

Dell EMC Repository Manager Version 3.0

Troubleshooting Guide

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

The Dell EMC Repository Manager (DRM) ensures that the Dell systems are up-to-date with the latest BIOS, driver, firmware, and software. DRM allows you to:

- Create repositories of customized component(s) and updates.
- Create groups of related updates for systems running the Microsoft Windows and Linux operating system .
- Generate comparison reports and update baselines of custom repositories.

The customized repositories are made up of Dell EMC Update Packages (DUPs) or Non-DUPs (such as .exe, .msi, .bin or any other file formats) files. DUPs are software utilities provided to update specific software and firmware components. You can arrange these components to group the related updates together. Every repository has a **catalog.xml** file and it specifies the content of the repository. DRM also has **catalog.xml.gz** and **catalog.gz** files. You can import the repository content in two formats, however, you can export the repository content in **catalog.xml** format only. The file downloaded from **ftp.dell.com/catalog** and **downloads.dell.com/catalog** is digitally signed to ensure system security.

Topics:

- [What is new in this release](#)
- [Accessing documents from the Dell EMC support site](#)
- [Other documents you may need](#)
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- [Creating repository](#)
- [Creating deployment tools](#)
- [Configuring settings](#)
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What is new in this release

This release of Dell Repository Manager (DRM) supports the following new features:

- Support for DRM installation on Linux operating systems.
- Improved user interface experience.
- Support for Command Line Interface.
- Support for Smart Bootable ISO option.
- Support for index catalog
- Support for multiple repository versions

Accessing documents from the Dell EMC support site

You can access the required documents using the following links:

- For Dell EMC Enterprise Systems Management documents — Dell.com/SoftwareSecurityManuals
- For Dell EMC OpenManage documents — Dell.com/OpenManageManuals
- For Dell EMC Remote Enterprise Systems Management documents — Dell.com/esmmanuals

- For iDRAC and Dell EMC Lifecycle Controller documents — [Dell.com/idracmanuals](https://dell.com/idracmanuals)
- For Dell EMC OpenManage Connections Enterprise Systems Management documents — [Dell.com/OMConnectionsEnterpriseSystemsManagement](https://dell.com/OMConnectionsEnterpriseSystemsManagement)
- For Dell EMC Serviceability Tools documents — [Dell.com/ServiceabilityTools](https://dell.com/ServiceabilityTools)
- a Go to [Dell.com/Support/Home](https://dell.com/Support/Home).
- b Click **Choose from all products**.
- c From **All products** section, click **Software & Security**, and then click the required link from the following:
 - **Enterprise Systems Management**
 - **Remote Enterprise Systems Management**
 - **Serviceability Tools**
 - **Dell Client Command Suite**
 - **Connections Client Systems Management**
- d To view a document, click the required product version.
- Using search engines:
 - Type the name and version of the document in the search box.

Other documents you may need

In addition to this guide, you can access the following guides available dell.com/support/manuals.

- *Dell EMC Repository Manager Quick Installation Guide*
- *Dell EMC System Update User's Guide*
- *Dell EMC Systems Management - OpenManage Software Support Matrix*
- *Dell EMC Update Packages User's Guide*
- *Dell EMC Server Update Utility User's Guide*
- *Dell EMC OpenManage Server Administrator Installation Guide*
- *Dell EMC OpenManage Essentials User's Guide*

DUP Dependencies

This feature articulates the relationship between two different DUPs. SUU enables certain rules and submissions to determine if a set of conditions or requirements are met. These conditions or requirements are called dependencies. Dependency exists when a DUP of a particular kind has a dependency on additional DUP for further execution. This helps the users to determine, which DUP to install first and which one to follow. There are two types of dependencies:

- **Hard Dependency** — Dependency that must be applied in order to be able to apply the update.
- **Soft Dependency** — Dependency that needs to be applied in order to use certain new features coming with the update.

NOTE: In certain scenarios, for a complete update or upgrade, you must install two and more DUPs. It is possible that for individual DUPs, you must restart the system, to realize the impact of other installed DUPs.

