

Dell™ PowerEdge™ T310  
Systems

Hardware Owners  
Manual



# Notes, Cautions, and Warnings



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



**CAUTION:** A CAUTION indicates potential damage to hardware or loss of data if instructions are not followed.



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

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# About Your System

## Accessing System Features During Startup

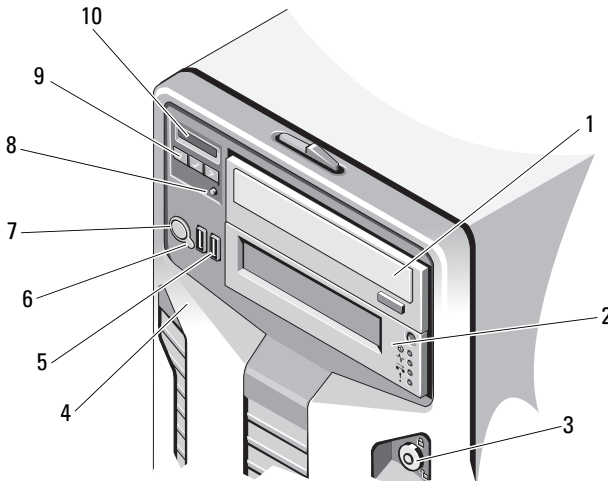
The following keystrokes provide access to system features during startup.

<b>Keystroke</b>	<b>Description</b>
<F2>	Enters the System Setup program. See "Using the System Setup Program and UEFI Boot Manager" on page 57.
<F10>	Enters System Services, which opens the Unified Server Configurator. The Unified Server Configurator allows you to access utilities such as embedded system diagnostics. For more information, see the Unified Server Configurator documentation.
<F11>	Enters the BIOS Boot Manager or the UEFI Boot Manager, depending on the system's boot configuration. See "Using the System Setup Program and UEFI Boot Manager" on page 57.
<F12>	Starts PXE boot.
<Ctrl><E>	Enters the Baseboard Management Controller (BMC) or iDRAC Configuration Utility, which allows access to the System Event Log (SEL) and configuration of remote access to the system. For more information, see the BMC or iDRAC user documentation.
<Ctrl><C>	Enters the SAS Configuration Utility. For more information, see the SAS adapter documentation.
<Ctrl><R>	Enters the PERC configuration utility. For more information, see the PERC card documentation.
<Ctrl><S>	Enters the utility to configure NIC settings for PXE boot. For more information, see the documentation for your integrated NIC.



# Front-Panel Features and Indicators



**NOTE:** Depending on the configuration, your system may have either an LCD panel or LED diagnostic indicators.

**Figure 1-1. Front Panel Features and Indicators**



Item	Indicator, Button, or Connector	Icon	Description
1	Front bezel lock		Secures the front bezel to the system.
2	Tape drive/Optical drive (optional)		One optional internal half-height tape backup device or an optical drive
3	Optical drive (optional)		Optional internal SATA DVD-ROM or DVD+/-RW <b>NOTE:</b> DVD devices are data only.

Item	Indicator, Button, or Connector	Icon	Description
4	LED or LCD panel		<p>LED panel — The four diagnostic indicator lights display error codes during system startup. See "Diagnostic Lights (Optional)" on page 23.</p> <p>LCD panel — Provides system ID, status information, and system error messages.</p> <p>The LCD lights blue during normal system operation. The LCD lights amber when the system needs attention, and the LCD panel displays an error code followed by descriptive text.</p> <p><b>NOTE:</b> If the system is connected to AC power and an error has been detected, the LCD lights amber regardless of whether the system has been powered on.</p>
5	LCD menu buttons		Allows you to navigate the control panel LCD menu.
6	System identification button		The identification button on the front panel can be used to locate a particular system. When the button is pushed, the LCD panel on the front flashes blue until the button is pushed again.
7	Power-on indicator, power button		<p>The power-on indicator lights when the system power is on.</p> <p>The power button controls the DC power supply output to the system.</p> <p><b>NOTE:</b> When powering on the system, the video monitor can take several seconds up to over 2 minutes to display an image, depending on the amount of memory installed in the system.</p> <p><b>NOTE:</b> On ACPI-compliant operating systems, turning off the system using the power button causes the system to perform a graceful shutdown before power to the system is turned off.</p> <p><b>NOTE:</b> To force an ungraceful shutdown, press and hold the power button for five seconds.</p>

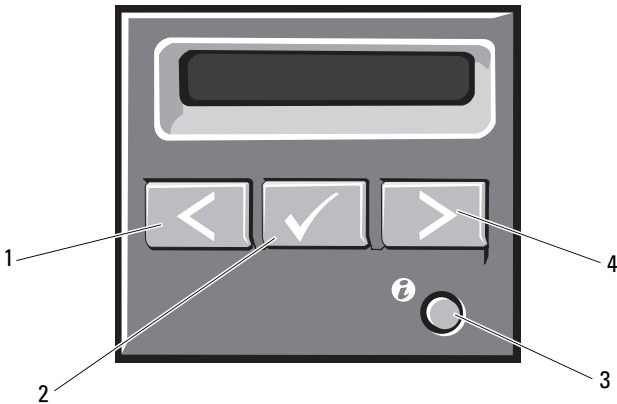
Item	Indicator, Button, or Connector	Icon	Description
8	NMI button		Used to troubleshoot software and device driver errors when using certain operating systems. This button can be pressed using the end of a paper clip.  Use this button only if directed to do so by qualified support personnel or by the operating system's documentation.
9	USB connectors (2)		Connects USB devices to the system. The ports are USB 2.0-compliant.
10	Front bezel		Covers the system's front-loading hard drives.

