

Dell SRM

Windows Host Agent Installation Guide

Notes, cautions, and warnings

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

 **CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

 **WARNING:** A WARNING indicates a potential for property damage, personal injury, or death.

Contents

Tables.....	4
Chapter 1: Purpose and Goals.....	5
Audience.....	5
Chapter 2: Introduction.....	6
Chapter 3: Pre-Requisites for Windows Host Installation.....	7
Installing Windows Host Agent.....	7
Install Using Command Prompt with UI Options.....	7
Install Using Command Prompt without UI (quiet mode).....	8
Verify Installation.....	9
Post Installation.....	10
Chapter 4: Uninstall Windows Host Agent.....	12
Uninstall Using Programs and Features Window in Control Panel.....	12
Uninstall Using Command Prompt with UI Options.....	12
Uninstall Using Command Prompt without UI (Quiet mode).....	13
Verify the Uninstallation.....	14
Chapter 5: FAQ.....	15
Customizing port.....	15
Changing username/password	15
Migrating Hosts that are discovered using old EHI Agent to SRM Windows Host Agent	15
Chapter 6: Documentation Feedback.....	16

1	Command descriptions.....	7
2	Command descriptions.....	9
3	Command descriptions.....	13
4	Command description.....	14

Purpose and Goals

This document describes how to install the SRM Windows Host Agent in the Dell SRM environment. You can easily extend the procedures that are presented in the document to cover all Windows Host Agent Installations.

Topics:

- [Audience](#)

Audience

This document is intended for anyone planning to install Windows Host Agent in a Dell SRM environment.

Introduction

The Windows Host Agent is an agent software which simplifies discovery of Windows Physical Hosts. This Installation Guide is added in SRM 4.3 to support the Windows Host Agent Installation.

In the SRM 4.2 and earlier releases there were two approaches used for Windows Host Discovery:

- Agent less Mechanism
- EHI Agent

In SRM 4.3 and later releases, a new agent is introduced (Windows Host Agent) to discover Windows Physical Hosts. Currently there are two Agent based software packages available for Windows Host Discovery which are explained below:

- EHI Agent , is the original Dell Host Interface Agent Solution Pack; this software agent will move to end of life approximately after the SRM 4.3.1 release. But it is still supported and currently used. Additional information can be found in the SRM Solution Pack Guide.
- Windows Host Agent is a new agent based mechanism to discover Windows Host from SRM:
 - Data collection is done through the use of SSH.
 - Does not require a separate SolutionPack.
 - Discovery details for the Host can be provided using Generic RSC Host Configuration.
 - Supports Windows Server(s) - 2008 R2 (64-bit), 2012 R2 (64-bit), and 2016 R2 (64-bit).

Recommendations for Agent based Windows Physical Host Discovery :

- If the SRM 4.3 installation is new and the customer wants to go with Agent based discovery, then Dell Technologies recommends to use Windows Host Agent for Windows Physical Host Discovery.
- If the SRM 4.3 installation is an upgrade and starting Windows Physical Host discovery for the first time, and if the customer wants to go with Agent based discovery then Dell Technologies recommends to use Windows Host Agent for Windows Physical Host Discovery.
- If the SRM 4.3 installation is an upgrade, the EHI Agent can stay in place with no change, but customer needs to plan for migration to the new Windows Host Agent as EHI will be deprecated in future.

Pre-Requisites for Windows Host Installation

Follow the below pre-requisites for successful windows host installation.

- Log in to Windows as Administrator or be part of the Administrators group.
- Do not simultaneously use multiple methods of host discovery to prevent duplicate data collection.
- If the EHI Agent is already installed on the Windows host, uninstall it before installing the Windows Host Agent.