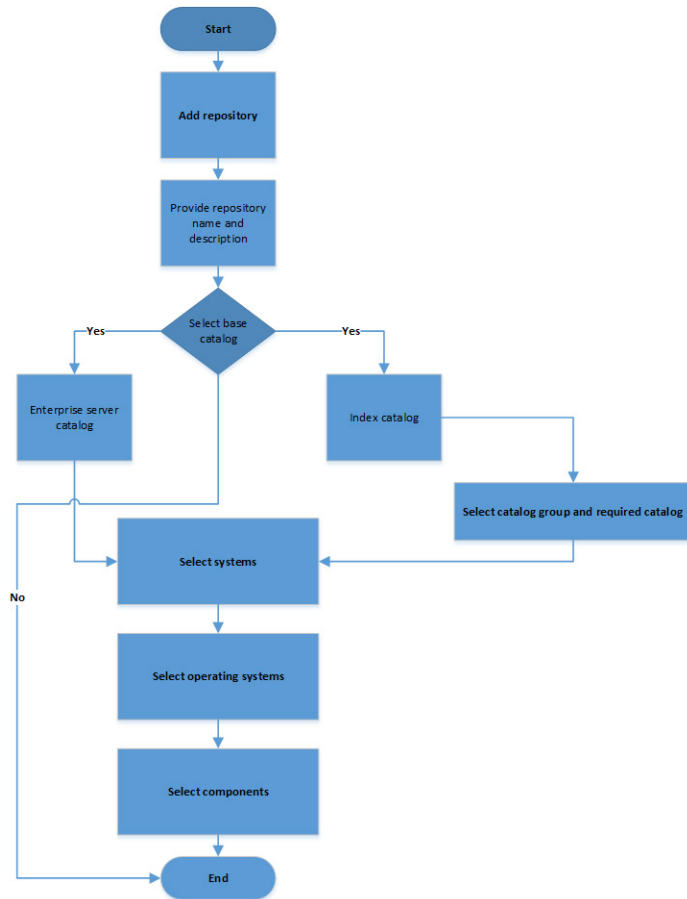
Creating repository

DRM enables you to create a repository of components that allows you to deploy multiple updates in one instance.

The user scenarios in this chapter describes the process of creating repositories.

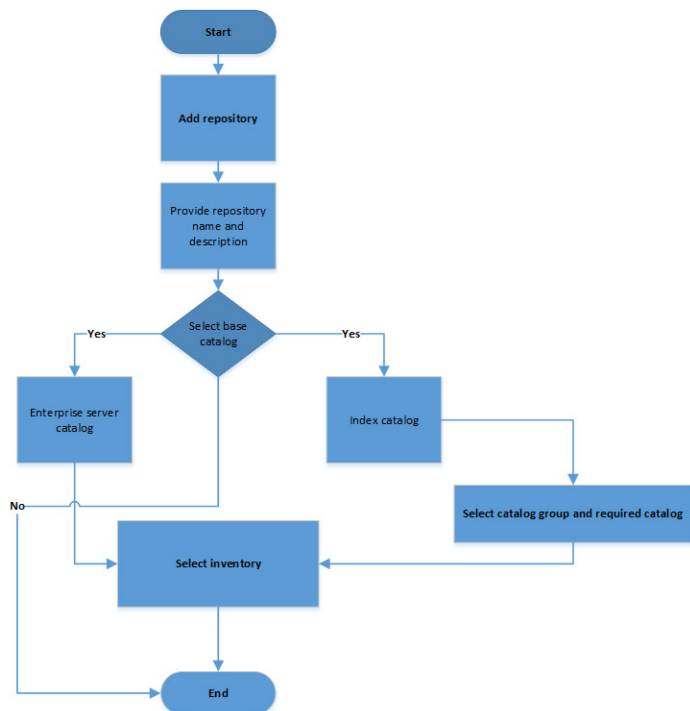
Creating manual repository

This flowchart describes the process to create a manual repository in DRM.



