

Dell EMC Server Deployment Pack

Version 4.0 for Microsoft System Center

Configuration Manager

Installation Guide

1

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


This guide provides information on software pre-requisites and requirements to install and uninstall Dell EMC Server Deployment Pack (DSDP) for Microsoft System Center Configuration Manager—Configuration Manager.

Before you begin configuring the server, make sure that you have set up the server and the environment by using Microsoft System Center Configuration Manager, Microsoft System Center 2012 SP2 Configuration Manager, Microsoft System Center 2012 R2 SP1 Configuration Manager, Microsoft System Center 2012 R2 Configuration Manager, Microsoft System Center 2012 SP1 Configuration Manager, or Microsoft System Center 2012 Configuration Manager. Visit the Microsoft TechNet site at Technet.microsoft.com for more information.

Topics:

- [Pre-requisites and requirements](#)
- [Supported operating systems](#)
- [Supported systems](#)
- [Console, operating system, DTK, AIK/ADK support matrix for Dell EMC Server Deployment Pack](#)
- [Configuring network access account in System Center Configuration Manager, 2012 SP2, 2012 R2 SP1, 2012 R2, 2012 SP1, or 2012](#)
- [Specifying a Fully Qualified Domain Name](#)
- [Installing Dell EMC Server Deployment Pack](#)
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- [Migrating to Microsoft System Center Configuration Manager, 2012 SP2, 2012 R2 SP1, 2012 R2, 2012 SP1, or 2012](#)
- [Uninstalling Dell EMC Server Deployment Pack using the GUI](#)
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Pre-requisites and requirements

 **NOTE:** This document contains information on requirements and the supported software necessary for installing DSDP and this document is packaged in the DSDP installable. If you are installing this version of DSDP after a long time after its release date, check to see if there is an updated version of this document on the support site. For accessing documents on support site, see Dell.com/support/home.

The following are the pre-requisites and requirements for DSDP:

- System Center Configuration Manager, Configuration Manager 2012 SP2, Configuration Manager 2012 R2 SP1, Configuration Manager 2012 R2, Configuration Manager 2012 SP1, or Configuration Manager 2012 is installed on the server. For details on how to download and install Configuration Manager, visit the Microsoft TechNet site at technet.microsoft.com.
- Ensure to install all the features of Windows Automation Install Kit (WAIK) or Windows Assessment and Deployment Kit (ADK). For more information about versions, see the Microsoft Windows AIK or Windows ADK documentation.
- Use Dell OpenManage Deployment Toolkit version 6.0.1 for 14th generation of PowerEdge servers on System Center Configuration Manager, Configuration Manager 2012 SP2, Configuration Manager 2012 R2 SP1, or Configuration Manager 2012 R2. For more information, see [Console, operating system, DTK and AIK/ADK support matrix for Dell EMC Server Deployment Pack](#).
- Use Dell OpenManage Deployment Toolkit version 5.5 from 10th to 13th generation of PowerEdge servers on all versions of Configuration Manager. For more information, see [Console, operating system, DTK and AIK/ADK support matrix for Dell EMC Server Deployment Pack](#).
- OpenManage Server Driver Pack:
 - OpenManage Server Driver Pack version 9.0.1 for 14th generation of PowerEdge servers.

- OpenManage Server Driver Pack version 8.5 for 11th to 13th generation of PowerEdge servers.
- OpenManage Server Driver Pack version 8.3 for 10th generation of PowerEdge servers.
- At least 100 MB of free disk space to install and use DSDP.
- KB articles are referred; for Configuration Manager 2012 R2 installed on a site server operating system Windows Server 2012 R2, see Microsoft KB 2907591.
- KB articles are referred; for System Center Configuration Manager, Configuration Manager 2012 SP2, Configuration Manager 2012 R2 SP1, Configuration Manager 2012 R2, Configuration Manager 2012 SP1, Configuration Manager 2012, or installed on a site server operating system Windows Server 2008 SP2, or Windows Server 2008 SP1 Windows Server 2008, see Microsoft KB 979492.
- **Network Access Account** configured to run the Configuration Manager task sequences on the client system. For more information, see [Configuring network access account in System Center Configuration Manager, 2012 SP2, 2012 R2 SP1, 2012 R2, 2012 SP1, or 2012](#) on page 7.
- Fully Qualified Domain Name (FQDN) is specified. For more information, see [Specifying a Fully Qualified Domain Name](#) on page 8
- .NET 4.0 is installed on the system where you want to install DSDP.
- The administration console or Configuration Manager is installed on the primary site server.
- Before installing or uninstalling DSDP, ensure that the SMS provider is up and running.
- The following **site server configurations** are supported:
 - Options:
 - Configuration Manager and SMS providers are installed in the same system.
 - Configuration Manager and SMS providers are installed in different systems.
 - Site server with all Configuration Manager components installed on the same system and DSDP is installed on the same system.
 - Site server and SMS provider, with DSDP installed on the site server.
 - Central administrative site (CAS), primary site server, and secondary site server, with DSDP installed on the CAS and the primary site server. You can install DSDP only on the CAS and primary site server.
 - Site server and admin console, with DSDP installed on both site server and admin console.

