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Demonstration Labs

0.1 - Introduction

Overview of Solution

The Dell Client Command Suite is our industry leading Client Systems Management tools. Dell offers the world’s most manageable client devices by building unique systems management capabilities into our Latitude, OptiPlex and Precision (and also Venue Pro 11) systems. With the Dell Client Command Suite, our free management tools help automate and streamline system deployment, monitoring and updating in complex IT environments.

Overview of Demo

This document provides details on HOW to deliver an effective live demonstration of the Systems Management software for client solutions to customers.

In this demo you will learn about the following:

Factory Installed Tools (but can be downloaded again for customers who re-image their PC’s)

- Dell Command | Update

IT Admin Tools

- Dell Command | Configure
- Dell Command | Monitor
- Dell Command | Deploy
- Dell Command | Integration Suite for System Center 2012
- Dell Command | Intel vPro Out of Band
- Dell Command | Updates Catalog

Additional Notes

This demo may be launched from demos.dell.com. It is composed of a landing page with two virtual machines, one for Active Directory and the other Microsoft System Centre installed.

0.2 - Preparing the demo environment

It is in your best interests to ensure the demo environment you will be demonstrating is clean & tidy before you begin. For this reason we would recommend, where possible, you log in to your demo at least 15 minutes prior to delivery and check the following;
• Familiarise yourself with the environment during this time and check any specific features you are expecting to demo.

• Most importantly, be crystal clear with yourself on what it is you plan to show. A full demo of every feature described below (with questions) can take several hours. If you only have a short time slot be sure to focus on the key points that address the customer’s pain points and will drive value home to them.

• Ensure that you have booked the demo for sufficient time so as not to have the demo end before you are finished with the customer.

• Book the Command Suite for client solutions demo on Demos.dell.com

• Launch the demo as instructed on Demos.dell.com.

0.3 - Preparing your agenda for the demonstration

You should have an understanding of the customer’s anticipated business need and their growth expectations prior to scheduling a demo. You should also tailor each demo to illustrate the deployment, configuration and/or reconfiguration of the type of systems the customer intends to use.

Before scheduling a demo, you must decide how you will articulate the product features, workloads and business and technical value. Work with your customer through question and answer sessions to decide which features and capabilities you will focus on to be most effective.

The idea is not to present a “How-To” session, but to focus on the value of the product and/or solution. Even if the customer representative is not overly technical, you can demonstrate what the product does and how that can benefit the customer.

You should have a good understanding of the customer’s business needs:

• Is the organization looking for ways to maximize their hardware & software investments?
• Lower IT costs through streamlining and automation?
• Increasing efficiency by reducing time spent on manual & error-prone tasks
• Enable more productivity for the IT admin and ultimately the end-user
• Do they have aging PCs?
• Is the number of IT issues beginning to rise increasing total cost of ownership through a combination of factors including keeping those machines patched and up-to-date and also the diagnosis?
• Are more costs incurred due to repairs and fixing hardware and software failures?

For every $1 or €1 companies spend on a new system, companies can spend approximately 2.5 times that to support it through a three year life cycle.
Understand the customer’s desired infrastructure ‘Wins’

Examples:

- Fast and centrally managed deployments of new hardware – save time and eliminate guesswork
- Systems Centre 2012 Integration
- Ability to centrally manage and monitor Power and Inventory
- Make up-date patching easier
- Full Support of up-dates over depreciated lifetime of hardware (example, as far as five generations)
- Ability to remotely erase a hard drive in seconds (example, have Intel vPro Capabilities)

0.4 - Pre-Demo - Introducing the customer to the demo

Your introduction will be based on what you know of the customer, their infrastructure, needs, and plans for development. The following is a suggested set of items to cover before you demonstrate the features and benefits of the Command Suite for client solutions.

- Understand the Customer’s Challenges:
  - IT Budgets are shrinking – there is a need to make the most of hardware and software investments
  - High cost of maintenance – 75% of IT budgets spent on simply maintaining existing IT operations
  - Support a growing number of devices – Different operating systems with varying capabilities

- Review Assessment data to customers
  - Are they able to easily update drivers and patches?
  - Are they able to easily access/inventory their systems?
  - Does the customer use System Centre Configuration Manager, SCCM?
  - Does the customer have a mixture of infrastructure from different vendors?
  - Does the customer require native integration with PowerShell, compatibility with WinPE or single tool for business class systems?
  - Does the customer require out of band monitoring?
  - Is an up-date capability required for IT administrator only or is there a need to make it available to the end user too?