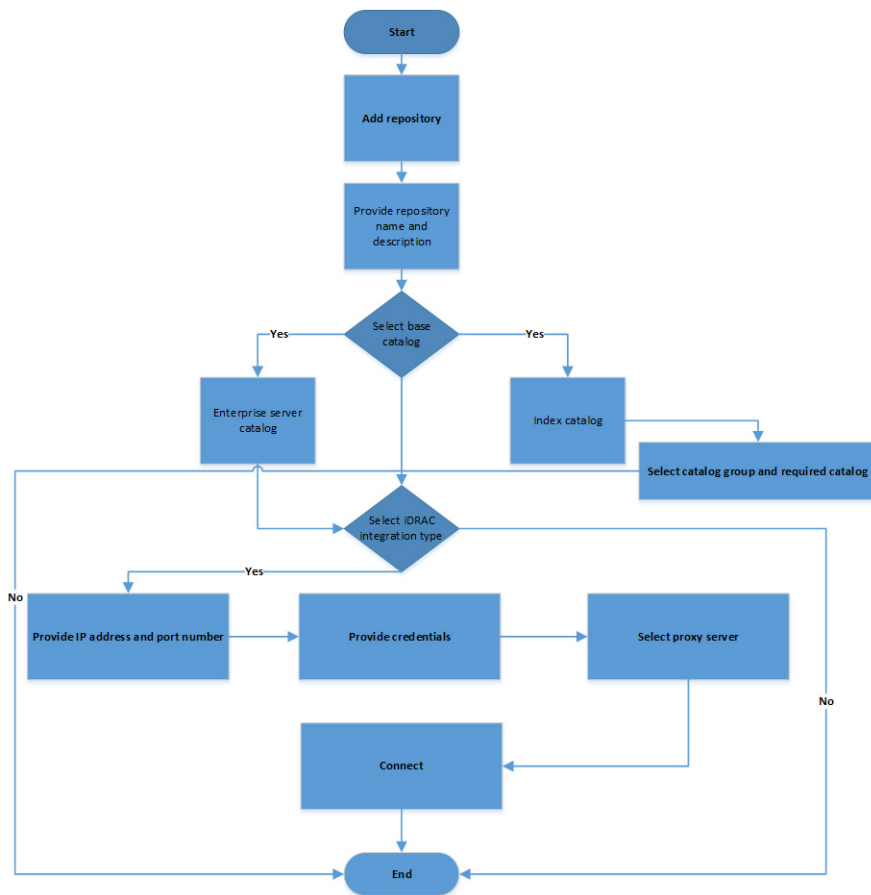
Creating repository with inventory

This flowchart describes the process to create a repository with inventory in DRM.



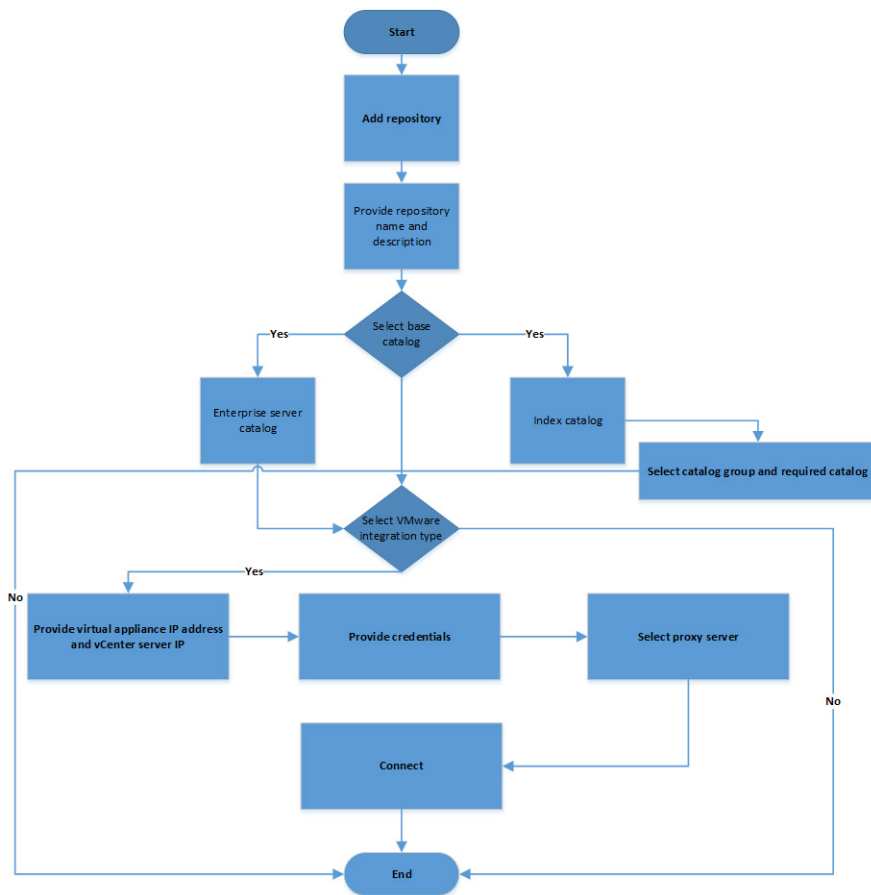
Creating repository with iDRAC and OME integration

