

Dell Systems

Upgrading Dell Server Agent

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Revision History

Revision	Date	Author	Comments
00	November 26, 2001	Keith Chan	First draft
A	November 26, 2001	Keith Chan	First release.
B	July 2, 2002	Keith Chan / Richard Simms	Added warning about incompatibility with Hummingbird Maestro. Updated to new Creo template.
C	November 04, 2002	Keith Chan	Update to Dell Server Administrator V4.70 (for x400 platform and 4.70B (for x600 plaforms) + Array Manager V3.30.
J	April 9, 2003	Keith Chan	Update to Dell Server Administrator V1.3.0.C + Array Manager V3.3.1 (Build 515.5) to reflex changes made in rev. J of ghost images to be in synch to all servers.

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1. SCOPE

WARNING: If you have Hummingbird Maestro installed on your system, do not perform the upgrades described in this document. Because the upgrade removes the "Dell PORT MAPPER" service, which Hummingbird Maestro depends on, the target system network may become unstable. If you must upgrade the system, then it is recommended that you reinstall the entire system using the latest revision of server ghost images.

This document describes how to upgrade the Dell OpenManage Server Management Agents and Tools to the latest version 4.80 (as of this writing) for the all Dell PowerEdge servers running Windows 2000 Server.

The components to be upgraded are the OpenManage Server Agent to Server Administrator 1.3.0.C/ Agent 4.80; and to Array Manager Version 3.3.1 (build 5.5.5). Adaptec CI/O Array Management Service and IT Assistant will be removed permanently.

This upgrade applies to Dell servers (including the PowerEdge 1600SC, 2600, 4600, 6600, 2500, 1400, 2400, 4400 and 6400 servers) that were built off the W2K OS ghost image revision B, C, D, E, F, G and H. Revision J of server images are installed with this later versions of Dell OpenManage Agent + Array Manager.

The upgrade does not apply to EMC/DG server and Dell Optiplex GX Workstation platforms.

1.1 Introduction

This upgrade includes steps on how to firstly identify the installed software versions, removing of the old versions if desired, and then install the new versions. The last section of the document describes steps on how to install IT Assistant, how to make use of, and interpret, the information presented by IT Assistant.

The new software versions can be found on the Dell OpenManage Systems Management CD (blue labeled) version 3.3, which is included with every Dell server. The download pack can also be found on the latest Prinergy Dell W2K Resource CD's **\W2K_Util\V33CD** folder.

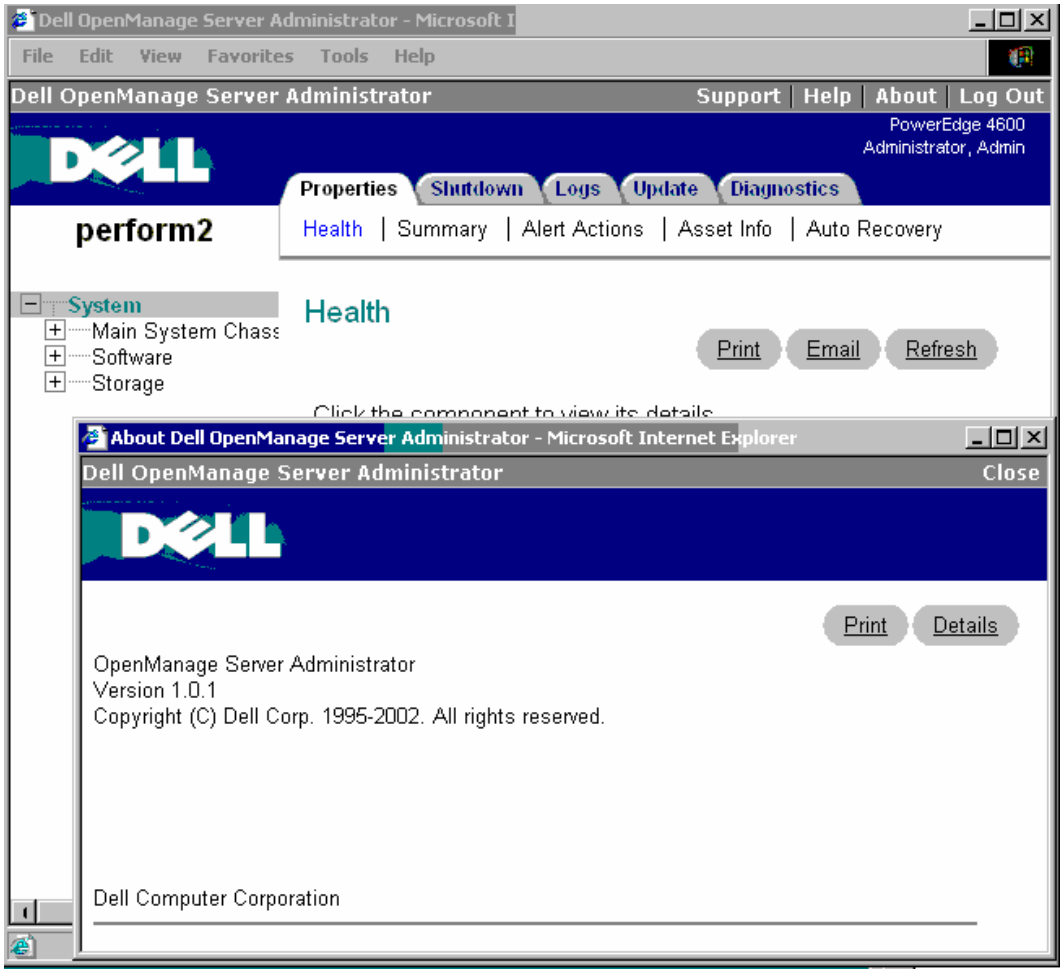
2. VERIFY THE DELL OPENMANAGE SERVER ADMINISTRATOR/AGENT

The Dell OpenManage Server Management Tools are a set of W2K services (Dell Server Agent and Adaptec CIO Array Management Service) that allow communication between the hardware sub-systems (such as, the SCSI Controller, CPU and Memory components, etc. through the Embedded Server Management firmware layer) and the agents. This allows the health status of the hardware sub-systems to be passed to an information trapper (Dell Server Administrator or IT Assistant), and presented to the user so that they can take appropriate action more proactively.