You must have administrator login credentials on servers that are used for setting up SMS providers and site servers.

Supported operating systems

Table 1. List of supported operating systems for installing Dell EMC Server Deployment Pack

| Operating system | Configuration Manager Site Server Support | Configuration Manager Admin Console Support |
|---|---|---|
| Windows Server 2016 | ✓ | ✓ |
| Windows Server 2012 R2 | ✓ | ✓ |
| Windows Server 2012 Datacenter Edition x64 | ✓ | ✓ |
| Windows Server 2012 Standard Edition x64 | ✓ | ✓ |
| Microsoft Windows Server 2008 Ultimate | ✓ | ✓ |
| Microsoft Windows Server 2008 R2 SP1 x64 | ✓ | ✓ |
| Microsoft Windows Server 2008 R2 x64 | ✓ | ✓ |
| Microsoft Windows Server 2008 Standard Editions x64 | ✓ | ✓ |
| Microsoft Windows Server 2008 Enterprise Editions x86 and x64 | ✓ | ✓ |
| Windows 10 | ✗ | ✓ |

Table 1. List of supported operating systems for installing Dell EMC Server Deployment Pack (continued)

| Operating system | Configuration Manager Site Server Support | Configuration Manager Admin Console Support |
|--|---|---|
| Windows 8.1 | ✗ | ✓ |
| Windows 8 Pro x64 | ✗ | ✓ |
| Windows 8 Enterprise x64 | ✗ | ✓ |
| Microsoft Windows 7 x86 and x64 | ✗ | ✓ |
| Microsoft Windows Vista Business Edition x86 and x64 SP1 | ✗ | ✓ |

Supported systems

For information on the supported Dell systems, see the Dell EMC Server Deployment Pack 4.0 Release Notes at Dell.com/support/manuals.

Console, operating system, DTK, AIK/ADK support matrix for Dell EMC Server Deployment Pack

The following table provides information about the compatible operating systems, DTK, and AIK/ADK versions supported by Dell EMC Server Deployment Pack for WinPE:

Table 2. Compatible operating systems, DTK, and AIK/ADK versions supported by Dell EMC Server Deployment Pack for WinPE

| Configuration Manager Version | WinPE Version | Operating System Deployment | DTK Versions | AIK/ADK Version |
|-----------------------------------|---------------|--|--|--|
| Configuration Manager | 10 | <ul style="list-style-type: none"> Windows Server 2012 R2 Windows Server 2016 | <ul style="list-style-type: none"> 6.0.1 (14th generation PowerEdge servers) 5.5 (10th to 13th generation PowerEdge servers) | Windows ADK for Server 2016 |
| Configuration Manager 2012 R2 SP1 | 5.0 | <ul style="list-style-type: none"> Windows Server 2008 R2* Windows Server 2012 Windows Server 2012 R2 | <ul style="list-style-type: none"> 6.0.1 (14th generation PowerEdge servers) 5.5 (10th to 13th generation PowerEdge servers) | Windows ADK for Windows Server 2012 R2 |
| Configuration Manager 2012 R2 | 5.0 | <ul style="list-style-type: none"> Windows Server 2008 R2* Windows Server 2012 Windows Server 2012 R2 | <ul style="list-style-type: none"> 6.0.1 (14th generation PowerEdge servers) 5.5 (10th to 13th generation PowerEdge servers) | Windows ADK for Windows Server 2012 R2 |
| Configuration Manager 2012 SP2 | 5.0 | <ul style="list-style-type: none"> Windows Server 2008 R2* Windows Server 2012 Windows Server 2012 R2 | <ul style="list-style-type: none"> 6.0.1 (14th generation PowerEdge servers) 5.5 (10th to 13th generation PowerEdge servers) | Windows ADK for Windows Server 2012 R2 |