## LCD Panel Features (Optional)

The system's LCD panel provides system information and status and error messages to signify when the system is operating correctly or when the system needs attention. See "LCD Status Messages" on page 25 for information about specific status codes.

The LCD backlight lights blue during normal operating conditions and lights amber to indicate an error condition. When the system is in standby mode, the LCD backlight is off and can be turned on by pressing the Select button on the LCD panel. The LCD backlight remains off if LCD messaging is turned off through the BMC or iDRAC utility, the LCD panel, or other tools.

**Figure 1-2. LCD Panel Features**





Item	Buttons	Description
1	Left	Moves the cursor back in one-step increments.
2	Select	Selects the menu item highlighted by the cursor.
3	System identification	Turns the system ID mode on (LCD panel flashes blue) and off.  Press quickly to toggle the system ID on and off. If the system hangs during POST, press and hold the system ID button for more than five seconds to enter BIOS Progress mode.
4	Right	Moves the cursor forward in one-step increments.  During message scrolling: <ul style="list-style-type: none"> <li>• Press once to increase scrolling speed.</li> <li>• Press again to stop.</li> <li>• Press again to return to default scrolling speed.</li> <li>• Press again to repeat the cycle.</li> </ul>

## Home Screen

The Home screen displays user-configurable information about the system. This screen is displayed during normal system operation when there are no status messages or errors present. When the system is in standby mode,

the LCD backlight will turn off after five minutes of inactivity if there are no error messages. Press one of the three navigation buttons (Select, Left, or Right) to view the Home screen.

To navigate to the Home screen from another menu, continue to select the up arrow  until the Home icon  is displayed, and then select the Home icon.

From the Home screen, press the **Select** button to enter the main menu. See the following tables for information on the **Setup** and **View** submenus.

## Setup Menu



**NOTE:** When you select an option in the **Setup** menu, you must confirm the option before proceeding to the next action.

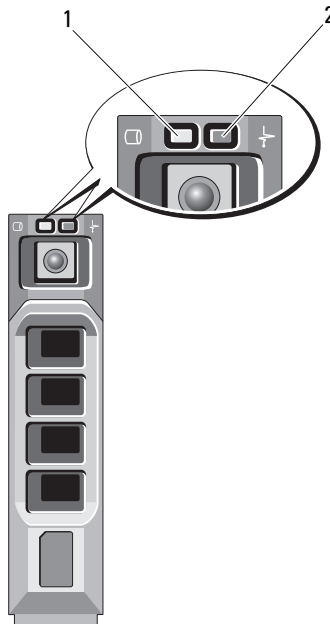
Option	Description
BMC or DRAC <b>NOTE:</b> If an iDRAC6 Express card is installed on the system, the BMC option is replaced by DRAC.	Select <b>DHCP</b> or <b>Static IP</b> to configure the network mode. If <b>Static IP</b> is selected, the available fields are <b>IP</b> , <b>Subnet (Sub)</b> , and <b>Gateway (Gtw)</b> . Select <b>Setup DNS</b> to enable DNS and to view domain addresses. Two separate DNS entries are available.
Set error	Select <b>SEL</b> to display LCD error messages in a format that matches the IPMI description in the SEL. This can be useful when trying to match an LCD message with an SEL entry.  Select <b>Simple</b> to display LCD error messages in a simplified user-friendly description. See "LCD Status Messages" on page 25 for a list of messages in this format.
Set home	Select the default information to be displayed on the LCD Home screen. See "View Menu" on page 17 to see the options and option items that can be selected to display by default on the Home screen.



## View Menu

Option	Description
BMC IP or DRAC IP <b>NOTE:</b> If an iDRAC6 Express card is installed on the system, the BMC IP option is replaced by DRAC IP.	Displays the <b>IPv4</b> or <b>IPv6</b> addresses for the iDRAC6. Addresses include <b>DNS (Primary and Secondary)</b> , <b>Gateway, IP</b> , and <b>Subnet</b> (IPv6 does not have Subnet). <b>NOTE:</b> BMC IP supports only IPv4 addresses.
MAC	Displays the MAC addresses for <b>DRAC</b> , <b>iSCSI<sub>n</sub></b> , or <b>NET<sub>n</sub></b> . <b>NOTE:</b> If the iDRAC Express card is not installed on the system, the MAC option displays the MAC addresses for <b>BMC</b> , <b>iSCSI<sub>n</sub></b> or <b>NET<sub>n</sub></b> .
Name	Displays the name of the <b>Host</b> , <b>Model</b> , or <b>User String</b> for the system.
Number	Displays the <b>Asset tag</b> or the <b>Service tag</b> for the system.
Power	Displays the power output of the system in BTU/hr or Watts. The display format can be configured in the <b>Set home</b> submenu of the <b>Setup</b> menu. See "Setup Menu" on page 16.
Temperature	Displays the temperature of the system in Celsius or Fahrenheit. The display format can be configured in the <b>Set home</b> submenu of the <b>Setup</b> menu. See "Setup Menu" on page 16.

