

Dell Command | Monitor Version 9.1 Installation Guide



Notes, cautions, and warnings

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

 **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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2015 - 07

Rev. A00

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Introduction

This guide provides instructions to install Dell Command | Monitor on enterprise client systems running supported Microsoft Windows operating systems.

 **NOTE:** Dell Command | Monitor was formerly Dell OpenManage Client Instrumentation (OMCI). After the OMCI version 8.2.1, OMCI is rebranded as Dell Command | Monitor.

Supported operating systems

- Microsoft Windows 10 (32-bit and 64-bit), Microsoft Windows 10 Professional (32-bit and 64-bit), and Enterprise (32-bit and 64-bit)
- Microsoft Windows 8.1 (32-bit and 64-bit), Microsoft Windows 8.1 Professional (32-bit and 64-bit), and Enterprise (32-bit and 64-bit)
- Microsoft Windows 8 (32-bit and 64-bit), Microsoft Windows 8 Professional (32-bit and 64-bit), and Enterprise (32-bit and 64-bit)
- Microsoft Windows 7, Windows 7 Service Pack 1 (SP1), Professional, Enterprise, and Ultimate x86 (32-bit) and x64 (64-bit) editions
- Microsoft Windows Vista Business SP1 x86 (32-bit) and x64 (64-bit) editions
- Microsoft Windows Vista Ultimate SP1, and SP2 x86 (32-bit) and x64 (64-bit) editions
- Microsoft Windows Vista Enterprise SP1, and SP2 x86 (32-bit) and x64 (64-bit) editions

Downloading Dell Command | Monitor

You can download Dell Command | Monitor directly from dell.com/content or from dell.com/support. To download Dell Command | Monitor from dell.com/support:


1. Go to dell.com/support.
2. Click the **Support** tab, and under **Support by Product** option, click **Drivers & Downloads**.
3. Enter the **Service Tag** or **Express Service Code** and click **Submit**.
If you do not know the service tag then click **Detect My Product** and follow the instructions on the screen.


The **Product Support** page for your system type is displayed.
4. Click **Drivers & downloads**.
5. Expand the **Systems Management** category, and click the **Download** option for **Dell Command | Monitor** file.
6. Click **Save** to complete the download.

Installing Dell Command | Monitor

You can install Dell Command | Monitor using one of the following methods:

- Using the Graphical User Interface, also known as the Dell Command | Monitor installation wizard
- Using Command Line Interface (CLI) for silent Installation

 **NOTE:** The Dell Command | Monitor installation file is available as a Dell Update Package (DUP) at dell.com/dellclientcommandssuitemanuals. For more information, see [Downloading Dell Command | Monitor](#).

 **NOTE:** The installation programs are different for Windows 32-bit and 64-bit operating systems.


GUI Installation You can install Dell Command | Monitor using a DUP, or MSI file extracted from the DUP. The Dell Command | Monitor installation wizard allows you to install the default package or perform a custom installation of specific components required for a particular environment.

Silent or CLI Installation You can install Dell Command | Monitor using a software distribution tool such as Microsoft System Center Configuration Manager (SCCM), with no end-user interaction.

You can use the MSI file or DUP to deploy Dell Command | Monitor to client computers on a network by using a login script or Windows system policies.

In the default installation mode, Dell Command | Monitor installs the Microsoft Windows Management Instrumentation (WMI) provider, two services, and a driver. WMI uses the Communication port (COM) as the communication interface with providers. The services installed with Dell Command | Monitor provide access to the system for events and data retrieval. A driver is also installed with Dell Command | Monitor for secure communication with the BIOS and other low-level system resources.


 **NOTE:** In the custom installation mode, Dell Command | Monitor installs a Management Information Base (MIB) and an agent if the Simple Network Management Protocol (SNMP) option is selected.

 **NOTE:** Dell Command | Monitor does not support any type of remote access. Remote access to Dell Command | Monitor is achieved using the remote-access protocols supported by WMI or SNMP.

Prerequisites

Before installing Dell Command | Monitor, ensure that:

- The target system is a Dell manufactured system with System Management Basic Input Output System (SMBIOS) version 2.3 or later. Otherwise, the Dell Command | Monitor version 9.1 installer exits without installing.

