

# vFoglight™ **5.2.4.5**

Installing the Virtualization Management Capabilities





### © 2009 Quest Software, Inc. ALL RIGHTS RESERVED.

This guide contains proprietary information protected by copyright. The software described in this guide is furnished under a software license or nondisclosure agreement. This software may be used or copied only in accordance with the terms of the applicable agreement. No part of this guide may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording for any purpose other than the purchaser's personal use without the written permission of Quest Software, Inc.

If you have any questions regarding your potential use of this material, contact: Quest Software World Headquarters LEGAL Dept 5 Polaris Way Aliso Viejo, CA 92656 www.quest.com email: legal@quest.com

Refer to our Web site for regional and international office information.

### Trademarks

Quest, Quest Software, the Quest Software logo, Aelita, Akonix, AppAssure, Benchmark Factory, Big Brother, ChangeAuditor, DataFactory, DeployDirector, ERDisk, Foglight, Funnel Web, GPOAdmin, iToken, I/Watch, Imceda, InLook, IntelliProfile, InTrust, Invirtus, IT Dad, I/Watch, JClass, Jint, JProbe, LeccoTech, LiteSpeed, LiveReorg, MessageStats, NBSpool, NetBase, Npulse, NetPro, PassGo, PerformaSure, Quest Central, SharePlex, Sitraka, SmartAlarm, Spotlight, SQL LiteSpeed, SQL Navigator, SQL Watch, SQLab, Stat, StealthCollect, Tag and Follow, Toad, T.O.A.D., Toad World, vAMP, vAnalyzer, vAutomator, vControl, vConverter, vDupe, vEssentials, vFoglight, vMigrator, vOptimizer Pro, vPackager, vRanger, vRanger Pro, vReplicator, vSpotlight, vToad, Vintela, Virtual DBA, VizionCore, Vizioncore vAutomation Suite, Vizioncore vEssentials, Xaffire, and XRT are trademarks and registered trademarks of Quest Software, Inc in the United States of America and other countries. Other trademarks and registered trademarks used in this guide are property of their respective owners.

### Disclaimer

The information in this document is provided in connection with Quest products. No license, express or implied, by estoppel or otherwise, to any intellectual property right is granted by this document or in connection with the sale of Quest products. EXCEPT AS SET FORTH IN QUEST'S TERMS AND CONDITIONS AS SPECIFIED IN THE LICENSE AGREEMENT FOR THIS PRODUCT, QUEST ASSUMES NO LIABILITY WHATSOEVER AND DISCLAIMS ANY EXPRESS, IMPLIED OR STATUTORY WARRANTY RELATING TO ITS PRODUCTS INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. IN NO EVENT SHALL QUEST BE LIABLE FOR ANY DIRECT, INDIRECT, CONSEQUENTIAL, PUNITIVE, SPECIAL OR INCIDENTAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS, BUSINESS INTERRUPTION OR LOSS OF INFORMATION) ARISING OUT OF THE USE OR INABILITY TO USE THIS DOCUMENT, EVEN IF QUEST HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Quest makes no representations or warranties with respect to the accuracy or completeness of the contents of this document and reserves the right to make changes to specifications and product descriptions at any time without notice. Quest does not make any commitment to update the information contained in this document.

### License Credits and Third Party Information

To view license credit information, click the License Credits link on the Welcome to Foglight online help page.

Installation Guide March 2009 Version 5.2.4.5

# **Table of Contents**

Introduction to this Guide	5
About vFoglight	
About this Guide	
vFoglight Documentation Suite	
Core Documentation Set	7
Cartridge Documentation Sets	
Feedback on the Documentation	
Text Conventions	
About Vizioncore Inc.	
Contacting Dell	
Installation and Upgrade	
Requirements and Compatibility	
vFoglight	
VirtualCenter Server	
Agent Components	
Installation and Setup	
Installing the VMware Cartridge	
Enabling the VMware Cartridge	
Installing the VMware Cartridge Agent Components	
Configuring the VMware Cartridge Agent Components	
Reconfiguring the Agent Components after Installation	
Upgrading the Cartridge for VMware	

Cartridge for VMware Installation Guide

## **Introduction to this Guide**

This chapter provides information about what is contained in the *vFoglight Installation Guide*. It also provides information about the vFoglight documentation suite and Quest Software.

This chapter contains the following sections:

About vFoglight	6
About this Guide	6
vFoglight Documentation Suite.	6
Text Conventions	9
About Vizioncore Inc	9

## About vFoglight

vFoglight helps IT organizations understand the virtual infrastructure by managing the relationships and interaction between all the components in the environment, including data centers, data stores, clusters, resource pools, hosts and virtual machines. With vFoglight, administrators can quickly determine the root-cause of an incident or problem, track virtual machine (VM) movements and understand their impact, and identify contention for resources between virtual machines.

## About this Guide

This guide contains the procedures you must follow in order to integrate the Cartridge for VMware with vFoglight.

This guide is intended for any user who wants to install or upgrade the Cartridge for VMware.

## vFoglight Documentation Suite

The vFoglight documentation suite is made up of the core documentation set, plus the documentation set for each vFoglight cartridge that you deploy. Documentation is provided in a combination of online help, PDF and HTML.

• **Online Help:** You can open the online help by selecting the Help tab from vFoglight's action panel.

General	Design Help	
<ul> <li>Administ</li> </ul>	ration	
More	1.000	
	irch	
	Prind X	Clea
≠ Help Co	itents	
	Welcome to Foglight 5.2.4	
	User Guide	
	Administration and Configuration Gu	ide
00	Command-Line Reference Guide	
	Web Component Guide	
00	Web Component Tutorial	
-	Web Component Deference	

- PDF: The Getting Started Guide, What's New Guide, System Requirements and Platform Support Guide, Installation and Setup Guide set, Administration and Configuration Guide, vFoglight User Guide, Command-Line Reference Guide, Web Component Guide, and Web Component Tutorial, are provided as PDF files. The PDF guides are included in the zip file downloaded from Vizioncore. Adobe® Reader® is required.
- HTML: Release Notes are provided in HTML.

### **Core Documentation Set**

The core documentation set consists of the following files:

- Release Notes (HTML)
- Getting Started Guide (PDF)
- What's New Guide (PDF)
- System Requirements and Platform Support Guide (PDF)
- Installation and Setup Guide set (all in PDF format):
  - Installation and Setup Guide—Installing on Windows with an Embedded MySQL Database
  - Installation and Setup Guide—Installing on Windows with an External MySQL Database

- Installation and Setup Guide—Installing on Windows with an External Oracle Database
- Administration and Configuration Guide (PDF and online help)
- *vFoglight User Guide* (PDF and online help)
- Advanced Configuration Guide set
  - Command-Line Reference Guide (PDF and online help)
  - Web Component Guide (PDF and online help)
  - Web Component Tutorial (PDF and online help)
  - Web Component Reference (online help)

### **Cartridge Documentation Sets**

When you deploy a cartridge, the documentation set for the cartridge is installed. The online help for the cartridge is integrated automatically with the core vFoglight help. When you open the help, the name of the cartridge is displayed in a top level entry within the table of contents.

Some cartridges include additional PDF guides, which may be one or more of the following: a *Getting Started Guide*, an *Installation Guide*, a *User Guide*, and a *Reference Guide*.

### Feedback on the Documentation

We are interested in receiving feedback from you about our documentation. For example, did you notice any errors in the documentation? Were any features undocumented? Do you have any suggestions on how we can improve the documentation? All comments are welcome. Please submit your feedback to the following email address:

### info@vizioncore.com

Please do not submit Technical Support related issues to this email address.

### **Text Conventions**

The following table summarizes he	ow text styles are used in	this guide:
-----------------------------------	----------------------------	-------------

Convention	Description
Code	<ul> <li>Monospace text represents code, code objects, and command-line input. This includes:</li> <li>Java language source code and examples of file contents</li> <li>Classes, objects, methods, properties, constants, and events</li> <li>HTML documents, tags, and attributes</li> </ul>
Variables	Monospace-plus-italic text represents variable code or command-line objects that are replaced by an actual value or parameter.
Interface	Bold text is used for interface options that you select (such as menu items) as well as keyboard commands.
Files, components, and documents	<ul><li>Italic text is used to highlight the following items:</li><li>Pathnames, file names, and programs</li><li>The names of other documents referenced in this guide</li></ul>

### About Vizioncore Inc.

Vizioncore was formed in July 2002 as a consulting and software-development company with the mission to create easy-to-use software solutions that performed reliable and repeatable automation of datacenter functions specifically for the Citrix platform. A main corporate goal was to enable business partners to offer solutions that targeted real-world IT issues and provided the best possible installation and automation for their clients' systems.

Vizioncore's solutions have proved successful in organizations from small to mid-sized businesses to large enterprises, in a wide variety of vertical industries, including Financial Services, Government, Healthcare, Manufacturing, and High Tech. Vizioncore, Inc. can be found in offices around the globe and at www.vizioncore.com.

## **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 http://support.dell.com.
- 2 Verify your country or region in the Choose A Country/Region drop-down menu at the bottom of the page.
- **3** Click Contact Us on the left side of the page.Note: Toll-free numbers are for use within the country for which they are listed.
- 4 Select the appropriate service or support link based on your need.
- 5 Choose the method of contacting Dell that is convenient for you.

Country (City)	Service Type	Area Codes,
International Access		Local Numbers, and
Code		Toll-Free Numbers
Country Code		Web and E-Mail Addresses
City Code		
Anguilla	Web Address	www.Dell.com/ai
0	E-Mail Address	<u>la-techsupport@dell.com</u>
	Technical Support., Customer Service, Sales	toll-free: 800-335-0031
Antigua and Barbuda	Web Address	www.Dell.com.ag
-	E-Mail Address	la-techsupport@dell.com
	Technical Support., Customer Service, Sales	1-800-805-5924
Aomen	Technical Support	
	Dell <sup>TM</sup> Dimension <sup>TM</sup> , Dell Inspirion <sup>TM</sup> , Dell	0800-105
	Optiplex <sup>TM</sup> , Dell Lattitude <sup>TM</sup> , and Dell	0800 105
	Precision <sup>TM</sup> Servers and Storage	0800-105
Argentina (Buenos Aires)	Web Address	<u>www.dell.com.ar</u>
International Access	E-Mail Address for Desktop/ Portable Computers	<u>la-techsupport@dell.com</u>
Code 00	E-Mail Address for Servers and EMC <sup>®</sup> Storage	la enterprise@dell.com
Country Code: 54	Products	toll-free: 0-800-444-0730
City Code: 11	Customer Service	
City Code. 11	Technical Support	toll-free: 0-800-444-0733
	Technical Support Services	toll-free: 0-800-444-0724
	Sales	0-800-444-3355
Aruba	Web Address	<u>www.Dell.com/aw</u>
	E-Mail Address	<u>la-techsupport@dell.com</u>
	Technical Support., Customer Service, Sales	toll-free: 800-1578
Australia (Sydney)	Web Address	support.ap.dell.com
International Access	Contact Dell Web Address	support.ap.dell.com/contactus
Code: 0011	Technical Support., Customer Service, Sales	13DELL-133355
Country Code: 61		
City Code: 2		

Austria (Vienna)	Web Address	Support.euro.dell.com
International Access	E-Mail Address	Tech support central europe@dell.com
Code: 900	Home/Small Business Sales	0820 240 530 00
Country Code: 13	Home/Small Business Fax	0820 240 530 49
Country Code: 45	Home/Small Business Customer Service	0820 240 530 14
City Code. I	Home/Small Business Support	0820 240 530 17
	Preferred Accounts/Corporate Customer	0820 240 530 16
	Service Preferred Accounts/Corporate Customer	0820 240 530 17
	Switchboard	0820 240 530 00
Bahamas	Web Address	www.dell.com/bs
	E-Mail Address	<u>la-techsupport@dell.com</u>
	Technical Support., Customer Service, Sales	toll-free: 1-866-874-3038
Barbados	Web Address	<u>www.dell.com/bb</u>
	E-Mail Address	<u>la-techsupport@dell.com</u>
	Technical Support., Customer Service, Sales	1-800-534-3142
Belgium (Brussels)	Web Address	Support.euro.dell.com
-	General Support	02 481 92 88
	General Support Fax	02 481 92 95
	Customer Service	02 713 15 65
	Corporate Sales	02 481 91 00
	Fax	02 481 91 99
	Switchboard	02 481 91 00
Bolivia	Web Address	www.dell.com/bo
	E-Mail Address	<u>la techsupport@dell.com</u>
	Technical Support., Customer Service, Sales	toll-free: 800-10-0238
Brazil	Web Address	<u>www.dell.com/br</u>
International Access	E-Mail Address	BR_TechSupport@dell.com
Code: 00	Customer Service and Tech Support	0800 970 3355
Country Code: 55	Technical Support Fax	51 2104 5470
Country Code: 55	Customer Service Fax	51 2104 5480
City Code: 51	Sales	0800 722 3498
British Virgin Islands	Technical Support, Customer Service, Sales	toll-free: 1-866-278-6820
Brunei	Technical Support (Penang, Malaysia)	604 633 4966
Country Code: 673	Customer Service (Penang, Malaysia)	604 633 4888
Country Code. 075	Transaction Sales (Penang, Malaysia)	604 633 4955
Canada (North York,	Online Order Status Web Address	<u>www.dell.ca/ostatus</u>
Ontario)	AutoTech (automated Hardware and Warranty	
International Access	Support)	support.ca.dell.com
Code: 011	Customer Service	toll-free:1-800-247-9362
Coue. 011	Home/Home Office	toll-free:1-800-847-4096
	Small Business	toll-free:1-800-906-3355
	Medium/Large Business, Government, Education	toll-free:1-800-387-5757
	Hardware Warranty Phone Support	
	Computers for Home/Home Office	toll-free:1-800-847-4096
	Computers for Small/Medium/Large Pusiness	toll-free:1-800-387-5757
	Computers for Sman/Medium/Large Business	
	Distant Projectory Talasisiana Handhald	1-877-335-5767
	Printers, Projectors, Televisions, Handheid,	1 677 555 5767
	Digital	toll_free.1_800_000_3355
	Jukebox, and wireless Sales	toll_free.1_800_387_5752
	Home and Home Office Sales	toll_free 1 800 387 5755
	Small Business	1 966 1100-307-3733
	Medium/Large Business, Government	1 800 440 3355
	Spare Parts and Extended Service	
Cayman Islands	E-Mail Address	la-techsupport@dell.com
	Technical Support, Customer Service, Sales	1-877-262-5415

