

Dell Lifecycle Controller Integration Version 1.3 for Microsoft System Center Virtual Machine Manager 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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About Dell Lifecycle Controller Integration for Microsoft System Center Virtual Machine Manager

Dell Lifecycle Controller Integration (DLCI) for Microsoft System Center Virtual Machine Manager (SCVMM) enables hardware configuration, provides a solution to simplify and improve the process of firmware updates, and Hyper-V deployment on Dell servers. Also, you can export a server profile and import the same server profile for similar groups of servers if the server image is corrupt. This plugin uses the remote deployment feature of the Integrated Dell Remote Access Controller (iDRAC) with Lifecycle Controller providing a seamless user experience and you can apply Dell value additions through Microsoft System Center consoles to manage virtualized environments.

For information on Microsoft System Center Virtual Machine Manager, see Microsoft documentation.

This document contains information on the prerequisites and supported software necessary for installing the DLCI appliance. If you are installing this version of DLCI appliance after a long time after its release date, check to see if there is an updated version of this document at dell.com/support/home.

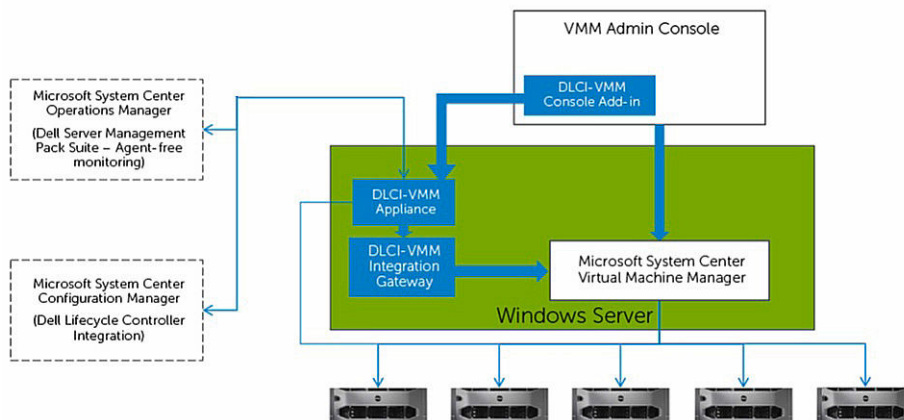


Components of DLCI for SCVMM

The components of DLCI for SCVMM are as follows:

- Dell Lifecycle Controller Integration (DLCI) for System Center Virtual Machine Manager (SCVMM), also known as Appliance:
 - Is hosted on a Hyper-V as a virtual machine based on CentOS.
 - Interacts with Dell servers through iDRAC by using Web Services-Management (WSMan) commands.
 - Enables you to administer the appliance through the admin portal.
 - Enables you to view all jobs, activity logs from all users and license information
- DLCI Integration Gateway for SCVMM, also known as Integration Gateway (IG) is a set of web services installed on a Windows server, which runs SCVMM Powershell commands and WinPE Customization for Appliance.
- DLCI Console Add-in for SCVMM, also known as DLCI Console Add-in enables you to perform appliance-based tasks such as discovery, profile creation, operating system deployment with or without LC driver injection, and firmware updates.

The following figure shows DLCI appliance setup with components and other software.



Users — roles and privileges

These users are required by various DLCI appliance components and other software.

Table 1. : Roles and privileges

Role	DLCI Appliance Administrator	Integration Gateway Account
Characteristics	Appliance-specific user (admin)	This account is as follows: <ul style="list-style-type: none"> • Valid <domain> user. • Local administrator rights to access the Integration Gateway server • Has VMM Administrator Privileges
DLCI Appliance Components Access	• Admin portal	Integration Gateway

Role	DLCI Appliance Administrator	Integration Gateway Account
Capabilities (has access to create, view, edit and delete the listed aspects, unless explicitly stated)	<ul style="list-style-type: none"> DLCI Appliance 	
	<ul style="list-style-type: none"> Setup and Configuration Service pack update Jobs and logs Download Integration Gateway Download Console Add-in License Details All features of DLCI appliance users 	(No visible features)

Ports used in appliance

These ports are used by various components of the Appliance.

Include these ports in the firewall exception list.