Topics:

- [Installing Windows Host Agent](#)
- [Verify Installation](#)
- [Post Installation](#)

Installing Windows Host Agent

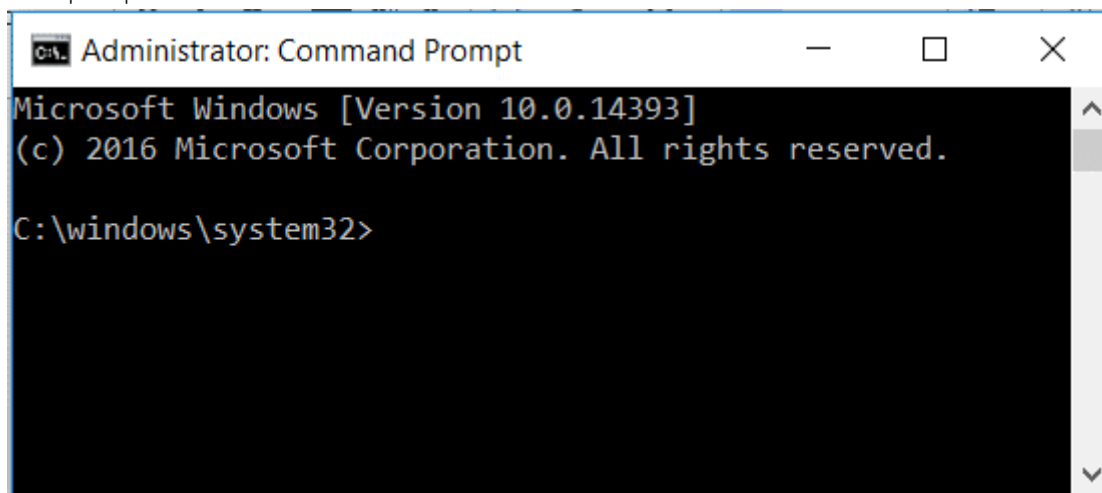
You can install the Windows Host Agent in two ways:

- Using the command prompt with UI options.
- Using the command prompt without UI options (quiet mode).

Install Using Command Prompt with UI Options

Steps

1. Select command prompt and Run as Administrator.



2. Navigate to the MSI folder.
3. Use the following command to install Windows Host Agent:
`msiexec /i SRM Windows Host Agent.msi /norestart /L*V C:\Temp\log.txt`

NOTE: The MSI name can vary based upon the release version.

