

Dell Client Management Pack
Version 4.1 For Microsoft
System Center Operations
Manager 2007 R2/SP1 and
System
Center Essentials 2007 SP1/
2010

Installation Guide



Notes



NOTE: A NOTE indicates important information that helps you make better use of your computer.

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Introduction

This guide describes how to install the Dell Client Management Pack version 4.1 for Microsoft System Center Operations Manager (SCOM) 2007 SP1/R2, System Center Essentials (SCE) 2007 SP1/2010.



NOTE: All references to SCOM in this guide are applicable to SCE as well, unless otherwise explicit product and version information is mentioned.

Prerequisites

Management Station Requirements

The management station requirements to install the Dell Client Management Pack version 4.1 and import the Dell Client Management Pack are:

- SCOM 2007 SP1/R2 or SCE 2007 SPI/2010 to support the Dell Client Management Pack.
- Microsoft .NET version 2.0 or later to install SCOM or SCE.
- Administrator access on the system to install SCOM or SCE and to import the Dell Client Management Pack.

Managed System Requirements

Install Dell OpenManage Client Instrumentation (OMCI) on all Dell Client computer systems.

- Ensure that all the managed systems have a valid and a fully qualified domain name (FQDN) that you can communicate to, from the management station.
- For the Management Pack to function with a complete feature set, ensure the SCOM Management Server Action account has administrator privileges on all Dell managed systems.

- It is recommended that you install the latest OMCI version (8.0.1) to manage the Dell Client systems.
- The minimum supported version for this release of the Client Management Pack is OMCI 7.8 and above.



NOTE: You can download the latest version of OMCI from support.dell.com.

Accessing the Management Pack

The Dell Client Management Pack version 4.1 (Dell.WindowsClient.mp) is a stand-alone management pack with a base folder utility. It is packaged in the self extracting executable **Dell_Client_Management_Pack_v4.1_A00.exe** file that contains the following:

- Dell.Connections.HardwareLibrary.mp (Base Folder Utility 4.0)
- Dell.WindowsClient.mp
- DellMPv41_Client_Readme.txt
- DellMPv41_Client_IG.pdf



NOTE: The **Dell_Client_Management_Pack_v4.1_A00.exe** is also available at support.dell.com.

Configuring Management Server Action Account With Normal User Privilege

To configure Management Server Action Account with normal user privileges:

- 1 Install SCOM on the management station, with the Management Server Action Account as a Domain user (non Domain Administrator).
- 2 Add the Management Server Action Account as part of the local admin group.
- 3 Install the Operations Manager Agent on the managed system (Auto Agent Push/ Manual Install).
- 4 Once the discovery and monitoring of a managed system is successfully initiated in the Operations Manager Console, remove the Management Server Action Account from the local admin group.



NOTE: You may need to reboot the management station to ensure that the Management Server Action Account no longer has administrator privileges.

- 5 Import the Dell Management Pack on management station.
- 6 Rediscover the managed system.



NOTE: The discovery of the managed system depends on the discovery cycle time.

Installing the Dell Client Management Pack v4.1

To install the Dell Client Management Pack version 4.1, perform the following:

Pre-Import Tasks

Before you import the Dell Client Management Pack to SCOM:

- 1 Download the management pack from support.dell.com to the destination directory on your local system.
- 2 Extract the management pack to a location of your choice on the management station.

The default location is **C:\Dell Management Packs\Client Management Pack\4.1**.

- 3 Import the Management Packs. For more information, see [Importing the Management Pack](#).

Importing the Management Pack



NOTE: Import the base folder utility (Dell.Connections.HardwareLibrary.mp) before importing the client management pack.

To import the client management pack, use the **SCOM/ SCE Import Management Pack** wizard:

- 1 The **Dell_Client_Management_Pack_v4.1_A00.exe** is a self-extracting.exe file.
- 2 Copy the downloaded file to the destination directory on your local system's hard drive.
- 3 Open the **Dell_Client_Management_Pack_v4.1_A00.exe** file to extract any of the Management Packs or utilities.

- 4 Click **Start**→ **Programs**→ **System Center Operations Manager 2007/ System Center Essentials** and select **Operations Console**.
- 5 Click **Administration** on the navigation pane.
- 6 Expand the **Administration** tree, right-click **Management Packs**, and select **Import Management Packs**.
- 7 Click **Add**. Select **Add from disk**.
- 8 Type or browse to the Management Pack location, usually the same location that you downloaded and extracted the contents of the **Dell_Client_Management_Pack_v4.1_A00.exe** file.
- 9 Select the Management Pack you want to import and click **Open**.
The **Import Management Packs** screen appears with the selected Management Packs/utilities displayed in the **Import List**.
- 10 Click **Install** to complete the task.

Microsoft Guidelines for Performance and Scalability for SCOM

For optimal performance, deploy device-specific Dell Management Packs on different management stations.

For information on Microsoft's recommendations for scalability, see [technet.microsoft.com/hi-in/library/bb735402\(en-us\).aspx](http://technet.microsoft.com/hi-in/library/bb735402(en-us).aspx)



NOTE: Ensure that the **Autogrow** option is enabled in **Operations Manager Database**.

Upgrading From Previous Management Packs

If you have installed an earlier version of Dell Client Management Pack, you can directly upgrade to the current version.

Upgrading From Dell Client Management Pack 4.0

You can upgrade from the Dell Client Management Pack version 4.0 to version 4.1. To upgrade to the current version:

- 1 Follow the steps as given in [Installing the Dell Client Management Pack v4.1](#).
- 2 Import the new management pack. For more information, see [Importing the Management Pack](#).



NOTE: When you upgrade from version 4.0 to version 4.1, the devices that displayed a critical or warning state before upgrading, display a normal state after upgrading, even though they are still in critical or warning state. The devices display the correct health status only in the subsequent monitoring cycle.



NOTE: After you upgrade the management pack to version 4.1, you may see some of the components in **Diagram** view still displaying default icons. Restart the **Operations Console** with the **/clearcache** option to see the new icons.

Upgrading From Dell Client Management Pack 3.x

Upgrading from the 3.x version is not supported. Ensure that you delete Dell Client Management Pack 3.x (**Dell.Connections.Client.mp**) before importing Dell Client Management Pack version 4.1.

Deleting the Management Packs

While deleting the Dell Client Management Pack, ensure that you delete the management pack before deleting the base folder utility.

To delete management packs or utilities:

- 1 Select **Administration**→ **Management Packs** in the SCOM/ SCE Operations Console.
- 2 Select the Dell Management Pack you want to delete from the **Management Packs** pane.

- 3 Right-click the selected Dell Management Pack or utility and click **Delete**.

After deleting a Management Pack or utility, it is recommended that you relaunch the SCOM/ SCE Console.



NOTE: Deleting any of the Management Packs may affect the scope of some user roles.

Security Considerations

Operations Console access privileges are handled internally by SCOM/ SCE. This can be set up using the **User Roles** option under **Administration** → **Security** feature on the SCOM/ SCE console. The profile of your role determines what actions you can perform. For more information on security considerations, see the *Microsoft Operations Manager 2007 SP1*, *Microsoft Operations Manager 2007 R2*, or the *Microsoft Systems Centre Essentials SP1/ SCE 2010 online help*.