Table 2. : Ports used in appliance

Details	Protocol	Default Port	Where to change Port Setting
iDRAC or OMSA communication	WSMAN	443	Not configurable
FTP command client	FTP	21	Not configurable
DNS client	DNS	53	Not configurable
Dell Online Data Access	HTTP	80	Not configurable
Administration Console	HTTP	80	Not configurable
HTTPS server	HTTPS	443	Not configurable
PostgreSQL	Postgres	5432	Not configurable
Integration Gateway	HTTPS	8455	Configurable during the Integration Gateway installation.
Autodiscovery	HTTPS	4433	Not configurable
iDRAC — These ports are enabled for iDRAC to access the CIFS share created by Integration gateway.	HTTPS	135 through to 139, and 445	Not configurable




Installing appliance

To install appliance:

1. Check and review system requirements, for more information see [System Requirements for Management Systems](#).
2. Download appliance, for more information, see [Downloading Appliance](#).
3. Set up appliance, for more information, see [Setting up Appliance](#).

System requirements for management systems

Management systems are the systems on which the appliance and its components are installed.

- For appliance:
 - Windows server 2012 R2 or Windows Server 2012 or Windows Server 2016 is installed and Hyper-V Role is enabled.
- For Integration Gateway:
 - Windows server 2012 R2 or Windows Server 2012 or Windows Server 2016 is installed.
 - Microsoft .NET version 3.5 is installed.
 - SC2012 VMM R2 UR8 Console or SC2012 VMM SP1 UR10 Console or SC2016 VMM UR1 or later is installed.
- * System requirements that are common for SC2012 VMM R2, SC2012 VMM SP1, and SC2016 VMM UR1 Consoles:
 - Microsoft .NET version 4.5 is installed.
 - HTTP Activation is enabled.
 - IIS 7.5 or later is installed.
 - Windows Authentication in IIS is installed.
 - URL Authorization in IIS is enabled.
 - IIS 6 Metabase compatibility is enabled and under that IIS 6 WMI compatibility and IIS 6 Scripting Tools are enabled.
 - Failover Clustering feature is enabled.
- * System requirements specific for SC2012 VMM R2 Console:
 - If you are upgrading from SC2012 VMM SP1 to SC2012 VMM R2, then upgrade to Windows PowerShell 4.0.
 - Windows Assessment and Development Kit (ADK) 8.1 is installed.
- * System requirements specific for SC2012 VMM SP1 Console:
 -  **NOTE: If you are updating to SC2012 VMM SP1, then consider the following: When importing an add-in to SC2012 VMM UR5 or later, the console may crash. For information about the issue and resolving the issue, see issue 5 in this knowledge base URL: support.microsoft.com/kb/2785682. Do this update irrespective of the version of the update rollup that is installed.**
 - Windows Assessment and Development Kit (ADK) 8.0 is installed.

- * System requirements specific for SC2016 VMM UR1 Console:
 - Windows ADK 10 is installed.
- Consider your organization's PowerShell execution policy guidelines and ensure that the effective execution policy is set for the local machine as `RemoteSigned` and for the **Integration Gateway Service account** as `Unrestricted`. For information on policy settings, refer the following MSDN articles:
 - * **PowerShell Execution Policy:** technet.microsoft.com/en-us/library/hh847748.aspx
 - * **PowerShell Group Policy:** technet.microsoft.com/library/jj149004
- For Admin Portal:
 - Internet Explorer 10 or later
 - Mozilla Firefox 30 or later
 - Google Chrome 23 or later

Downloading appliance

For installing and setting up DLCI for SCVMM, download and install these components: Appliance, Integration Gateway, and Console Add-in.

To download appliance:

1. If you have the license for using DLCI for SCVMM, then download DLCI for SCVMM from the Digital Entitlement Portal, else contact Dell support team for a valid license.
Once you download, install, and [Set up the appliance](#), from the Admin Portal, you can download and install Integration Gateway, and Console Add-in.
2. Extract the downloaded file to view the VHD file and documentation.

Setting up appliance

Prerequisites:

- Ensure the following on the Hyper-V where you are setting up the appliance:
 - The **Virtual Switch** is configured and available.
 - The user credentials for the system on which SCVMM is set up.
 - The FQDN of SCVMM.
 - The FQDN and user credentials for IG.
 - Shared network location to store the configuration files.
- SCVMM and IG account users are members of:
 - Domain user group
 - System Center Virtual Machine Manager Administrator group
 - Local Administrator group

To set up the appliance:

1. Deploy the appliance VM using the following steps:
 - a. In **Windows Server**, in **Hyper-V Manager**, from the **Hyper-V Manager** menu, select **Actions** → **New** → **Virtual Machine**.
 - b. In **Before You Begin**, click **Next**.
 - c. In **Specify Name and Location**, provide a name for the virtual machine.
If you want to store the virtual machine in a different location, then select **Store the virtual machine in a different location**, click **Browse** and traverse to the new location.
 - d. In **Specify Generation**, select **Generation 1**, and then click **Next**.
 - e. In **Assign Memory**, assign the required memory.