2.1 Verifying Dell Server Administrator Version

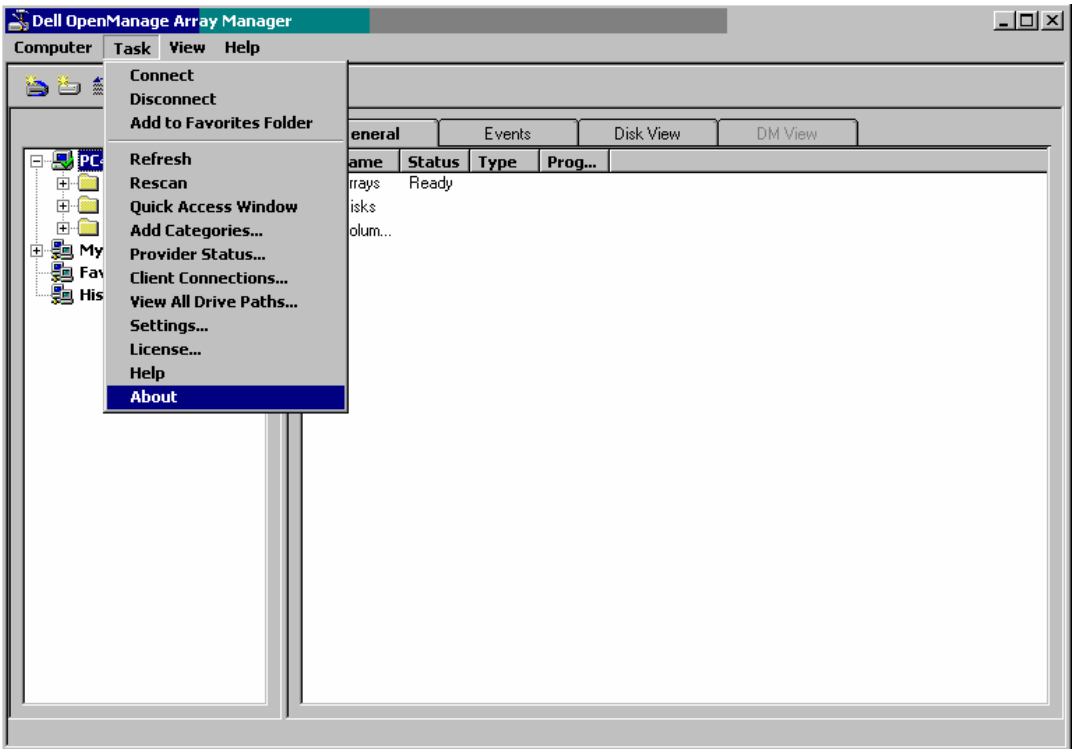
The Dell Server Administrator version 1.1 started to be preloaded in the revision F of Server OS ghost images. It's a web browser based snmp message trapper to allow the user to examine the health status of Dell server hardware components and to take the appropriate corrective action proactively to avoid potential lengthy down time due to hardware failure.

To verify the Server Administrator version, Double-click on the "**Server Administrator**" icon on the desktop to launch the program, logon using "**`Administrator`**" user and password of "**`creo`**". Click the <**About**> button along the top right corner and the software version (1.0.1) box is popped up as seen in this picture below:

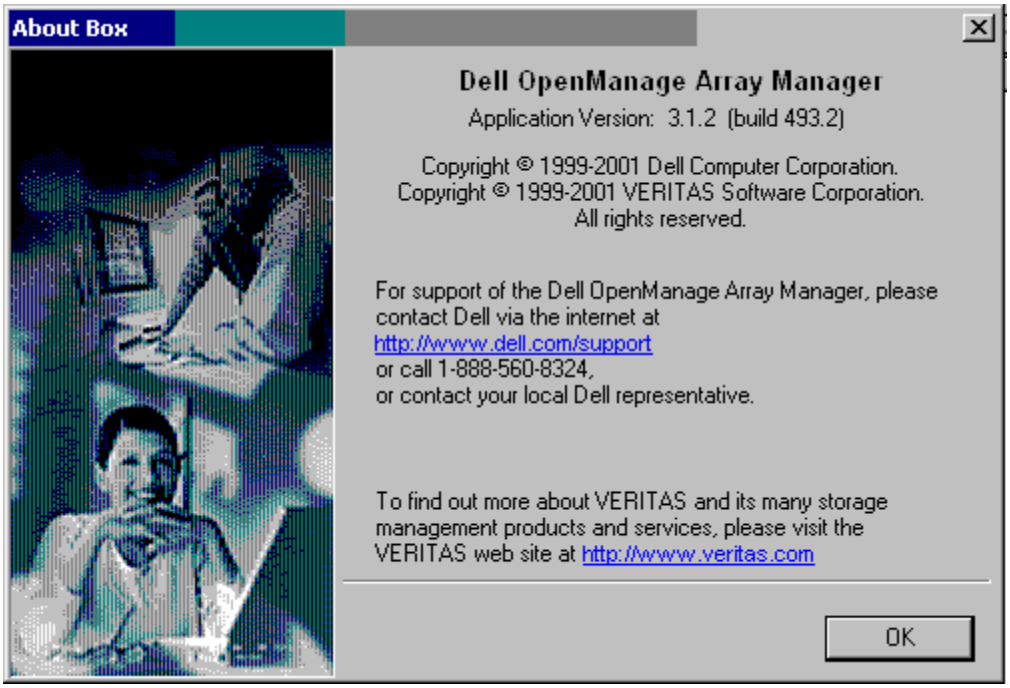


2.2 Verifying Dell Array Manager Version

- Click on **Start->Programs->Dell OpenManage Applications->Array Manager->Array Manager Console** to launch the Array Manager and the console is displayed below:

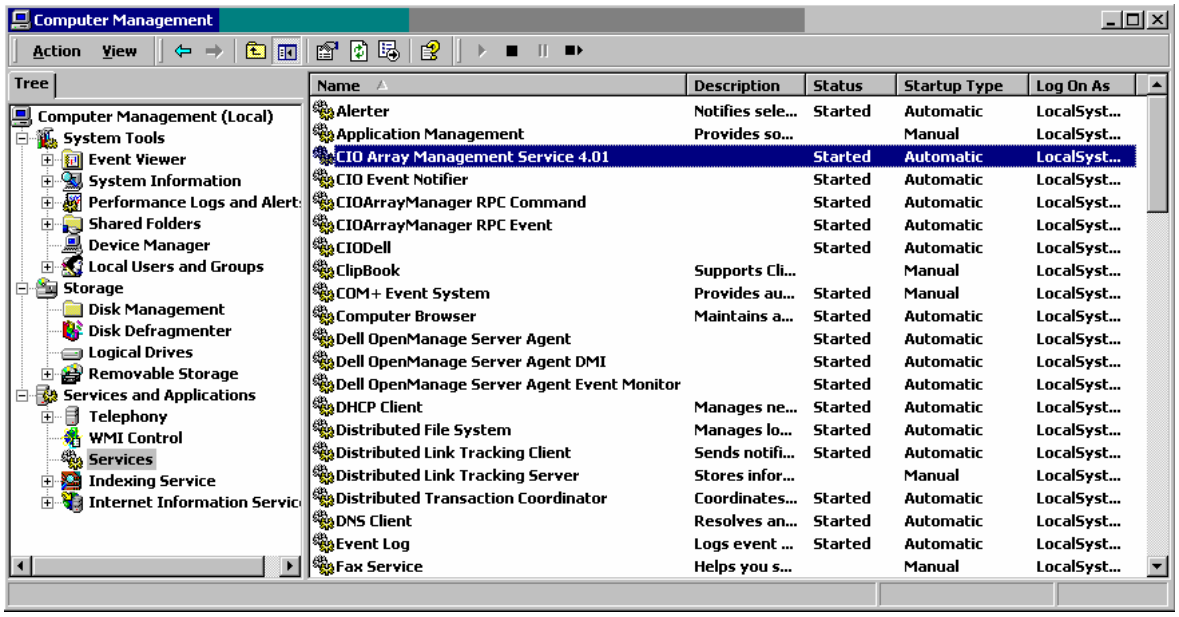


- Click on **Task->About** menu option and the software version window is displayed below:



2.3 Verifying CIO Array Management Service Version 4.01

To verify that the Agents/Services are installed and running, open the **Computer Management** Console, navigate to the **Services** tree as shown in picture below with the **CIO Array Management Service 4.01** version indicated. Note that this agent will ONLY appears in Server OS loaded off server ghost image revision B.

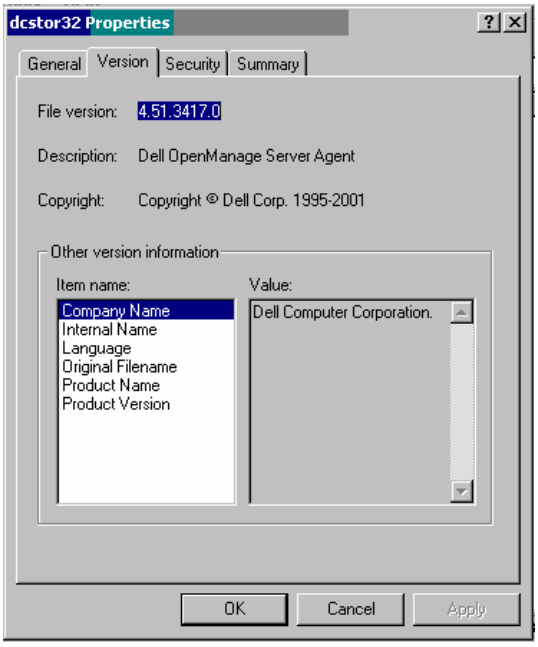


2.4 Verifying Dell OpenManage Server Agent Version

To identify the version of the Dell Server Agent, start Windows Explorer:

For Revision F Server OS Ghost Images:

- Right-click on the **D:\Dell\OMSA\BIN\DCSTOR32.EXE** file, and then select **Properties.** The following **File properties** dialog box is shown with **Version 4.51.3417.0.**



For Revisions C or D Server OS Ghost Images:

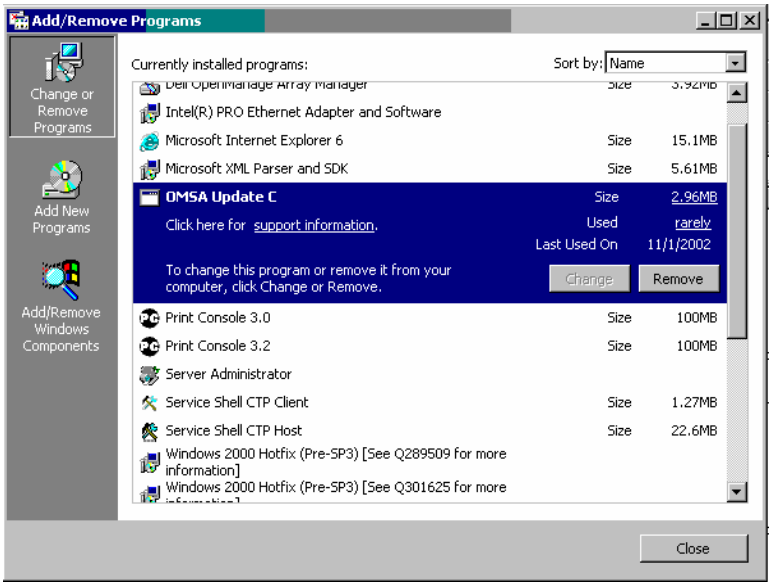
- Right-click on the **D:\Program Files\Dell\OpenManage\HIP\DCSTOR32.EXE** file, and then select **Properties.** The following **File properties** dialog box is shown with **Version 4.0.2093.0.**

2.5 Removing Dell Server Administrator Update C

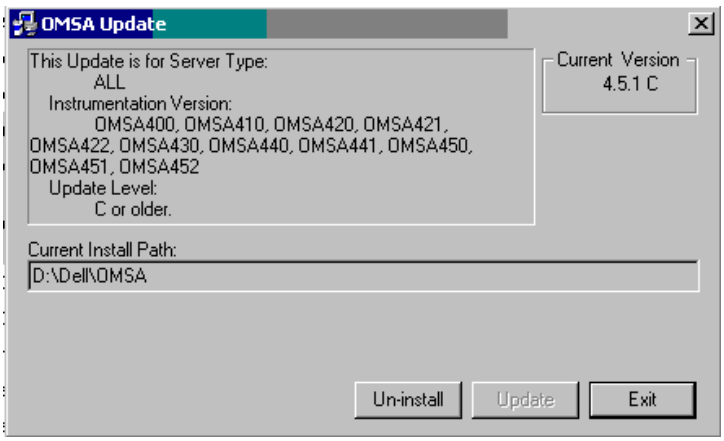
This Server Administrator update patch is found ONLY in the Server OS loaded from revision F of ghost images. It's a 1st MUST do steps to firstly removing the Agent Update(s), Dell Server Administrator/Agent, then Array Manager components before the newer versions can be installed.

1. Select **Settings->Control Panel->Add/Remove Programs**, and then select **Change or Remove Programs**.

2. Select the **OMSA Update C** component, and then click the **Change/Remove** button as shown below:



3. The OMSA Update C Uninstall dialogue box as seen below will be displayed



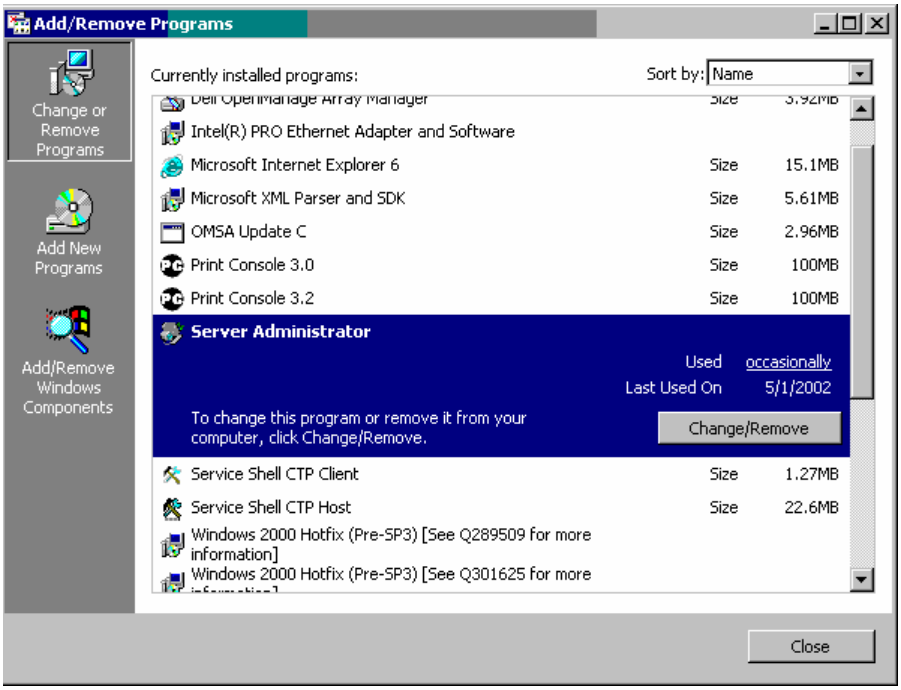
4. Click <**Uninstall>, <OK>**, and then select <**Exit>** to complete removing Update C.