Table 1. Command descriptions

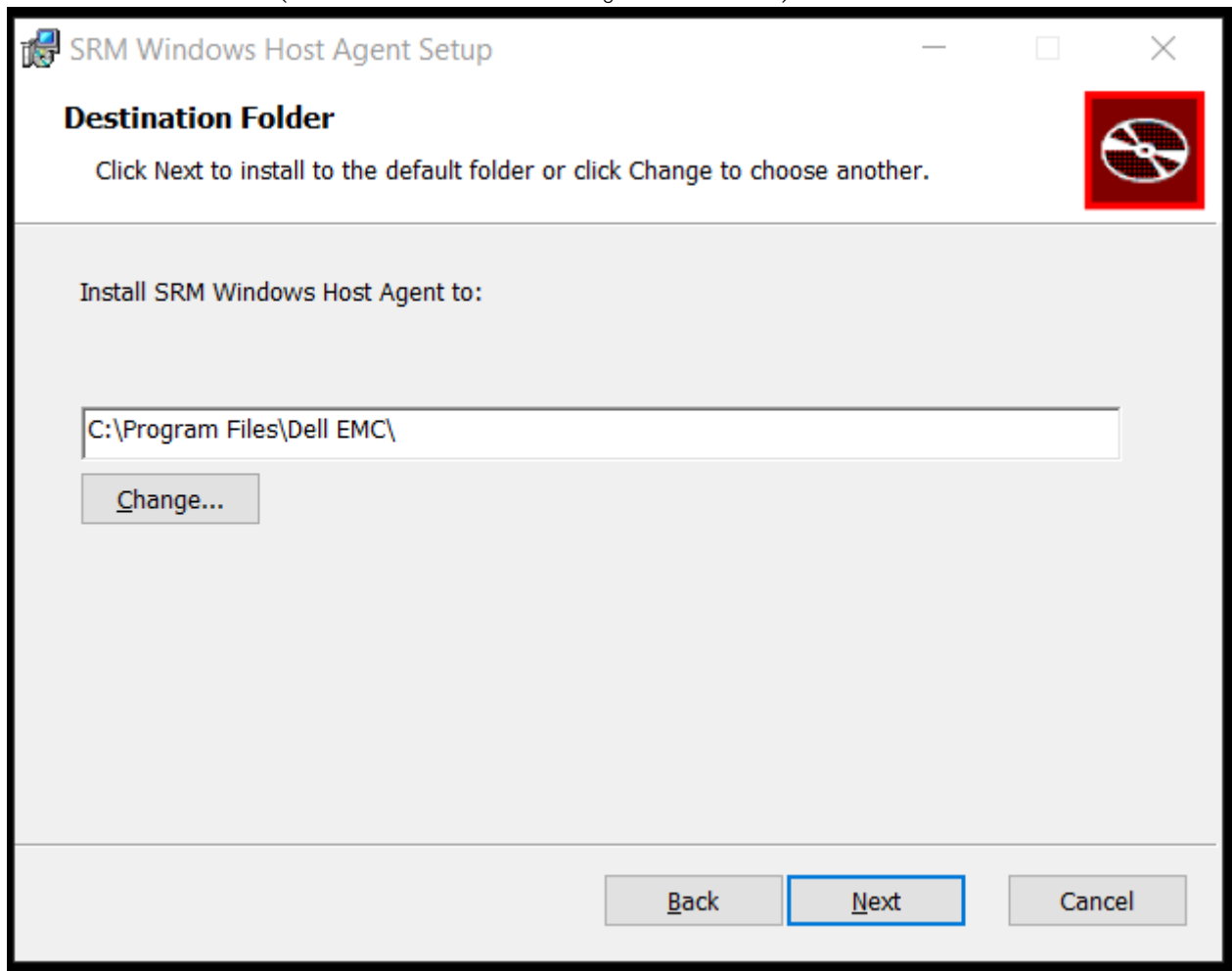
Command component	Description
/i	The install flag indicating a normal installation.

Table 1. Command descriptions (continued)

Command component	Description
SRM Windows Host Agent.msi	The name of the MSI
/norestart	Do not restart after installation
/L*V	The flag to enabled logging (*V indicates Verbose Output)
C:\Temp\log.txt	Location of the log file You can specify any existing directory. The installation fails if the directory does not exist

NOTE: Even without the /norestart option, the installation/uninstallation process does not reboot the Windows host.

