

Dell System E-Support Tool (DSET) Version 3.3 User's 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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Introduction

Dell System E-Support Tool (DSET) is a utility that collects configuration and log data for various chassis hardware, storage, software, and operating system components of a Dell PowerEdge server and consolidates the data into a .zip file.

What's New In This Release

- Support for the following Dell 12th generation PowerEdge servers:
 - R320
 - R420
 - R520
 - R820
 - M420
 - M520
 - M820
 - T320
 - T420
- Authenticated Proxy support for Windows operating system to upload the DSET report to Dell Technical Support.
- Support to collect limited information in the report from 12th generation servers having enterprise license for iDRAC7 (out of band) .
- Support for using non-root user to collect data from OpenManage Server Administrator namespace remotely on Linux operating system from Windows client.

Supported Platforms And Operating Systems

For information on the supported platforms and operating systems (Windows and Linux), see the *Readme* available with the installer or go to support.dell.com/manuals. Click **Software** → **Serviceability Tools** → **Dell System E-Support Tool** .

Installation Types

You can install DSET in the following methods:

- **Create Local Diagnostic Report** (for Windows) and **Create one-time Local System DSET Report** (for Linux) — Generates a DSET report of the local system without permanently installing the application.
- **DSET Collector and DSET Common Information Model (CIM) Provider** — Installs DSET collector and DSET CIM provider in the local system. The DSET Provider provides data using Windows Management Instrumentation (WMI) service (for Windows) and Open-pegasus or Small Footprint CIM Broker (SFCB) (for Linux). This data is collected locally or remotely using the DSET Collector. For Windows, any other WMI collection tool can be used and for Linux, other CIM clients can be used.

 **NOTE:** This option installs DSET permanently in the system.

- **DSET Collector** — Installs DSET Collector in the local system that collects the data (provided by various providers) available from local or remote systems.
 **NOTE:** This option installs DSET permanently in the system.
- **DSET CIM Provider** — Installs DSET CIM Provider in the local system that provides data using WMI service (for Windows) and Open-pegasus or SFCB (for Linux).
 **NOTE:** This option installs DSET permanently in the system.

Other Documents You May Need

In addition to this user's guide, you can view the *Readme*:

- During installation:
 - For Windows, available in the installer.
 - For Linux, run the `./dell-dset-lx(bit)-(Version Number).bin` file and select option 1.
- After permanently installing DSET:
 - For Windows, in the **Start** menu, navigate to **DSET 3.3** → **View Readme**. The *Readme* is displayed.
 - On Linux, **Readme.txt** is available at `/opt/dell/advdiags/dset/` folder.

For information on installing DSET, see [Installing, Upgrading, and Running DSET On Windows Operating System](#) or [Installing, Upgrading, and Running DSET On Linux Operating System](#).

Contacting Dell

 **NOTE:** If you do not have an active Internet connection, you can find contact information on your purchase invoice, packing slip, bill, or Dell product catalog.

Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area. To contact Dell for sales, technical support, or customer service issues:

1. Visit **support.dell.com**.
2. Select your support category.
3. If you are not a U.S. customer, select your country code at the bottom of the **support.dell.com** page, or select **All** to see more choices.
4. Select the appropriate service or support link based on your need.

Installing, Upgrading, and Running DSET On Windows Operating System

This chapter provides information to install DSET on Windows operating system. You can install and run DSET using the GUI or the Command Line Interface (CLI).

Installation Prerequisite For Windows Operating System

Before installing DSET, make sure that:

- WMI service is installed and running.
 - If WMI service is stopped, DSET starts the service automatically and continues with installation.
 - If WMI service is disabled, installation of DSET terminates with an error message.

For installing DSET Provider, in addition to WMI, also make sure that:

- Operating system is between Windows 2003 and Windows 2008.
- OpenManage Server Administrator (if installed) version is between 5.5 to 7.1.

For installing DSET Collector, make sure that Windows operating system is Windows XP or later.

Creating One-time Report (Zero FootPrint Report Collection) On Windows Operating System

DSET enables you to generate configuration report without permanently installing DSET. This is also known as zero footprint report collection. After the report is generated and saved on the system, all files used to create the report are removed from the system.

Using GUI For Windows Operating System

To run DSET and create one-time report:

 **NOTE:** You must be logged in as an Administrator or have administrator privileges to run DSET. For Windows Server 2008 and later, you must be running DSET CIM with full administrator privileges.

1. Run the **Dell_DSET_(Version Number).exe** file.
The **Welcome to the Dell System E-Support Tool (3.3) Installation Wizard** window is displayed.
2. Click **Next**.
The **License Agreement** is displayed.
3. Select the **I accept the license agreement** and click **Next**.
The *Readme* Information is displayed.
4. Click **Next**.
The **Installation Type** window is displayed.

5. Select **Create Local Diagnostic Report** and click **Next**.

The **Report Settings** window is displayed.

6. Enter the following:

- **Report Name or Full Path to Save the Report** — Enter only the filename or the complete path with the filename to save the generated report. If you mention only the filename, the report is saved to the default location.

 **NOTE:** You can only save the report to an internal network path and not a HTTP path.

 **NOTE:** The default location for Windows (x86) systems is **C:\Program Files\Dell** and for Windows (x86_64) systems is **C:\Program Files (x86)\Dell**.

- **Enable report Filtering. For more information, see the User's Guide** — Select this option to filter the following data from the report:

- * Host Name
- * IP Address
- * Subnet Mask
- * Default Gateway
- * MAC Address
- * DHCP Server
- * DNS Server
- * Processes
- * Environment variables
- * Registry
- * Logs
- * iSCSI Data

- **Automatically Upload the Report to Dell** — Select this option to upload the report to the Dell Technical Support when requested.

7. Click **Next**.

The **Report Settings to Skip Specific Information** window is displayed.

8. Clear the options for which information is not required to be collected in the report. The options are:

- Hardware Information
- Storage Information
- Software Information
- Log Files

9. Select the **Gather Advanced Log Files Information** option to collect all the log information in the report.

 **NOTE:** Selecting the **Advanced** option may create large size reports. When selected, the **Log Files** are also included.

10. Click **Next**.

The **Ready to Collect Report** window is displayed.

11. Click **Start**.

The **Updating System** window is displayed indicating the status of report collection. If the installed Server Administrator version is not 5.5 through 7.1, then “**Dell System E-Support Tool 3.3 cannot be installed. The installed version of OpenManage Server Administrator is incompatible. Update your system with Server Administrator version 5.5 through 7.1 and run the setup program.**” message is displayed and the installation is not completed. Install a compatible version of the Server Administrator and run the **Dell_DSET_(Version Number).exe** file to start installation.

