdge RAID controllers	For information about understanding the features of the Dell EMC PowerEdge RAID controllers (PERC) and deploying the PERC cards, see the storage controller documentation.	www.dell.com/storagecontrollermanuals
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 EMC Event and Error Messages Reference Guide*.	www.dell.com/openmanagemanuals>OpenManage software
Troubleshooting your system	For information about identifying and troubleshooting the PowerEdge server issues, see the Server Troubleshooting Guide.	www.dell.com/poweredgemanuals

Download drivers and firmware

It is recommended 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 www.dell.com/support/drivers.
2. In the **Drivers & Downloads** section, enter the Service Tag of your system in the **Enter a Dell Service Tag, Dell EMC Product ID, or Model** field, and then click the right arrow button.

   ⓘ **NOTE: If you do not have the Service Tag, click Detect PC to allow the system to automatically detect your Service Tag.**

3. Click **Drivers & Downloads**.
   A list of applicable downloads is displayed.
4. Download the drivers or firmware to a USB drive, CD, or DVD.

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Contacting Dell EMC

Dell EMC provides several online and telephone-based support and service options. Availability varies by country, region, and product, and some services may not be available in your area. To contact Dell EMC for sales, technical support, or customer service issues, see www.dell.com/contactdell.

If you do not have an active Internet connection, you can find contact information on your purchase invoice, packing slip, bill, or the product catalog.