NOTE: A minimum of 4096 MB is required.

- f. In **Configure Networking**, in **Connection** select the network that you want to use, and then click **Next**.
- g. In **Connect Virtual Hard Disk**, select **Use an existing virtual hard disk**, traverse to the location where the **DLCI_VMM_Appliance** VHD file is present, and select the file.
- h. In **Summary**, confirm the details that you have provided and click **Finish**.
- i. Set **Number of virtual processors** count value to 2. By default, the processor count is set to 1.

To set the processor count:

1. Right-click the Appliance and select **Settings**.
 2. In **Settings**, select **Processor**, and set **Number of virtual processors** to 2.
2. Checklist to make sure the appliance VM is correctly configured.
Select the appliance VM, right-click and select **Settings**:
- a. Check if the allocation of memory for the appliance is 4096 MB.
 - Else, in **Startup RAM** provide 4096 MB and click **Apply**.
 - b. Check if the Processor count is 2 or more.
 - Else, in **Processor** increase the **Number of Virtual processors** count to 2.
 - c. Check under **IDE Controller 0** → **Hard Drive** the **Virtual hard disk** field is referring to the **DLCI_VMM_Appliance** file.
 - Else, click **Browse** and navigate to the location where the VHD file is unzipped and select the **DLCI_VMM_Appliance** file and click **Apply**.
 - d. Check **Network Adapter** → **Virtual Switch** is connected to a physical NIC card.
 - Else, configure the NIC card, and select the appropriate NIC card from the **Virtual Switch** drop-down menu and click **Apply**.
3. From the **Hyper-V Manager** menu, right-click the DLCI Appliance virtual machine and do the following:
- a. Click **Connect** and then click **Start**.



NOTE: If the newly created virtual machine with the selected virtual hard disk for the appliance fails to boot with any kernel panic exception, edit the virtual machine settings, and enable the dynamic memory option for this virtual machine by editing the newly created virtual machine settings.

To enable the dynamic memory option for this virtual machine, right-click on appliance virtual machine:

- a. Right-click on appliance VM, and click **Settings**, and then click **Memory**.
 - b. Under **Dynamic Memory** enable the **Enable Dynamic Memory** check box, and provide the details.
4. Once the appliance has started, do the following:



NOTE: Dell recommends that you wait for five minutes before you log in as an Admin so that all the services are initiated.

- a. In **localhost login**: Type **admin**.
 - b. In **Enter new Admin password**: Type a password.
 - c. In **Please confirm new Admin password**: retype the password, and press **Enter** to continue.
 - d. In **DLCI Appliance**, select **Configure Network** and press **Enter**.
 1. In **Select Action**, select **DNS configuration** and press **Enter**.
 2. In **DNS configuration**, in **Hostname**, type the FQDN and then press **OK**.
For example, **hostname.domain.com**.
 3. In **Select Action**, press **Save&Quit**.
 - e. From the appliance, note the admin portal URL.
5. Log in to the admin portal and download the IG.
- a. Using the IG account, log in to the system where you plan to install the IG.
 - b. In a web browser, access the admin portal URL: **<IP Address or hostname>**.
For example: **https://dlciforvmm**.

By logging in to admin portal, you can download the components of IG and console add-in.



NOTE: If you are accessing the admin portal for the first time, then when you log in to admin portal, the Setup and Configuration wizard will be displayed after log in.

- c. In **Setup and Configuration**, in **Welcome**, click **Next**.
- d. In **Download and Install**, do the following and click **Next**:
 1. In **DLCI Integration Gateway for SCVMM Installation**, click **Download Installer** and save the installer to a location.

6. Install the IG using the IG account.

- a. Run the **DLCI Integration Gateway for SCVMM** installer.
- b. In the **DLCI Integration Gateway for SCVMM Welcome** page, click **Next**.
- c. In **License Agreement**, select **I accept the terms in the license agreement**, and then click **Next**.
- d. In **License: Open-Source Software**, refer the open-source related information and click **Next**.
- e. In **Prerequisites Status**, do the following and click **Next**.

- To view the latest prerequisites status, click **Scan for Prerequisite** and confirm the status.
- To install prerequisites, click **Install Prerequisite**.

The following prerequisites are automatically installed by the IG when you click **Install Prerequisite**:

- HTTP Activation under Microsoft .NET 4.5
- Windows Authentication in IIS under IIS 7.5
- URL Authorization in IIS under IIS 7.5
- IIS 6 Metabase compatibility under IIS 6 WMI compatibility, and IIS 6 Scripting Tools
- Failover Clustering

- f. In **Integration Gateway Configuration**, provide details of IG service account user and ensure the prerequisites for the account are met.