Chile (Santiago)	Web Address	www.dell.com/cl
Country Code: 56	E-Mail Address	<u>la-techsupport@dell.com</u>
City Code: 30	Sales and Customer Support	toll-free: 1230-020-4823
City Code. 2	Technical Support Web Address	support doll com on
China (Xiamen)	Technical Support F. Meil Address	support dell com en/emeil
Country Code: 86	Customen Service E. Mail Address	support.den.com.ch/eman
City Code: 592	Customer Service E-Mail Address	<u>customer_cn@dell.com</u>
	Technical Support Fax	592 818 14350
	Technical Support – Dimension and Inspiron	toll-free: 800 858 2969
	Technical Support – OptiPlex, Lattitude and Dell	toll-free: 800 858 0950
	Precision	
	Technical Support – Servers and Storage	toll-free: 800 858 0960
	Technical Support – Projectors, PDAs, Switches,	toll-free: 800 858 2920
	Routers, etc	
	Technical Support – Printers	toll-free: 800 858 2311
	Customer Service	toll-free: 800 858 2060
	Customer Service Fax	592 818 1308
	Home and Small Business	toll-free: 800 858 2222
	Preferred Accounts Division	toll-free: 800 858 2557
	Large Corporate Accounts GCP	toll-free: 800 858 2055
	Large Corporate Accounts Key Accounts	toll-free: 800 858 2628
	Large Corporate Accounts North	toll-free: 800 858 2999
	Large Corporate Accounts North Government and	toll-free: 800 858 2955
	Education	
	Large Corporate Accounts East	toll-free: 800 858 2020
	Large Corporate Accounts East Government and	toll-free: 800 858 2669
	Education	1011 1166: 000 050 2007
	Large Corporate Accounts Queue Team	toll free: 800 858 2572
	Large Corporate Accounts Queue Team	toll free: 800 858 2572
	Large Corporate Accounts South	toll free: 800 858 2555
	Large Corporate Accounts West	toll-free: 800 858 2811
Columbia	Web Address	
Columbia	F-Mail Address	la_techsupport@dell.com
	Technical Support Customer Service Sales	01 800 015 4755
Costa Rica	Web Address	www.dell.com/cr
	F-Mail Address	la-techsupport@dell.com
	Technical Support Customer Service Sales	0800-012-0231
Czech Republic (Praque)	Web Address	support.euro.dell.com
	E-Mail Address	czech_dell@dell.com
International Access	Technical Support	22537 2727
Code: 00	Customer Service	22537 2727
Country Code: 420	Fay	22537 2707
	Technical Fax	22537 2714
	Switchboard	22537 2726
Donmark (Cononhagon)	Web Address	Support euro dell com
Deninark (Copennagen)	Technical Support	7023 0182
International Access	Customer Service – Relational	7023 0182
Code: 00	Home/Small Business Customer Service	2287 5505
Country Code: 45	Switchhoord Deletionel	2287 3505
	Switchboard – Kelational	5287 1200
	Switchboard Fax – Kelational	3287 1201
	Switchboard – Home/Small Business	3287 5000
Densister	Switchboard Fax – Home/Small Business	3287 5001
Dominica	E Mail Address	www.ueii.com/am
	E-Mail Address	<u>ia-tecnsupport@dell.com</u>
	recnnical Support, Customer Service, Sales	ton-free: 1-866-2/8-6821

Dominican Republic	Web Address	<u>www.dell.com/do</u>
•	E-Mail Address	<u>la-techsupport@dell.com</u>
	Technical Support, Customer Service, Sales	1-800-156-1588
Ecuador	Web Address	<u>www.dell.com/ec</u>
	E-Mail Address	<u>la-techsupport@dell.com</u>
	Technical Support, Customer Service, Sales	
	(Calling from Quito)	toll-free: 999-119-877-655-3355
	Technical Support, Customer Service, Sales	
	(Calling from Guayaquil)	toll-free: 1800-999-119-877-655-3355
El Salvador	Web Address	<u>www.dell.com/sv</u>
	E-Mail Address	<u>la-techsupport@dell.com</u>
	Technical Support, Customer Service, Sales	800-6132
Finland (Helsinki)	Web Address	<u>support@euro.dell.com</u>
International Access	E-Mail Address	<u>fi_support@dell.com</u>
Code: 990	Technical Support	0207 533 555
Country Code: 358	Customer Service	0207 533 538
City Code: 9	Switchboard	0207 533 533
City Code.	Sales under 500 employees	0207 533 540
	Fax	0207 533 530
	Sales over 500 employees	0207 533 533
	Fax	0207 533 530
France (Paris)	Web Address	Support.euro.dell.com
(Montpellier)	Home and Small Business	
International Access	Technical Support	0825 387 270
Code: 00	Customer Service	0825 832 833
Country Code: 33	Switchboard	0825 004 700
City Codes: (1) (4)	Switchboard (calls from outside of France)	04 99 75 40 00
•	Sales	0825 004 700
	Fax	0825 004 701
	Fax (calls from outside of France)	04 99 75 40 01
	Corporate	
		0825 004 719
	Technical Support	0825 338 339
	Customer Service	55 94 71 00
	Switchboard	01 55 94 71 00
	Sales	( 11)
Germany (Frankfurt)	Web Address	support.euro.dell.com
International Access	E-mail Address	tech support central europe@dell.com
Code: 00	Technical Support	069 9792-7200
Country Code: 49	Home/Small Business Customer Service	0180-5-224400
	Global Segment Customer Service	069 9792-7320
City Code: 69	Preferred Accounts Customer Service	069 9792-7320
	Large Accounts Customer Service	069 9792-7320
	Public Accounts Customer Service	069 9792-7320
	Switchboard	069 9792-7000
Greece	Web Address	Support.euro.dell.com
International Access	Technical Support	00800-44 14 95 18
Code: 00	Gold Service Technical Support	00800-44 14 00 83
Country Code: 49	Switchboard	2108129810
	Gold Service Switchboard	2108129811
	Sales	2108129800
	Fax Wah Address	2108129812
Grenada	Web Address	www.aeii.com/ga
	E-Mail Address	<u>ia-techsuppo@dell.com</u>
	Technical Support, Customer Service, Sales	toll-free: 1-866-540-3355

Guatemala	Web Address	www.dell.com/gt
	E-Mail Address	la-techsupport@dell.com
	Technical Support, Customer Service, Sales	1-800-999-0136
Guyana	E-Mail Address	<u>la-techsupport@dell.com</u>
	Technical Support, Customer Service, Sales	
		toll-free: 1-877-270-4609
Hong Kong	Web Address	support.ap.dell.com
International Access	Technical Support E-mail Address	support.dell.com.cn/email
Code: 001	Technical Support - Dimension and Inspiron	00852-2969 3188
Country Code: 852	Technical Support - OptiPlex, Latitude, and Dell Precision	00852-2969 3191
	Technical Support - Servers and Storage	00852-2969 3196
	Technical Support - Projectors, PDAs, Switches,	00852-3416 0906
	Routers, etc.	
	Customer Service	00852-3416 0910
	Large Corporate Accounts	00852-3416 0907
	Global Customer Programs	00852-3416 0908
	Medium Business Division	00852-3416 0912
	Home and Small Business Division	00852-2969 3105
India	Dell Support Website	support.ap.dell.com
	Portable and Desktop Support	
	Desktop Support E-mail Address	<u>india_support_desktop@dell.com</u>
	Portable Support E-mail Address	india_support_notebook@dell.com
	Phone Numbers	080-25068032 or 080-25068034 or
		your city STD code $+$ 60003355 or
		toll-free: 1-800-425-8045
	Server Support	
	E-mail Address	<pre>india_support_Server@dell.com</pre>
	Phone Numbers	080-25068032 or 080-25068034 or
		your city STD code + 60003355 or
		toll-free: 1-800-425-8045
	Gold Support Only	
	E-mail Address	<u>eec_ap@dell.com</u>
	Phone Numbers	080-25068033 or your city STD code +
		60003355 or
		toll-free: 1-800-425-9045
	Customer Service	
	Home and Small Business	India care HSB@dell.com
		toll-free : 1800-4254051
	Large Corporate Accounts	India_care_REL@dell.com
		toll free : 1800-4252067
	Sales	
	Large Corporate Accounts	1600 33 8044
	Home and Small Business	1600 33 8046

Ireland (Cherrywood)	Web Address	Support.euro.dell.com
International Access	Technical Support	
Code: 00	E-mail Address	dell_direct_support@dell.com
Country Code: 353	Business computers	1850 543 543
City Code: 1	Home computers	1850 543 543
	At Home Support	1850 200 889
	Sales	
	Home	1850 333 200
	Small Business	1850 664 656
	Medium Business	1850 200 646
	Large Business	1850 200 646
	E-mail Address	Dell IRL Outlet@dell.com
	Customer Service	
	Home and Small Business	204 4014
	Business (greater than 200 employees)	1850 200 982
	General	
	Fax/Sales fax	204 0103
	Switchboard	204 4444
	U.K. Customer Service (dealing with U.K.only)	0870 906 0010
	Corporate Customer Service (dial within U.K.	0870 907 4499
	only)	
	U.K. Sales (dial within U.K. only)	0870 907 4000
Italy (Milan)	Web Address	Support.euro.dell.com
International Access	Home and Small Business	
Code: 00	Technical Support	02 577 826 90
Country Code: 30	Customer Service	02 696 821 14
City Code: 02	Fax	02 696 821 13
City Code: 02	Switchboard	02 696 821 12
	Corporate	
	Technical Support	02 577 826 90
	Customer Service	02 577 825 55
	Fax	02 575 035 30
	Switchboard	02 577 821
Jamaica	E-mail Address	la-techsupport@dell.com
	Technical Support, Customer Service, Sales	1-800-440-920
	(dial from within Jamaica only)	

Japan (Kawasaki)	Web Address	support.jp.dell.com
International Access	Technical Support - Dimension and Inspiron	toll-free: 0120-198-26
Code: 001	Technical Support outside of Japan - Dimension	81-44-520-1435
	and Inspiron	
Country Code: 81	Technical Support - Dell Precision, OptiPlex, and	toll-free: 0120-198-433
City Code: 44	Latitude	
	Technical Support outside of Japan - Dell	81-44-556-3894
	Precision OntiPley and Latitude	01 11 000 0001
	Tachnical Support Dall Power AppTM Dall	toll free: 0120 108 408
	DeworEdgeTM Dell DewerConnectTM and Dell	1011-1120-198-498
	PowerEuger <sup>M</sup> , Den PowerConnect <sup>M</sup> , and Den	
	Power vault <sup>1</sup> <sup>M</sup> ,	91 44 556 4169
	Technical Support outside of Japan - PowerApp,	81-44-556-4162
	PowerEdge, PowerConnect, and PowerVault	
	Technical Support - Projectors, PDAs, Printers,	toll-free: 0120-981-690
	Routers	
	Technical Support outside of Japan - Projectors,	81-44-556-3468
	PDAs, Printers, Routers	
	Faxbox Service	044-556-3490
	24-Hour Automated Order Status Service	044-556-3801
	Customer Service	044-556-4240
	Business Sales Division - up to 400 employees	044-556-1465
	Preferred Accounts Division Sales - over 400	044-556-3433
	employees	
	Public Sales - government agencies educational	044-556-5963
	institutions and medical institutions	
	Global Segment Japan	044-556-3469
	Individual User	044 556 1657
	Individual User Online Seles	044-556-2202
	Individual User Deal Site Salas	044-556-4640
	Individual User Real Site Sales	044-556-4049
	Switchboard Wab Address	044-556-4300 Support an doll com
Korea (Seoul)	Technicel Support Customer Service	toll from 080 200 2800
International Access	Technical Support, Customer Service	toll-free, 080-200-3800
Code: 001	Technical Support - Dimension, PDA, Electronics,	ton-free: 080-200-3801
Country Code: 82	and Accessories	
City Code: 2	Sales	toll-free: 080-200-3600
2	Fax	2194-6202
	Switchboard	2194-6000
Latin America	Customer Technical Support (Austin, Texas,	512 /28-4093
	U.S.A.)	
	Customer Service (Austin, Texas, U.S.A.)	512 728-3619
	Fax (Technical Support and Customer Service)	512 728-3883
	(Austin, Texas, U.S.A.)	
	Sales (Austin, Texas, U.S.A.)	512 728-4397
	SalesFax (Austin, Texas, U.S.A.)	512 728-4600 or 512 728-3772
Luxemborg	Web Address	Support.euro.dell.com
International Access	Support	3420808075
Code: 00	Home/Small Business Sales	+32 (0)2 713 15 96
Country Code: 352	Corporate Sales	26 25 77 81
Country Couc. 552	Customer Service	+32 (0)2 481 91 19
	Fax	26 25 77 82
Масао	Technical Support	toll-free: 0800 105
Country Code: 83	Customer Service (Xiamen, China)	34 160 910
	Transaction Sales (Xiamen, China)	29 693 115