This flowchart describes the process to create a repository with iDRAC and OME integration.



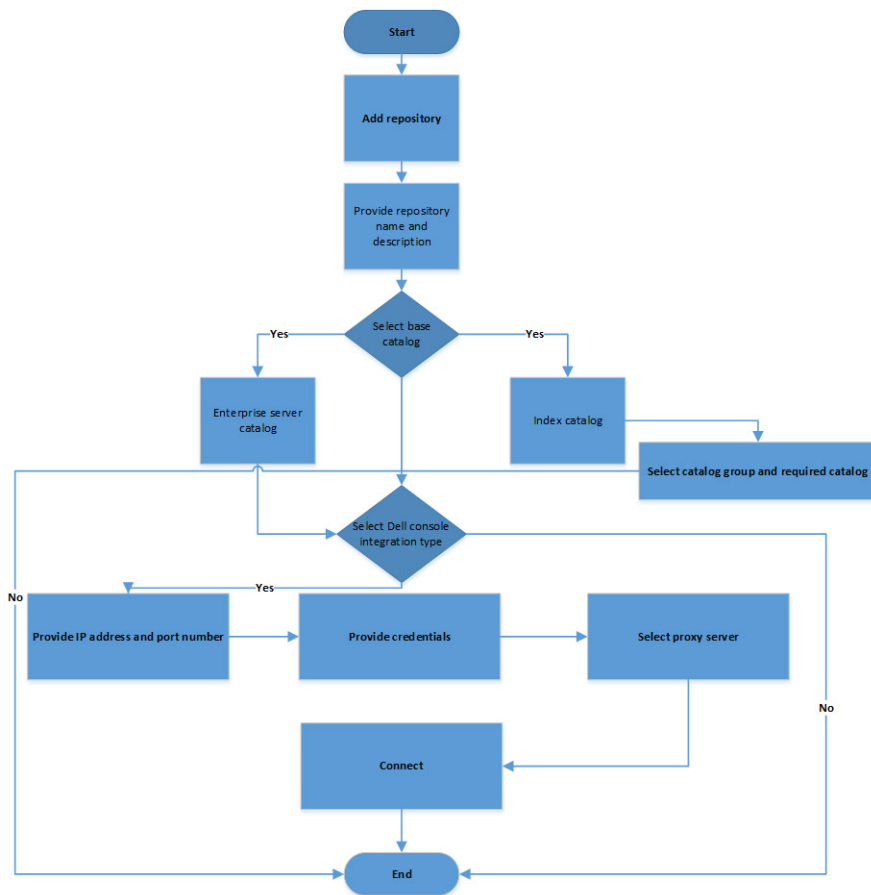
Creating repository with VMware integration

This flowchart describes the process to create a repository with VMware integration in DRM.