4. Select the Destination Folder. (The default location is C:\Program Files\Dell\.)

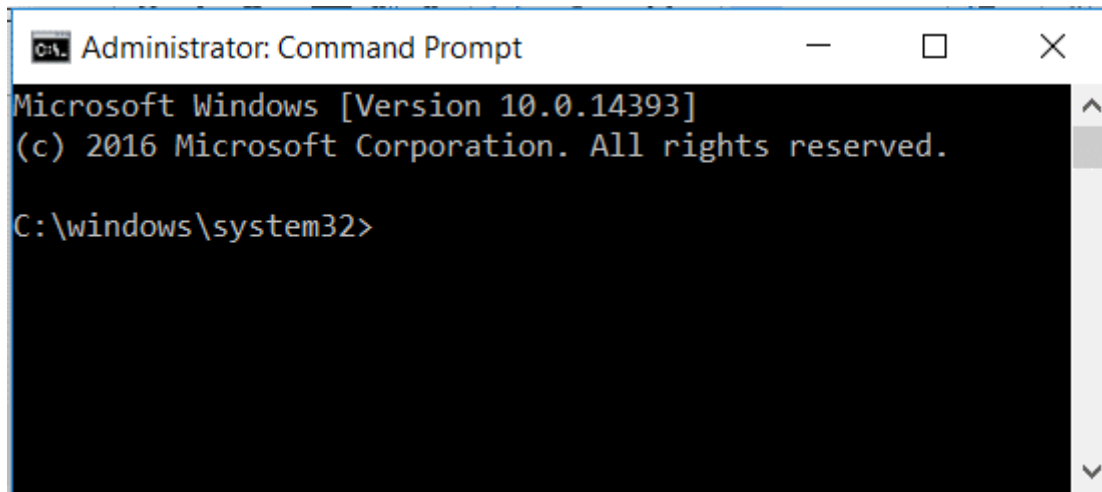


NOTE: If the selected destination folder is C:\Program Files\Dell, the product is installed in the C:\Program Files\Dell\SRM Windows Host Agent\ folder.

Install Using Command Prompt without UI (quiet mode)

Steps

1. Select command prompt and Run as Administrator.



2. Go to the MSI folder.

3. Use the following command to install Windows Host Agent.

```
msiexec /i SRM Windows Host Agent.msi INSTALLDIR=D:\CustomPath\ /norestart /qn /L*V C:\Temp\log.txt
```

NOTE: The MSI name can vary based on the release version.

Table 2. Command descriptions

Command component	Description
/i	The install flag indicating normal installation
SRM Windows Host Agent.msi	The name of the MSI
INSTALLDIR	The install directory with the path followed
/norestart	Do not restart after installation.
/qn	Quiet mode, No UI
/L*V	The flag to enable logging (*V indicates Verbose Output).
C:\Temp\log.txt	Location of the log file. You can specify any existing directory. The installation fails if the directory does not exist

Verify Installation

Steps

Verify the installation on the target host by checking if the:

- SRM Host Agent service is up and running by opening windows services panel.

The screenshot shows the Windows Services console. The 'SRM Host Agent' service is highlighted in blue. The service is running and has an automatic startup type. The description states: 'SRM Host Agent: Agent used by Dell EMC SRM to enable Physical Host discovery'.

Name	Description	Status	Startup Type	Log On As
Smart Card Removal Policy	Allows the system to be configured to lock the user desktop upon smart card re...	Running	Automatic	Local Syste...
SMS Agent Host	Provides change and configuration services for computer management systems.	Running	Automatic (D...	Local Syste...
SNMP Trap	Receives trap messages generated by local or remote Simple Network Managem...	Running	Manual	Local Service
Software Protection	Enables the download, installation and enforcement of digital licenses for Windo...	Running	Automatic (D...	Network S...
Spot Verifier	Verifies potential file system corruptions.	Running	Manual (Trig...	Local Syste...
SRM Host Agent	SRM Host Agent: Agent used by Dell EMC SRM to enable Physical Host discovery	Running	Automatic	Local Syste...
SSDP Discovery	Discovers networked devices and services that use the SSDP discovery protocol, s...	Running	Disabled	Local Service
State Repository Service	Provides required infrastructure support for the application model.	Running	Manual	Local Syste...
Still Image Acquisition Events	Launches applications associated with still image acquisition events.	Running	Manual	Local Syste...
Storage Service	Provides enabling services for storage settings and external storage expansion	Running	Manual (Trig...	Local Syste...
Storage Tiers Management	Optimizes the placement of data in storage tiers on all tiered storage spaces in th...	Running	Manual	Local Syste...
Superfetch	Maintains and improves system performance over time.	Running	Automatic	Local Syste...
Sync Host_1b7a87	This service synchronizes mail, contacts, calendar and various other user data. M...	Running	Automatic (D...	Local Syste...
System Event Notification Service	Monitors system events and notifies subscribers to COM+ Event System of these ...	Running	Automatic	Local Syste...
System Events Broker	Coordinates execution of background work for WinRT application. If this service i...	Running	Automatic (T...	Local Syste...
Task Scheduler	Enables a user to configure and schedule automated tasks on this computer. The...	Running	Automatic	Local Syste...
TCP/IP NetBIOS Helper	Provides support for the NetBIOS over TCP/IP (NetBT) service and NetBIOS name...	Running	Manual (Trig...	Local Service

- runLMD task is created in Task Scheduler.