Table 2. Compatible operating systems, DTK, and AIK/ADK versions supported by Dell EMC Server Deployment Pack for WinPE (continued)

| Configuration Manager Version | WinPE Version | Operating System Deployment | DTK Versions | AIK/ADK Version |
|--------------------------------|---------------|--|---|--|
| Configuration Manager 2012 SP1 | 4.0 | <ul style="list-style-type: none"> Windows Server 2008 R2* Windows Server 2012 | 5.5 (10th to 13th generation PowerEdge servers) | Windows ADK for Windows Server 2012 |
| Configuration Manager 2012 | 3.0 | <ul style="list-style-type: none"> Windows Server 2008 Windows Server 2008 R2 | 5.5 (10th to 13th generation PowerEdge servers) | <ul style="list-style-type: none"> 32-bit Images - Windows AIK for Windows 32-bit 64-bit Images - Windows AIK for Windows 64-bit |

NOTE: *—For Windows Server 2008 R2 support, visit support.microsoft.com/kb/2853726.

Configuring network access account in System Center Configuration Manager, 2012 SP2, 2012 R2 SP1, 2012 R2, 2012 SP1, or 2012

Perform the following steps to configure network access account:

1. Launch **Configuration Manager Console**.
The **Configuration Manager Console** screen is displayed.
2. In the left pane of the **Configuration Manager Console**, click **Administration**.
3. Expand **Site Configuration** and click **Sites**.
4. Right-click the site that you want to configure, select **Configure Site Components > Software Distribution**.
The **Software Distribution Component Properties** screen is displayed.
5. Click **Network Access Account**.
6. Select **Specify the account that accesses network locations** and then click **Set**. The following options are displayed:
 - **Existing Account** — To use an existing account.
 - **New Account** — To add a new account.
7. Perform one of the following:
 - a. Click **Existing Account**.
The **Select Account** screen is displayed.
 - b. Select your user account and click **OK**.

Or

 - a. Click **New Account**.
The **Windows User Account** screen is displayed.
 - b. Enter the administrator credentials for accessing Configuration Manager from client systems, and click **OK**.
The user name is displayed in the **Account** field.
8. Click **OK**.

Specifying a Fully Qualified Domain Name

Specifying an FQDN in System Center Configuration Manager, 2012 SP2, 2012 R2 SP1, 2012 R2, 2012 SP1, or 2012

1. Launch **Configuration Manager Console**.
2. In the left pane of the **Configuration Manager Console**, click **Administration**.
3. Expand **Site Configuration** and click **Servers and Site System Roles**.
4. Click the server or site system.
5. On the bottom pane under **Site System Roles**, right-click **Site system** and click **Properties**.
6. Select the **Specify an FQDN for this site system for use on the Internet** check box.
7. In the **Internet FQDN** field, provide the full FQDN.
8. Click **Apply** and then click **OK**.

Installing Dell EMC Server Deployment Pack


Before you proceed, make sure that you are logged in with administrator privileges on the server where you want to install Dell EMC Server Deployment Pack.


Installing Dell EMC Server Deployment Pack for the first time on the system

Perform the following steps if you are installing Dell EMC Server Deployment Pack for the first time on the system:

1. Go to **Dell.com/support** and then click **Drivers & Downloads**.
2. Download the `DellEMC_Server_Deployment_Pack_v4.0_for_Configuration_Manager_Axx.exe` (where xx is the Dell EMC Server Deployment Pack release number).
3. Run the .exe file and specify a path to extract the contents of the self-extractable zip file.
For example, `C:\DSDP`
The `DellEMC_Server_Deployment_Pack_v4.0_for_Configuration_Manager.exe` file is extracted to the `DellEMC_Server_Deployment_Pack_v4.0_for_Configuration_Manager` folder in the specified path.
4. Open the command prompt using the **Run As Administrator** option, navigate to the location of the executable file, and launch the executable file.
The **Welcome** screen for Dell EMC Server Deployment Pack is displayed.
5. Click **Next**.
The license agreement is displayed.
6. Accept the license terms after reading them, and click **Next**.
If the Configuration Manager console is running, then a message is displayed that the Configuration Manager must be closed for the installation to continue.
7. Click **Next** to close the Configuration Manager console automatically.
The **Ready to Install the Program** screen is displayed.
8. Click **Install**.
The **Installing Dell EMC Server Deployment pack for Configuration Manager** progress screen is displayed and after the installation is complete, the **Installation Completed Successfully** screen is displayed.
9. Click **Finish**.