Dell Command Suite for Client Solutions Overview:

- Dell Command | Configure (previously Client Configuration toolkit): A GUI based IT admin tool for configuring and deploying hardware settings in either a pre-OS or post-OS environment
• **Dell Command | Deploy** (Driver CABs): Bundles of system specific drivers that have been extracted and reduced to an OS consumable state for use with any OS deployment tool

• **Dell Command | Monitor** (previously Open Manage Client Instrumentation): A WMI agent that provides deep hardware inventory and health monitoring along with command line and scripting capabilities that allow IT admins to configure their hardware remotely.

• **Dell Command | Update Catalog**: end-user tool that leverages the Updates Catalog for scheduling and installing Dell updates (drivers, BIOS, firmware) which includes IT admin controls for scheduling and enforcement.

• **Dell Command | Update**: web hosted catalogs of driver metadata that are leveraged with enterprise consoles as well as single system tools to select and schedule driver, BIOS, and firmware updates.

• **Dell Command | Intel® vPro™ Out of Band** (Dell unique vPro extensions): An Admin tool to conduct out of band BIOS, battery, and HDD management.

• **Dell Command | Integration Suite for Systems Center 2012** (SCCM Plugin): for Dell Unique vPro and core vPro functionality, warranty integration, OMCI integration, driver pack integration, and Dell Command | Configure integration.

The two below are part of the Command Suite portfolio but are not included in this vLab:

• **Dell Command | KACE K1000 Express**: free systems management solution that enables IT to discover, inventory and update systems.

• **Dell Command | PowerShell Provider**: for users that have already invested in learning PowerShell, Dell enables users to apply that knowledge to manage Dell Business clients.

• **Dell Command | Power Manager**: Easily apply group policies and/or prevent users from changing settings, control battery charging to prolong battery life, monitor battery health for up to six installed batteries.

So when you are with the customer,

- Explain the key features and benefits of the Dell Command Suite for Client Solutions
- Give an overview of modules highlighted above
- Discuss Dell’s POV
- Positioning – explain what Dell Command Suite for Client Solutions is NOT!

• **Services – Consulting, Delivery & Technical Support**

• **Pre-Demo points to cover**
  - Ensure that you understand who you are presenting to and how the benefits of the system will enable them to ‘win’ in their roles.
0.5 - Set the scene

It can be easy to forget that the customer has no idea what it is they are looking at, so take some time emphasizing the following:

- Explain that the purpose is to demonstrate the benefits and key features, not to provide a "How To" session
- Explain that the demo will be a connection to a remote lab, where a combination of virtual machines and physical hardware will be used to provide a live demonstration of the features and capabilities that will be covered
- Set up and current configuration information
- Connectivity methods that you will be using
- Introduce the management interfaces you plan to use for the Dell Command Suite for Client Solutions
1.1 LAB 1: Basic Navigation of the Dell Command Suite for Client Solutions

- Dell Command Suite for Client Solutions Overview

1.1.1 – Introduction and customer challenge

This demonstration is primarily aimed at IT managers/directors, IT management manager/director, CIO. Organizations of all sizes, from SMBs to Global 500 enterprises. Healthcare, Education and Government verticals, it also provides a useful quick introduction for staff who are not familiar with Dell Command Suite for Client Solutions.

Duration: Fifteen minutes

This is a technical demo (but not a technically-detailed installation) that illustrates how the Dell Command Suite for Client Solutions is easily set up. The demo is compelling in terms of demonstrating the productivity and management benefits of the Command Suite solution.

You can, and should, give this level of demo in 15 minutes. You want the customer to think “Wow that was easy”! If you frame the discussion correctly during the demo, you will get the desired reaction.