The screenshot shows the Windows Task Scheduler console. The 'runLMD' task is highlighted in blue. The task is ready and has a trigger set to run at 12:47 PM on 1/8/2019, repeating every 15 minutes indefinitely. The last run time was 1/29/2019 2:02:00 PM, and the last run result was 'The operation completed successfully'.

Name	Status	Triggers	Next Run Time	Last Run Time	Last Run Result
Adobe Acro...	Ready	Multiple triggers defined	1/30/2019 7:00:00 AM	1/29/2019 11:38:57 AM	The operation completed s...
GoogleUpda...	Ready	Multiple triggers defined	1/30/2019 10:25:42 AM	1/29/2019 10:31:42 AM	The operation completed s...
GoogleUpda...	Ready	At 10:25 AM every day - After triggered, repeat every 1 hour for a duration of 1 day.	1/29/2019 3:25:42 PM	1/29/2019 2:56:50 PM	The operation completed s...
OneDrive St...	Ready	At 4:00 AM on 5/1/1992 - After triggered, repeat every 1.00:00:00 indefinitely.	1/30/2019 2:48:08 PM	11/30/1999 12:00:00 AM	The task has not yet run. (C...
OneDrive St...	Ready	At 4:00 AM on 5/1/1992 - After triggered, repeat every 1.00:00:00 indefinitely.	1/30/2019 11:19:25 AM	1/28/2019 6:01:41 AM	(0x8004EE04)
runLMD	Ready	At 12:47 PM on 1/8/2019 - After triggered, repeat every 15 minutes indefinitely.	1/29/2019 3:17:00 PM	1/29/2019 2:02:00 PM	The operation completed s...
Skype_Reme...	Ready	At log on of any user	1/29/2019 4:07:24 PM	1/28/2019 10:56:56 AM	The operation completed s...
User_Feed_S...	Ready	At 4:07 PM every day - Trigger expires at 1/29/2029 4:07:24 PM.	1/29/2019 4:07:24 PM	1/29/2019 1:54:01 PM	The operation completed s...

NOTE:

If the SRM Host Agent service is not up and running, and if runLMD task is not created, see the FAQ/Troubleshooting section.

Post Installation

Steps

- Open the SRM Admin page on a browser:
https://<<FRONTEND_HOST>>/admin
- Go to **Discovery > Discovery Center > Manage Discovery**.
- Select **Host Configuration** and click **Add**.
- Specify the discovery mode as **HostAgent Windows** as given below:

Uninstall Windows Host Agent

This section provides information about uninstalling windows host agent.

You can uninstall the Windows Host Agent in three ways:

- Using the Programs and Features window in Control Panel.
- Using command prompt with UI options.
- Using command prompt without UI.

Topics:

- [Uninstall Using Programs and Features Window in Control Panel](#)
- [Uninstall Using Command Prompt with UI Options](#)
- [Uninstall Using Command Prompt without UI \(Quiet mode\)](#)
- [Verify the Uninstallation](#)