Malaysia (Penang)	Web Address	Support.ap.dell.com
International Assass	Technical Support - Dell Precision, OptiPlex, and	toll-free: 1800 880 193
Cada: 00	Latitude	
Code: 00	Technical Support - Dimension, Inspiron, and	toll-free: 1800 881 306
Country Code: 60	Electronics and Accessories	
City Code: 4	Technical Support - PowerApp, PowerEdge,	toll-free: 1800 881 386
	PowerConnect, and PowerVault	
	Customer Service	toll-free: 1800 881 306 (option 6)
	Transaction Sales	toll-free: 1800 888 202
	Corporate Sales	toll-free: 1800 888 213
Mexico	Web Address	www.dell.com/mx
T 1 A	E-mail Address	la-techsupport@dell.com
International Access	Customer Technical Support	001-877-384-8979 or 001-877-269-3383
Code: 00	Sales	50-81-8800 or 01-800-888-3355
Country Code: 52	Customer Service	001-877-384-8979 or 001-877-269-3383
	Main	50-81-8800 or 01-800-888-3355
Montserrat	E-mail Address	la-techsupport@dell.com
montoorrat	Technical Support, Customer Service, Sales	
		Toll-free: 1-866-278-6822
Netherlands	E-mail Address	<u>la-techsupport@dell.com</u>
Antillas	Web Address	support.euro.dell.com
Notherlands	Technical Support	020 674 45 00
(Amstandam)	Technical Support Fax	020 674 47 66
(Allisteruall)	Home/Small Business Customer Service	020 674 42 00
Cada: 00	Relational Customer Service	020 674 43 25
Code: 00	Home/Small Business Sales	020 674 55 00
Country Code: 51	Relational Sales	020 674 50 00
City Code: 20	Home/Small Business Sales Fax	020 674 47 75
	Relational Sales Fax	020 674 47 50
	Switchboard	020 674 50 00
	Switchboard Fax	020 674 47 50
New Zealand	Web Address	Support.ap.dell.com
International Access	E-mail Address	Support.ap.dell.com/contactus
Code: 00	Technical Support, Customer Service, Sales	0800 441 567
Coue: 00		
Country Code: 64	Web Address	www.doll.com/ni
Nicaragua	E mail Address	la tachsupport@doll.com
	Technical Support Customer Service, Sales	001 200 220 1277
Norway (Lycakor)	Web Address	Support euro dell com
	Technical Support	671 16882
International Access	Relational Customer Service	671 17575
Code: 00	Home/Small Business Customer Service	231 62298
Country Code: 47	Switchboard	671 16800
	Fax Switchboard	671 16865
Danama	Web Address	www.dell.com/pa
	E-mail Address	la-techsupport@dell.com
	Technical Support Customer Service Sales	011-800-507-1264
Peru	Web Address	www.dell.com/pe
	E-mail Address	la-techsupport@dell.com
	Technical Support, Customer Service, Sales	0800-50-669

Poland (Warsaw)	Web Address	support.euro.dell.com
International Access	E-mail Address	<u>pl_support_tech@dell.com</u>
Code: 011	Customer Service Phone	57 95 700
Country Code: 48	Customer Service	57 95 999
City Code: 22	Sales	57 95 999
City Coue. 22	Customer Service Fax	57 95 806
	Reception Desk Fax	57 95 998
	Switchboard	57 95 999
Portugal	Web Address	Support.euro.dell.com
International Access	Technical Support	707200149
Code: 00	Customer Service	800 300 413
Country Code: 351	Sales	800-300-410 or 800-300 -411 or
Country Code. 551		800-300-412 or 21-422-07-10
	Fax	21-424-01-12
Puerto Rico	Web Address	www.dell.com/pr
	E-mail Address	<u>la-techsupport@dell.com</u>
	Technical Support, Customer Service, Sales	1-877-537-3355
St. Kitts and Nevis	Web Address	www.dell.com/kn
	E-mail Address	<u>la-techsupport@dell.com</u>
	Technical Support, Customer Service, Sales	toll-free: 1-866-540-3355
St. Lucia	Web Address	www.dell.com/lc
	E-mail Address	la-techsupport@dell.com
<u></u>	Technical Support, Customer Service, Sales	toll-free: 1-866-464-4352
St. Vincent and the	E meil Address	www.deff.com/vc
Grenadines	E-mail Address	tall frees 1 866 464 4252
Cingapore	NOTE: The phone numbers in this section should	toll-free: 1-866-464-4353
Singapore	he called from within Singapore or Malaysia only	
International Access	be caned from within Singapore of Malaysia only.	
Code: 005	Web Address	support on doll com
Country Code: 65	Technical Support Dimension Inspiron and	toll free: 1 800 204 7420
	Electronical Support - Dimension, Inspiron, and	1011-1166. 1 800 394 7430
	Tashrical Support OptiPlay Latitude	toll frees 1 800 204 7488
	and Dall Provision	1011-1166: 1 800 394 7488
	and Den Precision	tall frage 1 800 204 7478
	DemorCompost and DemorVault	1011-1166: 1 800 394 7478
	Customer Semice	tall from 1 800 204 7420 (antion ()
	Customer Service	toll-free: 1 800 394 7430 (option 6)
	Iransaction Sales	toll-free: 1 800 394 /412
Clausicia (Dragues)	Corporate Sales	toll-free: 1 800 394 7419
Slovakla (Prague)	E mail Address	czoch doll@doll.com
International Access	Tachnical Support	02 5441 5727
Code: 00	Customer Service	420 22527 2707
Country Code: 421	East East	420 22337 2707
	Fax Tash Fay	02 5441 0520
	Iecii Fax	02 5441 8328
	Switchboard (Sales)	02 5441 8528
Couth Africa	Web Address	02 3441 7383 support euro dell com
	F-mail Address	dell za supporteuro.dell.com
(Jonannesburg)	Gold Queue	011 700 7713
International Access	Technical Support	011 707 7710
Code: 09/091	Customer Service	011 709 7/10
Country Code: 27		011 /09 //0/
City Code: 11	54155	011 /09 //00

Spain (Madrid)	Web Address	Support.euro.com
International Access	Home and Small Business	
Cada: 00	Technical Support	902 100 130
Code: 00	Customer Service	902 118 540
Country Code: 34	Sales	902 118 541
City Code: 91	Switchboard	902 118 541
	Fax	902 118 539
	Corporate	202 110 202
	Technical Support	902 100 130
	Customer Service	902 100 130
	Switchboard	902 113 230
	Switchboard Fox	91 722 92 00
Swodon (Unplands	Fax Web Address	91 722 93 83 support euro dell com
Sweden (Oppiands	Technical Support	08 500 05 100
vasby)	Palational Customer Service	08 590 05 199
International Access	Kelational Customer Service	08 590 03 042
Code: 00	Home/Small Business Customer Service	08 587 70 527
Country Code: 46	Employee Purchase Program (EPP) Support	020 140 14 44
City Code: 8	Technical Support Fax	08 590 05 594
Switzerland (Geneva)	Web Address	Support.euro.dell.com
International Access	E-mail Address	Tech support central Europe@dell.com
Cada: 00		
Code: 00	Technical Support – Home and Small Business	0844 811 411
Country Code: 41	Technical Support – Corporate	0844 822 844
City Code: 22	Customer Service – Home and Small Business	0848 802 202
	Customer Service – Corporate	0848 821 721
	Fax	022 799 01 90
	Switchboard	022 799 01 01
Taiwan	Web Address	support an dell com
	E-mail Address	support dell com cn/email
International Access	Technical Support - OntiPlex I atitude Inspiron	toll-free: 0080 186 1011
Code: 002	Dimension and Electronics and Accessories	
Country Code: 886	Tachnical Support Servers and Storage	tall frag: 0080 160 1256
	Customer Service	toll from 0000 160 1250 (option 5)
	Transaction Solar	toll free: 0080 100 1250 (0ption 5)
	Comparete Sales	toll-free: 0080 105 1228
Theiland	Corporate Sales	toll-free: 0080 165 1227
mananu	Tachnical Support (OptiPlay Latitude and Dall	toll free: 1800.0060.07
International Access	Dreasision)	1011-1122. 1800 0000 07
Code: 001	Technical Summert (DervenAnn, DerverEder	tall frage 1800 0600 00
Country Code: 66	Technical Support (PowerApp, PowerEdge,	1011-1166: 1800 0600 09
	PowerConnect, and Power vault)	
	Customer Service	toll-free: 1800 006 007 (option 7)
	Corporate Sales	toll-free: 1800 006 009
	Transaction Sales	toll-free: 1800 006 006
Trinidad/Tobago	Web Address	www.dell.com/tt
	E-mail Address	la-tecnsupport@dell.com
<u> </u>	Technical Support, Customer Service, Sales	toll-tree: 1-888-799-5908
Turks and Calcos Islands	; web Address	www.aeii.com/tc
	E-mail Address	<u>ia-tecnsupport@dell.com</u>
	Technical Support, Customer Service, Sales	toll-free: 1-877-441-4735