# Hard-Drive Indicator Patterns



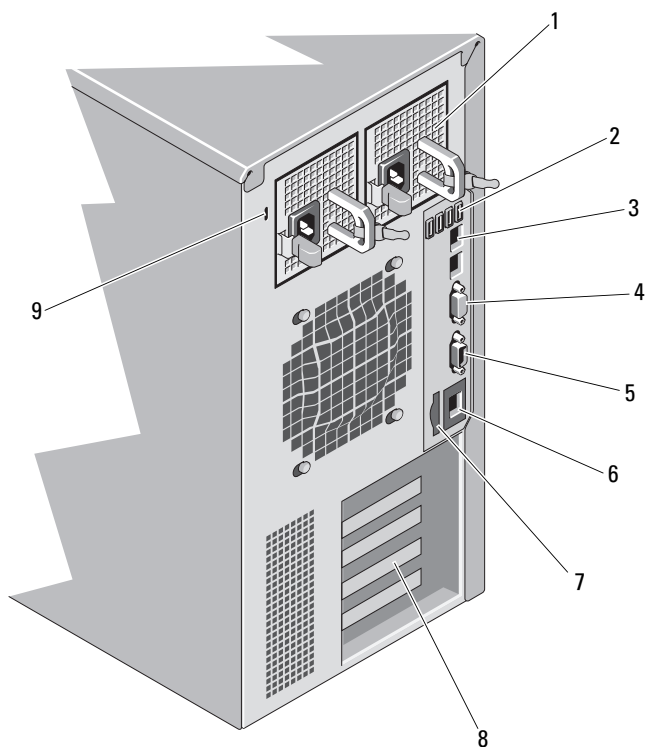
- 1 hard-drive activity indicator (green)
- 2 hard-drive status indicator (green and amber)







Drive-Status Indicator Pattern (RAID Only)	Condition
Blinks green two times per second	Identify drive/preparing for removal
Off	Drive ready for insertion or removal <b>NOTE:</b> The drive status indicator remains off until all hard drives are initialized after system power is applied. Drives are not ready for insertion or removal during this time.
Blinks green, amber, and off	Drive predicted failure

Drive-Status Indicator Pattern (RAID Only)	Condition
Blinks amber four times per second	Drive failed
Blinks green slowly	Drive rebuilding
Steady green	Drive online
Blinks green three seconds, amber three seconds, and off six seconds.	Rebuild aborted

## Back-Panel Features and Indicators

Figure 1-3. Back-Panel Features and Indicators

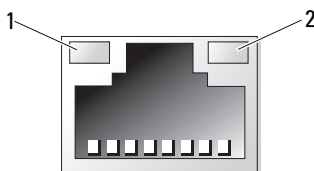


Item	Indicator, Button, or Connector	Icon	Description
1	power supplies (2)		Depending on the configuration of your system, you may have a redundant power supply or a non-redundant power supply. <b>NOTE:</b> Figure 1-3 shows a system with a redundant power supply. Non-redundant power supply — 375 W Redundant power supply — 400 W
2	USB connectors (4)		Connects USB devices to the system. The ports are USB 2.0-compliant.
3	Ethernet connectors (2)		Integrated 10/100/1000 NIC connectors.
4	video connector		Connects a VGA display to the system.
5	serial connector		Connects a serial device to the system.
6	iDRAC6 Enterprise port (optional)		Dedicated management port for the optional iDRAC6 Enterprise card.
7	VFlash media slot (optional)		Connects an external SD memory card for the optional iDRAC6 Enterprise card.
8	PCIe expansion card slots (5)		Connects up to five PCI Express. Generation 2 expansion cards.
9	security cable slot		Connects a cable lock to the system.

## Guidelines for Connecting External Devices

- Turn off power to the system and external devices before attaching a new external device. Turn on any external devices before turning on the system (unless the documentation for the device specifies otherwise).
- Ensure that the appropriate driver for the attached device has been installed on the system.
- If necessary, to enable ports on your system, use the System Setup program. See "Using the System Setup Program and UEFI Boot Manager" on page 57.

## NIC Indicator Codes



1 link indicator

2 activity indicator

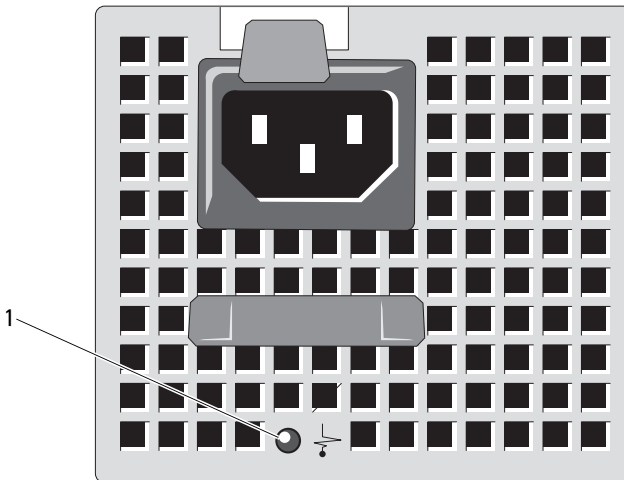
Indicator	Indicator Code
Link and activity indicators are off	The NIC is not connected to the network.
Link indicator is green	The NIC is connected to a valid network link at 1000 Mbps.
Link indicator is amber	The NIC is connected to a valid network link at 10/100 Mbps.
Activity indicator is blinking green	Network data is being sent or received.