Assign a port number for communication between appliance and IG. The default port number that is enabled is 8455. However, you can configure a different port number based on the requirement.

To change the staging server location, click **Select Share Folder** and traverse to the new location and then click **Next**.



NOTE:

- Make sure the shared folder created has a minimum disk space of 10 GB.
 - **Execution policy** for IG service user account is set to **Unrestricted**.
- g. The default installation folder **Integration Gateway for VMM** is selected. To change location, click **Change** and traverse to the new location. Once you complete the changes, click **Next**.
 - h. In **Ready to Install the Program**, click **Next**.

The following shared directories are created during installation of IG and make sure they are accessible using IG credentials:

- **DLCI Protection Vault**
- **DTK**
- **DOWNLOADS**
- **INVENTORY**
- **ISO**
- **LCDRIVER**
- **Log**
- **OMSA**
- **WIM**
- **UPDATE**

- i. Once the installation is complete, click **Finish**.

7. Check for the following after installing the IG:

- a. Check for the connectivity between appliance, SCVMM and IG using host names:
 - Log in to the appliance as a read-only user and from the appliance ping the IG server, and SCVMM server.



- To log in to the appliance as a read-only user; enter user name as **readonly** and the appliance admin password.
- Log in to the IG server and ping the appliance and SCVMM server.
- Log in to the SCVMM server and ping the appliance and IG server.

If there is no response for the ping:

- Ensure that the firewall is not blocking the communication.
 - Check the DNS server IP is configured in **DNS configuration** of the appliance
 - Entry of the appliance is made in the DNS server.
- b. Ensure the Internet Information Services (IIS) is running, and then launch the browser with the following URL to check if the IIS site is reachable. **https://<IG server>:IG port number(default 8455).**

If you are not able to open the IG services on a browser using IG credentials make sure:

- Firewall is not blocking the IG server and the IG port number.
 - Any security tools such as anti-virus is not blocking IG port or IIS services.
- c. Make sure the share folders created in the following path during IG installation are accessible:


\\IGServerHostName.

If the files are not accessible check for:


- Server Message Block (SMB) configuration for the IG server.
 - The IG server IP address is entered in the DNS server.
- d. Make sure IG user is a part of the SCVMM administrator group.

To check if IG user has Administrator privileges:

1. Access SCVMM console using IG credentials. The appearance of **Administrator** in the title bar of the SCVMM service window confirms your administrator privileges.
 - e. (Not applicable for first-time users) Make sure that the Dell application profile is deleted before you start Setting up the appliance. For more information, see *Deleting DLCI application profile* section from [Other uninstallation steps](#).
 - f. Make sure all the management systems have an entry in the DNS.
- 8.** Return to the DLCI admin portal, and do the following:
- a. In **Setup and Configuration**, under **Server Details**, provide the following information and then click **Next**.
 1. Fully Qualified Domain Name (FQDN) of the SCVMM server and SCVMM server user credentials and ensure the prerequisites for the account are met.

 **NOTE: SCVMM server Administrator user should not be an SCVMM service account.**

 2. Fully Qualified Domain Name (FQDN) of the server where the IG is installed, IG service account user details and appropriate port number of the IG (where 8455 is default port number) and ensure the prerequisites for the account are met.
 - b. In **Apply Settings** click **Apply**, to complete the registration process.
 - c. In **Installation**, for Console Add-in Installation, click **Download Installer** and save the installer to a location.
- 9.** Install and import the **DLCI_VMM_Console_Addin**.

 **NOTE: If you are using iDRAC firmware version 2.40.40.40 or later, Transport Layer Security (TLS) versions 1.1 or later is enabled by default. Before installing the console add-in, install the update to enable TLS 1.1 and later as mentioned in the following KB article: support.microsoft.com/en-us/kb/3140245. Based on your web browser, Dell recommends you to enable support for TLS 1.1 or later on your SCVMM server and SCVMM console to ensure that DLCI for SCVMM operates as expected. And for more information about iDRAC, see Dell.com/idracmanuals.**

To install the console add-in:

- a. Run the **DLCI_VMM_Console_Addin** installer.
- b. On the **DLCI Console Add-in for SCVMM** Welcome page, click **Next**.
- c. On the **License Agreement** page, select **I accept the terms in the license agreement**, and then click **Next**.
- d. In the **Destination Folder** page, by default an installation folder is selected. To change the location, click **Change** and traverse to the new location, and then click **Next**.
- e. On the **Ready to Install the Program** page, click **Install**.
- f. On the **InstallShield Wizard Completed** page, click **Finish** to complete the installation of the console add-in.