 **NOTE:** To view the SMBIOS version of the system, go to **Start** → **Run**, and run the **msinfo32.exe** file. Check for the SMBIOS version in **System Summary** page.

- The system is running a supported Microsoft Windows operating system. For more information, on supported Microsoft Windows operating systems, see [Supported operating systems](#).
- The .NET Framework 4.0 or later is installed.
- You have administrative privileges on the client system. This means that you must be authenticated on the client system as a user who is a member of the Administrators group, typically the Administrator.

Installing Dell Command | Monitor using Dell Update Package

You can install Dell Command | Monitor locally using the DUP downloaded from dell.com/support.

1. Double-click the **Dell Command | Monitor Update Package** you downloaded from dell.com/support.
The User Account Control (UAC) screen is displayed.
2. Click **Yes**.
The **Update Package** screen is displayed.
3. Click **Install**.
The **Welcome to the InstallShield Wizard for Dell Command | Monitor** screen is displayed.
4. Click **Next**.
The **License Agreement** screen is displayed.
5. Read the software license agreement, select **I accept the terms in the license agreement**, and then click **Next**.
The **Setup Type** screen is displayed.
6. In the **Setup Type** screen, select one of the following installation types:
 - **Typical** — Installs the Standards-based Instrumentation on to the default directory. This option is selected by default.
 - **Custom** — Installs selected features of Dell Command | Monitor.
7. If you have selected **Custom** installation, in the custom setup screen, you can now select additional features that you want to install:
 - **Standards-based Instrumentation** — The Standards-based Instrumentation provides instrumentation available in the **root/DCIM/sysman**. This namespace complies with the Distributed Management Task Force (DMTF) DASH standards.
 - **Enable SNMP** — Enable SNMP supports Simple Network Management Protocol for client systems.
 - Specify the installation directory.
8. Click **Next**.
The **Ready to Install the Program** screen is displayed. If the **Setup Type** is Custom, then the **Custom Setup** screen is displayed, allowing you to select specific program features, and the directory in which you want to install Dell Command | Monitor. Click **Next**.
9. Click **Install**.
The installation starts. The time taken for the installation to complete depends on the options selected and the computer hardware.
10. In the **InstallShield Wizard Completed**, click **Finish**.
The **Dell Command | Monitor** screen is displayed.
11. Click **Close** to complete the installation and exit the installation screen.

Installing Dell Command | Monitor using the MSI file

You can perform a local installation using the MSI. Download the Dell Command | Monitor DUP from dell.com/support to your local directory and extract the MSI file from the DUP.

The installation file contains the components for English, French, German, Italian, Spanish, Simplified Chinese, Japanese, Chinese Hong Kong, Traditional Chinese — Taiwan, and Dutch languages.

 **NOTE:** You must have Administrator privileges before running the MSI file for installation.


1. Double-click the **Command_Monitor_x86.msi** or **Command_Monitor_x64.msi** file.
The **Welcome to the InstallShield Wizard for Dell Command | Monitor** screen is displayed.
2. Click **Next**.
The **License Agreement** screen is displayed.
3. Read the software license agreement, select **I accept the terms in the license agreement**, and then click **Next**.
4. In the **Setup Type** screen, select one of the following installation types:
 - **Typical** — Installs the Standards-based Instrumentation on to the default directory. This option is selected by default.
 - **Custom** — Installs selected features of Dell Command | Monitor.
5. If you have selected Custom installation, in the custom setup screen, you can now select additional features that you want to install:
 - **Standards-based Instrumentation** — The Standards-based Instrumentation provides instrumentation available in the **root/DCIM/sysman**. This namespace complies with the DMTF DASH standards.
 - **Enable SNMP** — Enable SNMP supports Simple Network Management Protocol for client systems.
 - Specify the installation directory
6. Click **Next**.
The **Ready to Install the Program** screen is displayed. If the **Setup Type** is Custom, then the **Custom Setup** screen is displayed, allowing you to select specific program features, and the directory in which you want to install Dell Command | Monitor. Click **Next**.
7. Click **Install**.
The installation starts. The time taken for the installation to complete depends on the options selected and the computer hardware.
8. In the **InstallShield Wizard Completed**, click **Finish**.
The **Dell Command | Monitor** screen is displayed.
9. Click **Close** to complete the installation and exit the installation screen.