## Power Indicator Codes

The power supplies have indicators that show whether power is present or whether a power fault has occurred.

- Not lit — AC power is not connected. It also indicates that the system is in standby mode.
- Green — When the system is on, a green light indicates that the power supply is providing DC power to the system.
- Amber — Indicates a problem with the power supply.
- Alternating green and amber — When hot-adding a power supply, this indicates that the power supply is mismatched with the other power supply. Replace the power supply that has the flashing indicator with a power supply that matches the capacity of the other installed power supply.

**Figure 1-4. Redundant Power Supply Status Indicator**

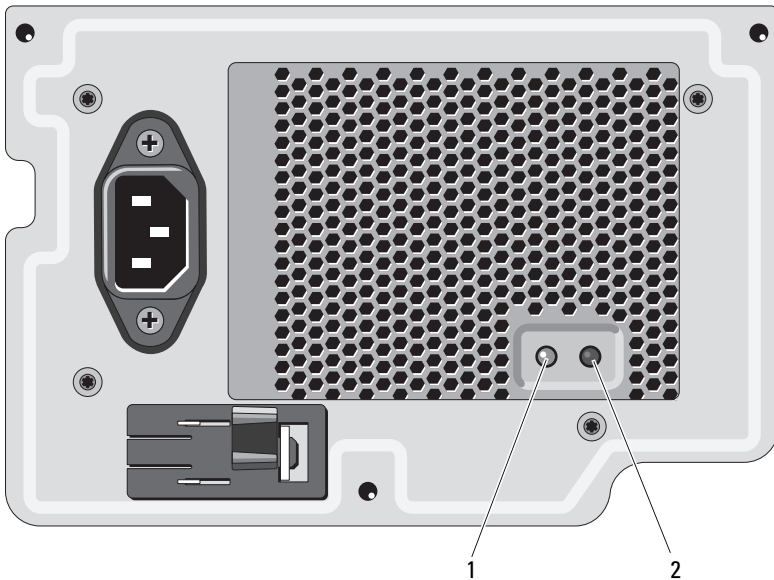


- 1 power supply status indicator

A non-redundant power supply has an LED indicator that shows whether power is present or whether a power fault has occurred.

- Not lit — AC power is not connected. It also indicates that the system is in standby mode.
- Green — When the system is on, a green light also indicates that the power supply is providing DC power to the system.

**Figure 1-5. Non-Redundant Power Supply Status Indicator**



1 power supply status indicator

2 power supply test switch

## Diagnostic Lights (Optional)

The four diagnostic indicator lights on the system front panel display error codes during system startup. Table 1-1 lists the causes and possible corrective actions associated with these codes. A highlighted circle indicates the light is on; a non-highlighted circle indicates the light is off.



**NOTE:** The diagnostic LEDs are not present when the system is equipped with an LCD display.

**Table 1-1. Diagnostic Indicator Codes**

<b>Code</b>	<b>Causes</b>	<b>Corrective Action</b>
① ② ③ ④	<p>The system is in a normal off condition or a possible pre-BIOS failure has occurred.</p> <p>The diagnostic lights are not lit after the system successfully boots to the operating system.</p> <p>The system is in a normal operating condition after POST.</p>	<p>Plug the system into a working electrical outlet and press the power button.</p> <p>Information only.</p>
① ② ③ ④	BIOS checksum failure detected; system is in recovery mode.	See "Getting Help" on page 177.
① ② ③ ④	Possible processor failure.	See "Troubleshooting the Processor" on page 163.
① ② ③ ④	Memory failure.	See "Troubleshooting System Memory" on page 155.
① ② ③ ④	Possible expansion card failure.	See "Troubleshooting Expansion Cards" on page 162.
① ② ③ ④	Possible video failure.	See "Getting Help" on page 177.
① ② ③ ④	Hard drive failure.	Ensure that the diskette drive and hard drive are properly connected. See "Hard Drives" on page 90 for information on the drives installed in your system.
① ② ③ ④	Possible USB failure.	See "Troubleshooting a USB Device" on page 148.



**Table 1-1. Diagnostic Indicator Codes (continued)**

Code	Causes	Corrective Action
①②③④	No memory modules detected.	See "Troubleshooting System Memory" on page 155.
①②③④	System board failure.	See "Getting Help" on page 177.
①②③④	Memory configuration error.	See "Troubleshooting System Memory" on page 155.
①②③④	Possible system board resource and/or system board hardware failure.	See "Getting Help" on page 177.
①②③④	Possible system resource configuration error.	See "Getting Help" on page 177.
①②③④	Other failure.	Ensure that the diskette drive, optical drive, and hard drives are properly connected. See "Troubleshooting Your System" on page 147 for the appropriate drive installed in your system. If the problem persists, see "Getting Help" on page 177.

## LCD Status Messages

The LCD messages consist of brief text messages that refer to events recorded in the System Event Log (SEL). For information on the SEL and configuring system management settings, see the systems management software documentation.