Creating repository with console integration

This flowchart describes the process to create a repository with console integration in DRM. You can use this method for OpenManage Integration for Microsoft System Center Virtual Machine Manager (OMISCVMM).

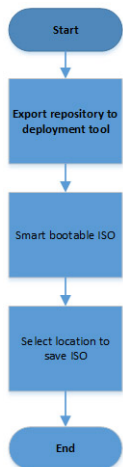


Creating deployment tools

This chapter describes the process to export the repository as deployment tool type.

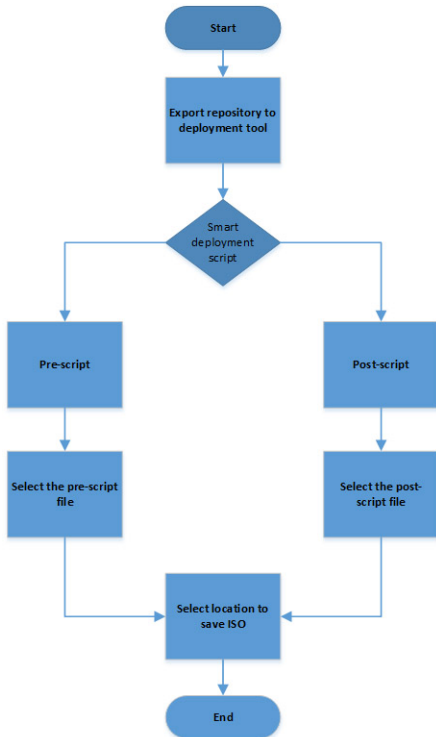
Creating deployment tool_Smart bootable ISO

This section describes the process to export a repository as Smart Bootable ISO.



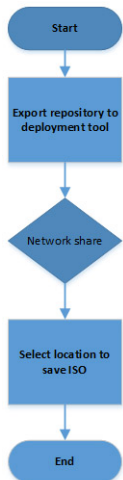
Creating deployment tool_Smart deployment script

This section describes the process to export a repository as Smart deployment script.



Creating deployment tasks_Network share location

This section describes the process to export a repository to a common network share.

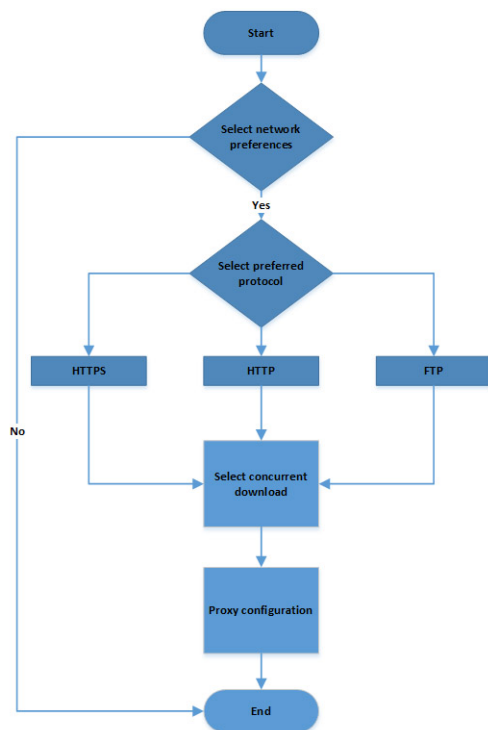


Configuring settings

This section describes the process to configure the settings or application preferences.