12. Click **Finish** in the **Dell System E-Support Tool (3.3) report has been successfully created** window.

The report is saved on the desktop or at the specified location.

To view the report, unzip the .zip file using the password 'dell'. For more information, see [Viewing DSET Report](#).

Using CLI For Windows Operating System

To run DSET, run the following command:

- `Dell_DSET_(version number).exe` — This invokes the GUI.
- `Dell_DSET_(version number).exe REPORTNAME=<name> COLLECT=<hw,sw,st,lg,ad> UPLOAD=auto /qn` — This is for silent Zero Footprint report collection.

where:

<name> is a valid Windows filepath, filename, or both filepath and filename

<hw, sw, st, lg, ad> are independent report options that can be specified together with a comma separator without any space.

hw = All hardware information

sw = All software (and operating system) information

st = All storage information

lg = All logs from the operating system and various applications

ad = Include advanced log items

For more information on the commands, see [Using DSET](#).

Permanently Installing DSET And Generating Report On Windows Operating System

Before installing DSET, make sure that the installation prerequisites are met. For more information, see [Installation Prerequisite For Windows Operating System](#).

Using GUI For Windows Operating System

To permanently install DSET on Windows operating system:

1. Run the **Dell_DSET_(Version Number).exe** file.
The **Welcome to the Dell System E-Support Tool (3.3) Installation Wizard** window is displayed.
2. Click **Next**.
The **License Agreement** is displayed.
3. Select **I accept the license agreement** and click **Next**.
The *Readme* Information is displayed.
4. Click **Next**.
The **Installation Type** window is displayed.
5. Select **Install DSET Components** and click **Next**.
The **Select Installation Type** window is displayed.
6. Select one of the following options and click **Next**:
 - DSET Collector and DSET CIM Provider (default)

- DSET Collector
- DSET CIM Provider

The **Destination Folder** window is displayed.

7. Click **Browse** and select the folder to install DSET or use the default location and click **Next**.

The **User Information** window is displayed.

 **NOTE:** The default location for Windows (x86) systems is <system drive>\Program Files\Dell and for Windows (x86_64) systems is <system drive>\Program Files (x86)\Dell

8. Enter the following:

- **Full Name** — Enter your full name.
- **Organization** — Enter your organization information.

9. Click **Next**.

The **Ready to Install the Application** window is displayed.

10. Click **Next**.

The **Updating System** window is displayed indicating the installation status. If the installed Server Administrator version is not 5.5 through 7.1, then “**Dell System E-Support Tool 3.3 cannot be installed. The installed version of OpenManage Server Administrator is incompatible. Update your system with Server Administrator version 5.5 through 7.1 and run the setup program.**” message is displayed and the installation is not completed. Install a compatible version of the Server Administrator and run the **Dell_DSET_(Version Number).exe** file to start installation. After installation, the **Dell System E-Support Tool (3.3) has been successfully installed** window is displayed.

11. To generate the report and/or upload (optional step) :

- **Run and Collect DSET Report** — Select this option to generate the report.
- **Automatically Upload the Report to Dell** — This option is enabled when **Run and Collect DSET Report** option is selected. Select this option to upload the report to the Dell Technical Support when requested.

12. Click **Finish** to close the installer.

DSET is now installed in the local system and if you have performed step 11, the report is also generated and/or uploaded.

For more information, see [Using DSET](#).

Using CLI For Windows Operating System

To install DSET, run the following command:

- `Dell_DSET_(version number).exe` — This invokes the GUI.
- `Dell_DSET_(version number).exe INSTALL= <full/collector/provider> INSTALLDIR=<location> /qn` — This performs silent installation that does not display any graphical progress bar.

Where:

`full` = Full installation of both DSET Collector and DSET Provider on the local system

`collector` = Installation of DSET Collector only for remote collection

`provider` = Installation of DSET Provider only for remote collection from a remote system

`location` = optional installation path

Clearing Hardware Logs On Windows Operating System

DSET clears Dell hardware logs (Embedded System Manager logs) from the system without permanently installing the application. You can clear hardware logs using the installer or from the **Start** menu.

Using Installer For Windows Operating System

To clear hardware logs from the system:



NOTE: This does not install DSET permanently.

1. Run the `Dell_DSET_(Version Number).exe` file.
The **Welcome to the Dell System E-Support Tool (3.3) Installation Wizard** window is displayed.
2. Click **Next**.
The **License Agreement** is displayed.
3. Select the **I accept the license agreement** and click **Next**.
The *Readme* Information is displayed.
4. Click **Next**.
The **Installation Type** window is displayed.
5. Select **Clear Hardware Log Only** and click **Next**.
The **User Information** window is displayed.
6. Enter the following:
 - **Full Name** — Enter your full name.
 - **Organization** — Enter your organization information.
7. Click **Next**.
The **Ready to Install the Application** window is displayed.
8. Click **Next**.
The **Updating System** window is displayed. If the installed OpenManage Server Administrator version is not 5.5 through 7.1, then **"Dell System E-Support Tool 3.3 cannot be installed. The installed version of OpenManage Server Administrator is incompatible. Update your system with Server Administrator version 5.5 through 7.1 and run the setup program."** message is displayed and the hardware logs are not cleared. Install a compatible version of the Server Administrator and run the `Dell_DSET_(Version Number).exe` file to clear the hardware logs. After some time the command window is displayed with the following message:

```
*Going to clear the ESM Logs now
Do you want to continue? Y/N:
```
9. Enter **Y** to clear the logs.
The following messages are displayed:

```
System event logs are cleared.
Press Any Key To Continue
```
10. Press any key.
The command window closes and the **Click the Finish button to exit this installation.** window is displayed.
11. Click **Finish** to close DSET.

Using GUI For Windows Operating System

To clear hardware logs:

1. Navigate to **DSET 3.3** → **Clear ESM Logs** in the **Start** menu.
The **Clear ESM Logs** command window displays the following message:
*Going to clear the ESM Logs now
Do you want to continue? Y/N:
2. Enter **Y** to clear the logs.
The following messages are displayed:
System event logs are cleared.
Press Any Key To Continue
3. Press any key.
The command window closes.

Extracting MSI Package For Large Site Automated Deployment

To extract the MSI file from DSET EXE:

1. Run the **Dell_DSET_(Version Number).exe** file.
The **Welcome to the Dell System E-Support Tool (3.3) Installation Wizard** window is displayed.
2. The MSI is already extracted at the following location:
C:\Program Files\Common Files\Wise Installation Wizard

 **NOTE:** The MSI location for Windows (x86) systems is **C:\Program Files\Common Files\Wise Installation Wizard** and for Windows (x86_64) systems is **C:\Program Files (x86)\Common Files\Wise Installation Wizard**.