Uninstall Using Programs and Features Window in Control Panel

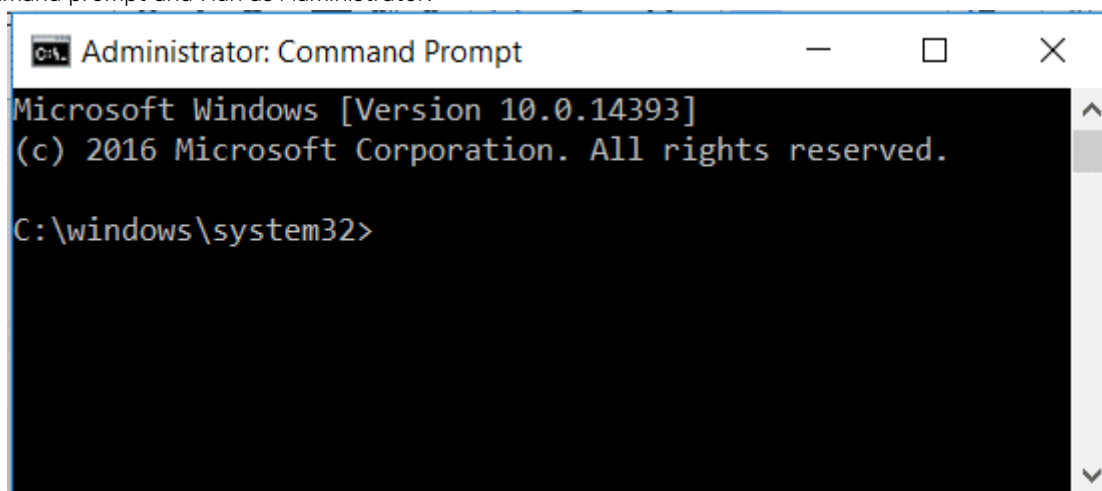
Steps

1. Log in to the Windows Host with default administrator credentials (or) as a user who is part of the Administrators group.
2. Open services.msc and stop the service SRM Host Agent.
3. Select the SRM Windows Host Agent program and click Uninstall.

Uninstall Using Command Prompt with UI Options

Steps

1. Log in to the Windows Host with default administrator credentials (or) as a user who is part of the Administrators group.
2. Open services.msc and stop the service SRM Host Agent.
3. Select command prompt and Run as Administrator.



4. Navigate to the MSI folder. You should use the same version that was used to install.

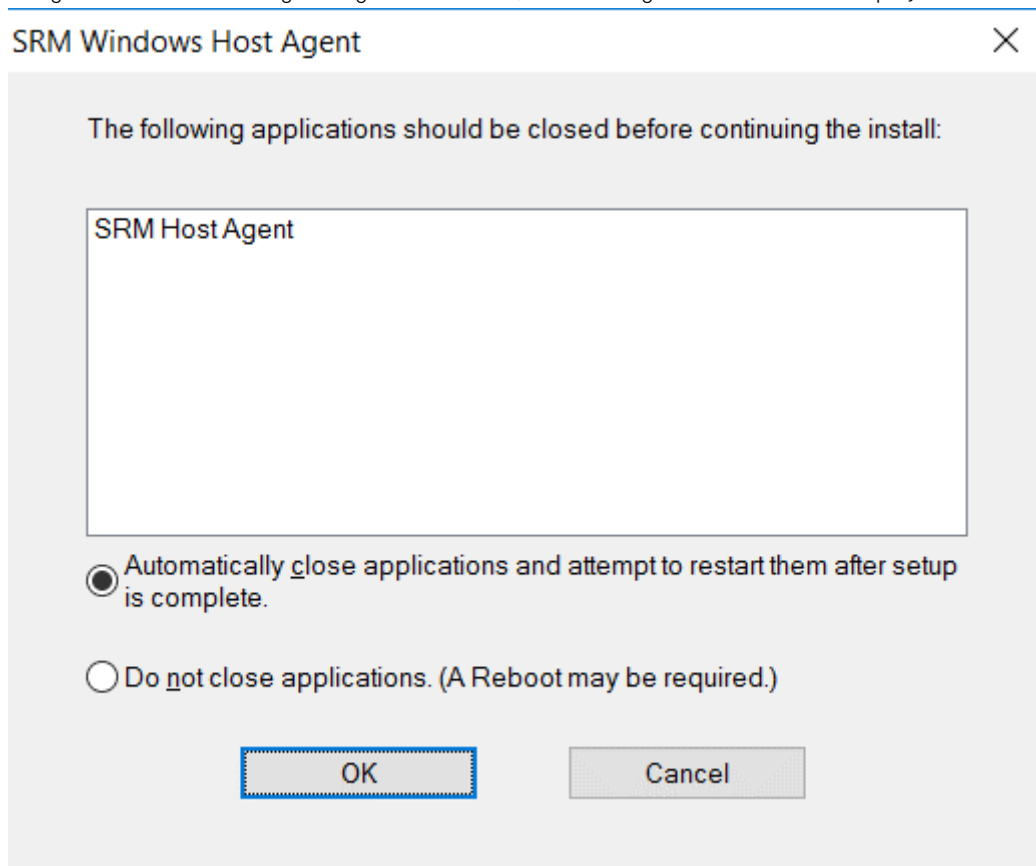
5. Use the following command to uninstall Windows Host Agent with UI options.

```
msiexec /x SRM Windows Host Agent.msi /norestart /L*V C:\Temp\log.txt
```