2.6 Removing Dell Server Administrator

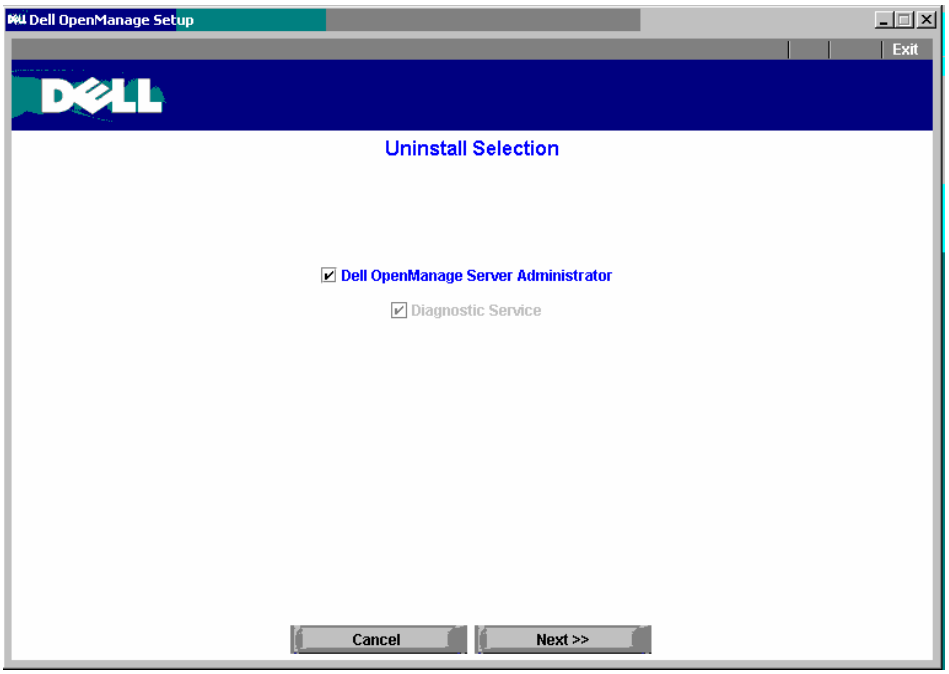
The Server Administrator is found ONLY in the Server OS loaded from revision F of ghost images.

1. Select Settings->Control Panel->Add/Remove Programs, and then select Change or Remove Programs.

2. Select the **Server Administrator** component, and then click the **Change/Remove** button as shown below:



3. The **Server Administrator Uninstall Selection** console is displayed as seen below:



4. With the "**Dell OpenManage Server Administrator**" and "**Diagnostic Service**" boxes checked, click <**Next>>, <Next>>**, and then select <**Yes>** to start uninstalling the two listed components.

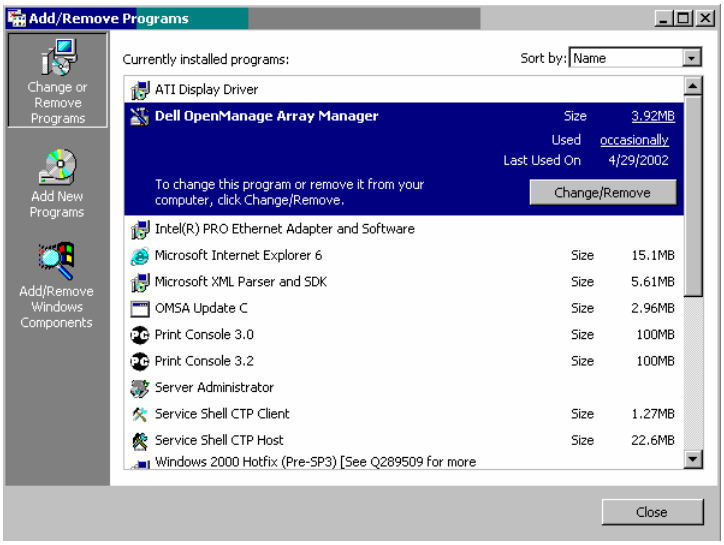
5. Click <**Finish>, <OK>** to complete and reboot the system.

2.7 Removing Dell Array Manager (If it's not already removed)

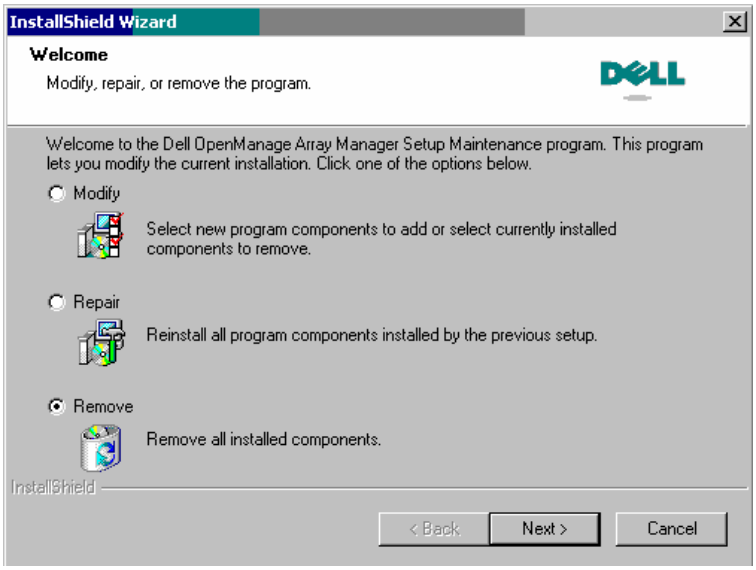
The Array Manager will need to be removed separately if the above "**Uninstall Selection**" did not list the "**Storage Management**" check box.