The folder must contain only one MSI file that can be copied and renamed if required.

Upgrading DSET On Windows Operating System

You can upgrade to DSET 3.3 from any of the following previous versions:

- DSET 1.8
- DSET 1.9
- DSET 2.0
- DSET 2.1
- DSET 2.2
- DSET 3.2

 **NOTE:** For versions below DSET 1.8 automatic upgrade to DSET 3.3 is not possible. When the DSET 3.3 installer is run, the installer terminates with an error message. In such cases, uninstall previous versions of DSET and then install DSET 3.3.

 **NOTE:** DSET does not require a system reboot.

Using The Installer

To automatically upgrade to DSET 3.3 using the installer:

1. Run the **Dell_DSET_(Version Number).exe** file.
The **Welcome to the Dell System E-Support Tool (3.3) Installation Wizard** window is displayed.
2. Click **Next**.
The **DSET (Version Number) is already installed** window is displayed.

-  **NOTE:** If you do not want to upgrade, click **Cancel** to exit the installer.
- 3. Click **Upgrade** to upgrade to DSET version 3.3.
The **License Agreement** window is displayed.
-  **NOTE:** For upgrading from versions 2.2 and lower, only DSET Collector and DSET CIM Provider permanent install option is available.
- 4. Follow steps 3 to 12 provided in [Using GUI For Windows Operating System](#).

Using CLI

To automatically upgrade to DSET 3.3 using CLI, at the prompt, run the command:

- `Dell_DSET_(Version Number).exe` — This invokes the GUI.
- `Dell_DSET_(version number).exe ADDLOCAL=<full/collector/provider> INSTALLDIR=<location> /qn` — This performs silent installation that does not display any graphical progress bar.

NOTE:

- `ADDLOCAL` parameter in the command is optional.
- For version 3.2 and later, while upgrading, if `ADDLOCAL` parameter is not included in the command, then only the installed component is upgraded.
- For version 2.2 or lower, if `Dell_DSET_(version number).exe /qn` is run, then both DSET Collector and CIM Provider are upgraded.

Where:

`full` = Full installation of both DSET Collector and DSET Provider on the local system

`collector` = Installation of DSET Collector only for remote collection

`provider` = Installation of DSET Provider only for remote collection from a remote system

If DSET 3.2 is currently installed in the system, use the following options to upgrade to DSET 3.3.

Table 1. : Upgrading scenarios from DSET 3.2 to DSET 3.3

	Full (Collector and Provider)	Collector	Provider
Full (Collector and Provider)	Yes	Yes	Yes
Collector	Yes	Yes	Yes
Provider	Yes	Yes	Yes

Installing, Upgrading, And Running DSET On Linux Operating System

This section provides information to install, upgrade and run DSET on Linux operating systems.

During installation, DSET checks if OpenPegasus CIMOM or SFCB service is installed or running. The following table provides more information.

Table 2 : Service and DSET Operation

Service	DSET Operation
OpenPegasus is not installed	DSET installs SFCB
OpenPegasus is installed and running	DSET uses OpenPegasus
OpenPegasus is installed but service is stopped	DSET installs SFCB
SFCB is not installed	DSET installs SFCB
SFCB is installed and running	DSET uses SFCB
SFCB is installed but service is stopped	DSET starts SFCB service

 **NOTE:** The default port 5988 (for http) or 5989 (for https) is used by the system to install DSET Provider. If custom ports are used, update the configuration file available at `/opt/dell/advdiags/dset/config/dset.cfg`.

Installation Prerequisite For Linux Operating System

- Enable SSH services for remote report collection from Linux systems.
- Make sure that the user credentials supplied for remote report collection can initiate SSH connection and have root privileges.
- For installing DSET Provider, make sure that:
 - Operating system is RHEL 5, RHEL 6, SLES 10, SLES 11, ESX 4.0 or ESX 4.1.
 - OpenManage Server Administrator (if installed) version is between 5.5 to 7.1.

Device Dependency On Linux Operating System

The following table lists the devices and the dependencies that are required for Linux operating system to run DSET. If these device dependencies are not met, DSET exhibits the default behavior.

Table 3 : Device, Dependency, and Default Behavior

Device	Dependency	Default Behavior (if dependency is not met)
Emulex Fibre Channel Controller	<ul style="list-style-type: none"> • HBAnywhere utility from Emulex. To download this utility, access the Emulex website at emulex.com. 	Fibre Channel Controllers are not displayed in DSET report

Device	Dependency	Default Behavior (if dependency is not met)
	<ul style="list-style-type: none"> a. Click Downloads → Dell. b. Click the adapter model number. c. Click Linux from the Current Drivers section and download the Applications Kit. <ul style="list-style-type: none"> • Install libhbaapi rpm available in the operating system DVD. 	
QLogic Fibre Channel Controller	<ul style="list-style-type: none"> • SNIA API for Linux drivers. To download this, access the QLogic website at qlogic.com. <ul style="list-style-type: none"> a. Click Downloads → Fibre Channel Adapters. b. Select a model and an operating system and click Go. <ul style="list-style-type: none"> • Install libhbaapi rpm available in the operating system DVD. 	Fibre Channel Controllers are not displayed in DSET report

Creating One-time Report (Zero Footprint Report Collection) On Linux Operating System

DSET enables you to generate configuration report without permanently installing DSET. This is also known as zero footprint report collection. After the report is generated and saved on the system, all files used to create the report are removed from the system.

To run DSET and create one-time report:

 **NOTE:** You must be logged in as root user to run DSET.

1. At the Linux shell prompt, run the `./dell-dset-ix(bit)-(Version Number).bin` file.
The **License Agreement** is displayed along with the following message:
Do you agree to the above license terms? ('y' for yes | 'Enter' to exit):
2. Enter `y`.
The installation types are displayed.
3. Enter `<option number>` to select **Create One-time Local System DSET Report**.
4. Enter `y` or `n` for the following messages that are displayed one at a time to choose the category for which the data must be collected:
 - Do you want to collect info for all hardware categories [y|n]:
 - Do you want to collect info for all storage categories [y|n]:
 - Do you want to collect info for all software categories [y|n]:
 - Do you want to collect linux log files [y|n]:
 - Do you want to collect advanced log files [y|n]:

 **NOTE:** If you select advanced log files option, by default, all the logs are collected and may create large size reports.

5. Enter `y` if you want to use default file name for the report when the following message is displayed. Else, enter `n` to specify a file name:

Do you want store this report in a default name and location [y|n]:

If you enter `n`, provide the report name or full path where the generated report must be saved. If the path is not specified, the report is saved in the root directory.

