Dell EMC Server Deployment Pack Version 4.1 for Microsoft System Center Configuration Manager

Installation Guide

DELLEMC

Notes, cautions, and warnings

(i) **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 about software pre-requisites and requirements to install and uninstall Dell EMC Server Deployment Pack (DSDP) for Microsoft System Center Configuration Manager (SCCM) or Microsoft Endpoint Configuration Manager(MECM).

This release, of DSDP v4.1(revision A02), is the final release for Microsoft System Center Configuration Manager (Microsoft Endpoint Configuration Manager) product with the associated functionalities. This release and the releases prior to this will continue to be available for web download on the supported PowerEdge servers but no additional features, new platform and associated components will be added as the Product is fully deprecated.

No support for upcoming generations and models of PowerEdge servers, outside of the supported systems list. This also implies that **no future release of the software for any new hardware and operating systems will be made available beyond this DSDP v4.1 (A02)** and available only for the currently listed PowerEdge servers. For more information about supported features, see dell.com/support/documents.

(i) **NOTE:** Dell EMC recommends customers to immediately transition to OpenManage Integration for Microsoft System Center(OMIMSSC) for Microsoft Endpoint Configuration Manager(MECM).

(i) **NOTE:** The Dell Deployment Toolkit (DTK) which is a already deprecated, is packaged with DSDP 4.1. Hence, the DTK needs to be used only with this DSDP and any usage outside stands unsupported.

(i) **NOTE:** The associated Dell EMC Deployment Tool Kit (DTK) v6.4.0 is available for all latest iDRAC9 based PowerEdge servers, to be used with the Dell EMC Server Deployment Pack v4.1, only for the corresponding newly certified PowerEdge servers listed here and dell.com/support. No additional upgrade to the deployment pack is required to support the PowerEdge servers.

(i) **NOTE:** The PowerEdge servers other than the list of iDRAC9 based platforms are not supported.

Topics:

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What's new in this release

* (i) **NOTE:** DSDP will be deprecated with version 4.1 (revision A02) release. This is the final release.
* Support for Update 2103 for Configuration Manager
* Support for Update 2010 for Configuration Manager
* Support for Update 2006 for Configuration Manager
* Support for latest iDRAC9 based PowerEdge servers (Intel) :
  * R750

- R750xa
- R650
- C6520
- MX750c
- R450
- R550
- R650xs
- R750xs
- Support for PowerEdge RAID Controllers (PERC), series 9 and 10 for Dell EMC systems are:
  - PERC H745
  - PERC H345
  - PERC H840
  - HBA345
  - HBA330 MMZ
  - PERC H745P MX
- The set and get iDRAC configuration using .INI file (dependent on RACADM deprecated feature) is not supported with iDRAC version 4.40.40.00 or later. Use XML input file to configure iDRAC.

(i) **NOTE:** No additional upgrade to the DSDP is required to support the latest iDRAC 9-based PowerEdge servers. Use the provided DTK v6.4 with your installed DSDP 4.1.

Pre-requisites and requirements

(i) **NOTE:** This document contains information about requirements and the supported software necessary for installing Dell EMC Server Deployment Pack (DSDP) and this document is packaged in the DSDP installable. When 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**.

- Before you begin configuring the server, ensure that you have set up the server and the environment by using either one of the following System Center Configuration Manager(SCCM)/Microsoft Endpoint Configuration Manager (MECM) updates:
  - Update 2103 for Configuration Manager
  - Update 2010 for Configuration Manager
  - Update 2006 for Configuration Manager
  - Update 2002 for Configuration Manager
  - Update 1910 for Configuration Manager
  - Update 1906 for Configuration Manager
  - Update 1810 for Configuration Manager
  - System Center Configuration Manager 2016
  - System Center Configuration Manager 2012

  For details on how to download and install Configuration Manager, go to 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**.
- Ensure the supported DTK versions is installed. For more information, see Configuration Manager, operating system, DTK, AIK/ADK support matrix for Dell EMC Server Deployment Pack.