Table 3. Command descriptions

Command component	Description
/x	The flag for Normal uninstallation
SRM Windows Host Agent.msi	Name of the MSI
/norestart	Do not restart after uninstallation
/L*V	The flag to enable logging (*V indicates Verbose Output.)
C:\Temp\log.txt	Location of the log file. You can specify any existing directory. The uninstallation fails if the directory does not exist.

6. If the SRM Host Agent service is running during uninstallation, the message shown below is displayed:

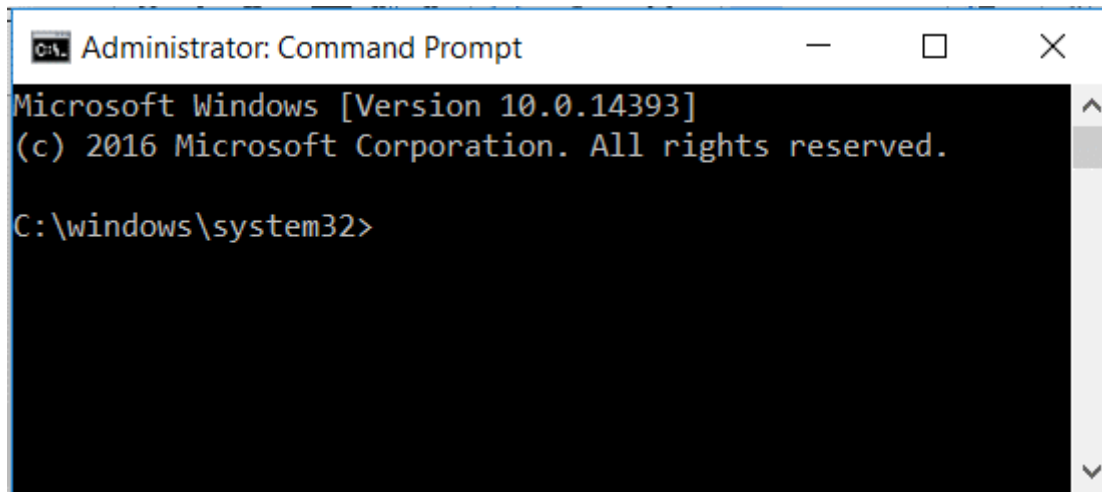


7. To proceed with uninstallation, select **Automatically close applications and attempt to restart them after setup is complete** and click **OK**.

Uninstall Using Command Prompt without UI (Quiet mode)

Steps

1. Log in to the Windows Host using default administrator credentials (or) as a user who is part of the Administrators group.
2. Open services.msc and stop the service the SRM Host Agent.
3. Select command prompt and Run as Administrator.