Enabling SNMP in Dell Command | Monitor


Perform the following steps to enable SNMP:

1. Double-click **Dell Command | Monitor Update Package** that you have downloaded from dell.com/support.
The **Welcome to the InstallShield Wizard for Dell Command | Monitor** screen is displayed.
2. Click **Yes**.
The **Update Package** screen is displayed.

3. Click **Install**.
The **Welcome to the InstallShield Wizard for Dell Command | Monitor** screen is displayed.
4. Click **Next**.
5. Read the software license agreement, select **I accept the terms in the license agreement**, and then click **Next**.
6. In the **Setup Type** screen, click **Custom**, and then click **Enable SNMP**.

 **NOTE:** The **Standard-based** instrumentation is selected by default.

7. Click **Next**
8. Click **Install**.

 **NOTE:** To install Dell Command | Monitor with the SNMP option enabled, use the following CLI command: `<DUPNAME> /passthrough ADDLOCAL=Core,Hapi,EnableSNMP /qn.`

Installing Dell Command | Monitor in CLI or silent mode


You can perform a silent or CLI installation of Dell Command | Monitor using a DUP or MSI file.

Operation	Command	Example and Comments
Silent installation using DUP	To install Dell Command Monitor in silent mode using the default settings, run the DUP file with the /s option. This will install Dell Command Monitor to the default directory and in the default supported operating system language. For 32-bit systems, type: <code>Systems-Management_Application_3C1G3_WIN32_<version number>_<revision number>.EXE /s</code> For 64-bit systems, type: <code>Systems-Management_Application_K0K0P_WIN32_<version number>_<revision number>.EXE /s</code>	Only users with Administrator privileges can install or uninstall Dell Command Monitor 9.x.
Silent or unattended installation	For 32-bit systems, type: <code>msiexec /i Command_Monitor_x86.msi /qn</code> For 64-bit systems, type: <code>msiexec /i Command_Monitor_x64.msi /qn</code>	For 32-bit Windows, use <code><Command_Monitor_x86.msi></code> For 64-bit Windows, use <code><Command_Monitor_x64.msi></code>
Silent unattended installation with Standard Namespaces	<code>msiexec /i Command_Monitor_<x86 or x64>.msi ADDLOCAL=Core,Hapi /qn</code>	Supported ADDLOCAL Parameters: <ul style="list-style-type: none"> • Core, Hapi • Core, Hapi, EnableSNMP
Silent unattended installation with supported languages	<code>msiexec /i Command_Monitor_<x86 or x64>.msi TRANSFORMS=1036.mst /qn</code>	To specify the installation language, use the command line option, <code>TRANSFORMS=<language ID> .mst</code> , where <code><language ID></code> is

Operation	Command	Example and Comments
Silent unattended installation to custom directory	<pre>msiexec /i Command_Monitor_< x84 or x64>.msi INSTALLDIR=<destination>/qn</pre>	<ul style="list-style-type: none"> • 1028 – Chinese Taiwan • 1031 – German • 1033 – English • 1034 – Spanish • 1036 – French • 1040 – Italian • 1041 – Japanese • 1043 – Dutch Netherlands • 2052 Simplified Chinese • 3076 – Chinese Hongkong <p>or If the installation language is not specified, the installer selects the default operating system language, or English if the default operating system language is not supported.</p> <p>Where <i><destination></i> is the custom directory. And the <code>INSTALLDIR</code> must be in uppercase. For example,</p> <pre>msiexec /i Command_Monitor_<x86 or x64>.msi INSTALLDIR=c: \destination</pre>

Upgrading Dell Command | Monitor


The following section provides instructions on upgrading Dell Command | Monitor (formerly Dell OpenManage Client Instrumentation) version 9.0 to version 9.1.