(i) **NOTE:** The DTK version 6.4.0 contained in the package is only supported for Dell EMC Server Deployment Pack (DSDP) not otherwise. Using this version of DTK outside of DSDP is not supported.

(i) **NOTE:** For more information about the latest iDRAC9 based PowerEdge servers, see idrac9-based PowerEdge servers . The PowerEdge servers other than the list of iDRAC9 based platforms are supported.

> (i) **NOTE:** The DSDP does not support deployment for Dell PowerEdge Boot Optimized Storage Solution(BOSS) controllers, PowerEdge RAID Controllers (PERC), series 11 and Non-volatile memory express (NVMe). Recommends to use Dell EMC OpenManage Integration for Microsoft System Center(OMIMSSC) for SCCM/MECM for these new technologies.

- OpenManage Server Driver Pack (OM Driver ISO) versions for driver installation post operating system deployment(OSD):
  - OpenManage Server Driver Pack version 10.1 for latest iDRAC9 based PowerEdge servers(Intel).
  - OpenManage Server Driver Pack version 9.4 for latest iDRAC9 based PowerEdge servers.
  - OpenManage Server Driver Pack version 9.3.1 for latest iDRAC9 based PowerEdge servers.
  - OpenManage Server Driver Pack version 9.3 for iDRAC9 based 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 seen; for Configuration Manager 2012 R2 installed on a site server operating system Windows Server 2012 R2, see Microsoft KB 2907591.
- KB articles are seen; for Update 2103 for Configuration Manager, Update 2010 for Configuration Manager, orUpdate 2006 for Configuration Manager, or Update 2002 for Configuration Manager, or Update 1910 for Configuration Manager, or Update 1906 for Configuration Manager, or Update 1810 for Configuration Manager, or System Center Configuration Manager 2016, or System Center 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.
- .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 that are 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 systems

For information on the supported Dell systems, see the Dell EMC Server Deployment Pack 4.1 Release Notes at **Dell.com/ support/manuals**.

Configuration Manager, 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 1. Compatible operating systems, DTK, and AIK/ADK versions supported by Dell EMC Server Deployment Pack for WinPE

System Center Configuration Manager Version	WinPE Version	Operating System Deployment	DTK Versions	AIK/ADK Version
Update 2103 for Configuration Manager	10.1	● Windows Server 2019 ● Windows Server 2016	● 6.4 (latest iDRAC9 based PowerEdge servers (Intel))	Windows ADK for Server 2019
Update 2010 for Configuration Manager	10.1	● Windows Server 2019 ● Windows Server 2016	● 6.4 (latest iDRAC9 based PowerEdge servers (Intel))	Windows ADK for Server 2019
Update 2006 for Configuration Manager	10.1	● Windows Server 2019 ● Windows Server 2016	● 6.4 (latest iDRAC9 based PowerEdge servers (Intel))	Windows ADK for Server 2019
Update 2002 for Configuration Manager	10.1	● Windows Server 2019 ● Windows Server 2016 ● Windows Server 2012 R2	● 6.4 (latest iDRAC9 based PowerEdge servers) ● 6.3 (All generations of PowerEdge servers) ⓘ **NOTE:** The DTK v6.3 is not supported for latest iDRAC9 based PowerEdge servers ● 6.2 (iDRAC9 based PowerEdge servers)	Windows ADK for Server 2019 Windows ADK for Server 2016
Update 1910 for Configuration Manager	10.1	● Windows Server 2019 ● Windows Server 2016 ● Windows Server 2012 R2	● 6.3 (All generations of PowerEdge servers) ⓘ **NOTE:** The DTK v6.3 is not supported for latest iDRAC9 based PowerEdge servers ● 6.2 (iDRAC9 based PowerEdge servers)	Windows ADK for Server 2019 Windows ADK for Server 2016
Update 1906 for Configuration Manager	10.1	● Windows Server 2019	● 6.3 (All generations of PowerEdge servers)	Windows ADK for Server 2019

