

Dell Update Strategies

Administrator 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

Chapter 1: Overview	4
Chapter 2: Deliver mandatory regular cadence updates	5
Chapter 3: Deliver optional regular cadence updates	6
Chapter 4: Deliver mandatory single or targeted updates	7
Deliver mandatory single or targeted updates using Dell Command Update with Dell Command Cloud Repository Manager.....	7
Deliver mandatory single or targeted updates using Microsoft third-party Config manager for SCCM	7
Chapter 5: Deliver optional single or targeted updates	8
Chapter 6: Deliver mandatory updates automatically from Dell support site	9
Chapter 7: Deliver optional updates automatically from Dell support site	10

Overview

This document helps IT administrators select the IT device management tool to remotely update BIOS, drivers, or firmware based on their requirements and use cases. It provides details about recommended approaches to leverage based on the use case, type of update, and update strategy.

Table 1. Overview

Use case	Type of update	Update strategy	Recommended approach
IT administrator wants to control the delivery of updates	Regular cadence updates	Mandatory update (triggered by IT)	Use Dell Command Update with Dell Command Cloud Repository Manager and a management console to deliver mandatory regular cadence updates—see Deliver mandatory regular cadence updates
		Optional update (triggered by the end user)	Use Dell Command Update with Dell Command Cloud Repository Manager and a management console to deliver optional regular updates triggered by the end user—see Deliver optional regular cadence updates
	Single or targeted updates	Mandatory update (triggered by IT)	Use Dell Command Update with Dell Command Cloud Repository Manager and a management console to deliver mandatory single or targeted updates triggered by IT—see Deliver mandatory single or targeted updates
		Optional update (triggered by the end user)	Use Dell Command Update with Dell Command Cloud Repository Manager and a management console to deliver optional single or targeted updates triggered by the end user—see Deliver optional single or targeted updates
IT administrator wants to automate the delivery of updates	Automatic updates from Dell support site	Mandatory update (triggered by IT)	Use Dell Command Update and a management console to automatically deliver mandatory updates from Dell support site—see Deliver mandatory updates automatically from Dell support site
		Optional update (triggered by the end user)	Use Dell Command Update and a management console to automatically deliver optional updates from Dell support site—see Deliver optional updates automatically from Dell support site

For information about IT best practices that are related to testing, validating, and deploying updates remotely in a test and production environment, see *Guidebook for IT Process framework for updating BIOS/Drivers/Firmware* at www.dell.com/support.


Deliver mandatory regular cadence updates


IT administrators can deliver mandatory regular cadence updates using Dell Command | Update with Dell Command | Cloud Repository Manager and a management console.

Prerequisites

Create and download your custom catalog using Dell Command | Cloud Repository Manager. Dell Technologies recommends that you select the latest BIOS, drivers, and firmware from www.dell.com/support.

Steps

1. Deploy the latest version of Dell Command | Update to your endpoints using a management console such as System Center Configuration Manager (SCCM) or VMware Workspace One.
 -  **NOTE:** For VMware Workspace ONE, an IT administrator can use the OEM profile feature to configure few Dell Command | Update settings.
2. Configure the Dell Command | Update **General** settings to point the test units to the custom catalog file using the **Update Source Location** option. IT administrator can also configure other general settings such as the location where updates files are temporarily stored before the installation, user consent, and so on.
3. Configure Dell Command | Update **Update Settings** to select the **Download and Install Updates** option.

 **NOTE:** By selecting this option, the end user will be notified after the updates are installed.

For more information about Dell Command | Cloud Repository Manager and Dell Command | Update, see *Dell Command | Cloud Repository Manager Administrator Guide*, *Dell Command | Update Version User's Guide*, and *Dell Command | Update Version Reference Guide* at www.dell.com/support.

Deliver optional regular cadence updates


IT administrators can deliver optional regular updates that can triggered by the end user using Dell Command | Update with Dell Command | Cloud Repository Manager and a management console.

Prerequisites

Create and download your custom catalog using Dell Command | Cloud Repository Manager. Dell Technologies recommends that you select the latest BIOS, drivers, and firmware from www.dell.com/support.

Steps

1. Deploy the latest version of Dell Command | Update to your endpoints using a management console such as System Center Configuration Manager (SCCM) or VMware Workspace One.

 **NOTE:** For VMware Workspace ONE, an IT administrator can use the OEM profile feature to configure few Dell Command | Update settings.

2. Configure the Dell Command | Update **General** settings to point the test units to the custom catalog file using the **Update Source Location** option. IT administrator can also configure other general settings such as the location where updates files are temporarily stored before the installation, user consent, and so on.
3. Configure Dell Command | Update **Update Settings** to select any of the following options:
 - **Notify Only**—The end user is notified when the updates are available.
 - **Download Updates**—The updates are downloaded and the end user is notified when the updates are ready to install.

For more information about Dell Command | Cloud Repository Manager and Dell Command | Update, see *Dell Command | Cloud Repository Manager Administrator Guide*, *Dell Command | Update Version User's Guide*, and *Dell Command | Update Version Reference Guide* at www.dell.com/support.