To import the console add-in:

- a. Launch the VMM console using Administrator or Delegated Admin.
- b. Click **Settings** and then click **Import Console Add-in**.
The **Import Console Add-in Wizard** is displayed.
- c. Click **Browse** and select the zip file of the console add-in, click **Next**, and then click **Finish**.
Make sure the add-in is valid.
- d. Click **Fabric** in the left pane and then click **DLCI Console** in the ribbon.
- e. Add the admin portal URL in the trusted site and launch the console add-in.

Modifying IG

Using this option you can only change the password. You cannot edit the user name or port information.

Prerequisites for modifying credentials for the SCVMM administrator user are that the user has already modified the password in the Active Directory.

To modify the IG:

1. Run the **DLCI Integration Gateway for SCVMM** installer.
2. In **Program Maintenance**, select **Modify** and then click **Next**.
3. Change password and then click **Next**.
4. In **Modify the program**, click **Install**.
5. When the modify task is complete click **Finish**.

Repairing IG

To repair the IG:

1. Run the **DLCI Integration Gateway for SCVMM** installer.
2. In **Program Maintenance**, select **Repair** and then click **Next**.
3. In **Ready to Repair**, provide the IG user account password, and then click **Install**.
4. When the repair task is complete click **Finish**.

Modifying SCVMM and Integration Gateway credentials

You can modify SCVMM administrator credentials and Integration Gateway credentials from Admin Portal. This is a sequential activity; modify Integration Gateway credentials first and then modify SCVMM administrator credentials.

Prerequisites for modifying credentials for the Integration Gateway administrator user are that the user has already modified the password by running the Integration Gateway installer and selecting the modify option.

Prerequisites for modifying credentials for the SCVMM administrator user are that the user has already modified the password in the active directory.

To modify administrator credentials for Integration Gateway or SCVMM:

1. In Admin Portal, click **Registration**.
2. In **Registration**, under **DLCI Integration Gateway for SCVMM**, click **Modify Credentials**.
3. Update password and click **Save**.



Upgrading DLCI for SCVMM

After you install and setup DLCI for SCVMM, if a service pack update is available for DLCI for SCVMM, then by using the Service Pack Update feature of SCVMM you can install the service pack update.

 **NOTE:** If you are using an online FTP account, edit and add the proxy details for the default update source and save it.

About service pack updates

Once DLCI for SCVMM is released, it is required to share any critical defect fixes or feature additions that are available as an upgrade or extension to the existing appliance.

- You can place the service pack files directly in any HTTP server and use the service pack files for updates.
- You can incrementally apply these service packs; however, once applied you cannot roll them back.
- The service packs are cumulative, that is, the latest service pack has fixes from all the previous releases.

The two types of service packs by DLCI for SCVMM are:

- Appliance service packs
- Infrastructure service packs

Downloading appliance service packs and infrastructure service packs

A prerequisite to download service packs from the digital entitlement site is that you require a valid subscription.

The Infrastructure service packs are available for free.

To download the service packs:

1. Log in to the digital entitlement portal with this URL: dell.com/support/licensing/us/en/19/Lkm/Index.
2. Select **Available Software Downloads**, and then select **Dell Lifecycle Controller Integration for Microsoft System Center Virtual Machine Manager** and click **View**.
3. Download the service pack.

Prerequisites for service pack updates

Complete these prerequisites before you begin upgrade.

1. Verify that there are no jobs running. If there are any jobs running wait until the jobs are completed.
2. Back up DLCI for SCVMM virtual machine, for more information see Microsoft documentation.

Copying service pack updates to repository

You require a repository to place the downloaded service pack.

Prerequisites: Ensure all the file formats in the server pack are supported by the HTTP server. If not check with HTTP administrator to add the support. The following file formats are supported:

- .RPM
- .XML
- .TXT
- .BZ2

To enable .BZ2 file format:

1. Open the IIS Manager on the server where the repo files are saved.
2. Expand the host name. Click **Sites** and then **Default Web Site**.
3. In **Action** pane click **Add**.
The **Add MIME Type** window is displayed.
4. Provide the **File name extension** as **.BZ2** and **MIME type** as **APP/BZ2** and click **OK**.

To prepare a repository:

1. Place the service packs files directly in the HTTP server.
2. Double-click the downloaded service pack and extract the files to a location.
3. Copy the extracted files to the HTTP site.