Upgrading Dell EMC Server Deployment Pack

 **NOTE:** You can upgrade to DSDP 4.0 from DSDP 3.1.

 **NOTE:** The task sequences created in a previous version of Dell EMC Server Deployment Pack does not work. For information on how to make these task sequences work, see the "Troubleshooting" section in the *Dell EMC Server*

Deployment Pack Version 4.0 for Microsoft System Center Configuration Manager User's Guide at Dell.com/support/manuals.

NOTE: To upgrade the Configuration Manager, on which DSDP is installed, to the newer version available, first upgrade the Configuration Manager to the newer version and then upgrade DSDP to the latest version. However, before you upgrade the console, Dell recommends that you delete all the Dell boot images that were created by using the earlier versions.

Perform the following steps to upgrade to Dell EMC Server Deployment Pack version 4.0:

1. Download and extract the executable file. For information, see step 1 to step 3 of [Installing Dell EMC Server Deployment Pack for the first time](#).
 2. Run the executable file.
A message to confirm whether you want to upgrade to a newer version is displayed.
 3. Click **Yes**.
The **Welcome** screen is displayed.
 4. Click **Next**.
The license agreement is displayed.
 5. Accept the license terms after reading them, and click **Next**.
If Configuration Manager console is running, then a message is displayed that the Configuration Manager must be closed for the installation to continue. Close the **Configuration Manager Console** and proceed with the installation.
 6. Click **Yes**.
The **Remove/Retain Dell Deployment Toolkit (DTK) utilities and Windows PE drivers** screen displays the following options:
 - **Retain Dell Deployment Toolkit (DTK) utilities and Windows PE drivers** — Select this option to retain the DTK utilities and Windows PE drivers imported in to Configuration Manager during the previous installation of Dell EMC Server Deployment Pack.
 - **Remove Dell Deployment Toolkit (DTK) utilities and Windows PE drivers** — Select this option to remove the DTK utilities and Windows PE drivers imported in to Configuration Manager during the previous installation of Dell EMC Server Deployment Pack.
- NOTE:** If you select **Remove Dell Deployment Toolkit (DTK) utilities and Windows PE drivers**, use the **Deployment Toolkit Configuration Wizard** to import the DTK package and create Dell boot images after the installation. For more information on creating Dell boot images, see the "Importing a DTK Package" section of the *Dell EMC Server Deployment Pack Version 4.0 for Microsoft System Center Configuration Manager User's Guide* at Dell.com/support/manuals.
7. Click **Next**.
The **Ready to Install the Program** screen is displayed.
 8. Click **Install**.
The **Installing Dell EMC Server Deployment pack for Configuration Manager** progress screen is displayed
If a boot image is already present, then a message is displayed asking if you want to delete the boot images previously created.
 9. Select an option to proceed.
The **Installation Completed Successfully** screen is displayed.
 10. Click **Finish**.

After the installation is complete, use the **Deployment Toolkit Configuration Wizard** to import the `DTK5.x-WINPE-xxx_Axx.exe` (where `xxx` is the DTK build number and `Axx` is the DTK revision number) or later. You can download the latest DTK pack from Dell.com/support. For more information, see "The Importing a DTK Package" section of the *Dell EMC Server Deployment Pack Version 4.0 for Microsoft System Center Configuration Manager User's Guide* at Dell.com/support/manuals.

Migrating to Microsoft System Center Configuration Manager, 2012 SP2, 2012 R2 SP1, 2012 R2, 2012 SP1, or 2012

Dell recommends to uninstall DSDP (including any boot images, DTK utilities, and Windows PE Drivers) before you migrate your system to System Center Configuration Manager, 2012 SP2, 2012 R2 SP1, 2012 R2, 2012 SP1, or 2012. For more information on uninstalling DSDP, see [Uninstalling DSDP](#).

Uninstalling Dell EMC Server Deployment Pack using the GUI

NOTE: The drivers injected into the Windows PE boot images are removed while uninstalling DSDP 4.0.

To uninstall DSDP:

1. Click **Start > Control Panel > Programs > Uninstall a program**.
2. In the **Uninstall a program** window, right-click **Dell EMC Server Deployment Pack v4.0 for Configuration Manager** and click **Uninstall**.
3. A message is displayed to confirm if you want to retain or remove the Dell boot images created using the **Deployment Toolkit Configuration Wizard**. Click **Yes** to delete or **No** to retain.
4. Follow the instructions in the wizard to complete the uninstallation.