In this demo you will be performing the following tasks:

- Factory Installed Tools
  - Dell Command | Update Demo
- IT Admin Tools
  - Dell Command | Deploy Demo
  - Dell Command | Configure Demo
  - Dell Command | Monitor Demo
  - Dell Command | Integration Suite for System Center 2012 Demo
  - Dell Command | Updates Catalog
1.1.2 – Business talking points:

Dell Command Suite for Client Solutions is an administrative software application designed to manage PCs and servers, keep software up to date, set configuration and security policies, and monitor system status while giving users access to preferred applications from the devices they choose.

Many organizations have management solutions or consoles already in place e.g. Dell KACE, MS System Centre or LANDesk. MSSC dominates the market, over 75% of systems are managed using SCCM. Note, MSSC provides OEM integration points, allowing us (Dell) to fully integrate our tools with their solution. The other consoles on the market chose to own the integration themselves or the customer can leverage their consoles with our tools.

All customers can take advantage of the Command Suite tools. They can be accessed by going to Dell.com/Command and downloading them from there for FREE!

1.1.3 - Technical selling points:

- Works with all existing management infrastructure: Our tools can be used with whatever infrastructure your customer has - whether its HP Openview, IBM BigFix, or whatever other console they may be using
- Customer has SCCM? Our tools are standardized for Microsoft System Center (SCCM) which is a big advantage over our competition because 70% of G500 customers utilize SCCM. Our SCCM plugin allows faster and more efficient ways to manage Dell systems than any other competitor (warranty reporting, monitoring, driver pack integration and configuration options)
- Dell provides five generations of up-dates for the lifetime of their pcs.
- Dell also provides unique out of band capabilities for customers who purchased vPro processors. Dell is the only vendor offering a one-to-many solution, which allows for signification time reduction for remote manageability.

1.1.4 - Technical objections and query handling:

- **Question:** How does this compare to competitors solutions?

- **Answer:** HP and Lenovo have focused their systems management functionality almost solely on LANDesk whereas many of our toolsets can work standalone, and integrates best with Microsoft System Center, LANDesk and Dell KACE. (Customers don’t even need to download our tools in LANDesk or Dell KACE because they are baked/self-integrated into those consoles).
Gotchas:
If customer already has Dell KACE or if the customer has NO manageability infrastructure at all, then Dell KACE should be pitched to bring all of these tools and capabilities to the customer as opposed to Dell Command Suite for Client Solutions.

2.0 LAB 2: Dell | Deploy

2.1 Introduction
Dell Command Deploy is used to centrally manage deployments of Operating Systems, driver packs, networking, specialised configurations for a broad suite of Dell devices, all through one single console.

2.2 Talking points:
Dell Command Deploy provides pre-packaged driver packs for OS deployment which are known as CAB files. Dell provides a single customised file which eliminates the arduous task of locating and downloading platform drivers which can be a huge time consuming pain for administrators.

2.3 Technical selling points:
Dell Command Deploy supports five generations of OS deployment coverage more than any other hardware vendor.

2.4 LAB 1: Dell Command | View Driver Packages

- In the SCCM Virtual Machine, click on System Centre 2012 R2 Configuration Manager:

  ![Software Library Icon](image)

  Click on “Software Library”, click on “Operating Systems” folder, select “9” On the top tab, there you will see the “Import Dell Command | Deploy (System) Driver Library”
It is possible to download the driver packages for any Dell device here.

**Note:** All Dell Driver packages are all listed on Dell website. Go to [www.dell.com/Command](http://www.dell.com/Command) and then click on Dell Command | Deploy.


Dell has 5 to 6 years of systems with readymade packages of drivers.

Historically a person would have to download the drivers one by one from the website. SCCM cannot consume the driver in the state that it is in since the drivers are executables therefore everything SCCM needs is buried inside. Therefore, you would have to download each individual file, figure out how to extract each of them, and then put them into a group. This process could take weeks to do. Instead now, it is one simple easy click which contains a package with all the necessary drivers in the format required for SCCM.

‘Browse’ to ‘Training’, ‘Command Deploy Driver Pack’, and Select “E7440-win7-A04-19H1W”. Click “Open”. This contains all the drivers for the Latitude E7240 Windows 7 device. You will note the size of the driver is approximately 370MB which contains up to 150 drivers for this particular device and operating system.
**Note:** this driver has already been imported from the Dell System Cab Driver Packages. Since it is quite large, on average it could take around 20 mins to 30 mins to import.