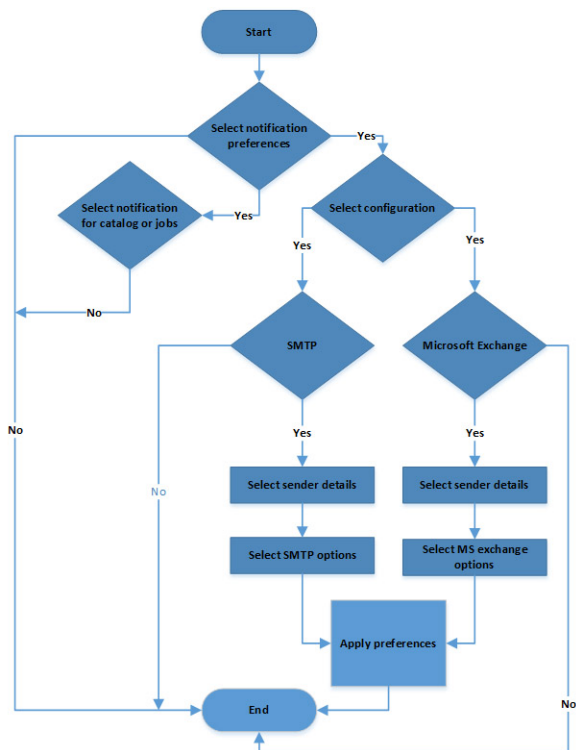
Configuring network settings

This section describes the process to configure network settings in DRM.



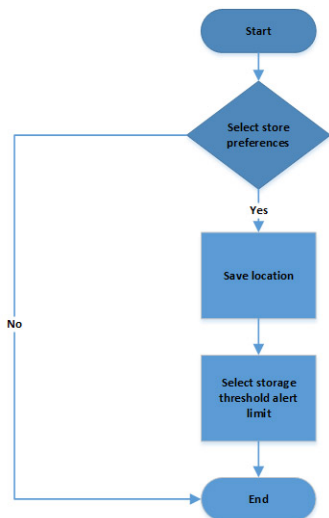
Configuring email configuration

This section describes the process to configure email settings in DRM.



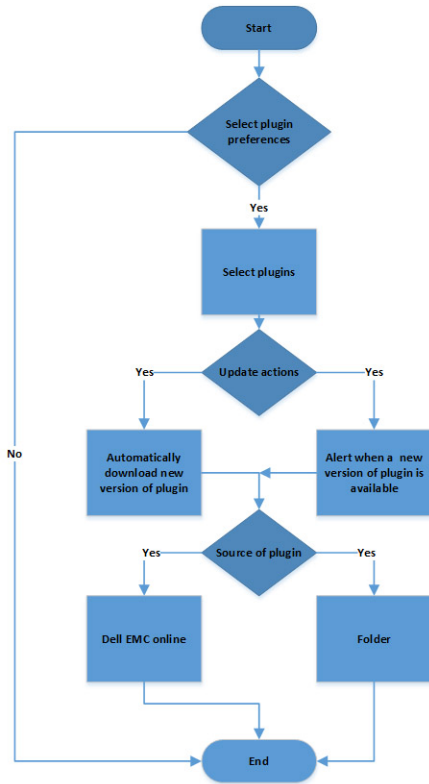
Creating store settings

This section describes the process to configure data store settings in DRM.



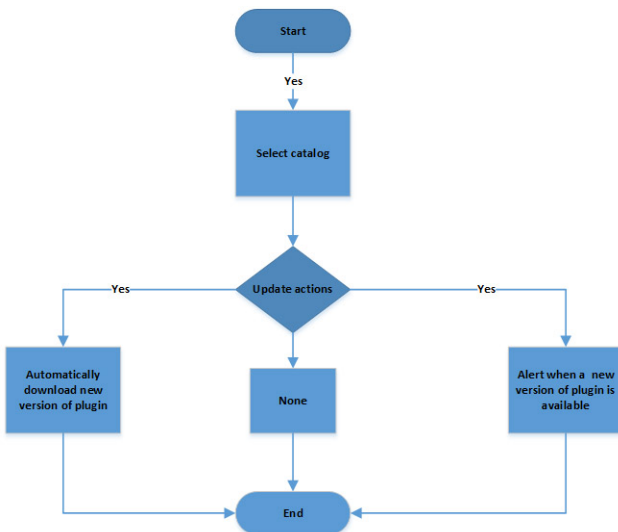
Configuring plugin settings

This section describes the process to configure plugin settings in DRM.