You can also uninstall DSDP by running the executable file used for installing, and following the uninstallation instructions.

NOTE: Delete all DSDP task sequences before uninstalling DSDP. You cannot use the task sequences after DSDP is uninstalled.

Installing, upgrading, and uninstalling Dell EMC Server Deployment Pack using the command line

NOTE: Dell recommends to close Configuration Manager before installing, upgrading, and uninstalling DSDP through command line.

Installing Dell EMC Server Deployment Pack

1. Open a **Command Prompt** window.
2. Type the following command to install DSDP:

```
"<name of the executable file>" /s /v"/L*v \"a.log\" /qn"
```

For example:

```
"DellEMC_Server_Deployment_Pack_4.0_for_Configuration_Manager.exe" /s /v"/L*v \"a.log\" /qn"
```

Uninstalling Dell EMC Server Deployment Pack

1. Open a **Command Prompt** window.

2. Type the following command to uninstall DSDP:

```
"<Name of the executable file>" /s /x /v /L*v \"a.log\" /qn"
```

For example:

```
"DellEMC_Server_Deployment_Pack_4.0_for_Configuration_Manager.exe" /s /x /v /L*v  
\"a.log\" /qn"
```

3. To retain boot images, run the following command:

```
"<Name of the executable file>" /s /x /v " CP_REMOVEBOOTIMAGE="NO" /L*v \"a.log\" /qn"
```

For example:

```
"DellEMC_Server_Deployment_Pack_4.0_for_Configuration_Manager.exe" /s /x /v "  
CP_REMOVEBOOTIMAGE="NO" /L*v \"a.log\" /qn"
```

- NOTE:** Delete all DSDP task sequences before uninstalling DSDP. You cannot use the task sequences after DSDP is uninstalled.

Upgrading Dell EMC Server Deployment Pack

- NOTE:** You can upgrade to Dell EMC Server Deployment Pack 4.0 on systems running System Center Configuration Manager, Configuration Manager 2012 SP2, Configuration Manager 2012 R2 SP1, Configuration Manager 2012 R2, Configuration Manager 2012 SP1, or Configuration Manager 2012 installed with DSDP 3.1.

- NOTE:** You can only upgrade DSDP 3.1 to DSDP 4.0. To upgrade versions of DSDP earlier than 3.1 to DSDP 4.0, ensure to upgrade to DSDP 3.1 initially.

Upgrading with the Retain Dell Deployment Toolkit DTK Utilities and Windows PE Drivers option

1. Open a **Command Prompt** window.
2. Type the following command to upgrade DSDP with the **Retain Dell Deployment Toolkit (DTK) Utilities and Windows PE Drivers** option.

```
"<name of the executable file>" > /s /v"/L*v \"a.log\" /qn"
```

or

```
"<name of the executable file>" /s /v" CP_WINPESTATE="RetainWinPE" /L*v \"a.log\"  
/qn"
```

- NOTE:** The boot images created using previous versions of DSDP are not be retained when upgrading through a command line interface.

For example:

```
"DellEMC_Server_Deployment_Pack_4.0_for_Configuration_Manager.exe" /s /v "  
CP_WINPESTATE="RetainWinPE" /L*v \"a.log\" /qn"
```

Upgrading with the Remove Dell Deployment Toolkit DTK Utilities and Windows PE Drivers option

1. Open a **Command Prompt** window.

2. Type the following command to upgrade DSDP with the **Remove Dell Deployment ToolKit (DTK) Utilities and Windows PE Drivers** option.

```
"<name of the executable file>" CP_WINPESTATE="RemoveWinPE" /qn /L*v <log file name>
```

For example:

```
"DellEMC_Server_Deployment_Pack_4.0_for_Configuration_Manager.exe"  
CP_WINPESTATE="RemoveWinPE" /qn /L*v a.log
```

Working with the Configuration Manager Admin console

The Configuration Manager Admin Console supports installation, uninstallation, and upgrade of Dell EMC Server Deployment Pack and deployment of tasks, such as creating task sequences and creating Dell server driver packages.

NOTE: Make sure that the versions of Dell EMC Server Deployment Pack are the same on Configuration Manager Site Server and Configuration Manager Admin Console.

NOTE: All procedures mentioned in the document like installing, uninstalling, and so on for Configuration Manager Site Server are applicable to Configuration Manager Admin Console.

Troubleshooting

This section contains troubleshooting information for DSDP.