Click "Cancel" to close this window.

Now, go to "Driver Packages", then click "Dell System Cab Driver Packages". Double click on 'E7420-Windows7x64-A04'. Here you will see the actual list of drivers, in this case, there are 145 drivers.

In order to do the deployment process, Microsoft has a requirement to use a lightweight operating system called Windows PE, pre-execution environment. While this is a very cut down version of windows, it still requires drivers like a full blown operating system. These are called boot images.

**4.5 LAB 2: Dell Command | View Boot Images**

Under "Software Library", under "Operating Systems" folder, click on the "Boot Images" folder and then click on the top tab called "Boot Images". Click on "Import Dell Command | Deploy (WinPE) Driver Library". Dell has a number of drivers that are built just for the boot image. The boot images needs to be able to run the storage controllers and it also needs to have network capability. You will see there are two sets of drivers imported, These are called "Boot image (x64)" and "Boot image (x86)".
It is possible to use one boot images across multiple systems but you may have separate deployments. Therefore, click on "Import Dell Command | Deploy (WinPE) Driver Library".

Select the boot image(s) to modify i.e. Select "Boot image (x64)". Browse to the Driver library file example, "Training/Command Deploy Driver Pack" and select "WinPE4.0-Drivers-A04-V1V3D" driver pack. It is also possible to add some other tools here if required under “Specify the WinPE tools file”. Here you can also specify the destination network share path for the boot image(s). This feature bundles all the WinPE boot requirements together. Click "Cancel" as we will not do this in this lab as it will take some time.

2.6 LAB 3: Dell Command | Task Sequence

Under the “Software Library” click on “Task Sequence” under “Operating Systems” folder, then select the tab at the top called “Create Operating System Deployment Task Sequence”. Then click "Cancel" to close the window titled “Client Operating System Deployment Task Template”
Right click on "Bare Metal Client Deployment" and click "Edit" where the sequence window will pop up. Click "Ok" on the Configuration Manager.
You will note on the task sequence already created, it is already configured to “Restart in Windows PE”. Therefore, when you launch this task sequence, it will reboot into the Windows PE environment. In this case, it is running in memory so that you can actually modify the disk.

There is also an option to configure the bios under step 1 called “Configure Bios”.

The next step formats the drive i.e. under Step 2 called “Format and Partition”. It gives users the ability to access the drive without using it. Once the drive gets configured properly, then it goes down to the section called “Deploy Operating System”. In this case, there is no operating system linked, therefore it is giving a red mark. If it was linked, it would apply that OS image, it then sets up the Mass Storage, followed by the installation of the “Driver Packages”.
Click on “Apply Driver Packages” in the task sequence. Browse to the Driver Package called Dell E7240-Windows7-64-A04-A04 under the folder called “Dell System Cab Driver Packages.”
Click "Cancel" in this case.

You can then apply "Windows Settings" and "Network Settings". Example, it is possible to configure the network settings on each device so that it is connected to the domain required.

It then sets up the SCCM agent under "Setup Windows and Config Mgr" so that the customer doesn’t have to deploy or push out the SCCM agent on the devices themselves.

Note, everything in these steps are configurable based on what the customer wants. It is extremely customizable. As you can see, there are approximately 10 to 15 items in the task sequence. Other customers today who have not implemented this solution may have steps ranging from 60 to 150.

It is possible to get extremely granular in how you set up your systems.

Also note, this task sequence doesn’t just apply to one Dell package. For example, you can add another Apply Driver Package in conjunction with targeting conditions.

To do this, go into “Add”, “Drivers”, “Apply Driver Package”.

Rename the driver package to “Apply Driver 7420 Package”.
Also, rename the other driver package to “Apply Driver 7440 Package”.

Click on the “Options” tab, select Add Condition. Here you will see a list of conditions to associate with this task sequence step. Click “Cancel”.

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Dell confidential
So, when the task sequence is issued, it will go through each step accordingly. It will have the ability to recognise that for example, it is not a E7440 so it will skip that step and will simply move on to the next one which is for the E7420.