**NOTE:** If your system fails to boot, press the System ID button for at least five seconds until an error code appears on the LCD. Record the code, then see "Getting Help" on page 177.

## Viewing Status Messages

If a system error occurs, the LCD screen will turn amber. Press the **Select** button to view the list of errors or status messages. Use the left and right buttons to highlight an error number, and press **Select** to view the error.

## Removing LCD Status Messages

For faults associated with sensors, such as temperature, voltage, fans, and so on, the LCD message is automatically removed when that sensor returns to a normal state. For other faults, you must take action to remove the message from the display:

- Clear the SEL — You can perform this task remotely, but you will lose the event history for the system.
- Power cycle — Turn off the system and disconnect it from the electrical outlet; wait for approximately ten seconds, reconnect the power cable, and restart the system.



**NOTE:** The following LCD status messages are displayed in the Simple format.

**Table 1-2. LCD Status Messages**

Code	Text	Causes	Corrective Actions
E1000	Failsafe voltage error. Contact support.	Check the system event log for critical failure events.	Remove AC power to the system for 10 seconds and restart the system.  If the problem persists, see "Getting Help" on page 177.
E1114	Ambient Temp exceeds allowed range.	Ambient temperature has reached a point outside of the allowed range.	See "Troubleshooting System Cooling Problems" on page 154.

**Table 1-2. LCD Status Messages (continued)**

<b>Code</b>	<b>Text</b>	<b>Causes</b>	<b>Corrective Actions</b>
E1116	Memory disabled, temp above range. Power cycle AC.	Memory has exceeded allowable temperature and has been disabled to prevent damage to the components.	Remove AC power to the system for 10 seconds and restart the system.  See "Troubleshooting System Cooling Problems" on page 154. If the problem persists, see "Getting Help" on page 177.
E1210	Motherboard battery failure. Check battery.	CMOS battery is missing or the voltage is outside of the allowable range.	See "Troubleshooting the System Battery" on page 152.
E1211	RAID Controller battery failure. Check battery.	RAID battery is either missing, bad, or unable to recharge due to thermal issues.	Reseat the RAID battery connector. See "RAID Battery (Optional)" on page 132 and "Troubleshooting System Cooling Problems" on page 154.
E1216	3.3V Regulator failure. Reseat PCIe cards.	3.3V voltage regulator has failed.	Remove and reseat the PCIe expansion cards. If the problem persists, see "Troubleshooting Expansion Cards" on page 162.
E1229	CPU # VCore Regulator failure. Reseat CPU.	Specified processor VCore voltage regulator has failed.	Reseat the processor. See "Troubleshooting the Processor" on page 163.  If the problem persists, see "Getting Help" on page 177.

**Table 1-2. LCD Status Messages (continued)**

<b>Code</b>	<b>Text</b>	<b>Causes</b>	<b>Corrective Actions</b>
E122A	CPU # VTT Regulator failure. Reseat CPU.	Specified processor VTT voltage regulator has failed.	Reseat the processor. See "Troubleshooting the Processor" on page 163. If the problem persists, see "Getting Help" on page 177.
E122C	CPU Power Fault. Power cycle AC.	A power fault was detected when powering up the processor.	Remove AC power to the system for 10 seconds and restart the system. If the problem persists, see "Getting Help" on page 177.
E122D	Memory Regulator # Failed. Reseat DIMMs.	One of the memory regulators has failed.	Reseat the memory modules. See "Troubleshooting System Memory" on page 155.
E122E	On-board regulator failed. Call support.	One of the on-board voltage regulators failed.	Remove AC power to the system for 10 seconds and restart the system. If the problem persists, see "Getting Help" on page 177.
E1310	Fan ## RPM exceeding range. Check fan.	RPM of fan is outside of the intended operating range.	See "Troubleshooting System Cooling Problems" on page 154.
E1410	System Fatal Error detected.	A fatal system error has been detected.	Check LCD for additional scrolling messages. Remove AC power to the system for 10 seconds and restart the system. If the problem persists, see "Getting Help" on page 177.

**Table 1-2. LCD Status Messages (continued)**

<b>Code</b>	<b>Text</b>	<b>Causes</b>	<b>Corrective Actions</b>
E1414	CPU # temp exceeding range. Check CPU heatsink.	Processor is out of acceptable temperature range.	Ensure that the processor heat sink is properly installed. See "Troubleshooting the Processor" on page 163 and "Troubleshooting System Cooling Problems" on page 154.
E1418	CPU # not detected. Check CPU is seated properly.	Processor is missing or bad, and the system is in an unsupported configuration.	Ensure that the processor is properly installed. See "Troubleshooting the Processor" on page 163.
E141C	Unsupported CPU configuration. Check CPU or BIOS revision.	Processor is in an unsupported configuration.	Ensure that your processor matches and conforms to the type described in the processor technical specifications outlined in your system's <i>Getting Started Guide</i> .
E141F	CPU # protocol error. Power cycle AC.	The system BIOS has reported a processor protocol error.	Remove AC power to the system for 10 seconds and restart the system.  If the problem persists, see "Getting Help" on page 177.
E1420	CPU Bus parity error. Power cycle AC.	The system BIOS has reported a processor bus parity error.	Remove AC power to the system for 10 seconds and restart the system.  If the problem persists, see "Getting Help" on page 177.