Providing repository URL information

To provide URL information:

1. In **DLCI Admin Portal — SCVMM**, select **Settings** → **Service Pack Updates**.
2. In **Repository URL**, provide the URL information in the format `http://<servername>:<portname>/<repository path>` and if necessary provide proxy server details, and then click **Save**.

Installing service pack updates

Check to see if the repository's URL information is available and included in the **Service Pack Updates** page, for more information see, [Providing repository URL information](#).

To install service pack updates:

1. Once the service pack is placed in the HTTP site, in **DLCI Admin Portal — SCVMM** → **Settings** → **Service Pack Updates**, click **Check for Updates**.
For DLCI for SCVMM, the existing version and the service pack version available in the repository are displayed.

If necessary, you can view the Release Notes.
2. Click **Apply**, and then click **OK**.
3. Once the upgrade activity is complete, log in to the DLCI Admin portal and then clear the browser's cache history.

Postinstall:

To verify the Service Pack update:

1. In Admin Portal, in **About**, view the Service Pack update version details.
2. For more information, in Admin Portal, select **Settings** → **Logs**.
3. In the **upgradelogs** directory, to view or download the log files for the service pack upgrade, select the **<service pack version number>** directory, for example 1.2.0.207 directory to view or download the log files for the service pack upgrade.
4. If the service pack update has failed, then contact **dell.com/support**.

After the service pack update is complete, do the following:

- Upgrade the Integration Gateway.



- Upgrade the console add-in.

Upgrading IG

To upgrade IG:

Prerequisites: Make sure the shared folder created has a minimum disk space of 10 GB.

 **NOTE:** The installation continues with a warning message even if there is no disk space of 10 GB space. However operating system deployment, and firmware update may fail.

1. From the Admin portal, download the IG installer.
2. Run the **DLCI Integration Gateway for SCVMM** installer.
3. In the message prompting you to upgrade, click **Yes**.
4. In the **DLCI Integration Gateway for SCVMM Welcome** page, click **Next**.
5. In **License Agreement**, select **I accept the terms in the license agreement**, and then click **Next**.
6. In **License: Open-Source Software**, refer the open-source related information and click **Next**.
7. In **Integration Gateway Configuration**, provide details of IG service account user and port number. To change the staging server location, click **Select Share Folder** and traverse to the new location and then click **Next**.
Assign a port for communication between appliance and IG. The default port that is enabled is 8455. However, you can configure a different port number based on the requirement. **Execution policy** for IG service user account is set to **Unrestricted**.
8. In **Destination Folder**, default installation folder is selected, to change location click **Change** and traverse to the new location. Once you complete the changes, click **Next**.
9. In **Ready to Install the Program**, click **Install**.
10. Once the installation is complete, click **Finish**.

Upgrading console add-in

To upgrade console add-in:

1. From the Admin portal, click **Download Installer** and save the installer to a location.
2. Run the **DLCI_VMM_Console_Addin** installer.
3. In the message prompting you to upgrade, click **Yes**.
4. On the **DLCI Console Add-in for SCVMM** Welcome page, click **Next**.
5. On the **License Agreement** page, select **I accept the terms in the license agreement**, and then click **Next**.
6. In the **Destination Folder** page, by default an installation folder is selected. To change the location, click **Change** and traverse to the new location, and then click **Next**.
7. On the **Ready to Install the Program** page, click **Install**.
8. On the **InstallShield Wizard Completed** page, click **Finish** to complete the installation.
9. Delete the console add-in from SCVMM and reimport the console add-in. For information on removing the console, see [Removing console add-in from SCVMM](#).

Uninstalling appliance

To uninstall appliance:

1. Remove IG. For more information, see [Removing IG](#).
2. Remove console add-in. For more information, see [Removing console add-in](#).
3. Remove appliance. For more information, see [Removing appliance](#).
4. Remove appliance-specific accounts. For more information, see [Other uninstallation tasks](#)



NOTE: Dependency on Dell Connections License Manager (DCLM) has been removed. Hence to uninstall DCLM, see *Dell Connections License Manager Installation Guide*.

Removing IG

Remove IG from the system where it is installed.

To uninstall IG:

1. In **Control Panel**, click **Programs** → **Uninstall a Program**.
2. Select **DLCI Integration Gateway for SCVMM** and click **Uninstall**.

Removing console add-in from SCVMM

To remove the console add-in from the SCVMM:

1. In the VMM console, click **Settings**.
2. Right-click on the console add-in and select **Remove**.

Uninstalling console add-in

To uninstall the console add-in:

1. In **Control Panel**, click **Programs** → **Uninstall a Program**.
2. Select **DLCI Console Add-in for SCVMM**, and then click **Uninstall**.