 **NOTE:** You can only save the report to an internal network path and not a HTTP path.

6. Enter `y` to enable report filtering when the following message is displayed. Else enter `n`.

Do you want to enable report filtering (For more information, see the User's Guide) [y|n]:

If enabled, the following data are filtered:

- Host Name
 - IP Address
 - Subnet Mask
 - Default Gateway
 - MAC Address
 - DHCP Server
 - DNS Server
 - Processes
 - Environment variables
 - Registry
 - Logs
 - iSCSI Data
7. To automatically upload the report to Dell site, enter `y` when the following message is displayed. Else, enter `n`:
Do you want to upload the report on request to Dell Technical Support after the report is generated [y|n]:
 8. Enter the root credentials of the target system when the following message is displayed:
To proceed further with DSET report collection, it requires the root credentials of the system as it collects the Hardware data via Common Information Model Object Model.
Dell System E-Support Tool
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Please enter "root" password:
The data collection starts, the report is generated and saved as specified in step 5. If you chose to automatically upload the report, the report is uploaded and the Report uploaded successfully message is displayed.
To view the report, see [Viewing DSET Report](#).

Creating One-Time Report (Zero Footprint Report Collection) Silently

For silent Zero Footprint report collection, run the command:

```
dell-dset-lx(bit)-(Version Number).bin -qn -d <options> -r <reportname> -v  
<yes/no> -p <password> -a<auto/manual>
```

Permanently Installing DSET On Linux Operating System

You can permanently install or upgrade the following DSET components:

- DSET Collector and DSET CIM Provider
- DSET Collector Only
- DSET CIM Provider Only

 **NOTE:** You must be logged in as root to install DSET.

1. At the Linux shell prompt, run the `./dell-dset-lx(bit)-(Version Number).bin` file.

The **License Agreement** is displayed along with the following message:

```
Do you agree to the above license terms? ('y' for yes | 'Enter' to exit):
```

2. Enter `y`.

The installation types are displayed. The following table provides the installation types:

Table 4. :Installation Types

Type	Installation Option	Description
1	Install/Upgrade DSET Collector and DSET CIM Provider	Select this option to permanently install DSET Collector and DSET CIM Provider.
2	Install DSET Collector Only	Select this option to permanently install DSET Collector only.
3	Install DSET CIM Provider Only	Select this option to permanently install DSET CIM Provider only.

 **NOTE:**

- For DSET version 2.2 or lower, installation type 1 is displayed.
- If DSET 3.2 Collector and Provider or Collector only or CIM Provider only is currently installed in the system, then installation types 1, 2, and 3 are displayed.
- For DSET 3.3:
 - * If Collector only is currently installed in the system, then installation type 3 is displayed.
 - * If CIM Provider only is currently installed in the system, then installation type 2 is displayed.

3. Enter the `<option number>` to select the required installation type.

If `Install/Upgrade DSET Collector and DSET CIM Provider` or `DSET CIM Provider only` option is selected, then during installation if `SFCB` or `OpenPegasus` is not installed or running, the following message is displayed:

```
The Small Footprint CIM Broker (SFCB) is a network service that enables
remote collection of system configuration information.
To perform the option that you selected, it is necessary to install and
start this service and leave it running in background for future
configuration collection.
Continue installing/activating the SFCB on this system to listen for
incoming collection requests from clients. Do you want proceed[y|n]?
```

4. Enter `y`.

If `OpenPegasus` is installed and running, the following message is displayed:

```
DSET collects the Hardware data via Common Information Model Object
Model(CIMOM): tog-pegasus, which is already present on this system, Please
enter the Administrator/Root password to validate the existing tog-pegasus
```

5. Enter the root credentials of the system when the following message is displayed:

```
Please enter "root" password:
```

Wait for the installation to complete. The following messages are displayed based on the selected installation type:

- If you have selected DSET Collector and DSET CIM Provider option, then the following message is displayed:
DSET installation completed successfully. Enter '/usr/sbin/dellsysteminfo' from a terminal shell prompt to create a report file
- If you have selected DSET Collector only option, then the following message is displayed:
The DSET Collector installation completed successfully. Enter '/usr/sbin/dellsysteminfo' from a terminal shell prompt to create a report file
- If you have selected DSET CIM Provider only option, then the following message is displayed:
The DSET CIM Providers installation completed successfully.

DSET is installed at the **/opt/dell** location by default.

Permanently Installing DSET Silently On Linux Operating System

For silent installation, run the command:

```
dell-dset-lx(bit)-(Version Number).bin -qi <full/collector/provider>
```

Clearing Hardware Logs On Linux Operating System

DSET clears Dell hardware logs (Embedded System Manager logs) from the system without permanently installing the application.

To clear hardware logs from the system:

 **NOTE:** You must be logged in as a root to run DSET.

1. At the linux shell prompt, run the **./dell-dset-lx(bit)-(Version Number).bin** file.
The **License Agreement** is displayed along with the following message:
Do you agree to the above license terms? ('y' for yes | 'Enter' to exit):
2. Enter **y**.
The installation types are displayed.
3. Enter <option number> to select **Clear ESM Hardware Log** option. The following messages are displayed:
*Going to clear the ESM Logs now
Do you want to continue? Y/N:
4. Enter **y** to clear the logs. The following messages are displayed:
System Event Logs are cleared.
Press Any Key To Continue
5. Press any key to Continue.
DSET exits and the Linux shell prompt appears.

Upgrading DSET On Linux Operating System

You can upgrade to DSET 3.3 from any of the following previous versions:

- DSET 1.8
- DSET 1.9
- DSET 2.0
- DSET 2.1
- DSET 2.2

- DSET 3.2

 **NOTE:** For versions lower than DSET 1.8 automatic upgrade to DSET 3.3 is not possible. When the DSET 3.3 installer is run, the installer terminates with an error message.

In such cases, uninstall previous versions of DSET and then install DSET 3.3.

 **NOTE:** DSET does not require a system reboot.

To automatically upgrade to DSET 3.3 on Linux operating system:

1. At the Linux shell prompt, run the `./dell-dset-lx(bit)-(Version Number).bin` file.
The **License Agreement** is displayed along with the following message:
Do you agree to the above license terms? ('y' for yes | 'Enter' to exit):
2. Enter `y`.
Dell System E-Support Tool (DSET) options are displayed.
3. Enter the `<option number>` to select **Install/Upgrade DSET Collector and DSET CIM Provider** option. The following messages are displayed:
DSET (Version number) is already installed.
Do you want to upgrade to DSET 3.3.0 [y|n]?
4. Enter `y`.
If **SFCB** or **OpenPegasus** is not installed or running, the following message is displayed:
The Small Footprint CIM Broker (SFCB) is a network service that enables remote collection of system configuration information.
To perform the option that you selected, it is necessary to install and start this service and leave it running in background for future configuration collection.
Continue installing/activating the SFCB on this system to listen for incoming collection requests from clients. Do you want proceed[y|n]?
5. Enter `y`.
If **OpenPegasus** is installed and running, the following message is displayed:
DSET collects the Hardware data via Common Information Model Object Model (CIMOM): `tog-pegasus`, which is already present on this system, Please enter the Administrator/Root password to validate the existing `tog-pegasus`.
6. Enter the root credentials when the following message is displayed:
Please enter "root" password:
Wait for the installation to complete.
The **DSET installation completed successfully** message is displayed. DSET is upgraded to version 3.3 and is installed at `/opt/dell` location by default.