**Table 1-2. LCD Status Messages (continued)**

<b>Code</b>	<b>Text</b>	<b>Causes</b>	<b>Corrective Actions</b>
E1422	CPU # machine check error. Power cycle AC.	The system BIOS has reported a machine check error.	Remove AC power to the system for 10 seconds and restart the system.  If the problem persists, see "Getting Help" on page 177.
E1610	Power Supply # (### W) missing. Check power supply.	Specified power supply was removed or is missing from the system.	See "Troubleshooting Power Supplies" on page 153.
E1614	Power Supply # (### W) error. Check power supply.	Specified power supply has failed.	See "Troubleshooting Power Supplies" on page 153.
E1618	Predictive failure on Power Supply # (### W). Check PSU.	A power supply fan failure, an over-temperature condition, or power supply communication error has caused the predictive warning of an impending power supply failure.	See "Troubleshooting Power Supplies" on page 153.
E161C	Power Supply # (### W) lost AC power. Check PSU cables.	Specified power supply is attached to the system, but it has lost its AC input.	Check the AC power source for the specified power supply. If the problem persists, see "Troubleshooting Power Supplies" on page 153.
E1620	Power Supply # (### W) AC power error. Check PSU cables.	Specified power supply's AC input is outside of the allowable range.	Check the AC power source for the specified power supply. If the problem persists, see "Troubleshooting Power Supplies" on page 153.

**Table 1-2. LCD Status Messages (continued)**

<b>Code</b>	<b>Text</b>	<b>Causes</b>	<b>Corrective Actions</b>
E1624	Lost power supply redundancy. Check PSU cables.	The power supply subsystem is no longer redundant. If the remaining power supply fails, the system will shut down.	See "Troubleshooting Power Supplies" on page 153.
E1626	Power Supply Mismatch. PSU1 = ### W, PSU2 = ### W.	The power supplies in the system are not the same wattage.	Ensure that power supplies with matching wattage are installed. See the Technical Specifications outlined in your system's <i>Getting Started Guide</i> .
E1629	Power required > PSU wattage. Check PSU and config.	The system configuration requires more power than the power supplies can provide, even with throttling.	Turn off power to the system, reduce the hardware configuration or install higher-wattage power supplies, and then restart the system.
E1710	I/O channel check error. Review & clear SEL.	The system BIOS has reported an I/O channel check.	Check the SEL for more information and then clear the SEL. Remove AC power to the system for 10 seconds and restart the system. If the problem persists, see "Getting Help" on page 177.

**Table 1-2. LCD Status Messages (continued)**

<b>Code</b>	<b>Text</b>	<b>Causes</b>	<b>Corrective Actions</b>
E1711	PCI parity error on Bus ## Device ## Function ##  PCI parity error on Slot #. Review & clear SEL.	The system BIOS has reported a PCI parity error on a component that resides in PCI configuration space at bus ##, device ##, function ##.  The system BIOS has reported a PCI parity error on a component that resides in the specified slot.	Remove and reseal the PCIe expansion cards. If the problem persists, see "Troubleshooting Expansion Cards" on page 162.  Remove and reseal the PCIe expansion cards. If the problem persists, see "Troubleshooting Expansion Cards" on page 162.
E1712	PCI system error on Bus ## Device ## Function ##	The system BIOS has reported a PCI system error on a component that resides in PCI configuration space at bus ##, device ##, function ##.	Remove and reseal the PCIe expansion cards. If the problem persists, see "Troubleshooting Expansion Cards" on page 162.
E1714	Unknown error. Review & clear SEL.	The system BIOS has determined there has been an error in the system, but is unable to determine its origin.	Check the SEL for more information and then clear the SEL. Remove AC power to the system for 10 seconds and restart the system.  If the problem persists, see "Getting Help" on page 177.



**Table 1-2. LCD Status Messages (continued)**

<b>Code</b>	<b>Text</b>	<b>Causes</b>	<b>Corrective Actions</b>
E1715	Fatal I/O Error. Review & clear SEL.	The system BIOS has determined there has been a fatal error in the system.	Check the SEL for more information, and then clear the SEL. Remove AC power to the system for 10 seconds, and restart the system.  If the problem persists, see "Getting Help" on page 177.
E1716	Chipset IERR Bus ## Dev ## Function ##. Review & clear SEL.	The system BIOS has reported a chipset internal error that resides in bus ##, device ##, function ##.	Check the SEL for more information, and then clear the SEL. Remove AC power to the system for 10 seconds, and restart the system.  If the problem persists, see "Getting Help" on page 177.
E1717	CPU # internal error. Review & clear SEL.	The system BIOS has determined that the processor has had an internal error.	Check the SEL for more information, and then clear the SEL. Remove AC power to the system for 10 seconds, and restart the system.  If the problem persists, see "Getting Help" on page 177.
E171F	PCIe fatal error on Bus ## Device ## Function ##	The system BIOS has reported a PCIe fatal error on a component that resides in PCI configuration space at bus ##, device ##, function ##.	Remove and reseal the PCIe expansion cards. If the problem persists, see "Troubleshooting Expansion Cards" on page 162.