Uninstalling Dell EMC Server Deployment Pack using the Control Panel

When uninstalling DSDP using the Control Panel, if uninstallation fails with the following error message:

```
"Error 1316. A network error occurred while attempting to read from the file C:  
\Windows\Installer\Dell_EMC Server Deployment Pack v4.0 for Configuration Manager.msi"
```

Then to uninstall DSDP, double-click the DSDP setup executable or use the command line method.

Installing Dell EMC Server Deployment Pack when one or more SMS providers are down

You cannot install DSDP successfully when one or more SMS providers are down. You can verify if the SMS providers are running in the **Configuration Manager**.

To verify the status of the SMS providers in the **Configuration Manager**, click **Monitoring > Overview > System Status > Component Status**. The status of the components is displayed on the right-hand side. Ensure that the SMS providers are up and running.

Deploying OS on 13th generation of PowerEdge platforms using WinPE 3.0

As the drivers for USB3.0 are not available in WinPE 3.0, the OS deployment may fail if the BIOS config settings for **USB 3.0 Setting** and **Memory Mapped I/O above 4 GB** are enabled.

Solution: To boot to winPE3.x (32-bit and 64-bit) in BIOS boot mode on 13th generation PowerEdge servers, disable **USB 3.0 Setting** and **Memory Mapped I/O above 4 GB**.

Other Dell documents you might need

In addition to this guide, you might need to refer the following documents to get details on specific Dell OpenManage products. These documents are available at **Dell.com/support/manuals**.

- The *Dell EMC Server Deployment Pack Version 4.0 for Microsoft System Center Configuration Manager User's Guide* provides information on using DSDP 4.0 on your system.
- The *Dell Remote Access Controller 5 Firmware User's Guide* provides comprehensive information about using the RACADM command line utility to configure a DRAC 5.
- The *Dell Chassis Management Controller User's Guide* provides comprehensive information about using the controller that manages all modules in the chassis containing your Dell server.
- The *Integrated Dell Remote Access Controller User's Guide* provides information about installation, configuration, and maintenance of the Integrated Dell Remote Access Controller (iDRAC) on management and managed systems.
- The *Dell Remote Access Controller/Modular Chassis User's Guide* provides information about installation, configuration, and maintenance of the Dell Remote Access Controller/Modular Chassis (DRAC/MC).
- The *Command Line Reference Guide for iDRAC6 and CMC* provides comprehensive information about using the RACADM command line utility.
- The *Command Line Reference Guide for iDRAC 2.40.40.40 and CMC* provides comprehensive information about using the RACADM command line utility on Dell's 10th generation to 13th generation PowerEdge platforms.
- The *Dell OpenManage Deployment ToolKit User's Guide* provides general, best practices procedures that focus on the basic tasks for a successful deployment using Windows Preinstallation Environment (Windows PE) or embedded Linux.
- The *Dell OpenManage Deployment ToolKit Command Line Interface Reference Guide* provides information about the command line utilities to configure system features.
- The *Server Update Utility User's Guide* provides information about how to identify and apply updates to your system.

Contacting Dell

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

Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area. To contact Dell for sales, technical support, or customer service issues:

1. Go to **Dell.com/support**.
2. Select your support category.
3. Verify your country or region in the **Choose a Country/Region** drop-down list at the bottom of the page.
4. Select the appropriate service or support link based on your need.

Accessing documents from the Dell EMC support site

You can access the required documents in one of the following ways:

- Using the following links:
 - For Dell EMC Enterprise Systems Management, Dell EMC Remote Enterprise Systems Management, and Dell EMC Virtualization Solutions documents — www.dell.com/esmmanuals
 - For Dell EMC OpenManage documents — www.dell.com/openmanagemanuals
 - For iDRAC documents — www.dell.com/idracmanuals
 - For Dell EMC OpenManage Connections Enterprise Systems Management documents — www.dell.com/OMConnectionsEnterpriseSystemsManagement
 - For Dell EMC Serviceability Tools documents — <https://www.dell.com/serviceabilitytools>
- From the Dell EMC Support site:
 1. Go to <https://www.dell.com/support>.
 2. Click **Browse all products**.
 3. From **All products** page, click **Software**, and then click the required link from the following:
 - **Analytics**
 - **Client Systems Management**
 - **Enterprise Applications**

- **Enterprise Systems Management**
- **Mainframe**
- **Operating Systems**
- **Public Sector Solutions**
- **Serviceability Tools**
- **Support**
- **Utilities**
- **Virtualization Solutions**

4. To view a document, click the required product and then click the required version.

- Using search engines:
 - Type the name and version of the document in the search box.