System Center Configuration Manager Version	WinPE Version	Operating System Deployment	DTK Versions	AIK/ADK Version
		• Windows Server 2016 • Windows Server 2012 R2	ⓘ **NOTE:** The DTK v6.3 is not supported for latest iDRAC9 based PowerEdge servers • 6.2 (iDRAC9 based PowerEdge servers)	Windows ADK for Server 2016
Update 1810 for Configuration Manager	10.1	• Windows Server 2019 • Windows Server 2016 • Windows Server 2012 R2	• 6.3 (Windows 2019 OS version for 11th to 14th generation PowerEdge servers) ⓘ **NOTE:** The DTK v6.3 is not supported for latest iDRAC9 based PowerEdge servers • 6.2 (iDRAC9 based PowerEdge servers)	Windows ADK for Server 2019 Windows ADK for Server 2016
System Center Configuration Manager 2016	10	• Windows Server 2016 • Windows Server 2012 R2	• 6.2 (iDRAC9 based PowerEdge servers) • 5.5 (11th to 13th generation PowerEdge servers)	Windows ADK for Server 2016
System Center Configuration Manager 2012 R2 SP1	5.0	• Windows Server 2012 • Windows Server 2012 R2 • Windows Server 2008 R2*	• 6.2 (iDRAC9 based PowerEdge Servers) • 5.5 (11th to 13th generation PowerEdge servers)	Windows ADK for Windows Server 2012 R2
System Center Configuration Manager 2012 R2	5.0	• Windows Server 2012 • Windows Server 2012 R2 • Windows Server 2008 R2*	• 6.2 (iDRAC9 based PowerEdge servers) • 5.5 (11th to 13th generation PowerEdge servers)	Windows ADK for Windows Server 2012 R2
System Center Configuration Manager 2012 SP2	5.0	• Windows Server 2012 • Windows Server 2012 R2 • Windows Server 2008 R2*	• 6.2 (iDRAC9 based PowerEdge servers) • 5.5 (11th to 13th generation PowerEdge servers)	Windows ADK for Windows Server 2012 R2
System Center Configuration Manager 2012 SP1	4.0	• Windows Server 2012 • Windows Server 2008 R2*	5.5 (11th to 13th generation PowerEdge servers)	Windows ADK for Windows Server 2012

System Center Configuration Manager Version	WinPE Version	Operating System Deployment	DTK Versions	AIK/ADK Version
System Center Configuration Manager 2012	3.0	- Windows Server 2008 - Windows Server 2008 R2	5.5 (11th to 13th generation PowerEdge servers)	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, go to `support.microsoft.com/kb/2853726`.

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 file and save to the local drive.
3. Browse to the location where the file is downloaded and double-click the new file to unzip the downloaded package.
4. Specify the location to unzip the files and click unzip button to extract files:
   - **DellEMC_Server_Deployment_Pack_v4.1.0.130_for_Configuration_Manager**
   - **DellEMC_OpenManage_Deployment_Toolkit_(Windows)_v.6.4.0**
      ⓘ **NOTE:** The DTK version 6.4 is only supported with DSDP 4.1 and not to be used otherwise.

5. To Install DSDP, run the .exe file
   `DellEMC_Server_Deployment_Pack_v4.1.0.130_for_Configuration_Manager.exe` under
   `DellEMC_Server_Deployment_Pack_v4.1.0.130_for_Configuration_Manager` folder and specify a path to extract the contents of the self-extractable zip file.
6. 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.
7. Click **Next**.
   The license agreement is displayed.
8. 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.
9. Click **Next** to close the Configuration Manager console automatically.
   The **Ready to Install the Program** screen is displayed.
10. 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.
11. Click **Finish**.

Upgrading Dell EMC Server Deployment Pack

ⓘ **NOTE:** You can upgrade to DSDP 4.1 from DSDP 4.0.