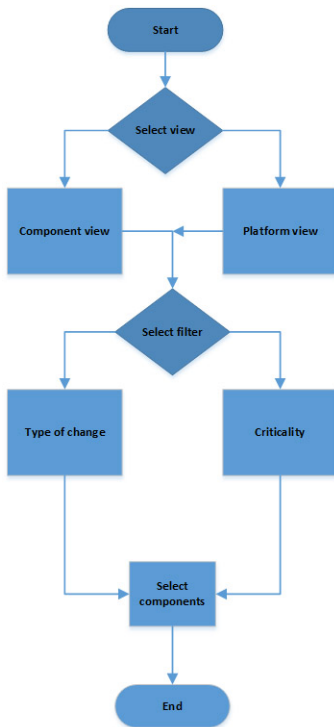
Configuring catalog settings

This section describes the process to configure catalog settings in DRM.



Comparing repository

This section describes the process to compare a repository in DRM.



Launching DRM using command line interface

Navigate to the location where DRM is installed in the system. By default, on Microsoft Windows operating system, DRM is installed at `c:\Program Files\Dell\DELL EMC Repository Manager` and on Linux operating system, DRM is installed at `/opt/dell/dellemcrepositorymanager`. On the command prompt enter `drm` to open DRM.

Frequently asked questions

This section lists some frequently asked questions about DRM.

Where is the Dell EMC Repository Manager runtime log located?

DRM creates the log file at runtime in the following location:

- Windows: `C:\ProgramData\Dell\drm\log`
- Linux: `/var/Dell/drm/log`

You can also view the logs through **Save and Mail Logs** option in the Dell EMC drop-down menu.

Can DRM be run through a Proxy Server?

Yes, install DRM inside the firewall and connect to a catalog located outside the firewall (downloads.dell.com or a local repository) through a proxy server. You can use the proxy server settings of Internet Explorer. If the proxy settings for Internet Explorer are not working, the proxy can be set in DRM. You can then use Dell Repository Manager to customize the catalog as per the requirement and store the customized catalog inside the firewall. For more information on setting proxy, see **Configuring Network Settings**.

How do I edit the '.sh' file in Linux deployment script bundle? Is there any recommended tool to edit this file?

Notepad++ editor is recommended for editing the Linux based file extension on a Microsoft Windows operating system. If you want to edit the extension of the file on a Linux operating system, vi editor is recommended.

I have installed DRM version 3.0 on my system and I am trying to downgrade to one of the previous version. However, I am not able to proceed further. What do I do now?

Reverting to the previous version of DRM is not supported in the current version of the DRM installer. To install an earlier version of DRM, manually uninstall the latest version through Add/Remove Programs in the Microsoft Windows Control Panel and then run the installer of the desired version.

① **NOTE:** DRM 2.0 and DRM 3.0 can co-exist on the same system.

I am not able to connect DRM to an OpenManage Essentials (OME) instance. How do I troubleshoot this issue?

DRM cannot connect to an OME instance if OME is installed on the same system running Microsoft Windows operating system. You can resolve this issue by updating the system policy and enable the NTLM authentication on a different system.

I am facing access issue in Linux operating system. How do I proceed further?

Ensure that you have:

- **Read** and **Execution** access
- **Read** and **Write** access to the `drmmuser` in the particular folder including all individual directories where you want to create a repository.

I saved a file in the mapped network location. However, I am not able to access that location. What do I do now?

Ensure that you have privileges to access the location and then login with the appropriate credentials.

I am not able to automatically discover the Microsoft Exchange Web Service URL when trying to configure the email notifications. Is there any other option to discover the URL apart from updating it manually?

No. In DRM 3.0, the auto-discovery of Microsoft Exchange Web Server URL is not supported. You have to update the URL manually.

I get a message “GLX version 1.2 or higher is required” when I try to open a Linux terminal window. This message is observed in SUSE Linux 11 and 12.

This is a warning message and does not affect the functionality of the product.

I am not able to create a inventory repository using a specific catalog and inventory file through command line interface. How do I proceed?

Ensure that the catalog and inventory are available in the same network location and then create a repository.