Upgrading DSET Silently On Linux Operating System

To upgrade silently, run the command:

```
./dell/dset/lx(bit)/<version number>.bin -qi <full/collector/provider>
```



NOTE:

- If DSET version 2.2 or lower is currently installed in the system and CIMOM services are not installed or running, then DSET cannot be silently upgraded to version 3.3.
- For DSET 3.2:
 - If `<full/collector/provider>` parameter is provided in the command, then the currently installed DSET is uninstalled completely and the specified component of DSET 3.3 is installed.
 - If `<full/collector/provider>` parameter is not provided in the command, then the currently installed DSET component is upgraded to DSET 3.3.

Using DSET

You can generate reports on local and remote systems:

- Local systems using GUI or CLI
- Remote systems using CLI

The data collection is allowed for the following operating systems on client and server:

- Windows client to Windows server
- Windows client to Linux server
- Linux client to Linux server

 **NOTE:** The data collection is not allowed from Linux Client to Windows Server.

Event viewer and application logs are generated that can be used for troubleshooting purpose.

Generating Basic And Advanced Report

Before generating the report, make sure that DSET CIM Provider is installed on the system.

On Windows operating system, while collecting report from Linux system using non-root user credentials, make sure:

- To add the user to the root group on the Linux system.
- To add the user to the sudoers file as follows:
 - `%root ALL=(ALL) NOPASSWD: ALL` — gives permission to all the users in the root group.
 - `<User> ALL=(ALL) NOPASSWD: ALL` — gives permission only to the specified user.

 **NOTE:** For non root user hardware and storage data is collected using OpenManage Server Administrator namespace only.

For Windows:

- To generate a basic report using the GUI, in the **Start** menu, navigate to **DSET 3.3** → **Create Basic DSET Report**.
- To generate advanced report using the GUI, in the **Start** menu, navigate to **DSET 3.3** → **Create Advanced DSET Report**.

A command window is displayed indicating the status. The generated report is saved as a **.zip** file on the user's desktop. For example, **DSET Report for [WIN-BPJ3P19JC4T SvcTag-7654321-PE R720xd] on 02-28- 2012 at 01.26 AM.zip**

 **NOTE:** For few Windows operating systems (2003 R2, 2008, 2008 SBS, and 2011 SBS), you must run DSET in elevated privilege mode, where User Access Control (UAC) is enabled. To do this, right-click on **Create Basic DSET Report** or **Create Advanced DSET Report**, select **Run As Administrator**, and provide administrator password.

For information about report filtering, see [Report Filtering](#).

For Linux, see [CLI Options](#).

Report Filtering

During the DSET report collection, you can **Enable Report Filtering** option to filter the following data:

- Host Name
- IP Address
- Subnet Mask
- Default Gateway
- MAC Address
- DHCP Server
- DNS Server
- Processes
- Environment variables
- Registry
- Logs
- iSCSI Data

To include any of the data to the report, specify 'no' in the following file:

- For Windows — `<system drive>\Program Files (x86)\Dell\AdvDiags\DSET\config\privacy_presetlist.cfg` (in 64-bit systems) or `<system drive>\Program Files\Dell\AdvDiags\DSET\config\privacy_presetlist.cfg` (in 32-bit systems).
- For Linux — `/opt/dell/advdiags/dset/config/privacy_presetlist.cfg`

 **NOTE:** The data is not filtered from the file logs collected in the report. The logs may contain data such as IP or MAC address and so on. If logs are set to "no", then these data are not filtered in the report.

CLI Options

This section provides the CLI options for Windows and Linux operating systems.

For Windows Operating System

To start the CLI mode, in the **Start** menu, navigate to **DSET 3.3** → **DSET CLI**. The DSET CLI command window opens and displays the location of the installed DSET support files as:

C:\Program Files\Dell\AdvDiags\DSET\bin

 **NOTE:** If you are using a 64-bit Windows Operating System, the CLI command window displays the location of the installed DSET support files as:

C:\Program Files(x86)\Dell\AdvDiags\DSET\bin

At the command prompt, run the following command:

```
DellSystemInfo.exe [Options]
```

For Linux Operating System

At the command prompt, run any of the following commands:

```
dellsysteminfo [Options]
```

Or

Change directory to `/opt/dell/advdiags/dset/bin` and run the command
`dellsysteminfo.sh [Options]`

List Of CLI Options

The `-h` option displays the list of available CLI options. To view the options, run the following command:

- For Windows: `DellSystemInfo.exe -h`
- For Linux: `dellsysteminfo -h`

Table 5. : Command and description

Command	Description
<code>-h, --help</code>	Display the help text and exit.
<code>-s, --server</code>	Specify the server to connect to. Use <code>'.'</code> to specify the local server. For local report collection, the default setting is used and this parameter is not required. For remote report collection, the remote server's IP address must be provided. For collection from iDRAC7 source, provide the iDRAC IP address.
<code>-u, --username</code>	For Windows, the current user name is used by default. For Linux, specify the user name. For local report collection, this parameter is optional. For remote report collection, the user name for the remote server must be provided and the user must have administrator privileges on the remote server. For collection from iDRAC7 source, enter the iDRAC login user name.
<code>-p, --password</code>	For Windows, the current user's password is used by default. For Linux, specify the password. For local report collection, this parameter is optional for Windows but required for Linux. For local report collection, this parameter is optional for Windows but required for Linux. For collection from iDRAC7 source, enter the iDRAC login password.  NOTE: If <code>-p</code> is not included in the command, then you will receive a prompt to enter the password.
<code>-d, --collect</code>	Specify the type of data to be collected (one or more of the following) separated by a comma without any space: <ul style="list-style-type: none">• hw: Server• st: Storage• sw: Software• lg: Logs• ad: Advanced logs