As you can see, this task sequence is extremely dynamic. Therefore, one task sequence can support every Dell client system in the organisation.

3.0 LAB 3: Dell Command | Configure

3.1 Introduction
Dell command configure allows IT managers to configure hardware settings for their entire company before or after OS deployment.

3.2 Talking points:
Only Dell provides flexible BIOS configurations which allows admins to build re-usable templates to automate deployment.

3.3 Technical selling points:
There are two parts to this section

1) Using Dell Command Configure
2) Dell Command Configure with System Center

3.4 LAB 1: Dell Command | Configure
In this lab, we will create a Dell Client Package (or template) to disable the web camera functionality on all devices.
Launch the Dell Command | Configure application from the SCCM Virtual Machine by clicking on the icon in the Task Bar.

Create a self-contained executable to disable the camera on notebooks (add other settings that may be appropriate to the customer discussion) by typing “camera” into the search box, then double-clicking the item to expose the drop down box and select “disable”.
Click the **EXPORT .EXE** button and click **OK** to the password prompt.

Re-name the file to **disablecamera** or appropriate name and save to a familiar location or replace existing file.

To create a configuration file for use with WinPE, click the **EXPORT CONFIG** button and save to a familiar location (but we will not be using this file as part of the training programme)
3.4 LAB 2: Dell Command | Configure using SCCM

- In the SCCM Virtual Machine, click on System Centre 2012 R2 Configuration Manager:

- Click the Software Library Tab on the bottom left panel. Select the "Application Management" folder. Select "Packages" and select "Dell Client Packages" tab. Click on "Import Dell Command Configure Package".

- Browse to the "disablecamera" file and import the file into System Centre
• Click on “Assets and Compliance” tab on the bottom left hand panel.

• Click on “Device Collections”

• Select “All Systems”

• Right click, “Deploy”, “Program”
• Browse to "Self-Contained Executable Launch – Configuration Package_disablecamera" package. Click "OK"

• Then click "Next" where you can add other items.
• Add Distribution Point – SCCM001.DSC001.LOCATION, Click "Next"
Click "Scheduling" to determine when you would like the deployment to take place e.g. Saturday at midnight.

Since it is not possible to push out the package for deployment in this demo, click "Cancel" to finish this lab. Click "Yes" to exit and lose any unsaved changes.

Talking Points:

- System Centre creates a policy for each system and takes responsibility for pushing out that package to the system. So, for example, if one system was offline at the scheduled time (i.e. midnight sat), System Centre will push out the package to be installed when it comes back online again.
4.0 LAB 4: Dell Command | Monitor

4.1 Introduction
Dell Command | Monitor is a software agent that Dell provides as a means to surface deep inventory and event data that the Windows Operating System could not otherwise see. Dell Command | Monitor, being an agent, is headless – meaning that it has no user interface. If IT Administrators decide they have a need to install Dell Command | Monitor on end client systems, they will download it from Dell at Dell.com/Command and push it to targeted clients. Typically this need arises when IT Administrators want more data about specific hardware, health or alert settings on the clients they manage. Some usage examples for Dell Command | Monitor are found below....

4.2 Talking points:
As mentioned previously, the Dell Command | Monitor has two functional services that it provides to IT Administrators inventory and event information as shown in the graphic
below highlighting the “DSM SA Data Manager” and the “DSM SA Event Manager”.

4.3 Technical selling points:
Command | Monitor provides the highest level of detail that our customers demand. That detail can be in the form of extensive hardware inventory collected by SCCM that may include data for Asset Tag, BIOS configurations, battery data, or even data on connected display panels and monitors. Also, alert data can be captured by an enterprise alert management system like Systems Center Operations Manager. Command Monitor data is also readily available with scripting.