4. Go to the MSI folder, where you must use the same version that was used to install.
5. Use the following command to uninstall Windows Host Agent in quiet mode(No UI).
`msiexec /x SRM Windows Host Agent.msi /norestart /qn /L*V C:\Temp\log.txt`

Table 4. Command description

Command component	Description
/x	The uninstall flag indicating Normal uninstallation
SRM Windows Host Agent.msi	Name of the MSI
/norestart	Do not restart after uninstallation.
/qn	Quiet mode, No UI
/L*V	The flag to enable logging (*V indicates Verbose Output).
C:\Temp\log.txt	Location of the log file. You can specify any existing directory. The uninstallation fails if the directory does not exist.

Verify the Uninstallation

To check that the successful uninstallation of Windows Host Agent follows the below steps.

Steps

1. Check if the **runLMD** task is deleted from Task Scheduler.
2. Check if the **SRM Host Agent service** is deleted from the Windows host.
3. Check if the agent installation directory is cleaned up properly.

NOTE: Ensure that the uninstallation is successful and the above check list is met before the next installation; otherwise, the subsequent installation is likely to fail.


Topics:

- [Customizing port](#)
- [Changing username/password](#)
- [Migrating Hosts that are discovered using old EHI Agent to SRM Windows Host Agent](#)

Customizing port

1. The SRM Host Agent service runs on 5989 port by default.
2. To customize the port, change the port value in `<>\SRM Windows Host Agent\bin\srmhostagent-config.properties` and restart the SRM Host Agent service.

Changing username/password

1. Upon installation, Windows Host Agent uses default credentials to authenticate connections. [Username: admin, Password: #1Password]
 2. Create a user using the `createuser.bat` file located in the `<>\Dell EMC SRM Windows Host Agent\bin\` folder.
 3. Upon successful execution of the `createuser.bat` file, a file that is named `user.properties` is created under `<>\SRM Windows Host Agent\bin\` folder.
 4. Use new credentials to discover the Physical Host in SRM.
-  **NOTE:** The default credentials do not work once the user is created. The user is only for authenticating the SSH server, and the user details scope is limited to this application.


Migrating Hosts that are discovered using old EHI Agent to SRM Windows Host Agent

Use the `migration_util.ps1` utility that is placed under `<>\EMC SRM Windows Host Agent\utils\` to migrate Hosts that are discovered using the EHI Agent to SRM Windows Host Agent.

1. Place the script `migration_util.ps1` in any folder on a Windows host where the SRM appliance is accessed.
 2. Export the CSV from the SRM appliance `Administration > Discovery > Discovery Center > Manage Discovery > HostAgent EHI` and place it in the same folder as `migration_util.ps1`.
 3. Create a backup of this file.
 4. Set the permission (if not set) to run the script on Windows PowerShell:


```
set-executionpolicy remotesigned
```
 5. Run the following command on Windows PowerShell:


```
.\migration_util.ps1
```

For example: `.\migration_util.ps1 .\Host Agent_EHI_discovery.csv`
 6. The output file is created in the same folder with the name `Host configuration.csv` and can be imported under `Administration > Discovery > Discovery Center > Manage Discovery > Host configuration` to the same appliance.
-  **NOTE:** Newly imported hosts contain the default username, password, and port. If these values are changed at Windows Host, the changed values are used before testing the connectivity.

Documentation Feedback

Dell Technologies strives to provide accurate and comprehensive documentation and welcomes your suggestions and comments. You can provide feedback in the following ways:

- Online feedback form — **Rate this content** feedback form is present in each topic of the product documentation web pages. Rate the documentation or provide your suggestions using this feedback form.
- Email—Send your feedback to [SRM Doc Feedback](#). Include the document title, release number, chapter title, and section title of the text corresponding to the feedback.

To get answers to your queries related to Dell SRM through email, chat, or call, go to Dell Technologies [Technical Support](#) page.