Command	Description
	 NOTE: If Advance logs option is selected, larger report is created and by default log files (hw, st, sw, lg) are created.
-n, --namespace	<p>Specify the namespace to connect. If left blank, the program selects the best available namespace or specify one of the following options:</p> <ul style="list-style-type: none"> • <code>root/dsetcim</code> for DSET — This is the default namespace that is installed with DSET CIM Provider component. Remote collector gets information from this namespace even if Server Administrator is installed on the system. • <code>omsa</code> for OpenManage Server Administrator — Use this namespace instead of using the default namespace. In this case, install Server Administrator before running this command. • <code>root/cimv2</code> for ESX — Use this namespace for systems running ESX. • <code>root/dcim/sysman</code> for ESXi — For connecting to Server Administrator installed on the target ESXi system. • <code>root/dcim</code> — Use this name space for collecting data from iDRAC7. <p> NOTE: The collection is supported for systems only with iDRAC7.</p>
-c, --className	<p>Provide the class name to retrieve the data for a specific component. If class name is provided, specify the Namespace. For example, to retrieve data for CPU:</p> <p>For Windows:</p> <pre>DellSystemInfo.exe -n root/dsetcim -c DCIM_CPUViewExt</pre> <p>For Linux:</p> <pre>dellsysteminfo -n root/dsetcim -c DCIM_CPUViewExt</pre>
-r, --reportname	<p>Specify the default location for generated report (.zip) file. The default location is desktop for Windows and /root for Linux. The default file name is DSET appended with the host name, service tag, and time stamp.</p> <p>Either report name or report name with full path is required to access it later and to upload to Dell Technical Support.</p>
-v, --privacy	<p>Either report name or report name with full path is required to access it later and to upload to Dell Technical Support.</p> <p>Enter <code>yes</code> to enable this option. Default option is <code>no</code>.</p>
-a, --upload	<p>Upload the report to the Dell Technical Support.</p>

Command	Description
	Enter <code>-a auto</code> to upload the generated report automatically to the Dell Technical Support. Enter <code>-a manual</code> and include the <code>(-r)</code> filename to manually upload the report to the Dell Technical Support.
<code>-x, --proxyhost</code>	Upload the report to Dell Technical Support specifying proxy details. Enter <code>-xproxy</code> IP or Host name to use the proxy server to upload the report to Dell Technical Support.
<code>-y, --proxyusername</code>	Enter <code>-y</code> user name of the proxy server used to upload the report.
<code>-z, --proxypassword</code>	Enter <code>-z</code> password for the user name of the proxy server used to upload the report.

 **NOTE:** If `-z` is not included in the command, then you will receive a prompt to enter the password.

 **NOTE:**

- Using authenticated proxy (`-x`, `-y`, and `-z`) option to upload the report are supported only for Windows operating system.
- The data collected from iDRAC7 namespace is limited compared to the data collected from Windows or Linux operating systems with the DSET Provider installed

Order Of Connection For Data Source

The DSET Collector uses the following data sources based on the namespace to collect hardware and storage information:

1. DSET Provider (Linux or Windows)
2. iDRAC7 (out of band)
3. OpenManage Server Administrator Native (Linux or Windows)
4. ESX with SMASH profile
5. ESXi with Open Manage Server Administrator installed

The following table provides the data sources supported for DSET Collector on Windows and Linux based system.

Table 6. : Data Source and DSET Collector on Windows and Linux based systems

Data Source	DSET Collector on Windows based System	DSET Collector on Linux based System
DSET Provider (Windows)	Yes	No
iDRAC7 (out of band)	Yes (Only remote)	Yes (Only remote)
DSET Provider (Linux)	Yes	Yes
OpenManage Server Administrator Native (Windows)	Yes	No
OpenManage Server Administrator Native (Linux)	Yes	Yes (only local)

Data Source	DSET Collector on Windows based System	DSET Collector on Linux based System
ESX with SMASH profile	Yes	Yes
ESXi with OpenManage Server Administrator installed	Yes	Yes (Only remote)

The following table provides information on the data collection supported by DSET for the data source:

Table 7. : Data Collection Supported by DSET and Data Source

Data Source	Hardware Components	Storage Components	Operating System	Logs
DSET Provider	Full	Full	Full	Full
iDRAC7	Limited	Limited	No	No
OpenManage Server Administrator	Full	Full	Full	Full
ESX with SMASH profile	Limited	No	Full	Full
ESXi with OpenManage Server Administrator installed	Full	Full	Limited	Limited

Usage Examples

This section provides examples to generate Zero FootPrint report and report on your local and remote systems.

On Local System

Example 1: To collect software information and save it in the specified location, run the following command:

- For Windows

```
C:\Program Files\Dell\AdvDiags\DSET\bin> DellSystemInfo.exe -d sw -r C:\temp\software.zip
```
- For Linux

```
dellsysteminfo -d sw -r /opt/dell/myreports/software.zip
```

Example 2: To collect information from DSETCIM namespace and save it in the specified location, run the following command:

- For Windows

```
C:\Program Files\Dell\AdvDiags\DSET\bin> DellSystemInfo.exe -n root/dsetcim -r C:\temp\all.zip
```
- For Linux

```
dellsysteminfo -n root/dsetcim -r /opt/dell/myreports/all.zip
```

Example 3: To collect report information with privacy enabled, auto upload to Dell Technical Support, and save it in the specified folder, run the following command:

- For Windows

```
C:\Program Files\Dell\AdvDiags\DSET\bin> DellSystemInfo.exe -v yes -a auto
-r C:\temp\dsetreport.zip
```

- For Linux
dellsysteminfo -v yes -a auto -r /opt/dell/myreports/dsetreport.zip

 **NOTE:** If `-d` option is not specified, then `hw`, `st`, `sw`, and `lg` data categories are collected by default.

Example 4: To collect report information and upload to Dell Technical Support using authenticated proxy, run the command:

- For Windows
C:\Program Files\Dell\AdvDiags\DSET\bin> DellSystemInfo.exe -a manual -r
c:\temp\dset_report.zip -x 10.94.217.211:8080 -y lab\test
or
C:\Program Files\Dell\AdvDiags\DSET\bin> DellSystemInfo.exe -upload=manual
-r c:\temp\dset_report.zip -proxyhost= 10.94.217.211:8080
proxyusername=lab\test

On Remote System

Example 1: To run the report on a remote system, provide the Fully Qualified Domain Name (FQDN) or IP address of the remote system and administrator credentials.

- For Windows
C:\Program Files\Dell\AdvDiags\DSET\bin> DellSystemInfo.exe -s
<IP_ADDRESS> -u <USERNAME> - p <PASSWORD> -d hw,sw -r C:\temp\dset.zip
- For Linux
dellsysteminfo -s <IP_ADDRESS> -u <USERNAME> - p <PASSWORD> -d hw,sw -
r /opt/dell/myreports/dset.zip

 **NOTE:** The data collected from ESX/ESXi namespace is lesser compared to the data collected from Windows or Linux systems on which DSET Provider is installed.