1. Select **Settings->Control Panel->Add/Remove Programs**, and then select **Change or Remove Programs**.

2. Select the **Dell OpenManage Array Manager** component, and then click the **Change/Remove** button as shown below:



3. The **Uninstall Welcome** screen as seen below will be displayed.



4. Select "**Remove**" option from the list and click <**Next>,** and click <**Yes>** to start uninstalling Array Manager.

5. Click <**Finish>** to complete and reboot the system.

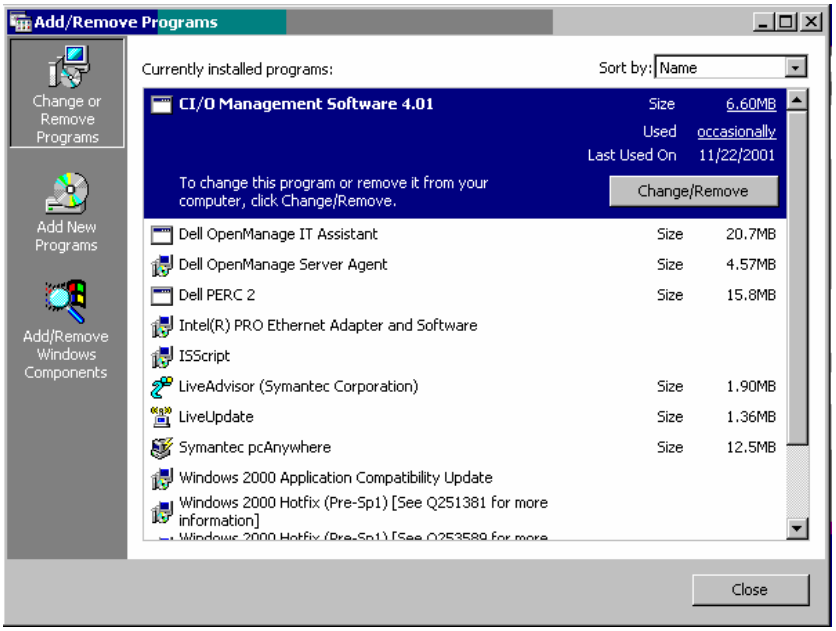
2.8 Removing the Adaptec CI/O Management Software

The Adaptec CI/O Management Software 4.01 is found ONLY in the Server OS loaded from revision B of ghost images.

You now need to remove the Adaptec CI/O Management Software 4.01 because it has not been proven to be beneficial in helping our support personnel troubleshoot server problems. It can generate annoying SCSI timeout warning messages in W2K Event Log (see http://intranet.creo.com/support/software_solutions/networking_os/windows_support/content/troubleshooting/w2k001.htm).

1. From the Start Menu, select Settings>Control Panel>Add/Remove Programs, and then select Change or Remove Programs.

2. Select the **CI/O Management Software 4.01** component, and then click the **Change/Remove** button.



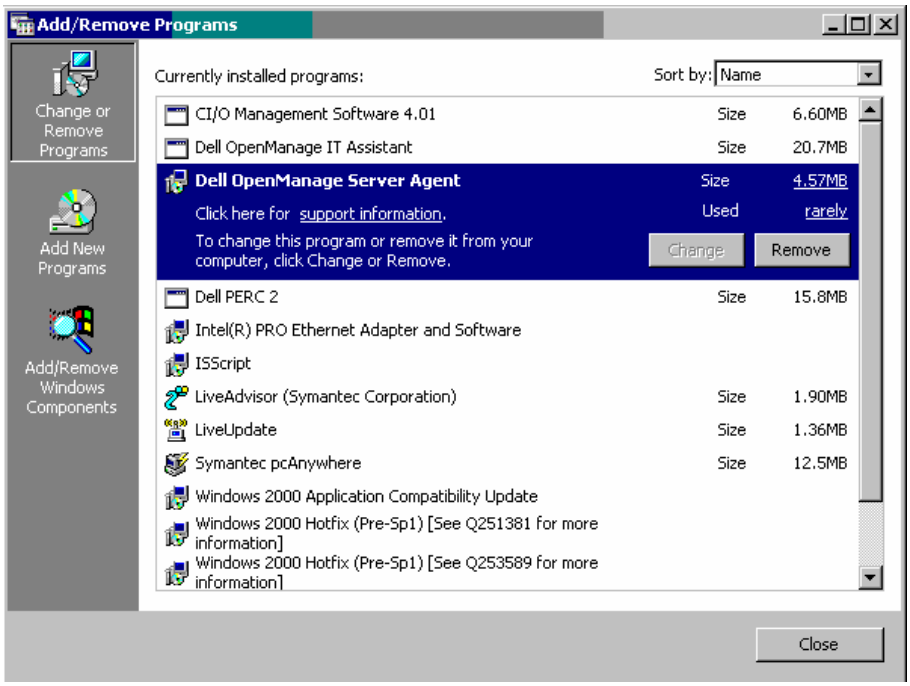
3. At the **Confirm File Deletion** prompt, click **Yes**, and then click **OK** twice.

2.9 Removing Dell OpenManage Server Agent

The removing of the Dell OpenManage Server Agent step is ONLY needed if the server OS was loaded from revision B, C or D of ghost images. The user should NOT have to perform this step if you have already done removing Server Administrator step described above.

1. From the Start Menu, select **Settings>Control Panel>Add/Remove Programs**, and then select **Change or Remove Programs**.

2. Select the **Dell OpenManage Server Agent** component, and then click the **Remove** button.



3. Click **Yes**. The Windows Installer dialog box appears asking you to enter the alternate path for the **Dell OpenManage Server Agent.Msi** installation package file. This file is required to allow a successful uninstall of the Dell Server Agent.