ⓘ **NOTE:** The task sequences created in a previous version of Dell EMC Server Deployment Pack does not work. For information about how to make these task sequences work, see the "Troubleshooting" section in the *Dell EMC Server Deployment Pack Version 4.1 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 4.1:

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 that are 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 that are 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 about creating Dell boot images, see the "Importing a DTK Package" section of the *Dell EMC Server Deployment Pack Version 4.1 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 4.1 for Microsoft System Center Configuration Manager User's Guide* at **Dell.com/support/manuals**.

Migrating to Microsoft System Center Configuration Manager

Dell recommends to uninstall DSDP (including any boot images, DTK utilities, and Windows PE Drivers) before you migrate your system to Update 2103 for Configuration Manager, Update 2010 for Configuration Manager, or Update 2006 for Configuration Manager, or Update 2002 for Configuration Manager, or Update 1910 for Configuration Manager, or Update 1906 for Configuration Manager, or Update 1810 for Configuration Manager, or System Center Configuration Manager 2016, or System Center Configuration Manager 2012. For more information on uninstalling DSDP, see Uninstalling DSDP.

Uninstalling Dell EMC Server Deployment Pack using the GUI

(i) **NOTE:** The drivers that are injected into the Windows PE boot images are removed while uninstalling DSDP 4.1.

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 v4.1 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 that is used for installing, and following the uninstallation instructions.

(i) **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

(i) **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_4.1_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_4.1_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_4.1_for_Configuration_Manager.exe" /s /x /v"
CP_REMOVEBOOTIMAGE="NO" /L*v \"a.log\" /qn"
```

(i) **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

(i) **NOTE:** You can upgrade to Dell EMC Server Deployment Pack 4.1 on systems running Update 2103 for Configuration Manager, or Update 2010 for Configuration Manager, or Update 2006 for Configuration Manager, or Update 2002 for Configuration Manager, or Update 1910 for Configuration Manager, or Update 1906 for Configuration Manager, or Update 1810 for Configuration Manager, or System Center Configuration Manager 2016, or System Center Configuration Manager 2012 with DSDP 4.0.

(i) **NOTE:** You can only upgrade DSDP 4.0 to DSDP 4.1.

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"
```

(i) **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_4.1_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_4.1_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.

Health of PCI device drivers shows critical

Post OS deployment, the health of the PCI device drivers shows critical for latest iDRAC9-based PowerEdge servers under **Device Manager** > **Other devices**.

Workaround: Ensure that you download the latest PCI device drivers from the `dell.com/support` site, and update.

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 v4.1 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 must see 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 4.1 for Microsoft System Center Configuration Manager User's Guide* provides information about using DSDP 4.1 on your system.
- 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 *Command Line Reference Guide for iDRAC and CMC* and *Dell EMC OpenManage Enterprise Modular Edition for PowerEdge MX7000 Chassis* provides comprehensive information about using the RACADM command line utility on Dell's 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

(i) **NOTE:** 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.

Dell EMC 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.

   (i) **NOTE:** For remote enterprise documentation, go to **dell.com/esmmanuals**. For information about documentation support, go to **www.dell.com/support/manuals**. On the Manuals page, click **Software** > **Systems Management**. Click the specific product on the right-side to access the documents.

Accessing support content from the Dell EMC support site

Access supporting content related to an array of systems management tools using direct links, going to the Dell EMC support site, or using a search engine.

- Direct links:
  - For Dell EMC Enterprise Systems Management and Dell EMC Remote Enterprise Systems Management—https://www.dell.com/esmmanuals
  - For Dell EMC Virtualization Solutions—www.dell.com/virtualizationsolutions

- ○ For Dell EMC OpenManage—https://www.dell.com/openmanagemanuals
- ○ For iDRAC—https://www.dell.com/idracmanuals
- ○ For Dell EMC OpenManage Connections Enterprise Systems Management—https://www.dell.com/OMConnectionsEnterpriseSystemsManagement
- ○ For Dell EMC Serviceability Tools—https://www.dell.com/serviceabilitytools
- Dell EMC support site:
  1. Go to https://www.dell.com/support.

  2. Click **Browse all products**.

  3. From the **All products** page, click **Software**, and then click the required link.

  4. 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.