Example 2: To collect report information and auto upload to Dell Technical Support using authenticated proxy, run the command:

- For Windows
C:\Program Files\Dell\AdvDiags\DSET\bin> DellSystemInfo.exe -a auto -r c:
\temp\dset_report.zip -x 10.94.217.211:8080 -y lab\test -s <IP_ADDRESS> -u
<USERNAME> -p <PASSWORD>

Example 3: To collect report information from iDRAC7 source.

- C:\Program Files\Dell\AdvDiags\DSET\bin> DellSystemInfo.exe -s<iDRAC IP_Address> -u <username> -
p<password> -r c:\temp\dset_report.zip

 **NOTE:** Limited data is collected from the iDRAC7 source.

Zero FootPrint Report Collection

Example 1: To collect software and hardware information silently and save it in the specified location, run the following command:

- For Windows: C:\Program Files\Dell\AdvDiags\DSET\bin> DellSystemInfo.exe
REPORTNAME=<reportname> COLLECT=<hw,sw> /qn
- For Linux: dell-dset-lx(bit)-(Version Number).bin -qn -d <hw,sw> -r<reportname>

Viewing DSET Report

You can view the hardware, storage, and software data in the generated report using the GUI. The logs and advanced log information are available in the log files located in the logs folder (part of the **.zip** file).

To view the report:

- For Windows, unzip the **.zip** file using the password 'dell'.
- For Linux, copy the **.zip** file to Windows system and unzip the file using the password 'dell'.

After you unzip, read the **ReadmeFirst.txt** file for instructions to view the report.

Maintaining DSET

After installing the DSET application, you can modify the components that are installed. The application maintenance window is available only when DSET permanently installed on your system. You can also reinstall the corrupt files, registry keys, and shortcuts of the application.

Modifying Installed DSET Features

The installed features that can be modified are:

- Common — Installs all the files common to Provider and Collector.
- Collector — Installs DSET Collector only.
- Provider — Installs DSET Provider only.

For Windows Operating System

To modify the components:

1. Click on the **Dell_DSET_(Version Number).exe** file.
The **Application Maintenance** window is displayed.
2. Select **Modify** and click **Next**.
The **Select Features** window is displayed.
3. Select one of the following options and click Next:
 - Common
 - Collector
 - Provider
The **Ready to Modify the Application** window is displayed.
4. Click **Next**.
The **Updating System** window is displayed.
5. Click **Finish** to exit DSET.
The selected component is installed.

For Linux Operating System

To modify the installed components, run the **./dell-dset-ix(bit)-(Version Number).bin** file at the shell prompt. and choose the required option. You can Install another component(s). If DSET Collector is already installed in the system, then DSET CIM Provider option is displayed to install. If DSET CIM Provider is already installed in the system, then DSET Collector option is displayed to install.

For more information see [Installing, Upgrading, and Running DSET On Linux Operating System](#).

To modify the installed components silently, run the `./dell-dset-lx(bit)-(Version Number).bin --qi <full/provider/collector>` file at the shell prompt. Depending on the DSET components existing in the system and the parameter passed in the command, the following table provides the modify options:

Table 8. : Silent Modify Options

Currently Installed	Parameter	Exit Status (Error Code and Description)	Component
DSET Collector and CIM Provider	<full/provider/collector>	Yes. (13 — DSET 3.3 full is already installed, but user has passed -qi or -qn option.)	No
DSET Collector	<full/collector>	Yes. (23 — Only collector is installed, but user has passed -qi or -qn option.)	No
DSET Collector	<provider>	No	Yes. Provider is installed.
DSET Provider	<full/provider>	Yes. (24 — Only provider is installed, but user has passed -qi or -qn option.)	No
DSET Provider	<collector>	No	Yes. Collector is installed.

 **NOTE:** If DSET Collector and CIM Provider is already installed in the system, then the message “DSET 3.3.0 is already installed.Uninstall DSET by running `uninstall.sh` from `/opt/dell/advdiags/dset` location.” is displayed.

Repairing DSET

To reinstall missing or corrupt files, registry keys, and shortcuts on Windows operating system:

1. Run the **Dell_DSET_(Version Number).exe** file.
The **Application Maintenance** window is displayed.
2. Select **Repair** and click **Next**.
The **Ready to Repair the Application** window is displayed.
3. Click **Next**.
The **Updating System** window is displayed.
4. Click **Finish** to exit DSET.

 **NOTE:** For Linux operating system, repairing DSET option is not available.

Uninstalling DSET

DSET can be uninstalled using the GUI or the CLI option.

Using GUI For Windows Operating System

To uninstall DSET, use one of the following options:

- From the **Start** menu
- From the windows **Add or Remove Programs** wizard
- From the **Application Maintenance** window

From The Start Menu

To uninstall DSET from the **Start** menu on Windows operating systems:

1. Click **Start** → **Programs (or All Programs)** → **DSET 3.3** → **Uninstall DSET 3.3**.
The **Are you sure you want to uninstall this product** window is displayed.
2. Click **Yes** to uninstall DSET.

From The Windows Add Or Remove Programs Wizard

To uninstall DSET from the Windows Add or Remove Programs Wizard on Windows operating systems:

1. Click **Start** → **Control Panel** → **Add or Remove Programs** .
2. Select **Dell System E-Support Tool (3.3)** and click the **Remove** button.
3. Click **Yes** on the **Are you sure you want to remove Dell System E-Support Tool (3.3) from your computer?** window to uninstall DSET.

From the Application Maintenance Window

To uninstall DSET from the Application Maintenance Window on Windows operating systems:

1. Run the **Dell_DSET_(Version Number).exe** file.
The **Application Maintenance** window is displayed.
2. Select the **Remove** option and click **Next**.
The **Dell System E-Support Tool (3.3) Uninstall** window is displayed.
3. Click **Next**.
The **Updating System** window is displayed.
4. Click **Finish** on the **Dell System E-Support Tool (3.3) has been successfully uninstalled** window.

Using CLI For Windows And Linux Operating Systems

To uninstall DSET using the CLI, run the following command from the command prompt:

For Windows Operating System

To uninstall DSET using the CLI, run the following command from the command prompt:

```
Msiexec /x{F34F52B2-DFE0-4103-96BF-771A4BB457F8}
```

The **Windows Installer** window displays Are you sure you want to uninstall this product? message. Click **Yes** to uninstall DSET.