 **NOTE:** Only users with Administrator privileges can install, upgrade, or uninstall Dell Command | Monitor 9.x.

Upgrading Dell Command | Monitor using DUP

For minor upgrades like upgrading Dell Command | Monitor (formerly Dell OpenManage Client Instrumentation) version 9.0 to Dell Command | Monitor version 9.1:

1. Double-click the downloaded Dell Command | Monitor DUP.
The **User Account Control** screen is displayed.
2. Click **Yes**.
The **Update Package** screen is displayed.
3. Click **INSTALL**.
4. Follow the instructions on the screen to complete the upgrade.

 **NOTE:** When Dell Command | Monitor is upgraded to the latest version, the compatibility mode is installed by default.

5. Restart your computer to complete the upgrade.

Upgrading Dell Command | Monitor using the MSI file

For minor upgrades such as upgrading Dell Command | Monitor (formerly Dell OpenManage Client Instrumentation) version 9.0 to Dell Command | Monitor version 9.1 using GUI:

1. Double-click the MSI file.
2. Follow the instructions on the screen to upgrade the application.

For minor upgrades such as upgrading Dell Command | Monitor (formerly Dell OpenManage Client Instrumentation) version 9.0 to Dell Command | Monitor version 9.1 using CLI, type the following command:

- For 32-bit operating systems:
`msiexec /i Command_Monitor_x86.msi REINSTALL=All REINSTALLMODE=vomus`
- For 64-bit operating systems:
`msiexec /i Command_Monitor_X64.msi REINSTALL=All REINSTALLMODE=vomus`

Upgrading Dell Command | Monitor in CLI or silent mode

You can upgrade from the previous version of Dell Command | Monitor or upgrade without restarting the system.

Operation	Command
Upgrade from previous version (Major Upgrade)	<code>msiexec /i Command_Monitor_<x86 or x64>.msi /qn</code>
To upgrade without reboot	<code>msiexec /i Command_Monitor_<x86 or x64>.msi REBOOT=REALLYSUPPRESS /qn</code>

Uninstalling Dell Command | Monitor

You can uninstall Dell Command | Monitor using one of the following methods:

- [Uninstalling Dell Command | Monitor using control panel](#)
- [Uninstalling Dell Command | Monitor using the MSI file](#)
- [Uninstalling Dell Command | Monitor in CLI or silent mode](#)

Uninstalling Dell Command | Monitor using control panel

1. Go to **Start** → **Control Panel**.
2. Select **Add/Remove Programs**.

The **Add/Remove Programs** screen is displayed.



NOTE: On systems running Windows Vista, Windows 7, Windows 8, and Windows 8.1 operating systems, use the **Programs and Features** option to uninstall **Dell Command | Monitor**.

3. Double-click **Dell Command | Monitor** to start the uninstallation process.
4. Follow the instructions on the screen to complete the uninstallation.

Uninstalling Dell Command | Monitor using the MSI file

1. Double-click the **MSI** file.
 - For 32-bit operating systems, double-click **Command_Monitor_x86.msi**
 - For 64-bit operating systems, double-click **Command_Monitor_X64.msi**
2. In the **Welcome to the InstallShield Wizard for Dell Command | Monitor**, click **Next**.
3. In the **Program Maintenance**, select **Remove** and then click **Next**.
4. In the confirmation screen, click **Yes**.
5. In the **InstallShield Wizard Complete** screen, click **Finish** to complete the uninstallation and close the screen.

Uninstalling Dell Command | Monitor in CLI or silent mode

You can uninstall Dell Command | Monitor in silent mode either using or without using the MSI file.



NOTE: Only users with Administrator privileges can install or uninstall Dell Command | Monitor 9.x.

Operation	Command
Remove Dell Command Monitor with MSI	<code>msiexec /x Command_Monitor_<x86 or x64>.msi /qn</code>
Remove Dell Command Monitor without MSI	For 32-bit Windows operating systems, type: <code>msiexec /x {AC96949B-852D-464F-95DB-C9DDCD518BA8} /qn</code> For 64-bit Windows operating systems, type: <code>msiexec /x {DF0B9A53-C87D-49F9-95E3-AEAAAC8C4D77B} /qn</code>