Deliver mandatory single or targeted updates

IT administrators can deliver mandatory single or targeted updates using:

- Dell Command | Update with Dell Command | Cloud Repository Manager and a management console—Recommended approach
- Microsoft third-party Config Manager for SCCM with Dell Business Client Catalog—Alternate approach

Deliver mandatory single or targeted updates using Dell Command | Update with Dell Command | Cloud Repository Manager

IT administrators can deliver mandatory single or targeted updates using Dell Command | Update with Dell Command | Cloud Repository Manager and a management console.

Prerequisites

Create and download your custom catalog of the targeted update using Dell Command | Cloud Repository Manager. Dell Technologies recommends that you select the latest BIOS, drivers, and firmware from www.dell.com/support.

Steps

1. Deliver the latest version of Dell Command | Update to your endpoints using a management console such as System Center Configuration Manager (SCCM) or VMware Workspace One.

NOTE: For VMware Workspace ONE, an IT administrator can use the OEM profile feature to configure few Dell Command | Update settings.

2. Configure the Dell Command | Update **General** settings to point the test units to the custom catalog file using the **Update Source Location** option. IT administrator can also configure other general settings such as the location where updates files are temporarily stored before the installation, user consent, and so on.
3. Configure Dell Command | Update **Update Settings** to select the **Download and Install Updates** option.

NOTE: By selecting this option, the end user will be notified after the updates are installed.

For more information about Dell Command | Cloud Repository Manager and Dell Command | Update, see *Dell Command | Cloud Repository Manager Administrator Guide*, *Dell Command | Update Version User's Guide*, and *Dell Command | Update Version Reference Guide* at www.dell.com/support.

Deliver mandatory single or targeted updates using Microsoft third-party Config manager for SCCM

IT administrators can deliver mandatory single or targeted updates using Microsoft third-party Config manager for SCCM with Dell Business Client Catalog. You can subscribe to Dell Business Client Catalog and publish updates to the corresponding endpoints. Dell Technologies provides the following two levels of filters:

- Line of Business
- Model Name and Number

For more information about pre-requisites, using filtering options, and synchronization, see [Dell Business Client Update Catalog for Microsoft End Point Manager Configuration Manager \(MEMCM\)/Microsoft System Center Configuration Manager \(SCCM\)](#).

Deliver optional single or targeted updates


IT administrators can deliver optional single or targeted updates that can be triggered by the end user using Dell Command | Update with Dell Command | Cloud Repository Manager and a management console.

Prerequisites

Create and download your custom catalog of the targeted update using Dell Command | Cloud Repository Manager. Dell Technologies recommends that you select the latest BIOS, drivers, and firmware from www.dell.com/support.

Steps

1. Deploy the latest version of Dell Command | Update to your endpoints using a management console such as System Center Configuration Manager (SCCM) or VMware Workspace One.

 **NOTE:** For VMware Workspace ONE, an IT administrator can use the OEM profile feature to configure few Dell Command | Update settings.

2. Configure the Dell Command | Update **General** settings to point the test units to the custom catalog file using the **Update Source Location** option. IT administrator can also configure other general settings such as the location where updates files are temporarily stored before the installation, user consent, and so on.
3. Configure Dell Command | Update **Update Settings** to select any of the following options:
 - **Notify Only**—The end user is notified when the updates are available.
 - **Download Updates**—The updates are downloaded and the end user is notified when the updates are ready to install.

For more information about Dell Command | Cloud Repository Manager and Dell Command | Update, see *Dell Command | Cloud Repository Manager Administrator Guide*, *Dell Command | Update Version User's Guide*, and *Dell Command | Update Version Reference Guide* at www.dell.com/support.

Deliver mandatory updates automatically from Dell support site


IT administrators can deliver mandatory updates automatically from the Dell support site using Dell Command | Update and a management console.

Steps

1. Deploy the latest version of Dell Command | Update to your endpoints using a management console such as System Center Configuration Manager (SCCM) or VMware Workspace One.

 **NOTE:** For VMware Workspace ONE, an IT administrator can use the OEM profile feature to configure few Dell Command | Update settings.

2. Configure the Dell Command | Update **General** settings such as point the test units to the Dell support page, set time for updates, update category, recommendation level, and so on, using a management console.
3. Configure Dell Command | Update **Update Settings** to select the **Download and Install Updates** option using a management console.

 **NOTE:** By selecting this option, the end user will be notified after the updates are installed.


For more information about Dell Command | Update, see *Dell Command | Update Version User's Guide*, and *Dell Command | Update Version Reference Guide* at www.dell.com/support.

Deliver optional updates automatically from Dell support site

IT administrators can automatically deliver optional updates from the Dell support site that can be triggered by the end user using Dell Command | Update and a management console.

Steps

1. Deploy the latest version of Dell Command | Update to your endpoints using a management console such as System Center Configuration Manager (SCCM) or VMware Workspace One.

 **NOTE:** For VMware Workspace ONE, an IT administrator can use the OEM profile feature to configure few Dell Command | Update settings.

2. Configure the Dell Command | Update **General** settings such as point the test units to the Dell support page, set time for updates, type of update, recommendation level, and so on, using a management console.
3. Configure Dell Command | Update **Update Settings** to select any of the following options:

- **Notify Only**—The end user is notified when the updates are available.
- **Download Updates**—The updates are downloaded and the end user is notified when the updates are ready to install.

For more information about Dell Command | Update, see *Dell Command | Update Version User's Guide*, and *Dell Command | Update Version Reference Guide* at www.dell.com/support.