**Table 1-2. LCD Status Messages (continued)**

<b>Code</b>	<b>Text</b>	<b>Causes</b>	<b>Corrective Actions</b>
E1810	Hard drive ## fault. Review & clear SEL.	The specified hard drive has experienced a fault.	See "Troubleshooting a Hard Drive" on page 160.
E1812	Hard drive ## removed. Check drive.	The specified hard drive has been removed from the system.	Information only.
E1A14	SAS cable A failure. Check connection.	SAS cable A is missing or bad.	Reseat the cable. If the problem persists, replace cable.  If the problem persists, see "Getting Help" on page 177.
E1A1D	Control panel USB cable not detected. Check cable.	USB cable to the control panel is missing or bad.	Reseat the cable. If the problem persists, replace cable.  If the problem persists, see "Getting Help" on page 177.
E2010	Memory not detected. Inspect DIMMs.	No memory was detected in the system.	Install memory or reseat the memory modules. See "Installing Memory Modules" on page 111 or "Troubleshooting System Memory" on page 155.
E2011	Memory configuration failure. Check DIMMs.	Memory detected, but is not configurable. Error detected during memory configuration.	See "Troubleshooting System Memory" on page 155.
E2012	Memory configured but unusable. Check DIMMs.	Memory configured, but is unusable.	See "Troubleshooting System Memory" on page 155.

**Table 1-2. LCD Status Messages (continued)**

<b>Code</b>	<b>Text</b>	<b>Causes</b>	<b>Corrective Actions</b>
E2013	BIOS unable to shadow memory. Check DIMMs.	The system BIOS failed to copy its flash image into memory.	See "Troubleshooting System Memory" on page 155.
E2014	CMOS RAM failure. Power cycle AC.	CMOS failure. CMOS RAM not functioning properly.	Remove AC power to the system for 10 seconds and restart the system.  If the problem persists, see "Getting Help" on page 177.
E2015	DMA Controller failure. Power cycle AC.	DMA controller failure.	Remove AC power to the system for 10 seconds and restart the system.  If the problem persists, see "Getting Help" on page 177.
E2016	Interrupt Controller failure. Power cycle AC.	Interrupt controller failure.	Remove AC power to the system for 10 seconds and restart the system.  If the problem persists, see "Getting Help" on page 177.
E2017	Timer refresh failure. Power cycle AC.	Timer refresh failure.	Remove AC power to the system for 10 seconds and restart the system.  If the problem persists, see "Getting Help" on page 177.
E2018	Programmable Timer error. Power cycle AC.	Programmable interval timer error.	Remove AC power to the system for 10 seconds and restart the system.  If the problem persists, see "Getting Help" on page 177.

**Table 1-2. LCD Status Messages (continued)**

<b>Code</b>	<b>Text</b>	<b>Causes</b>	<b>Corrective Actions</b>
E2019	Parity error. Power cycle AC.	Parity error.	Remove AC power to the system for 10 seconds and restart the system.  If the problem persists, see "Getting Help" on page 177.
E201A	SuperIO failure. Power cycle AC.	SIO failure.	Remove AC power to the system for 10 seconds and restart the system.  If the problem persists, see "Getting Help" on page 177.
E201B	Keyboard Controller error. Power cycle AC.	Keyboard controller failure.	Remove AC power to the system for 10 seconds and restart the system.  If the problem persists, see "Getting Help" on page 177.
E201C	SMI initializati on failure. Power cycle AC.	System management interrupt (SMI) initialization failure.	Remove AC power to the system for 10 seconds and restart the system.  If the problem persists, see "Getting Help" on page 177.
E201D	Shutdown test failure. Power cycle AC.	BIOS shutdown test failure.	Remove AC power to the system for 10 seconds and restart the system.  If the problem persists, see "Getting Help" on page 177.

**Table 1-2. LCD Status Messages (continued)**

<b>Code</b>	<b>Text</b>	<b>Causes</b>	<b>Corrective Actions</b>
E201E	POST memory test failure. Check DIMMs.	BIOS POST memory test failure.	See "Troubleshooting System Memory" on page 155.  If the problem persists, see "Getting Help" on page 177.
E2020	CPU configuration failure. Check screen message.	Processor configuration failure.	Check screen for specific error messages. See "Troubleshooting the Processor" on page 163.
E2021	Incorrect memory configuration. Review User Guide.	Incorrect memory configuration.	Check screen for specific error messages. See "Troubleshooting System Memory" on page 155.
E2022	General failure during POST. Check screen message.	General failure after video.	Check screen for specific error messages.
E2023	BIOS unable to mirror memory. Check DIMMs.	The system BIOS could not enable memory mirroring because of a faulty memory module or an invalid memory configuration.	See "Troubleshooting System Memory" on page 155.
E2110	Multibit Error on DIMM ##. Reseat DIMM.	The memory module in slot "##" has had a multibit error (MBE).	See "Troubleshooting System Memory" on page 155.