International Access Code: 00 Code: 00 Customer Service Website City Code: 134 City Code: 134 Corporate/Public Sector Sales Corporate/Public Sector Sales Customer Service Home and Small Business Corporate Home and Small Business Corporate Home and Small Business Corporate Home and Small Business Corporate Corporate Home and Small Business Corporate Corporate Home and Small Business Corporate Corpor	U.K.(Bracknell)	Web Address	upport.euro.dell.com
Customer Service Website Support.euro.dell.com/tken.ECare/ Code: 00 form/home.asp Country Code: 44 City Code: 1344 Home and Small Business Sales 0870 907 4000 Corporate/Public Sector Sales 01344 860 456 Customer Service 01344 806 456 Customer Service 01344 373 189 Corporate Accounts (500-5000 employees) 0870 906 0010 Global Accounts 01344 373 189 Contral Government & Education 01344 373 189 Central Government & Education 01344 373 199 Health 01344 373 199 Health 01344 373 199 Corporate/Preferred Accounts/PCA (1000+ 0870 908 0500 employees) 0870 906 0010 Global Accounts 0870 906 0010 Corporate/Preferred Accounts/PCA (1000+ 0870 908 0500 employees) 0870 907 4006 Uruguay Web Address 0870 907 4006 Uruguay E-mail Address 184 (Construct) E-mail Address 184 (Construct) 1344 373 199 Home and Small Business Fax 0870 907 4006 Uruguay Autorated Order/Status Service Sales 184-techsupport@dell.com Technical Support, Customer Service, Sales 101-free: 10-437-598-2521 US A (Austin, Texa) Autorated Order/Status Service 101-free: 1-800-437-9312 US A (Austin, Texa) Autorated Order/Status Service 101-free: 1-800-437-9312 US A (Austin, Texa) Autorated Order/Status Service 101-free: 1-800-624-9897 Country Code: 1 Printers, and Projectors) for Relationship Customers 2000 Consumer (Home and Home Office) Support for 101-free: 1-800-624-9897 Employee Purchase Program (EPP) Customers 101-free: 1-800-624-9897 Employee Purchase Program (EPP) Customers 101-free: 1-800-624-9897 Employee Purchase Program (EPP) Customers 101-free: 1-800-624-9897 Customer Service 2011-free: 1-800-624-9897 Employee Purchase Program (EPP) Customers 101-free: 1-800-624-9897 Employee Purchase Program (EPP) Customers 101-free: 1-800-624-9897 Employee Purchase Program (EPP) Customers 101-free: 1-800-624-9897 Customer Service and Support 101-free: 1-800-624-9897 Customer Service 2015 Preferred Accounts 101-free: 1-800-624-9897 Employee Purchase Program (EPP) Customers 101-free: 1-800-624-9897 Customer Service and Waranty Sales 101-free: 1-800-4297-3355 Employee Purcha	International Access	E-mail Address	<u>dell_direct_support@dell.com</u>
Contry Code: 44 City Code: 1344 Sales Gruntry Code: 144 Sales Home and Small Business Sales Corporate/Public Sector Sales Customer Service Home and Small Business OR70 907 4000 Corporate Home and Small Business OR70 907 4000 Corporate Home and Small Business OR70 906 0010 Global Accounts (500-5000 employees) OR70 906 0010 Global Accounts OR70 908 000 employees) Other Dell Products OR70 908 0500 employees) Other Dell Products OR70 908 0500 General Home and Small Business Fax OR70 908 0500 Employee Final Address Latetchsupport@Customer Service, Sales Infermational Access Customer Service Custom	Code: 00	Customer Service Website	support.euro.dell.com/uk/en/ECare/
City Code: 1344 Home and Small Business Sales 0870 907 4000 Corporate/Public Sector Sales 01344 860 456 Customer Service 01344 373 185 Preferred Accounts (500-5000 employees) 0870 906 0010 Global Accounts (500-5000 employees) 0870 906 0010 Global Accounts (500-5000 employees) 0870 906 0010 Global Accounts (500-5000 employees) 01344 373 186 Cucntral Government & Education 01344 373 199 Health 01344 373 199 Health 01344 373 199 Dell Products 0870 908 0500 employees) 0000 Dell Products 0870 908 0500 employees) 0000 Dell Products 0870 907 4006 Uruguay Web Address 1000 Preferred Accounts/PCA (1000+ 0870 908 0500 employees) 0000 Dell Products 0870 973 2080 Uruguay Web Address 1000 Dell Products 0870 973 2080 Dell Products 0870 973 2080 Dell Products 0970 4006 Home and Small Business Fax 0870 907 4006 Uruguay Web Address 1000 Dell Products 000 Dell Prod	Country Code: 44		form/home.asp
Home and Small Business Sales 0870 907 4000 Corporate/Public Sector Sales 01344 860 456 Customer Service 0370 906 0010 Corporate Mails Exertor Sales 01344 373 185 Preferred Accounts (500-5000 employees) 0870 906 0010 Global Accounts (500-5000 employees) 01344 373 185 Central Government 01344 373 185 Central Government 01344 373 196 Local Government & Education 01344 373 196 Local Government & Education 01344 373 196 Corporate/Preferred Accounts/PCA (1000+ 0870 908 0500 employees) 0ther Dell Products 0870 908 0500 employees) 0ther Dell Products 0870 908 0500 General Home and Small Business Fax 0870 907 4006 Unguay Web Address www.dell.com/upport@dell.com/up E-mail Address 1011-free: 1000-413-598-2521 USA (Austin, Texas) Autorated Order-Status Service 1011-free: 100-413-598-2521 Code: 011 Hardware and Waranty Support (Dell TV, 0011-free: 1-800-624-9896 Dell products 011-free: 1-800-624-9896 Dell products 1011-free: 1-800-624-9897 Consumer (Home and Home Office) Support for 1011-free: 1-800-624-9897 Employee Purchase Program (EPP) Customers 1011-free: 1-800-624-3355 Employee Purchase Program (EPP) Customers 1011-free: 1-800-695-8133 Dell Sales 1011-free: 1-800-79-3355 Employee Purchase Program (EPP) Customers 1011	City Code: 1344	Sales	
Corporate/Public Sector Sales 01344 860 456 Customer Service Home and Small Business 0870 906 0010 Corporate Home and Small Business 0870 906 0010 Corporate Corporate 01344 373 195 Central Government 01344 373 196 Local Government & Education 01344 373 196 Corporate/Preferred Accounts/PCA (1000+ employees) Other Dell Products 0870 908 0500 employees) Other Dell Products 0870 908 0500 Uruguay Web Address 182 VWW.delLcom/UV E-mail Address 182 VWW.delLcom/UV Local Support, Customer Service, Sales 101-free: 100-413-598-2521 USA. (Austin, Texas) Automated Order-Status Service 101-free: 1800-433-9914 Control Ceh (portable and desktop computers) 101-free: 1-800-433-9914 Customer Service 101-free: 1-800-424-986 Customer Service 101-free: 1-800-624-9896 Customer Service (Local Infrae: 1-800-624-9896 Employee Purchase Program (EPP) Customer S Customer Service 101-free: 1-800-624-9897 Employee Purchase Program (EPP) Customers 101-free: 1-800-624-9896 Customer Service 101-free: 1-800-624-9897 Employee Purchase Program (EPP) Customers 101-free: 1-800-624-9896 Customer Service (Local Infrae: 1-800-624-9897 Employee Purchase Program (EPP) Customers 101-free: 1-800-624-9897 Customer Service (Local Infrae) Infrae: 1-800-624-9897 Employee Purchase Program (EPP) Customers 101-free: 1-800-624-9897 Employee Purchase Program (EPP) Customers 101-free: 1-800-624-9897 Customer Service Coll Preferred Accounts 101-free: 1-800-624-9897 Employee Purchase Program (EPP) Customers 101-free: 1-800-624-9897 Customer Service Coll Preferred Accounts 101-free: 1-800-624-9897 Employee Purchase Program (EPP) Customers 101-free: 1-800-624-9897 Employee Pur		Home and Small Business Sales	0870 907 4000
Customer Service0870 906 0010Home and Small Business0870 906 0010Corporate01344 373 185Preferred Accounts (500-5000 employees)0870 906 0010Global Accounts01344 373 186Central Government01344 373 196Local Government & Education01344 373 199Health01344 373 199Technical Support0870 908 0500Corporate/Preferred Accounts/PCA (1000+0870 908 0500employees)00ther Dell Products0870 933 0800General0870 907 406Home and Small Business Fax0870 907 406UrguayE-mail Address1a-techsupport@dell.com/usyE-mail Address1a-techsupport@dell.com/usyE-mail Address1a-techsupport@dell.com/usyCode: 011Printers, and Projectors ) for RelationshipCountry Code: 1Printers, and Projectors ) for RelationshipCountry Code: 1Printers, and Projectors ) for RelationshipCustomer Service (Dell TV, toll-free: 1-800-624-9896Dell productstoll-free: 1-800-624-9897Customer Services (Dell Preferred Accountstoll-free: 1-800-624-9897Employee Purchase Program (EPP)toll-free: 1-800-727-7355Employee Purchase Program (EPP)toll-free: 1-800-78-335Customer Service (Dell Prefured Acco		Corporate/Public Sector Sales	01344 860 456
Home and Small Business 0870 906 0010 Corporate 01344 373 185 Preferred Accounts (500-5000 employees) 0870 906 0010 Global Accounts (500-5000 employees) 0870 906 0010 Global Accounts (500-5000 employees) 01344 373 196 Local Government & Education 01344 373 196 Health 01344 373 199 Health 01344 373 199 Other Dell Products 0870 905 000 General Home and Small Business Fax 0870 907 4006 Web Address 0870 907 4006 Uruguay Web Address 187 0870 907 4006 Uruguay Ueb Address 187 0870 907 4006 General Address 187 0870 907 4006 General Address 187 0870 907 4006 Uruguay Ueb Address 187 0870 907 4006 General Address 180 1870 907 4006 General Address 180 1870 907 4006 General Address 187 1870 907 4006 General Address 1800 907 4006 General Address 187 1870 598 -5221 U.S.A. (Austin, Fæxi) Address 1800 907 4006 General AutoTech (portable and desktop computers) 101-free: 1-800-624-9896 Code: 011 Printer: 1.adVrietors) for Relationship Customer Service 101-free: 1-800-624-9897 Employee Purchase Program (EPP) Customers 101-free: 1-800-624-9897 Employee Purchase Program (EPP) Customers 101-free: 1-800-624-9897 Customer Services (Dell Preferred Accounts 101-free: 1-800-624-9897 Employee Purchase Program (EPP) 101-free: 1-800-624-9897 Customer Services (Dell Preferred Accounts 101-free: 1-800-624-9897 Employee Purchase Program (EPP) 101-free: 1-800-624-9897 Customer Service and Support 101-free: 1-800-624-9897 Employee Purchase Program (EPP) 101-free: 1-800-624-9897 Employee Purchase Program (EPP) 101-free: 1-800-624-9897 Employee Purchase Program (EPP) 101-free: 1-800-625-8133 Customer Service and Support 101-free: 1-800-625-8133 Dell Sales 101-free: 1-800-625-8133 Dell Sales 101-free: 1-800-625-8133 Dell Sales 101-free: 1-800-627-3355 Extended Service and Support 10		Customer Service	
Corporate 01344 373 185 Preferred Accounts (500-5000 employees) 0870 906 60100 Global Accounts 01344 373 196 Local Government 01344 373 199 Health 01344 373 194 Technical Support 01344 373 199 Corporate/Preferred Accounts/PCA (1000+ 0870 908 0500 employees) 0870 353 0800 General Home and Small Business Fax 0870 957 4006 Uruguay Web Address 0870 455 0880 General Home and Small Business Fax 0870 907 4006 Uruguay Web Address 0870 455 0800 General Home and Small Business Fax 0870 907 4006 Uruguay Web Address 0870 457 400 E-mail Address 1820 001-Free: 100-143 - 598 - 251 U.S.A. (Austin, Texas) Automated Order-Status Service Sales 101-Free: 070-413 - 598 - 251 U.S.A. (Austin, Texas) Automated Order-Status Service toll-Free: 100-143 - 598 - 251 U.S.A. (Austin, Texas) Autorated Order-Status Service toll-Free: 100-143 - 598 - 251 U.S.A. (Austin, Texas) Automated Order-Status Service toll-Free: 1-800-413 - 598 - 251 U.S.A. (Austin, Texas) Automated Order-Status Service toll-Free: 1-800-24-9362 Code: 011 Printers, and Projectors ) for Relationship customers Consumer (Home and Home Office) Support for toll-free: 1-800-624-9897 Employee Purchase Program (EPP) Customers toll-free: 1-800-624-9897 Employee Purchase Program (EPP) Customers toll-free: 1-800-635.8133 Dell Sales toll-free: 1-800-635.8133 Dell Sales toll-free: 1-800-637.335 Extended Service and Support toll-free: 1-800-637.335 Extended Service and Support toll-free: 1-800-283-3355 Dell Outlet Store (Dell refurbished computers) toll-free: 1-800-283-3355 Dell Outlet Store (Dell refurbished computers) toll-free: 1-800-283-3355 Extended Service and Warranty Sales toll-fr		Home and Small Business	0870 906 0010
Preferred Accounts (500-5000 employees) 0870 906 0010 Global Accounts 01344 373 196 Central Government & Education 01344 373 199 Health 01344 373 199 Health 01344 373 194 Technical Support 01344 373 194 Home and Small Business Fax 0870 907 4006 Wuguay Web Address 14-techsupports E-mail Address 14-techsupports Technical Support, Customer Service, Sales 101-free: 1-800-473-598-2521 US.A. (Austin, Texas) Automated Order-Status Service 101-free: 1-800-473-598-2521 US.A. (Austin, Texas) Automated Order-Status Service 101-free: 1-800-473-598-2521 Code: 011 Printers, and Projectors ) for Relationship Customer Service 101-free: 1-800-424-9897 Country Code: 1 Consumer (Home and Home Office) Support for 101-free: 1-800-624-9897 Employee Purchase Program (EPP) Customers 101-free: 1-800-624-9898 Dell products 101-free: 1-800-624-9897 Employee Purchase Program (EPP) Customers 101-free: 1-800-624-9897 Employee Purchase Program (EPP) Customers 101-free: 1-800-624-9897 Employee Purchase Program (EPP) 101-free: 1-800-695-8133 Customer Service 101-free: 1-800-695-8133 Customer Service 101-free: 1-800-695-8133 Customer Service 101-free: 1-800-695-8133 Customer Service and Support 101-free: 1-800-73-335 Employee Purchase Program (EPP) 101-free: 1-800-73-335		Corporate	01344 373 185