Removing appliance

To remove appliance:

1. In **Windows Server**, in **Hyper-V Manager**, right-click the appliance file and click **Turn Off**.
2. Right-click the appliance file and then click **Delete**.



Other uninstallation steps

Includes: **Deleting Appliance specific RunAsAccounts** and **Deleting DLCI Application Profile**

Deleting appliance-specific RunAsAccounts

To delete the appliance-specific RunAsAccounts from the SCVMM console.

1. In the SCVMM console, click **Settings**.
2. Click **Run As Accounts**.
3. From the list of accounts, delete appliance-specific accounts.
The appliance-specific accounts are prefixed as **Dell_**.

Deleting DLCI application profile

In the SCVMM console, select **Library** → **Profiles** → **Applications profiles**, and delete **DLCI-VMM Add-in Registration Profile**.

Troubleshooting

Account deletion in SCVMM

SCVMM creates an account for the appliance with the name **DLCI-VMM Admin Registration Profile**. If this profile is deleted, then you cannot work with the appliance.

Recommend you to not delete the account. However, reinstall the appliance if the account is deleted.

Compatibility issue of appliance with ADK

Any existing functionality of DLCI for SCVMM may fail after installing a software with an incompatible version of ADK.

As a workaround, upgrade the ADK version as per the prerequisites mentioned in *Dell Lifecycle Controller Integration for Microsoft System Center Virtual Machine Manager Installation Guide*.

Connection lost between appliance and Integration Gateway

When you restart the server in which Integration Gateway is installed, connectivity is lost between the appliance and Integration Gateway. This is because the execution policy of the Integration Gateway for the user is not active. Log in to the Integration Gateway server using the Integration Gateway user account to make the execution policy active. However, after login the connection is not restored until the following steps are completed.

To set the PowerShell execution policy:

1. Set PowerShell execution policy for local system as RemoteSigned and for the **Integration Gateway Service Account** as Unrestricted.

For information on policy settings, refer the following MSDN articles:

- **PowerShell Execution policy:** technet.microsoft.com/en-us/library/hh847748.aspx
- **PowerShell Group Policy:** technet.microsoft.com/library/jj149004

2. Once the execution policy is set, restart the Integration Gateway server.

DLCI for SCVMM admin portal not accessible

The admin portal is not accessible through a browser using Fully Qualified Domain Name (FQDN).

As a workaround, ping the appliance using its FQDN from the DNS server or any other system in the same domain. If you get a response, then wait for few minutes and then access the admin portal. If the problem still persists, contact your administrator.

Error accessing plugin after updating SCVMM R2

SCVMM displays an error for security reasons when DLCI for SCVMM plugin is installed and you apply an Update Rollup for SC2012 R2 VMM. As a result you cannot access the DLCI for SCVMM plugin.

As a workaround, do the following:



1. Delete the folder at default path: `C:\Program Files\Microsoft System Center 2012 R2\Virtual Machine Manager\Bin\AddInPipeline\AddIns\<username>`.
2. Close and then open SCVMM.
3. Uninstall and then reimport the Console Add-in as mentioned in *Dell Lifecycle Controller Integration for Microsoft System Center Virtual Machine Manager Installation Guide*.

Error accessing the appliance after changing network configuration

After setting up the appliance, if the network settings are changed, then the appliance may not reflect the changes.

As a workaround, to apply these changes restart the appliance.

Error in input during setup and configuration

If there are some typing mistakes while setting up and configuring the appliance, you get the following error: "The input value of SCVMM FQDN was missing or invalid." or "The input value of Dell Integration Gateway FQDN was missing or invalid."

Provide the correct credentials in the required format.

Error message while accessing admin portal through Mozilla Firefox browser

When accessing the admin portal using Mozilla Firefox browser, you get the following warning message: "Secure Connection Failed".

As a workaround, delete the certificate created from a previous entry of the admin portal in the browser.

Failure to connect to server

After installing the DLCI for SCVMM console addin in SCVMM environment, on clicking the DLCI console icon the following error is displayed: `Connection to server failed`.

As a workaround, do the following:

- Add the appliance IP and FQDN as a trusted site.
- Add the appliance IP and FQDN in **Forward Lookup Zones** and **Reverse Lookup Zones** in DNS.
- Check if there are any error messages in `C:\ProgramData\VMMLogs\AdminConsole` file.

SC2016 VMM console crash while importing DLCI for SCVMM console addin

The SCVMM console crashes while importing the DLCI for SCVMM addin, if the user has insufficient access to the folder where the console addin is installed.