4.4 LAB 1: Dell Command | Monitor
- Let’s assume for the purpose of this lab, that the SCCM Virtual Machine is a Precision Workstation virtual machine (or any other Dell endpoint device).
- Since Dell Command Monitor is an agent on the hardware device, it doesn’t have a user interface. Instead, let’s take a look at where we would see the services on the endpoint if Dell Command Monitor was installed.
- Go to **Start**, type in "**Local Services**", Here you would see the two additional services called "**DCM Data Manager**" and "**DSC Event Manager**"

![Services](image)

- Now on the SCCM virtual machine, go to "**System Center**, "**Administration**, "**Client Settings**, "**Default Client Settings**, "**Hardware Inventory**" and "**Set Classes**".
- See all the hardware System Center collects
- To import the Dell Command Monitor data, click on "Import" to import the ".mof" file which is stored under "Desktop", "Training", "Command Monitor" and click on the ".mof" file.
- Click "Import" to import these into System Center.
5 LAB 5: Dell Command | Update Demo

This lab is optional as it does not require the use of demos.dell.com. Instead, you can install the Dell Command | Update software on your own laptop used to give the demo to the customer.

5.1 Introduction:
The Dell Command Update is a factory installed application. It is an end user tool for getting up-dates such as the latest BIOS, drivers, firmware and Dell application updates for your system. The application will download and install these up-dates aswell.

5.2 Talking Points:
This application is ideal for smaller companies who may not have an IT department or any centralized management tool such as KACE, Landesk or SSCM. It is suitable for companies
who do not have their own custom image and are more likely to use the image that comes with the system from the Dell factory.

5.3 Technical selling points:
Admin rights is required by the user to run the updates on the Dell website. It couldn’t be easier, just two clicks are required “Check” and “Install”. Note also, Dell Command Update also integrates with System Centre Updates Publisher.

5.4 LAB 1: Setting up Users and Groups
This application is normally installed at the factory, but it is also possible to download it from the website. Simply go to www.dell.com/command

Select Dell Command Update as highlighted below:

Dell Client Command Suite

ENTERPRISE CLIENT - WIKI

The Dell Client Command Suite is the new name of our industry leading Client Systems Management tools. These tools make Dell commercial client systems the world’s most manageable client devices.

Here’s how the existing tools you know and trust are included in the Dell Client Command Suite.

Easy link for this page is http://Dell.com/Command

Dell Command | Monitor
Dell Command | Configure
Dell Command | Deploy
Dell Command | Integration Suite for System Center 2012
Dell Command | Update Catalog
Dell Command | Update
Dell Command | Power Manager
Dell Command | Intel vPro Out of Band
Dell Command | KACE K1000 Express
Dell Command | PowerShell Provider
Dell Command | Update replaces DCSU and is a part of the Dell Client Command Suite. It provides a 2-click solution for getting all the latest drivers, firmware, and BIOS updates for your Latitude, Optiplex, and Precision systems.

New features include:

- Updated GUI
- Advanced Driver Restore for Bare OS scenarios
- Support for new platforms

**Download** Dell Command | Update 2.0 (released September 2014)

**Documentation Links**

Then select “Download”

Then, “Run” the application on your own hardware.

Select “Yes”
Select “Install”

Select “Next”
Select “Install” and “Finish”.
Go to Search function on Windows and search for “Command Update” and launch “Dell Command Update”.

Select “**No, I do not wish Dell Command | Update to check for updates automatically at this time**” and click “OK”.

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**Dell Confidential**
Note the new “Advanced Driver Restore” function. It will not be visible on systems delivered from the factory.

Once the check is complete. Click the “Customize” button to show the details of the updates that are available.

Click “Install” to begin the installation of the selected updates (If you want to do that on your own system, it might be just suffice to show the functionality to the customer)
Review the “Settings” panel by clicking on the gear icon in the top right corner of the application.

Lastly, review the Update History, System Information, and Activity Log links.

6.0   LAB 6: Dell Command | Updates Catalog

6.1 Introduction
Updates are required to keep devices operating at peak efficiency. We learned in Lab1 that customers can download Dell Command Update, which is an end user tool similar to windows update. Dell Command Update Catalog provided the information on our packaged drivers to automatic driver and firmware updates. This also integrate with System Centre Publisher.
6.2 Talking points:
Dell Command Update delivers the correct update to each specific system and can also be updated remotely by an IT admin whereas Update Catalog is primarily an IT manager tool that allows easy multi system updates and deployments. Dell Command update Catalog gives granular control to the administrator and is ideal for large enterprises.

6.3 LAB 1: Dell Command | Update Catalog

Go to the SCCM virtual machine. Go to the homepage and click on the icon on the bottom denoted for “System Center Updates Publisher” console.