For silent uninstallation, run the command:

```
Msiexec /x{F34F52B2-DFE0-4103-96BF-771A4BB457F8} /qn
```

For Linux Operating Systems

To uninstall DSET using the CLI, run the following command from the command prompt:

```
dsetuninstall
```

Or

```
/opt/dell/advdiags/dset/uninstall.sh
```

For silent uninstallation, run the command:

```
dell-dset-lx(bit)-(Version Number).bin -qu
```

Error Codes

This appendix provides the list of DSET error codes and Installer error codes.

DSET Error Codes

DSET Collector returns custom error codes on collection of reports.

The list of error codes returned by `dellsysteminfo` are:

Table 9. : DSET Error Codes and Description

Error Code	Name	Description	Solution
2	DSET_CIM_OPTION_ERROR	Incorrect option provided in the command line	Check the command line options and provide the valid option.
3	DSET_CIM_NAMESPACE_ERROR	Incorrect namespace provided as source for report collection	Check for the available namespace option.
6	DSET_CIM_CONNECTION_ERROR	Failed to collect data in the report due to incorrect IP address or login credentials	Provide correct IP and login credentials.
7	DSET_SUDO_NOT_CONFIGURED_ERROR	Sudo Prerequisite is missing	For more details on prerequisites, refer to <i>Readme</i>
8	DSET_CIM_HW_COLLECTION_ERROR	Hardware data source is not found	-
9	DSET_CIM_ST_COLLECTION_ERROR	Storage data source is not found	-
10	DSET_CIM_SW_COLLECTION_ERROR	Software data source is not found	-
11	DSET_CIM_LG_COLLECTION_ERROR	Logs data is not collected.	-
12	DSET_CIM_INDEX_ERROR	Error occurred while creating index in the report for SCSI or SAS storage devices	-
13	DSET_CIM_ZIP_ERROR	Final report conversion to zip file format failed	-
14	DSET_CIM_TRANSFORM_ERROR	Failed to convert files from text to xml format	-
15	DSET_CIM_HW_COLLECTION_WARN	Data of a few hardware classes are not collected	-

Error Code	Name	Description	Solution
16	DSET_CIM_SW_COLLECTION_WARN	Data of a few software classes are not collected	-
17	DSET_CIM_ST_COLLECTION_WARN	Data of a few storage classes are not collected	-
18	DSET_CIM_INVALID_FILE_NAME_ERROR	Invalid file name is provided or the path to save the report does not exist	-
19	DSET_CIM_CLASS_NAME_ERROR	Invalid class name is provided for the data collection	Check for available class name.
21	UPLOAD_OPTION_ERROR	Incorrect option for uploading the file is provided in the command line	Check for available option for the file upload in the help menu.
22	UPLOAD_FILE_SIZE_ERROR	Report file size exceeds the maximum size allowed for upload	-
23	UPLOAD_CERTIFICATE_ERROR	Server SSL certificate is invalid or expired	-
24	UPLOAD_CHUNK_ERROR	Failed to divide the report file into chunks for upload	-
25	UPLOAD_SERVER_ERROR	Error occurred while uploading file to the server due to server issues	Try to upload the file again later.
26	UPLOAD_INVALID_FILE_ERROR	The report file to upload is invalid or corrupted	Make sure that the file to upload is valid.
27	UPLOAD_TIMEOUT_ERROR	Upload time for report file exceeds the maximum allowed time	Server may be busy or slow. Try to upload again later.
28	UPLOAD_MODULE_INIT_FAILED	Initialization of the upload module failed	-
29	UPLOAD_MODULE_PROXY_ERROR	Failed to set the provided authenticated proxy credentials	-
30	UPLOAD_MODULE_PROXY_UNSUPPORTED_AUTH_SCHEME	Proxy Authentication method is not supported	Only Basic, Negotiate and NTLM Authentication methods are supported.
31	UPLOAD_MODULE_PROXY_AUTHENTICATION_FAILED	Invalid proxy credentials are provided to upload the report	Provide valid proxy credentials.

Installer Error Codes

For Windows Operating System

Custom error codes are not supported in this release. Default MSI error codes are returned.

For Linux Operating System

The list of error codes are:

Table 10. : Installer Error Codes and Description

Error Code	Description
0	Success
1	Unsupported hardware platform. See the "Supported Hardware Platforms" section in the <i>Readme</i> for the complete list of supported hardware.
2	Unsupported OpenManage Server Administrator version is installed on the system.  NOTE: On a 32-bit Linux system, supported OpenManage Server Administrator version for 32-bit DSET installation is 5.5 to 7.0.  NOTE: On a 64-bit Linux system, supported OpenManage Server Administrator version for 64-bit DSET installation is 6.3 to 7.0. In case, the installed OpenManage Server Administrator version is between 5.5 to 6.2, 64-bit DSET cannot be installed and it is recommended to install 32-bit DSET.
3	Unsupported Operating System. See the "Supported Operating Systems" section in the <i>Readme</i> for the complete list of supported operating systems.
4	Earlier version of DSET installed on the system is not supported for DSET upgrade. See the Upgrading DSET On Windows Operating System or Upgrading DSET On Linux Operating System section for more information.
5	Earlier version of DSET (version 2.2 or lower) installed on the system is supported for DSET upgrade and user has passed <code>-qi</code> option, but CIMOM services are not installed or running
6	Earlier version of DSET installed on the system is supported for DSET upgrade, but user has chosen not to upgrade to version 3.3.
7	DSET 3.3 Provider and Collector is already installed on the system.
8	Earlier version of DSET CIM installed on the system is supported for DSET upgrade, but user has passed <code>-qn</code> option.
9	Failed to install common rpm.
10	User has chosen not to install or run SFCB.
11	CIMOM architecture and installer architecture are not the same.
12	Either root password is incorrect or CIMOM is not functional.
13	DSET 3.3 full is already installed, but user has passed <code>-qi</code> or <code>-qn</code> option.
14	User has not agreed to the license terms.

Error Code	Description
15	Silent uninstallation is complete.
16	Silent installation of full DSET is complete.
17	Silent ZFP report collection is complete.
18	User has aborted the installation.
19	Invalid installer option is passed.
20	Failed to install collector rpm.
21	Failed to install provider rpm.
22	User has not selected any option, hence aborted ZFP report collection.
23	Only collector is installed, but user has passed <code>-qn</code> option.
24	Only provider is installed, but user has passed <code>-qn</code> option.
25	Partial installation of DSET is found on the machine, but user has passed <code>-qi</code> option.
26	Silent installation of collector is complete.
27	Silent installation of provider is complete.
28	User has tried to install earlier version of DSET on a machine where a higher version already exists.
29	Earlier version of DSET (2.2 or lower) installed on the system is supported for DSET upgrade, but user has passed <code>-qn</code> option.
30	Earlier version of DSET (2.2 or lower) installed on the system is supported for DSET upgrade, but user has passed invalid parameter along with <code>-qi</code> option.