Global Accounts01344 373 186Central Government & Education01344 373 196Local Government & Education01344 373 199Health01344 373 194Technical Support0Corporate/Preferred Accounts/PCA (1000+0870 908 0500employees)0Other Dell Products0870 973 406General0870 907 4006Home and Small Business Fax0870 907 4006UruguayWeb Addressatechsupport@dell.comTechnical Support, Customer Service, Salestoll-free: 10-0143 598-251USA (Austin, Texas)Automated Order-Status Servicetoll-free: 1-800-247-9362Code: 011Hardware and Warranty Support (Dell TV, eustomerstoll-free: 1-80-247-9362Code: 011Printers, and Projectors ) for Relationship customerstoll-free: 1-807-624-9896Contry Code: 1Consumer (Home and Home Office) Support for toll-free: 1-807-624-9897toll-free: 1-800-624-9897Employee Purchase Program (EPP) Customerstoll-free: 1-800-624-9897Employee Purchase Program (EPP) Customerstoll-free: 1-800-624-9897Employee Purchase Program (EPP) Customer Servicetoll-free: 1-800-624-9897Employee Purchase Program (EPP) Customerstoll-free: 1-800-624-9837Customer Service (Dell Preferred Accounts Employee Purchase Program (EPP) <td></td> <td>Preferred Accounts (500-5000 employees)</td> <td>0870 906 0010</td>		Preferred Accounts (500-5000 employees)	0870 906 0010
Central Government & Education 01344 373 196 Local Government & Education 01344 373 199 Health 01344 373 194 Technical Support Corporate/Preferred Accounts/PCA (1000+ 0870 908 0500 employees) 0870 908 0500 Cher Dell Products 0870 935 0800 General Home and Small Business Fax 0870 907 4006 Home and Support, Customer Service, Sales 101-free: 1-800-435-989-521 US.A. (Austin, Texas) AutoTech (portable and desktop computers) toll-free: 1-800-437-9362 Hardware and Warnarty Support (Dell TV, toll-free: 1-800-624-9896 Dell products Consumer (Home and Home Office) Support for toll-free: 1-800-624-9896 Dell products Customer Service (Case/Dans) toll-free: 1-800-624-9897 Employee Purchase Program (EPP) Customers toll-free: 1-800-624-9897 Employee Purchase Program (EPP) Customers toll-free: 1-800-624-9897 Employee Purchase Program (EPP) toll-free: 1-800-624-9893 Dell Sates toll-free: 1-800-625-8133 Dell Sates toll-free: 1-800-625-8133 Dell Sates toll-free: 1-800-625-8133 Dell Sates toll-free: 1-800-637-3355 Spare Parts Sales toll-free: 1-800-435-3355 pare Parts Sales toll-free: 1-800-435-3355 pare Parts Sales toll-free: 1-800-727-8320 Dell S		Global Accounts	01344 373 186
Local Government & Education 01344 373 199 Health 01344 373 199 Technical Support Corporate/Preferred Accounts/PCA (1000+ 0870 908 0500 employees) 0870 908 0500 employees) 0870 907 4006 Home and Small Business Fax 0870 907 4006 Uruguay Web Address 184 E-mail Address 184 E-mail Address 184 E-mail Address 184 Controller Port Order-Status Service, Sales 184 Uniternational Access 184 Code: 011 Controller Advare and Warranty Support (Dell TV, Code: 011 Country Code: 1 Consumer (Home and Home Office) Support for Customers Service (base/Daport for Customers Services (Dell Preferred Accounts 194 Customer Services (Dell Preferred Accounts 101-free: 1-800-624-9896 Dell products 101-free: 1-800-624-9897 Employee Purchase Program (EPP) Customers 101-free: 1-800-624-9897 Customer Services (Dell Preferred Accounts 101-free: 1-800-624-9897 Employee Purchase Program (EPP) Customers 101-free: 1-800-624-9897 Customer Service 101-free: 1-800-624-9897 Customer Service (Dell Preferred Accounts 101-free: 1-800-624-9897 Employee Purchase Program (EPP) Customers 101-free: 1-800-624-9897 Customer Services (Dell Preferred Accounts 101-free: 1-800-624-9897 Employee Purchase Program (EPP) 101-free: 1-800-456-3355 Dell Sales 101-free: 1-800-456-3355 or 101-free: 1-80		Central Government	01344 373 196
Health01344 373 194Technical SupportCorporate/Preferred Accounts/PCA (1000+0870 908 0500employees)Other Dell Products0870 353 0800GeneralHome and Small Business Fax0870 907 4006Home and Small Business Fax0870 907 4006UnguayWeb Addresswww.dell.com/urgE-mail AddressIa-techsupportextell.comTechnical Support, Customer Service, Salestoll-free: 1-800-433-9014US.A. (Austin, Texas)Automated Order-Status Servicetoll-free: 1-800-433-9014Autorech (portable and desktop computers)toll-free: 1-800-433-9014International AccessAutoTech (portable and desktop computers)toll-free: 1-800-624-9896Code: 011Printers, and Projectors ) for RelationshipcustomersCountry Code: 1customer Servicetoll-free: 1-800-624-9896Dell productscustomer Service (lease/loans)toll-free: 1-800-624-9896Coustomer Servicetoll-free: 1-800-624-9897Employee Purchase Program (EPP) Customerstoll-free: 1-800-624-9897Financial Services (lease/loans)toll-free: 1-800-695-8133Financial Services (lease/loans)toll-free: 1-807-457-3355Financial Services (lease/loans)toll-free: 1-800-624-9897Customer Servicetoll-free: 1-807-459-7298Mutomer Support for printers, projectors, PDAs, and MP3 playerstoll-free: 1-800-695-8133Dell Suestoll-free: 1-800-456-3355Dell Outlet Store (Dell refurbished computers)toll-free: 1-800-457-3355Dell Outlet Store (Dell refurbished compute		Local Government & Education	01344 373 199
Technical Support         Corporate/Preferred Accounts/PCA (1000+       0870 908 0500         employces)       0ther Dell Products       0870 353 0800         General       0870 353 0800         Home and Small Business Fax       0870 907 4006         Uruguay       Web Adfress       www.dell.com/tuy         E-mail Address       la-techsupport@dell.com         Technical Support, Customer Service, Sales       toll-free: 000-413-598-2521         US.A. (Austin, Texas)       Automated Order-Status Service       toll-free: 1-800-479-9362         Code: 011       Printers, and Projectors ) for Relationship       toll-free: 1-800-479-9362         Code: 011       Printers, and Projectors ) for Relationship       toll-free: 1-800-624-9897         Customer Service       toll-free: 1-800-624-9897       Employee Purchase Program (EPP) Customers       toll-free: 1-800-624-9897         Dell products       Customer Services (Beaseloans)       toll-free: 1-807-577-3355       Financial Services Web Address         Wew.dellfinancialservices Coult [DPA])       Business       toll-free: 1-800-624-9897         Customer Service       toll-free: 1-800-624-9897       toll-free: 1-800-695-8133         Financial Services Web Address       www.dellfinancialservices.2000       toll-free: 1-800-695-8133         Dinacial Services Web Address       toll-free:		Health	01344 373 194
Corporate/Preferred Accounts/PCA (1000+ 0870 908 0500 employees) Other Dell Products 0870 353 0800 General Home and Small Business Fax 0870 907 4006 Uruguay Web Address 0870 907 4006 Uruguay Web Address 0870 907 4006 Uruguay Web Address 1840 000-413-598-2521 U.S.A. (Austin, Texas) Automated Order-Status Service 101-free: 0.00-413-598-2521 U.S.A. (Austin, Texas) Automated Order-Status Service 101-free: 1-800-433-9014 Automated Order-Status Service 101-free: 1-800-433-9014 Automated Order-Status Service 101-free: 1-800-433-9014 Automated Order-Status Service 101-free: 1-800-624-9896 Code: 011 Printers, and Projectors ) for Relationship customers Consumer (Home and Home Office) Support for 101-free: 1-800-624-9897 Employee Purchase Program (EPP) Customers 101-free: 1-800-624-9897 Employee Purchase Program (EPP) Customers 101-free: 1-800-624-9897 Employee Purchase Program (EPP) Customers 101-free: 1-800-624-9897 Employee Purchase Program (EPP) tol-free: 1-800-695-8133 Dell Sales toll-free: 1-800-695-8133 Dell Sales toll-free: 1-800-287-3355 Extended Service and Warranty Sales toll-free: 1-800-287-3355 Software and Peripherals Sales toll-free: 1-800-247-4618 Fax tol-247-4618 Fax toll-free: 1-800-247-4618		Technical Support	
employees) Other Dell Products 0870 353 0800 General Home and Small Business Fax 0870 907 4006 Wruguay Web Address Ax 0870 907 4006 E-mail Address Ia-tecthoupport#dell.com Technical Support, Customer Service, Sales toll-free: 000-413-598-2521 U.S.A. (Austin, Texas) Automated Order-Status Service toll-free: 000-413-598-2521 U.S.A. (Austin, Texas) Automated Order-Status Service toll-free: 1-800-433-9014 International Access Code: 011 Printers, and Projectors ) for Relationship Customers Consumer (Home and Home Office) Support for toll-free: 1-800-624-9896 Dell products Customers toll-free: 1-800-624-9897 Employee Purchase Program (EPP) toll-free: 1-800-625-8133 Dell Sales toll-free: 1-800-625-8133 Dell Sales toll-free: 1-800-625-8133 Dell Sales toll-free: 1-800-625-8133 Dell Sales toll-free: 1-800-675-8133 Dell Sales toll-free: 1-800-671-3355 Spare Parts Sales toll-free: 1-800-671-3355 Spare Parts Sales toll-free: 1-800-671-3355 Dell Outlet Store (Dell refurbished computers) toll-free: 1-800-671-3355 Spare Parts Sales toll-free: 1-800-271-3350 Dell Sales toll-free: 1-800-271-3355 Dell Outlet Store (Dell refurbished computers) toll-free: 1-800-671-3355 Spare Parts Sal		Corporate/Preferred Accounts/PCA (1000+	0870 908 0500
Other Dell Products0870 353 0800General0870 957 055 30800Home and Small Business Fax0870 907 4006UruguayWeb AddressWww.dell.com/uyE-mail Addressla-techsupport@dell.comTechnical Support, Customer Servicetoll-free: 000-413-598-2521U.S.A. (Austin, Texas)Automated Order-Status Servicetoll-free: 1-800-437-9014International AccessAutoTech (portable and desktop computers)toll-free: 1-800-247-9362Code: 011Printers, and Projectors ) for Relationshiptoll-free: 1-800-624-9896Country Code: 1Consumer (Home and Home Office) Support fortoll-free: 1-800-624-9897Consumer (Home and Home Office) Support fortoll-free: 1-800-624-9897Consumer (Home and Home Office) Support fortoll-free: 1-800-624-9897Consumer (Home and Pore Orgram (EPP) Customerstoll-free: 1-800-624-9897Employee Purchase Program (EPP) Customerstoll-free: 1-800-624-9897Employee Purchase Program (EPP)toll-free: 1-800-628-3355Dell Salestoll-free: 1-800-628-3355Dell Outlet Store (Dell refurbished computers)t		employees)	
General Home and Small Business Fax         0870 907 4006           Uruguay         Web Address         www.dell.com/ung           E-mail Address         la-techsupport@dell.com Technical Support, Customer Service         toll-free: 000-413-598-2521           U.S.A. (Austin, Texas)         Automated Order-Status Service         toll-free: 1-800-433-908-2521           U.S.A. (Austin, Texas)         Automated Order-Status Service         toll-free: 1-800-433-908-2521           U.S.A. (Austin, Texas)         Automated Order-Status Service         toll-free: 1-800-433-908-2521           Code: 011         Printers, and Projectors ) for Relationship customers         toll-free: 1-800-437-9014           Country Code: 1         Printers, and Projectors ) for Relationship customers         toll-free: 1-800-624-9897           Coustomer Service         toll-free: 1-800-624-9897         toll-free: 1-800-624-9897           Employee Purchase Program (EPP) Customers         toll-free: 1-800-695-8133         stoll-free: 1-800-695-8133           Financial Services (beb Address         www.dellfinancialservices.com         toll-free: 1-800-624-9897           IDPA])         Business         toll-free: 1-800-624-9897           Customer Service         toll-free: 1-800-624-9897         toll-free: 1-800-628-921210           IDPA])         Business         toll-free: 1-800-624-9897           Customer Services (Dell		Other Dell Products	0870 353 0800
Home and Small Business Fax0870 907 4006UruguayWeb Addresswww.dell.com/uyE-mail Addressla-techsupport@dell.comTechnical Support, Customer Service, Salestoll-free: 000-413-598-2521U.S.A. (Austin, Texas)AutoTech (portable and desktop computers)toll-free: 1-800-433-9014International AccessAutoTech (portable and desktop computers)toll-free: 1-800-247-9362Code: 011Printers, and Projectors) for Relationshiptoll-free: 1-800-624-9896Country Code: 1existomersconsumer (Home and Home Office) Support fortoll-free: 1-800-624-9896Dell productsCustomer Servicetoll-free: 1-800-624-9897Employee Purchase Program (EPP) Customerstoll-free: 1-800-624-9897Financial Services (Dell Preferred Accountstoll-free: 1-800-624-9897IDPA])Businesstoll-free: 1-800-624-9897Customer Service (cosc)/oans)toll-free: 1-800-624-9897Employee Purchase Program (EPP) Customerstoll-free: 1-800-624-9897Employee Purchase Program (EPP)toll-free: 1-800-628-8133Dell Salestoll-free: 1-800-628-8133 <td></td> <td>General</td> <td></td>		General	