In the getting started section, you can see there are options to “Add Partner Software Updates Catalogs” to import into System Center. You can click on this to access HP catalogs, server catalogs from Dell etc., but since it is not connected to the internet, it will not be able to find the catalog.

In the left hand panel, under “Overview”, “All Software Updates” and double click on the folder called “Dell”. You will see all the software updates on the right hand side panel.
You can select the folder called "Drivers and Applications" or "Bios" or "Firmware" depending on which updates are of interest.

Click on the Publications tab on the bottom left hand panel. Here you will see a folder called "Dell Client Critical Updates". Here all the critical updates have been stored into this publication.

Click on the button at the top of the screen called "Publish". This publishes the "Dell Client Critical Updates" into System Centre so that they can be pushed out onto devices. Click Cancel to exit.
Now, go to the System Centre Configuration Manager on the SCCM virtual machine.

Select “Software Library”, select the folder called “Software Updates” and under “All Software Updates”. Here you would see the “Dell Client Critical Updates” if there were published.

These software up-dates can be included in the Dell Command Configure task sequence and pushed out to the appropriate devices.

Note, the updates catalog is up-dated on average twice a month. It pulls all the updates from the various different websites and feeds it into the Dell Command Update Catalog twice a month.
7.0 LAB 7: Dell Command | vPro

7.1 Introduction
Dell vPro is an admin tool to conduct out of band BIOS, battery, and HDD management.

7.2 Talking points:
This admin tool is ideal for when systems blue screen or for some reason a system cannot boot properly. Some organisations may have remote workers therefore updates need to be pushed out remotely. Some users may not have their devices turned up at the time an update is scheduled to be pushed out. Intel vPro Out of Band may be used in these situations. With Intel vPro Out of Band it is possible to make a change and apply it to many clients all at the same time.

Gotcha: Prerequisite: Systems need to be outfitted with Intels vPro hardware and configured properly by IT departments.

The device must be on the network in order to remotely access the device, therefore some provisioning is required in advance to ensure there is a secure channel in place before the device may be accessed remotely. i.e. the hardware needs to be able to authenticate against where it is getting these commands otherwise this would be a huge security concern for the company. Intel makes this provisioning process challenging. Dell does not handle the provisioning, there is an Intel tool which is specific for handling this capability. Therefore, once this provisioning is done, then it is possible to leverage all the capability offered in Dells Intel vPro Out of Band interface.

7.3 Technical selling points:
- Make a change and apply it to many client systems at once. This is a unique selling point for Dell as it goes beyond the standard Intel vPro capabilities.
- Remotely change BIOS and battery settings
- Perform hard drive wipes to rebuild the system image
- It allows an IT help desk fix a system, even if the device will not boot up correctly or if the system is hung.

When you compare us to competition, it is takes Dell 75% less time to change a single BIOS setting remotely. It takes 46% less time to change 10 BIOS settings remotely and it takes 92% less time to remotely erase a hard drive.
7.4 LAB 1: Dell Command | vPro

Go to the SCCM virtual machine. Go to the homepage and click on the icon on the bottom denoted for “Intel vPro Out of Band”.

Click on “Client Configurations”. Note it is possible to configure the “Power Profile” of the device, the “Boot Order”, configure “BIOS Settings”, “Bios Password” etc.

For example, set the “Active Thermal Trip Point Memory” temperature to 63°C and put a tick in the check box. Click “Next”.
In this demo, we only have one available device. However, in an organisation, you may have multiple devices. It is possible to move all of these devices to the right in the "Selected clients" category and apply the Bios settings to all of those devices at the same time. This is a unique selling point quality for Dell. Click on "Cancel" to exit this window.

Click on the "Operations" section. You will see there is capability to set up KVM connects and hook up directly into the device. (A separate piece of hardware is required for this, therefore it is not possible to show this as part of this demo).
There is also the option to via the "Operations" tab "Wipe Client Devices" even when they are not connected. It is possible to schedule a time of when you would like this remote wipe to occur.
Click on “Reports” to show out of band reporting capabilities.

Click on “Task Queue” to see the status of recent and pending tasks.