4. Download the **Dell OpenManage Server Agent.Msi** file from the intranet (http://intranet.creo.com/support/software_solutions/workflow_hardware/dell_platforms/content/software/hpinst.zip) and place the file in **D:\Drivers\HIP_Agent** directory

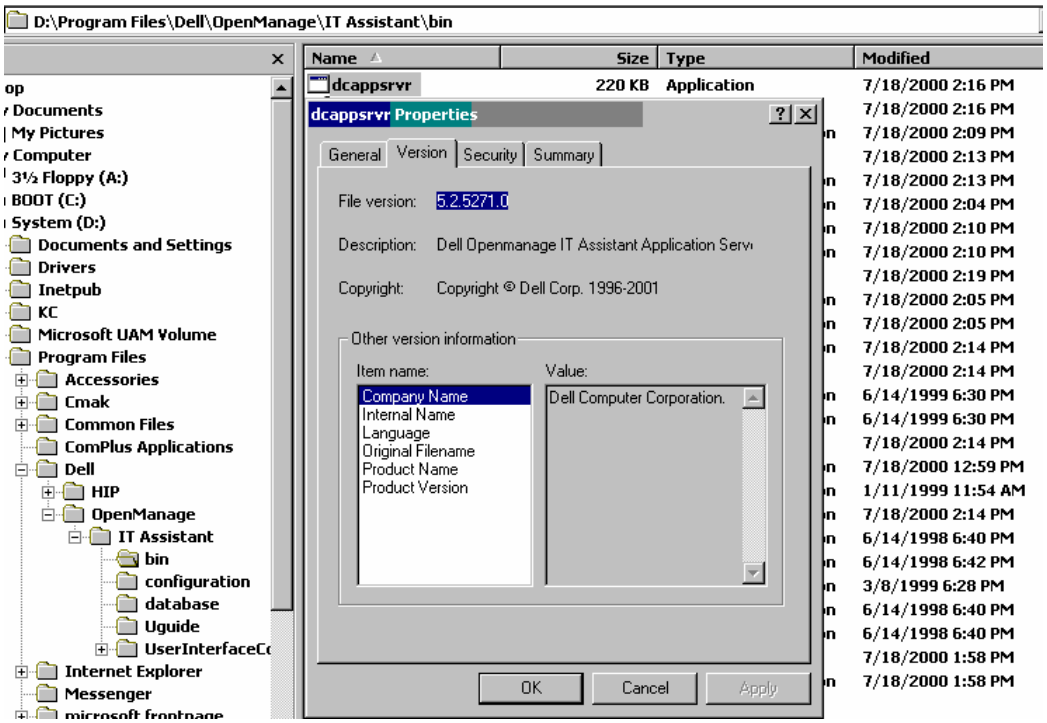
5. In the Windows Installer dialog box, click the **Browse…** button, navigate to the **D:\Drivers\HIP_Agent** directory, and then click **Open**.

6. Click **OK** to start removing files.

2.10 Removing IT Assistant (If exist)

The Dell IT Assistant Console Software is found ONLY in the Server OS loaded from revision B, C or D of ghost images.

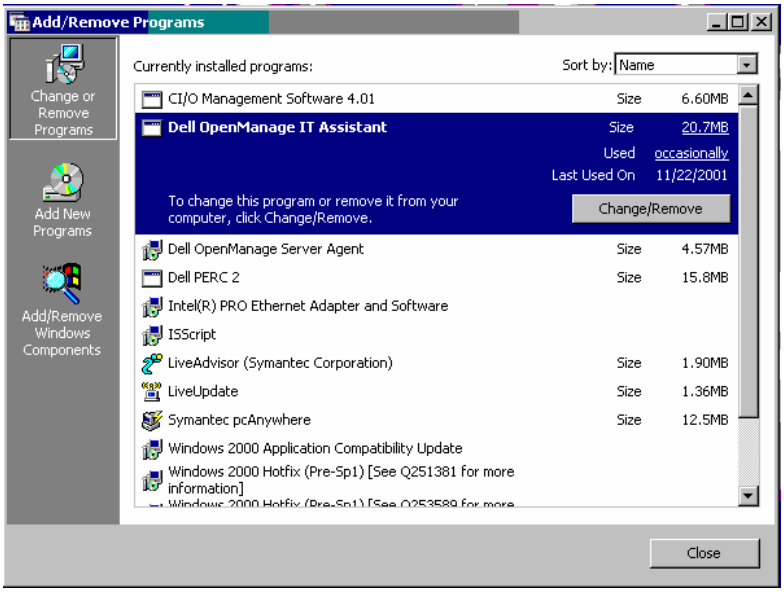
Ensure that the installed IT Assistant is a version older than **Version 5.2.5271.0** by selecting the **D:\Program Files\Dell\OpenManage\IT Assistant\Bin\dcappsrvr.exe** file in Windows Explorer, and then selecting **Properties>Version**, as shown in figure below:



After you have verified that an old version is installed, you need to remove it from the system.

1. From the Start Menu, select **Settings>Control Panel>Add/Remove Programs**, and then select **Change or Remove Programs**.

2. Select the **Dell OpenManage IT Assistant** component, and then click the **Change/Remove** button.



3. At the **Confirm File Deletion** prompt, click **Yes.**

4. Click **OK**.

5. Reboot the server after file removal is completed.

3. INSTALL DELL SERVER MANAGEMENT TOOLS

There're two ways of installing Dell Server Management Tools from two different sources, depending on which source is available to you, select one of the two methods below to install the system management tools accordingly.