UruguayWeb Addresswww.dell.com/tuy la-techsupport@dell.com toll-free: 100-413-598-2521U.S.A. (Austin, Texas)Automated Order-Status Servicetoll-free: 1-800-433-9014International AccessAutoTech (portable and desktop computers)toll-free: 1-800-247-9362Code: 011Hardware and Warranty Support (Dell TV, customerstoll-free: 1-877-459-7298Country Code: 1Printers, and Projectors ) for Relationship customerstoll-free: 1-800-624-9896Country Code: 1Consumer (Home and Home Office) Support for customerstoll-free: 1-800-624-9897Coustomer Servicetoll-free: 1-800-624-9897Employee Purchase Program (EPP) Customers Financial Services (Dell Preferred Accounts IDPA))toll-free: 1-800-624-9897BusinessCustomer Service toll-free: 1-800-624-9897Customer Servicetoll-free: 1-800-624-9897Employee Purchase Program (EPP) Employee Purchase Program (EPP) Customer Servicetoll-free: 1-800-624-9897Employee Purchase Program (EPP) Employee Purchase Program (EPP) Customer Service and Support and MP3 playerstoll-free: 1-800-456-3355Public (government, education, and healthcare) Customer Service and Support Customerstoll-free: 1-800-456-3355Dell Salestoll-free: 1-800-239-3355Dell Salestoll-free: 1-800-239-3355Dell Salestoll-free: 1-800-239-3355Dell Salestoll-free: 1-800-237-3355Dell Services for the Deaf, Hard-of-Hearing, or Speech-Impairedtoll-free: 1-800-237-3355Dell Services for the Deaf, Hard-of-Hearing, or Speech-Impairedtoll-f		Home and Small Business Fax	0870 907 4006
E-mail AddressIa-technsupportedell.comTechnical Support, Customer Service, Salestoll-free: 000-413-598-2521U.S.A. (Austin, Texas)Automated Order-Status Servicetoll-free: 100-433-39014International AccessAutoTech (portable and desktop computers)toll-free: 1-800-433-39014International AccessPrinters, and Projectors ) for Relationshiptoll-free: 1-800-247-9362Code: 011Printers, and Projectors ) for Relationshiptoll-free: 1-800-624-9896Coustomer SConsumer (Home and Home Office) Support fortoll-free: 1-800-624-9897Consumer (Home and Home Office) Support fortoll-free: 1-800-624-9897Employce Purchase Program (EPP) Customerstoll-free: 1-800-624-9897Financial Services (lease/loans)toll-free: 1-800-624-9897Financial Services (Dell Preferred Accountstoll-free: 1-800-624-9897Employee Purchase Program (EPP)toll-free: 1-800-625-8133Customer Support for printers, projectors, PDAs, and MP3 playerstoll-free: 1-800-456-3355Public (government, education, and healthcare)toll-free: 1-800-695-8133Dell Salestoll-free: 1-800-879-3355Dell Outlet Store (Dell refurbished computers) <td< td=""><td>Uruguay</td><td>Web Address</td><td>www.dell.com/uy</td></td<>	Uruguay	Web Address	www.dell.com/uy
Lis.A. (Austin, Texas)Ioli-free: 100-413-598-2521U.S.A. (Austin, Texas)Automated Order-Status Servicetoll-free: 1-800-433-9014International AccessAutoTech (portable and desktop computers)toll-free: 1-800-247-9362Code: 011Printers, and Projectors ) for Relationshiptoll-free: 1-877-459-7298Country Code: 1Consumer (Home and Home Office) Support for Dell productstoll-free: 1-800-624-9896CustomersConsumer (Home and Home Office) Support for Employee Purchase Program (EPP) Customerstoll-free: 1-800-624-9896Dell productstoll-free: 1-800-695-8133Financial Services (Dell Preferred Accounts toll-free: 1-877-577-3355Financial Services (Dell Preferred Accounts IDPA])toll-free: 1-800-624-9897BusinessCustomer Service Customer Servicetoll-free: 1-800-624-9897Customer Service Employee Purchase Program (EPP)toll-free: 1-800-624-9897Business Customer Servicetoll-free: 1-800-624-9897Customer Service Employee Purchase Program (EPP)toll-free: 1-800-624-9897Business Customer Servicetoll-free: 1-800-624-9897Customer Service Employee Purchase Program (EPP)toll-free: 1-800-624-9897Employee Purchase Program (EPP) Customers projectors, PDAs, and MP3 playerstoll-free: 1-800-624-9897Public (government, education, and healthcare) Customer Service and Supporttoll-free: 1-800-456-3355Dell Outlet Store (Dell refurbished computers) Software and Peripherals Salestoll-free: 1-800-695-8133Dell Outlet Store (Dell refurbished computers)toll-free: 1-800-727-83		E-mail Address	la-techsupport@dell.com
USA. (Austin, Texas)Autofacto Order-Status Servicetoll-free: 1-800-43-7-9362International Access Code: 011Autofacto Order-Status Servicetoll-free: 1-800-47-9362Code: 011Hardware and Warranty Support (Dell TV, eustomerstoll-free: 1-800-624-9896Country Code: 1Consumer (Home and Home Office) Support for customer Servicetoll-free: 1-800-624-9896Dell productstoll-free: 1-800-624-9897Customer Servicetoll-free: 1-800-624-9897Employee Purchase Program (EPP) Customers Financial Services (Dell Preferred Accounts (DPA])toll-free: 1-800-695-8133Business Customer Servicetoll-free: 1-800-695-8133Customer Service Employee Purchase Program (EPP)toll-free: 1-800-695-8133Customer Service Employee Purchase Program (EPP)toll-free: 1-800-695-8133Customer Service Employee Purchase Program (EPP)toll-free: 1-800-695-8133Customer Service and Support Eustomer s Support for printers, projectors, PDAs, and MP3 playerstoll-free: 1-800-456-3355Public (government, education, and healthcare) Customer Service and Supporttoll-free: 1-800-456-3355Dell Outlet Store (Dell refurbished computers) Software and Peripherals Sales Extended Service and Warranty Sales toll-free: 1-800-727-8325toll-free: 1-800-727-8355Dell Services for the Deaf, Hard-of-Hearing, or Speech-Impairedtoll-free: 1-877-5889)		Lechnical Support, Customer Service, Sales	toll-free: 000-413-598-2521
International Access Code: 011 Country Code: 1 Country Code: 1 Country Code: 1 Country Code: 1 Country Code: 1 Consumer (Home and Home Office) Support for Consumer (Home and Home Office) Support for Consumer (Home and Home Office) Support for Customer Service Customer Service Customer Services (Lease/Loans) Financial Services (Dell Preferred Accounts IDI-free: 1-800-624-9897 Financial Services (Dell Preferred Accounts IDI-free: 1-800-624-9897 Employee Purchase Program (EPP) Customer Service Customer Service Customer Service Customer Service Customer Service Public (government, education, and healthcare) Customer Service and Support Customer Service (EPP) Customers Dell Sales Dell Outlet Store (Dell refurbished computers) Software and Peripherals Sales Customer and Peripherals Sales Customer Service and Warranty Sues Customer Service and Warranty Sales Customer Service Sfor the Deaf, Hard-of-Hearing, or Customer Service Store the Deaf, Hard-of-Hearing, or Customer Stars Stars Customer Service Store the Deaf, Hard-of-Hearing, or Customer Stars Stars Customer Stars Stars Customer Stars Stars Customer Stars Stars Customer Stars Stars Customer Stars Stars Customer Stars Stars Cu	U.S.A. (Austin, Texas)	AutoTach (portable and desktop computers)	toll free: $1,800,247,0362$
Code: 011 Country Code: 1Indivate and warranty support (Den TV, Printers, and Projectors ) for Relationship customersIon-free: 1-807-435-7236Country Code: 1Printers, and Projectors ) for Relationship customersIon-free: 1-800-624-9896Dell productsCustomer ServiceIol-free: 1-800-624-9897Employee Purchase Program (EPP) CustomersIol-free: 1-800-624-9897Financial Services (lease/loans)Iol-free: 1-800-624-9897Financial Services (Dell Preferred AccountsIol-free: 1-877-577-3355Financial Services (Dell Preferred AccountsIol-free: 1-800-624-9897IDPAI)BusinessCustomer ServiceIol-free: 1-800-624-9897Employee Purchase Program (EPP)Iol-free: 1-800-624-9897Employee Purchase Program (EPP)Iol-free: 1-800-624-9897Employee Purchase Program (EPP)Iol-free: 1-800-624-9897Employee Purchase Program (EPP)Iol-free: 1-800-624-9897Customer S support for printers, projectors, PDAs, and MP3 playersIol-free: 1-800-624-9897Public (government, education, and healthcare)Iol-free: 1-800-456-3355Customer Service and SupportIol-free: 1-800-289-3355 or Iol-free: 1-800-879-3355Dell Outlet Store (Dell refurbished computers)Iol-free: 1-800-671-3355Software and Peripherals SalesIol-free: 1-800-671-3355System Parts SalesIol-free: 1-800-671-3355Extended Service and Warranty SalesIol-free: 1-800-671-3355Dell Services for the Deaf, Hard-of-Hearing, or Speech-ImpairedIol-free: 1-877-352-5880Dell-Services for the Deaf, Hard-of-Heari	International Access	Hardware and Warranty Support (Dall TV	toll froe: 1 877 450 7208
Country Code: 1 Inters, and Projectors ) for Relationship customers Consumer (Home and Home Office) Support for Dell products Customer Service toll-free: 1-800-624-9897 Employee Purchase Program (EPP) Customers toll-free: 1-800-695-8133 Financial Services Web Address www.dellfinancialservices.com Financial Services (Dell Preferred Accounts toll-free: 1-800-624-9897 Employee Purchase Program (EPP) toll-free: 1-800-695-8133 Customer s Support for printers, projectors, PDAs, toll-free: 1-800-456-3355 Employee Purchase Program (EPP) Customers toll-free: 1-800-456-3353 Dell Sales toll-free: 1-800-695-8133 Dell Sales toll-free: 1-800-695-8133 Dell Sales toll-free: 1-800-675-8353 Dell Outlet Store (Dell refurbished computers) toll-free: 1-800-671-3355 Spare Parts Sales toll-free: 1-800-671-3355 Spare Parts Sales toll-free: 1-800-727-8320 Dell Services for the Deaf, Hard-of-Hearing, or toll-free: 1-877-DELLTTY Speech-Impaired (1-877-335-5889)	Code: 011	Drinters, and Projectors ) for Palationship	1011-1100. 1-877-439-7298
Consumer (Home and Home Office) Support for toll-free: 1-800-624-9896 Dell products Customer Service toll-free: 1-800-624-9897 Employee Purchase Program (EPP) Customers toll-free: 1-800-695-8133 Financial Services Web Address www.dellfinancialservices.com Financial Services (lease/loans) toll-free: 1-877-577-3355 Financial Services (Dell Preferred Accounts toll-free: 1-800-624-9897 (DPA]) Business Customer Service (Dell Preferred Accounts toll-free: 1-800-624-9897 Employee Purchase Program (EPP) toll-free: 1-800-624-9897 Employee Purchase Program (EPP) toll-free: 1-800-695-8133 Customer s Support for printers, projectors, PDAs, toll-free: 1-800-695-8133 Dell Government, education, and healthcare) Customer Service and Support toll-free: 1-800-456-3355 Employee Purchase Program (EPP) Customers toll-free: 1-800-695-8133 Dell Sales toll-free: 1-800-695-8133 Dell Outlet Store (Dell refurbished computers) toll-free: 1-800-695-8135 Software and Peripherals Sales toll-free: 1-800-695-8355 Spare Parts Sales toll-free: 1-800-671-3355 Spare Parts Sales toll-free: 1-800-357-3355 Extended Service and Warranty Sales toll-free: 1-800-727-8320 Dell Services for the Deaf, Hard-of-Hearing, or toll-free: 1-807-72-8849 Speech-Impaired (1-877-355-889)	Country Code: 1	eustomers	
Dell productstoll-free: 1-800-624-9890Customer Servicetoll-free: 1-800-624-9897Employee Purchase Program (EPP) Customerstoll-free: 1-800-695-8133Financial Services Web Addresswww.dellfinancialservices.comFinancial Services (lease/loans)toll-free: 1-877-577-3355Financial Services (Dell Preferred Accountstoll-free: 1-800-624-9897(DPA])BusinessCustomer Servicetoll-free: 1-800-624-9897Employee Purchase Program (EPP)toll-free: 1-800-624-9897Employee Purchase Program (EPP)toll-free: 1-800-624-9897Customer s Support for printers, projectors, PDAs, and MP3 playerstoll-free: 1-800-624-9897Public (government, education, and healthcare)Customer Service and SupportCustomer Service and Supporttoll-free: 1-800-456-3355Employee Purchase Program (EPP) Customerstoll-free: 1-800-289-3355 or toll-free: 1-800-289-3355Dell Salestoll-free: 1-800-671-3355Spare Parts Salestoll-free: 1-800-357-3355Extended Service and Warranty Salestoll-free: 1-800-277-8320Dell Services for the Deaf, Hard-of-Hearing, or Speech-Impairedtoll-free: 1-877-DELLTTYSpeech-Impaired(1-877-335-5889)		Consumer (Home and Home Office) Support for	toll from 1 800 624 0806
Customer Service toll-free: 1-800-624-9897 Employee Purchase Program (EPP) Customers toll-free: 1-800-695-8133 Financial Services Web Address www.dellfinancialservices.com Financial Services (lease/loans) toll-free: 1-877-577-3355 Financial Services (Dell Preferred Accounts toll-free: 1-800-283-2210 [DPA]) Business Customer Service toll-free: 1-800-624-9897 Employee Purchase Program (EPP) toll-free: 1-800-624-9897 Employee Purchase Program (EPP) toll-free: 1-800-695-8133 Customer s Support for printers, projectors, PDAs, toll-free: 1-877-459-7298 and MP3 players Public (government, education, and healthcare) Customer Service and Support toll-free: 1-800-456-3355 Employee Purchase Program (EPP) Customers toll-free: 1-800-456-3355 or toll-free: 1-800-289-3355 or toll-free: 1-800-289-3355 or toll-free: 1-800-879-3355 Dell Outlet Store (Dell refurbished computers) toll-free: 1-808-798-7561 Software and Peripherals Sales toll-free: 1-800-671-3355 Spare Parts Sales toll-free: 1-800-671-3355 Extended Service and Warranty Sales toll-free: 1-800-247-4618 Fax toll-free: 1-800-247-4618 Fax toll-free: 1-800-247-4618 Fax toll-free: 1-800-247-4618 Fax toll-free: 1-807-277-8320 Dell Services for the Deaf, Hard-of-Hearing, or toll-free: 1-877-DELLTTY Speech-Impaired (1-877-335-5889)		Dell products	1011-1166. 1-800-024-9890