As a workaround, install the Update Rollup 1 for SC2016 VMM, and then import the DLCI for SCVMM console addin.

Failure to launch DLCI for SCVMM admin portal and DLCI for SCVMM console addin on Windows 2012 OS

Launching the admin portal on Internet Explorer (IE) version 10 and launching the console from SCVMM on a Windows Server 2012 OS fails when TLS 1.2 is enabled.

As a workaround, install the latest IE security update and then launch the admin portal on Internet Explorer (IE) version 10 and console from SCVMM. For more information, see dell.com/support/article/us/en/19/SLN302365.

IP address not assigned to the appliance

After creating and starting the appliance, the IP address is not assigned or displayed on the black console.

As a workaround, check if the virtual switch is mapped to a physical switch, configured correctly and then connect to the appliance.

No required permission to access SCVMM

When the SCVMM account used to open the SCVMM console does not meet the prerequisites, you get the following error: "You should be an Administrator/Delegated Administrator to launch the Add-In".

For information on the privileges required for SCVMM account and IG account, see *Dell Lifecycle Controller Integration for System Center Virtual Machine Manager Installation Guide*.

SCVMM error 21119 while adding servers to active directory

While adding servers to Active Directory, SCVMM error 21119 is displayed. Error 21119: The physical computer with <SMBIOS GUID> did not join Active Directory in time. The computer was expected to join Active Directory using the computer name <host.domain>.

As a workaround, do the following:

1. Wait for some time to see if the server is added to the Active Directory.
2. If the server is not added to the Active Directory, then manually add the servers to the Active Directory.
3. Add the server in to SCVMM.
4. Once the server is added in to SCVMM, rediscover the server in the DLCI Console.

The server is listed under the **Host** tab.

SCVMM registration failure

If the validation or authentication for SCVMM server or Integration Gateway, or both fail, then you get the following error message: "SCVMM registration failed."

As a workaround, perform the following steps:

- Ping SCVMM server and the server where IG is installed from the appliance by logging in to the appliance as a read only user. If there is a response, then wait for some time and then continue with the setup and configuration.
- Make sure the Internet Information Services (IIS) Manager service is running on the server where IG is installed.
- Check the details such as FQDN, credentials and port number provided in Setup and configuration wizard are valid and correct and same as the one given during installation of IG.
- Make sure that the IG service account user is a part of SCVMM server administrator in the user roles of SCVMM and local administrator on the IG installed system.
- Make sure that the SCVMM server is running.
- Check the details such as FQDN, credentials and port number provided in the Setup and configuration wizard are correct.



- Verify that SCVMM user is a part of SCVMM server administrator or delegated admin in user roles of SCVMM.
- Make sure that the SCVMM server is not registered with any other appliance. If you want to register the same SCVMM server with the appliance, then delete the **DLCI-VMM Add in Registration Profile** application profile of SCVMM server. For more information on uninstalling the Appliance, see *Dell Lifecycle Controller Integration for System Center Virtual Machine Manager Installation Guide*.
- If you have done SCVMM roll up update, then checked the Indigo TCP port of SCVMM Console in registry (HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Microsoft System Center Virtual Machine Manager AdministratorConsole\Settings), it should be same as used during SCVMM Console installation (by default it is 8100).

Accessing documents from Dell support site

You can access the required documents in one of the following ways:

- Using the following links:
 - For all Enterprise Systems Management documents — [Dell.com/SoftwareSecurityManuals](https://dell.com/SoftwareSecurityManuals)
 - For OpenManage documents — [Dell.com/OpenManageManuals](https://dell.com/OpenManageManuals)
 - For Remote Enterprise Systems Management documents — [Dell.com/esmmanuals](https://dell.com/esmmanuals)
 - For iDRAC and Lifecycle Controller documents — [Dell.com/idracmanuals](https://dell.com/idracmanuals)
 - For OpenManage Connections Enterprise Systems Management documents — [Dell.com/OMConnectionsEnterpriseSystemsManagement](https://dell.com/OMConnectionsEnterpriseSystemsManagement)
 - For Serviceability Tools documents — [Dell.com/ServiceabilityTools](https://dell.com/ServiceabilityTools)
 - For OpenManage Connections Client Systems Management documents — [Dell.com/DellClientCommandSuiteManuals](https://dell.com/DellClientCommandSuiteManuals)
- From the Dell Support site:
 - a. Go to [Dell.com/Support/Home](https://dell.com/Support/Home).
 - b. Under **Select a product** section, click **Software & Security**.
 - c. In the **Software & Security** group box, 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.