If you have the correct, up-to-dated version of the Dell Systems Management (version 3.2.2 as of the write-up of this procedure) CD, you should proceed with the installation procedure described in section 3.1.

If you have the outdated, old version of the Dell Systems Management (older than version 3.2.2 as of the write-up of this procedure) CD, you should proceed with the installation procedure described in section 3.2.

3.1 Installing From Dell Systems Management CD (V.3.3)

1. Insert the Dell Systems Management Software CD into drive; and the autorun will start the software installer. (If autorun does not run, proceed to double-click on the H:\Setup.exe file off the root directory of the CD)

2. Before we begin, open a DOS prompt window, logon to D: drive, type in "**CD **" **<Enter>** to ensure you are in "D:\" root. Then type in "**MD Dell**" **<Enter>** to create the "D:\Dell" root folder for the software to be installed in.

3. At the Welcome prompt, Click <**Install/Upgrade/Un-install Systems Management Software**> buttons, then click <Accept> to the license Agreement prompt.

4. At the "**Select System Type**" prompt, click <**Install Managed System**>. Then at the "**Select Setup Type**", click <**Custom Setup**>.

5. At the Select Destination screen, click **<Browse…>,** then click on the UP directory (from the "**Look in**" field) button to change directory to "D:\", then highlight the DELL directory and click the **<Select>** button, then click **<Next>.**

6. At the Managed System Software screen, de-select the following choices:

   - Uncheck "**Other Management Agents"**
   - Uncheck "**Diagnostic Service"** (This Service will cause W2K RSM service to stop at system boot up)
   - Click on the "**Settings> >**" button along the "**Dell OpenManage Server Administrator**" line, then type in "`pathfinder`" for the both of the password fields and click <**OK**>, <**Next**>, <**Next**>, then <**Yes**> to start installing.

7. Click <**Finish**> and <**OK**> to REBOOT the system.

8. Skip to section 3.3 below to apply patches for Dell OpenManage agent.

3.2 Installing From W2K Resource CD (21-0151A-J)

3.2.1 Installing Dell Server Agent/Administrator

1. Insert the W2K Resource CD (**H:\W2K_UTIL\V33CD\Dell-OM** directory) into drive; and double-click on the **om33_win_managed_system.exe** file to extract the package to a temporary directory (**E:\web_managed_system** on E drive).

2. Before we begin, open a DOS prompt window, logon to D: drive, enter **CD ** to ensure you are in **D:** root. Then enter `MD Dell` to create the **D:\Dell** root folder for the software to be installed in.



3. Double-click on **E:\web_managed_system\Setup.exe** to start the software installation. Click the **Install/Upgrade/Un-install Systems Management Software** button, then click **Accept** to the license Agreement prompt.

4. Select **Custom Setup,** at the Select Destination screen, click **Browse…,** then click on the UP directory (from the **Look in** field) button to change directory to **D:**, then highlight the **DELL** directory and click the **Select** button, then click **Next.**

5. At the Managed System Software screen, de-select the following choices:

   - Uncheck **Other Management Agents**
   - Uncheck **Diagnostic Service** (This Service will cause W2K RSM service to stop at system boot up)
   - Uncheck **Storage Management** (Since Array Manager included in this package is of older version 3.2, and we'll be installing the new version 3.3 of Array Manager later)
   - Click the **Settings>>** button along the **Dell OpenManage Server Administrator** line, then enter `pathfinder` for the both of the password fields and click **OK**, **Next**, **Next**, then **Yes** to start installing.
   - Click **Finish** and **OK** to reboot the system.

6. Once the system is rebooted, logon to Administrator account, and remove the temporary **E:\web_managed_system** directory as it's no longer needed.

3.2.2 Installing Dell OpenManage Array Manager (Version 3.3.1 Build 515.5)

1. Using the same W2K Resource CD above, double-click on **H:\W2K_UTIL\V33CD\AM33151\SETUP\Setup.exe** to start installing Array Manager.

2. Click <**Next**>, then <**Yes**> to the "License Agreement" prompt.

3. Select "**Typical installation for Microsoft Windows**" option and click <**Next**>.

4. Click <**OK>** at the pop-up Warning message about Array Manager will be replacing the W2K native Disk Management program.

5. Click <**OK>** at the various component Firmware version check prompt and click <**Next>** at the System Requirement screen.

6. Click <**Browse…>** and type in "**D:\Dell\Array Manager**" and click <**OK**> to start installing Array Manager Software in the above location.

7. Click <**Next**>, then <**Finish>** to complete and REBOOT the system.

3.3 Applying Dell OpenManage Agent Patch

1. Once the system is booted, click **OK** to the message about Array Manager replacing the W2K native Disk Management program. Logon to Administrator account.

2. Insert the W2K Resource CD (21-0151A-J) into drive; double-click on **H:\W2K_Util\V33CD\SA-patch\SA_PatchB_Win.exe** file, a DOS window pop-ups and disappears. Patch is applied.

3. Reboot the system.

3.4 Updating W2K System Path for Prinergy 2.1.x

Prinergy 2.1.x requires that the following 3 path strings of "**D:\Prinergy2.0.4\AdobeExtreme\bin;D:\Prinergy2.0.4\CreoAraxi\support\bin;D:\Prinergy2.0.4\CreoAraxi\bin"** to be at the end of the system path string. After all of the above software are installed and verified, proceed to the System path console to verify (correct it if necessary) that the above three Prinergy BIN paths are correctly placed in the last of the system path.

Prinergy 2.0.7 is just the opposite, i.e. Place the above three BIN paths at the very beginning of the system path.