Employee Purchase Program (EPP) Customerstoll-free: 1-800-024-3837Financial Services Web Addresswww.dellfinancialservices.comFinancial Services (lease/loans)toll-free: 1-800-024-3837Financial Services (Dell Preferred Accountstoll-free: 1-800-024-3837[DPA])BusinessCustomer Servicetoll-free: 1-800-624-9897Employee Purchase Program (EPP)toll-free: 1-800-624-9897Employee Purchase Program (EPP)toll-free: 1-800-624-9897Customer s Support for printers, projectors, PDAs, and MP3 playerstoll-free: 1-800-624-9897Public (government, education, and healthcare)toll-free: 1-800-456-3355Customer Service and Supporttoll-free: 1-800-456-3355Employee Purchase Program (EPP) Customerstoll-free: 1-800-456-3355Dell Salestoll-free: 1-800-289-3355 or toll-free: 1-800-289-3355Dell Outlet Store (Dell refurbished computers)toll-free: 1-800-671-3355Spare Parts Salestoll-free: 1-800-671-3355Extended Service and Warranty Salestoll-free: 1-800-727-8320Dell Services for the Deaf, Hard-of-Hearing, or Speech-Impairedtoll-free: 1-877-DELLTTY		Customer Service	toll from 1 800 624 0807
Financial Services Web Address www.dellfinancialservices.com Financial Services (lease/loans) toll-free: 1-800-283-2210 [DPA]) Business Customer Service toll-free: 1-800-624-9897 Employee Purchase Program (EPP) toll-free: 1-800-624-9897 Employee Purchase Program (EPP) toll-free: 1-800-695-8133 Customer s Support for printers, projectors, PDAs, toll-free: 1-800-456-3355 Employee Purchase Program (EPP) toll-free: 1-800-456-3355 Employee Purchase Program (EPP) Customers toll-free: 1-800-456-3355 Dell Outlet Store (Dell refurbished computers) toll-free: 1-800-695-8133 Software and Peripherals Sales toll-free: 1-800-671-3355 Spare Parts Sales toll-free: 1-800-247-4618 Fax toll-free: 1-800-727-8320 Dell Services for the Deaf, Hard-of-Hearing, or toll-free: 1-877-DELLTTY Speech-Impaired (1-877-335-5889)		Employee Durchase Program (EDD) Customors	toll froe: 1 800 605 8133
Financial Services (lease/loans)toll-free: 1-877-577-3355Financial Services (Dell Preferred Accountstoll-free: 1-877-577-3355Financial Services (Dell Preferred Accountstoll-free: 1-800-283-2210[DPA]) <b>Business</b> toll-free: 1-800-624-9897Customer Servicetoll-free: 1-800-624-9897Customer s Support for printers, projectors, PDAs,toll-free: 1-807-459-7298and MP3 players <b>Public (government, education, and healthcare)</b> Customer Service and Supporttoll-free: 1-800-456-3355Employee Purchase Program (EPP) Customerstoll-free: 1-800-456-3355Dell Salestoll-free: 1-800-289-3355 ortoll-free: 1-800-289-3355toll-free: 1-800-695-8133Dell Outlet Store (Dell refurbished computers)toll-free: 1-800-671-3355Spare Parts Salestoll-free: 1-800-671-3355Extended Service and Warranty Salestoll-free: 1-800-247-4618Faxtoll-free: 1-800-247-4618Faxtoll-free: 1-807-27-8320Dell Services for the Deaf, Hard-of-Hearing, ortoll-free: 1-877-325-5889)		Employee Furchase Flogram (EFF) Customers	www.dollfinancialsorvices.com
Financial Services (lease loans) Financial Services (Dell Preferred Accounts [DPA]) Business Customer Service toll-free: 1-800-624-9897 Employee Purchase Program (EPP) toll-free: 1-800-695-8133 Customer s Support for printers, projectors, PDAs, toll-free: 1-877-459-7298 and MP3 players Public (government, education, and healthcare) Customer Service and Support toll-free: 1-800-456-3355 Employee Purchase Program (EPP) Customers toll-free: 1-800-695-8133 Dell Sales toll-free: 1-800-289-3355 or Dell Outlet Store (Dell refurbished computers) toll-free: 1-800-671-3355 Spare Parts Sales toll-free: 1-800-671-3355 Extended Service and Warranty Sales toll-free: 1-800-247-4618 Fax toll-free: 1-800-247-4618 Fax toll-free: 1-800-727-8320 Dell Services for the Deaf, Hard-of-Hearing, or toll-free: 1-877-DELLTTY Speech-Impaired (1-877-335-5889)		Financial Services (lasse/loops)	toll froe: 1 877 577 3355
Indictal Services (Den Tretened AccountsIonFrice: 1-800-233-2210[DPA])BusinessCustomer Servicetoll-free: 1-800-624-9897Employee Purchase Program (EPP)toll-free: 1-800-695-8133Customer s Support for printers, projectors, PDAs, and MP3 playerstoll-free: 1-877-459-7298Public (government, education, and healthcare)toll-free: 1-800-456-3355Customer Service and Supporttoll-free: 1-800-695-8133Dell Salestoll-free: 1-800-289-3355 or toll-free: 1-800-289-3355Dell Outlet Store (Dell refurbished computers)toll-free: 1-800-879-3355Spare Parts Salestoll-free: 1-800-671-3355Extended Service and Warranty Salestoll-free: 1-800-247-4618Faxtoll-free: 1-800-727-8320Dell Services for the Deaf, Hard-of-Hearing, or Speech-Impairedtoll-free: 1-877-DELLTTY		Financial Services (Dell Preferred Accounts	toll free: 1 800 283 2210
BusinessCustomer Servicetoll-free: 1-800-624-9897Employee Purchase Program (EPP)toll-free: 1-800-695-8133Customer s Support for printers, projectors, PDAs, and MP3 playerstoll-free: 1-877-459-7298Public (government, education, and healthcare)toll-free: 1-800-456-3355Customer Service and Supporttoll-free: 1-800-456-3355Employee Purchase Program (EPP) Customerstoll-free: 1-800-456-3355Dell Salestoll-free: 1-800-289-3355 or toll-free: 1-800-289-3355 or toll-free: 1-800-879-3355Dell Outlet Store (Dell refurbished computers)toll-free: 1-800-671-3355Spare Parts Salestoll-free: 1-800-357-3355Extended Service and Warranty Salestoll-free: 1-800-247-4618Faxtoll-free: 1-800-727-8320Dell Services for the Deaf, Hard-of-Hearing, or Speech-Impairedtoll-free: 1-877-DELLTTY			1011-1122. 1-000-205-2210
DusinessCustomer Servicetoll-free: 1-800-624-9897Employee Purchase Program (EPP)toll-free: 1-800-695-8133Customer s Support for printers, projectors, PDAs, and MP3 playerstoll-free: 1-877-459-7298Public (government, education, and healthcare)toll-free: 1-800-456-3355Customer Service and Supporttoll-free: 1-800-695-8133Dell Salestoll-free: 1-800-695-8133Dell Salestoll-free: 1-800-695-8133Dell Outlet Store (Dell refurbished computers)toll-free: 1-800-879-3355Spare Parts Salestoll-free: 1-800-671-3355Extended Service and Warranty Salestoll-free: 1-800-247-4618Faxtoll-free: 1-800-247-4618Faxtoll-free: 1-800-727-8320Dell Services for the Deaf, Hard-of-Hearing, ortoll-free: 1-877-DELLTTYSpeech-Impaired(1-877-335-5889)			
Eustonic Servicetoll-free: 1-800-024-9697Employee Purchase Program (EPP)toll-free: 1-800-695-8133Customer s Support for printers, projectors, PDAs, and MP3 playerstoll-free: 1-877-459-7298Public (government, education, and healthcare)toll-free: 1-800-456-3355Customer Service and Supporttoll-free: 1-800-695-8133Dell Salestoll-free: 1-800-695-8133Dell Salestoll-free: 1-800-695-8133Dell Outlet Store (Dell refurbished computers)toll-free: 1-800-879-3355Software and Peripherals Salestoll-free: 1-800-671-3355Spare Parts Salestoll-free: 1-800-357-3355Extended Service and Warranty Salestoll-free: 1-800-247-4618Faxtoll-free: 1-800-727-8320Dell Services for the Deaf, Hard-of-Hearing, ortoll-free: 1-877-DELLTTYSpeech-Impaired(1-877-335-5889)		Customer Service	toll_free: 1_800_624_9897
Customer s Support for printers, projectors, PDAs, and MP3 playerstoll free: 1-800-055-0155Public (government, education, and healthcare)toll-free: 1-800-456-3355Customer Service and Supporttoll-free: 1-800-695-8133Dell Salestoll-free: 1-800-289-3355 or toll-free: 1-800-879-3355Dell Outlet Store (Dell refurbished computers)toll-free: 1-800-671-3355Software and Peripherals Salestoll-free: 1-800-671-3355Spare Parts Salestoll-free: 1-800-247-4618Faxtoll-free: 1-800-247-4618Faxtoll-free: 1-800-727-8320Dell Services for the Deaf, Hard-of-Hearing, or Speech-Impairedtoll-free: 1-877-DELLTTY		Employee Purchase Program (FPP)	toll_free: 1-800-695-8133
Customer Support for printers, projectors, i Dris, and MP3 playerstoli free: 1 607 435 7256Public (government, education, and healthcare)toll-free: 1-800-456-3355Customer Service and Supporttoll-free: 1-800-695-8133Dell Salestoll-free: 1-800-289-3355 or toll-free: 1-800-879-3355Dell Outlet Store (Dell refurbished computers)toll-free: 1-800-879-3355Software and Peripherals Salestoll-free: 1-800-671-3355Spare Parts Salestoll-free: 1-800-357-3355Extended Service and Warranty Salestoll-free: 1-800-247-4618Faxtoll-free: 1-800-727-8320Dell Services for the Deaf, Hard-of-Hearing, ortoll-free: 1-877-DELLTTYSpeech-Impaired(1-877-335-5889)		Customer's Support for printers projectors PDAs	toll_free: 1-877-459-7298
Public (government, education, and healthcare)Customer Service and Supporttoll-free: 1-800-456-3355Employee Purchase Program (EPP) Customerstoll-free: 1-800-695-8133Dell Salestoll-free: 1-800-289-3355 orDell Outlet Store (Dell refurbished computers)toll-free: 1-800-879-3355Software and Peripherals Salestoll-free: 1-888-798-7561Software and Peripherals Salestoll-free: 1-800-671-3355Spare Parts Salestoll-free: 1-800-357-3355Extended Service and Warranty Salestoll-free: 1-800-247-4618Faxtoll-free: 1-800-727-8320Dell Services for the Deaf, Hard-of-Hearing, ortoll-free: 1-877-DELLTTYSpeech-Impaired(1-877-335-5889)		and MP3 players	ton-nee. 1-077- <del>4</del> 37-7270
Customer Service and Supporttoll-free: 1-800-456-3355Employee Purchase Program (EPP) Customerstoll-free: 1-800-695-8133Dell Salestoll-free: 1-800-289-3355 orDell Outlet Store (Dell refurbished computers)toll-free: 1-800-879-3355Software and Peripherals Salestoll-free: 1-800-671-3355Spare Parts Salestoll-free: 1-800-357-3355Extended Service and Warranty Salestoll-free: 1-800-247-4618Faxtoll-free: 1-800-247-4618Faxtoll-free: 1-800-727-8320Dell Services for the Deaf, Hard-of-Hearing, ortoll-free: 1-877-DELLTTYSpeech-Impaired(1-877-335-5889)		Public (government education and healthcare)	
Employee Purchase Program (EPP) Customerstoll free: 1-800-490-5355Employee Purchase Program (EPP) Customerstoll-free: 1-800-695-8133Dell Salestoll-free: 1-800-289-3355 orDell Outlet Store (Dell refurbished computers)toll-free: 1-800-879-3355Software and Peripherals Salestoll-free: 1-800-671-3355Spare Parts Salestoll-free: 1-800-357-3355Extended Service and Warranty Salestoll-free: 1-800-247-4618Faxtoll-free: 1-800-727-8320Dell Services for the Deaf, Hard-of-Hearing, ortoll-free: 1-877-DELLTTYSpeech-Impaired(1-877-335-5889)		Customer Service and Support	toll_free: 1-800-456-3355
Dell Salestoll free: 1-800-055 0155Dell Salestoll-free: 1-800-289-3355 or toll-free: 1-800-879-3355Dell Outlet Store (Dell refurbished computers)toll-free: 1-888-798-7561Software and Peripherals Salestoll-free: 1-800-671-3355Spare Parts Salestoll-free: 1-800-357-3355Extended Service and Warranty Salestoll-free: 1-800-247-4618Faxtoll-free: 1-800-727-8320Dell Services for the Deaf, Hard-of-Hearing, ortoll-free: 1-877-DELLTTYSpeech-Impaired(1-877-335-5889)		Employee Purchase Program (FPP) Customers	toll_free: 1-800-695-8133
DefinitionInternationInternationDefinitionDefinitionInternationInternationDefinitionDefinitionInternationInternationDefinitionDefinitionInternationInternationDefinitionDefinitionInternationInternationSoftware and Peripherals SalesInternationInternationSoftware and Peripherals SalesInternationInternationSpare Parts SalesInternationInternationExtended Service and Warranty SalesInternationInternationFaxInternationInternationFaxInternationInternationDell Services for the Deaf, Hard-of-Hearing, orInternationSpeech-ImpairedInternationInte		Dell Sales	toll_free: 1-800-289-3355 or
Dell Outlet Store (Dell refurbished computers)toll-free: 1-800-079-5555Software and Peripherals Salestoll-free: 1-888-798-7561Software and Peripherals Salestoll-free: 1-800-671-3355Spare Parts Salestoll-free: 1-800-357-3355Extended Service and Warranty Salestoll-free: 1-800-247-4618Faxtoll-free: 1-800-727-8320Dell Services for the Deaf, Hard-of-Hearing, ortoll-free: 1-877-DELLTTYSpeech-Impaired(1-877-335-5889)		Den Sales	toll_free: 1-800-879-3355
Software and Peripherals Salestoll-free: 1-800-671-3355Spare Parts Salestoll-free: 1-800-357-3355Extended Service and Warranty Salestoll-free: 1-800-247-4618Faxtoll-free: 1-800-727-8320Dell Services for the Deaf, Hard-of-Hearing, ortoll-free: 1-877-DELLTTYSpeech-Impaired(1-877-335-5889)		Dell Outlet Store (Dell refurbished computers)	toll-free: 1-888-798-7561
Spare Parts Salestoll-free: 1-800-071-3535Spare Parts Salestoll-free: 1-800-357-3355Extended Service and Warranty Salestoll-free: 1-800-247-4618Faxtoll-free: 1-800-727-8320Dell Services for the Deaf, Hard-of-Hearing, ortoll-free: 1-877-DELLTTYSpeech-Impaired(1-877-335-5889)		Software and Peripherals Sales	toll-free: 1-800-671-3355
Extended Service and Warranty Salestoll free: 1-800-357-3555Extended Service and Warranty Salestoll-free: 1-800-247-4618Faxtoll-free: 1-800-727-8320Dell Services for the Deaf, Hard-of-Hearing, ortoll-free: 1-877-DELLTTYSpeech-Impaired(1-877-335-5889)		Spare Parts Sales	toll-free: 1-800-357-3355
Faxtoll-free:Dell Services for the Deaf, Hard-of-Hearing, ortoll-free:Speech-Impaired(1-877-335-5889)		Extended Service and Warranty Sales	toll-free: 1-800-247-4618
Dell Services for the Deaf, Hard-of-Hearing, or Speech-Impaired (1-877-335-5889)		Fax	toll-free: 1-800-727-8320
Speech-Impaired (1-877-335-5889)		Dell Services for the Deaf. Hard-of-Hearing or	toll-free: 1-877-DELLTTY
		Speech-Impaired	(1-877-335-5889)

U.S. Virgin Islands	Web Address	www.dell.com/vi
	E-mail Address	<u>la-techsupport@dell.com</u>
	Technical Support, Customer Service, Sales	toll-free: 1-877-702-4360
Venezuela	Web Address	www.dell.com/ve
	E-mail Address	<u>la-techsupport@dell.com</u>
	Technical Support, Customer Service, Sales	0800-100-4752

# 1

## Installation and Upgrade

This chapter takes you through the installation for the Cartridge for VMware.

The chapter contains the following sections:

Requirements and Compatibility	24
Installation and Setup	25
Upgrading the Cartridge for VMware	31

## **Requirements and Compatibility**

The following are the requirements to successfully integrate the Cartridge for VMware into vFoglight.

### vFoglight

The vFoglight Management Server version 5.2.4 is required.

Before installing the cartridge, ensure that your vFoglight Management Server is properly installed and configured. For information on how to install and configure the vFoglight Management Server, please refer to the vFoglight Installation and Setup Guide and the vFoglight Administration and Configuration Guide.

vFoglight 5.2.4 licenses include the use of the VMware Cartridge. Therefore, all of the required cartridge components are already located on the vFoglight Management Server.

### VirtualCenter Server

VirtualCenter (VCMS) 2.0.x or 2.5.x, for use with ESX Server(s), must be installed to successfully integrate the Cartridge for VMware. The Cartridge for VMware is not compatible with the VirtualCenter for VMware Server.

### Agent Components

The machine on which you install the agent components must be running Windows XP or Windows 2003 and must have the Microsoft .NET Framework 2.0 installed. The .NET Framework is available through Windows Updates or through Microsoft.com.

Note The agent components can be run on the VirtualCenter Server machine with minimal overhead.

### Installation and Setup

In order for VMware Cartridge collected data to appear on the vFoglight GUI, you must first:

- 1 Install the VMware Cartridge on the vFoglight Management Server.
- 2 Enable the VMware Cartridge on the vFoglight Management Server.
- 3 Install the VMware Cartridge agent components.
- 4 Configure the VMware Cartridge agent components.

### Installing the VMware Cartridge

To install the cartridge:

- In the navigation panel of vFoglight, navigate to Dashboards > Administration
   > Cartridges > Cartridge Inventory.
- 2 Click Cartridge Inventory.

The Cartridge Inventory page appears in the display panel.

- **3** At the top of the page, in the Install Cartridge area, type the path and filename (*Virtual-VMware-5\_2\_4\_5.car*) for the VMware Cartridge.
  - Type the path in the **File on Local Computer** field if you want to upload the *.car* file from your local computer to the vFoglight Management Server. Alternatively, you can click the **Browse** button to navigate to the *.car* file on your local computer.
  - Type the path in the **File on Server** field if you want to install the *.car* file from a directory on the machine hosting the vFoglight Management Server.
- 4 If you clicked **Browse**, click **OK** in the file chooser when you have found and selected the *.car* file you want to install.
- 5 If you would like the cartridge to be enabled when it is installed, leave the **Enable** on install check box selected.

If you would like to enable the cartridge sometime after installation, deselect this check box.

6 Click Install Cartridge.

If the installation is successful, the message *Cartridge has been installed successfully* appears in the Install Cartridge area and Virtual-VMware is listed in the Cartridge Inventory table.

If **Enable on install** was not selected (see step 5 above), a caution symbol appears in the Virtual-VMware row in the Cartridge Inventory table.

### Enabling the VMware Cartridge

Enabling a cartridge completes the process of adding it to vFoglight and makes its components available for use.

The following procedure should be performed only if you did not enable your cartridge during the installation process, as outlined in step 5 of the Installing the VMware Cartridge procedure.

To enable the cartridge:

- 1 In the navigation panel of vFoglight, navigate to **Dashboards > Administration** > **Cartridges > Cartridge Inventory**.
- 2 Click Cartridge Inventory.

The Cartridge Inventory page appears in the display panel.

**3** In the Cartridge Inventory table, click the row that corresponds to the VMware Cartridge.

The row becomes highlighted.

4 Click the **Enable Selected** button at the bottom of the page.

The Cartridge Confirmation dialog appears.

5 To enable the cartridge, click **OK**.

When the cartridge is enabled successfully, a success message appears below the Cartridge Inventory table and an Enabled status icon appears in the Virtual-VMware row.

### Installing the VMware Cartridge Agent Components

There are two VMware Cartridge agent components:

- The vFoglight VMware Collector collects data from a VMware VirtualCenter for use by vFoglight.
- The vFoglight VMware Connector transfers data from the vFoglight VMware Collector to vFoglight.

You need to install these agent components so that data gets collected and passed to vFoglight for viewing and monitoring.

As long as the integration requirements are met, the agent components can be installed on:

- the vFoglight Management Server
- the VirtualCenter (VCMS)
- another machine running Windows XP or Windows 2003 that is able to communicate with the vFoglight Management Server and the VirtualCenter (VCMS)

### To install the agent components:

- 1 Using the machine on which you want to install the agent components, open a browser and log into vFoglight.
- 2 In the navigation panel of vFoglight, navigate to **Dashboards > Administration** > **Cartridges > Components for Download**.
- 3 Click Components for Download.

The Components for Download page appears in the display panel.

4 Click Virtual VMware Agent.

You are given the option to either run the agent installer or download and save it to your local computer so that you can run it at another time.

5 Run the agent installer from the prompt, or save it to your local machine and run it from there.

The agent installer installs the agent components on your C: drive automatically and prompts you to configure them once the installation is complete.

### Configuring the VMware Cartridge Agent Components

After the agent components are installed, you are prompted to configure them.

The vFoglight VMware Collector configuration screen appears.

r VirtualCenter Authentication Information hentication information for your VirtualCenter server. Fully name or IP address (ex. myvcserver.mydomain.int), your glight or domain/foglight), and the password for the specified irred. Information ter Server DNS or IP
hentication information for your VirtualCenter server. Fully name or IP address (ex. myvcserver.mydomain.int), your glight or domain\foglight), and the password for the specified nired. <sup>•</sup> Information ter Server DNS or IP
ter Server DNS or IP
ter Server DNS or IP
Username
Password
Jsername.

To configure the vFoglight VMware Collector:

- 1 In the vFoglight VMware Collector configuration screen, enter the VirtualCenter Server name or IP Address.
- 2 In the same screen, enter VirtualCenter Server Username and Password credentials that will provide you with access to the VMware Virtual Infrastructure Client.
- 3 Click Save to have your entries validated.

	his is the Foglight Server destination erver you would like the data sent to ent	information. Please enter the and how often you would like it
	GTR.	
oglight Configura	ion	
Agent Name	VirtualCenter Agent	
Foglight Server		
Port	8080 🗂 SSL	
Sample Interva	120 seconds	

The vFoglight VMware Connector configuration screen appears.

To configure the vFoglight VMware Connector:

1 In the vFoglight VMware Connector configuration screen, enter the agent name as you want it to be displayed in vFoglight.

Note If you have more that one agent collecting, make sure each agent name is unique.

- 2 Enter the vFoglight Server name or IP Address.
- 3 Enter the port number of the port that the vFoglight Server uses for HTTP traffic. The default is 8080.
- 4 If this port requires SSL, check the SSL check box.
- 5 Enter a Sample Interval time in seconds. The sample interval determines how often data is sent to vFoglight.

The default value is 120 seconds. If you enter a lower interval, you could encounter performance problems while gaining little or nothing in terms of the quality of your data. If you enter a number that is too high, you may not receive data often enough for it to be of much value.

6 Click Save to have your entries validated.

The services of the agent components start automatically after the installation is complete.

For more information about agent configuration properties, refer to the *vFoglight Administration and Configuration Guide*.

### Reconfiguring the Agent Components after Installation

Either agent component can be reconfigured after installation.

Caution Always stop an agent before you reconfigure it.

To reconfigure one of the agent components:

- 1 Open a command prompt.
- 2 Change to the installation directory (C:\Program Files\Quest Software\VirtualAgent).
- 3 To configure the vFoglight VMware Collector, type: vFoglightAgent.Service.exe /configure

or

To configure the vFoglight VMware Connector, type: VirtualAgent.exe /configure

For more information about reconfiguring agents after initial installation, refer to the *vFoglight Administration and Configuration Guide*.

### Upgrading the Cartridge for VMware

The latest version of the Cartridge for VMware is 5.2.4.5.

To upgrade the Cartridge for VMware, just install version 5.2.4.5 as you would a new Cartridge for VMware. Install version 5.2.4.5 over top of your earlier version. Do not delete the earlier version of the *.car* file. Refer to "Installation and Setup" on page 25 for the installation procedure.

To deploy the new Cartridge for VMware agents, you must uninstall the version 5.2, 5.2.1, 5.2.1, 5.2.2, 5.2.3.5, or 5.2.4 agents first. Deploying new Cartridge for VMware agents is also described in "Installation and Setup" on page 25.

Cartridge for VMware Installation Guide

32