**Table 1-2. LCD Status Messages (continued)**

<b>Code</b>	<b>Text</b>	<b>Causes</b>	<b>Corrective Actions</b>
E2111	SBE log disabled on DIMM ##. Reseat DIMM.	The system BIOS has disabled memory single-bit error (SBE) logging and will not log any more SBEs until the system is rebooted. "##" represents the memory module implicated by the BIOS.	Remove AC power to the system for 10 seconds and restart the system.  If the problem persists, see "Troubleshooting System Memory" on page 155.
E2113	Mem mirror OFF on DIMM ## & ##. Power cycle AC.	The system BIOS has disabled memory mirroring because it has determined one half of the mirror has had too many errors. "## & ##" represents the memory module pair implicated by the BIOS.	Remove AC power to the system for 10 seconds and restart the system.  If the problem persists, see "Troubleshooting System Memory" on page 155.
I1910	Intrusion detected. Check chassis cover.	System cover has been removed.	Information only.
I1911	LCD Log Full. Check SEL to review all Errors.	LCD overflow message. A maximum of ten error messages can be displayed sequentially on the LCD. The eleventh message instructs the user to check the SEL for details on the events.	Check the SEL for details on the events.  Remove AC power to the system for 10 seconds or clear the SEL.
I1912	SEL full. Review & clear log.	The SEL is full of events and is unable to log any more.	Check the SEL for more information and then clear the SEL.

**Table 1-2. LCD Status Messages (continued)**

<b>Code</b>	<b>Text</b>	<b>Causes</b>	<b>Corrective Actions</b>
W1228	RAID Controller battery capacity < 24hr.	Warns predictively that the RAID battery has less than 24 hours of charge left.	Allow RAID battery to charge to greater than 24 hours of sustained charge.  If problem persists, replace the RAID battery. See "Installing a RAID Battery" on page 133.
W1627	Power required > PSU wattage. Check PSU and config.	The system configuration requires more power than what the power supply can provide.	Turn off power to the system, reduce the hardware configuration or install higher-wattage power supplies, and then restart the system.
W1628	Performance degraded. Check PSU and system configuration.	The system configuration requires more power than what the power supply can provide, but it can boot if throttled.	Turn off power to the system, reduce the hardware configuration or install higher-wattage power supplies, and then restart the system.



**NOTE:** For the full name of an abbreviation or acronym used in this table, see the Glossary.

## System Messages

System messages appear on the screen to notify you of a possible problem with the system.



**NOTE:** If you receive a system message not listed in the table, check the documentation for the application that is running when the message appears or the operating system's documentation for an explanation of the message and recommended action.

**Table 1-3. System Messages**

<b>Message</b>	<b>Causes</b>	<b>Corrective Actions</b>
Alert! iDRAC6 not responding. Rebooting.	The iDRAC6 is not responding to BIOS communication either because it is not functioning properly or has not completed initialization. The system will reboot.	Wait for the system to reboot.
Alert! iDRAC6 not responding. Power required may exceed PSU wattage. Alert! Continuing system boot accepts the risk that system may power down without warning.	The iDRAC6 is hung. The iDRAC6 was remotely reset while system was booting After AC recovery, the iDRAC6 takes longer than normal to boot.	Remove AC power to the system for 10 seconds and restart the system.
Alert! Power required exceeds PSU wattage. Check PSU and system configuration. Alert! Continuing system boot accepts the risk that system may power down without warning.	The system configuration of processor, memory modules, and expansion cards may not be supported by the power supplies.	If any system components were just upgraded, return the system to the previous configuration. If the system boots without this warning, then the replaced component(s) are not supported with this power supply. See "Chassis Intrusion Switch" on page 134.
Alert! System fatal error during previous boot.	An error caused the system to reboot.	Check other system messages for additional information for possible causes.



**Table 1-3. System Messages (continued)**

<b>Message</b>	<b>Causes</b>	<b>Corrective Actions</b>
BIOS MANUFACTURING MODE detected. MANUFACTURING MODE will be cleared before the next boot. System reboot required for normal operation.	System is in manufacturing mode.	Reboot to take the system out of manufacturing mode.
BIOS Update Attempt Failed!	Remote BIOS update attempt failed.	Retry the BIOS update. If the problem persists, see "Getting Help" on page 177.
Caution! NVRAM_CLR jumper is installed on system board	NVRAM_CLR jumper is installed in the clear setting. CMOS has been cleared.	Move the NVRAM_CLR jumper to the default position (pins 3 and 5). See Figure 6-1 for jumper location. Restart the system and re-enter the BIOS settings. See "Using the System Setup Program and UEFI Boot Manager" on page 57.
CPU set to minimum frequency.	The processor speed may be intentionally set lower for power conservation.	If not an intentional setting, check any other system messages for possible causes.
CPU x installed with no memory.	Memory modules are required but not installed in the indicated processor's memory slots.	Install memory modules for the processor. See "Expansion Cards" on page 114.

**Table 1-3. System Messages (continued)**

<b>Message</b>	<b>Causes</b>	<b>Corrective Actions</b>
Current boot mode is set to UEFI. Please ensure compatible bootable media is available. Use the system setup program to change the boot mode as needed.	The system failed to boot because UEFI boot mode is enabled in BIOS and the boot operating system is non-UEFI.	Ensure that the boot mode is set correctly and that the proper bootable media is available. See "Using the System Setup Program and UEFI Boot Manager" on page 57.
Decreasing available memory	Faulty or improperly installed memory modules.	Reseat the memory modules. See "Troubleshooting System Memory" on page 155.
Embedded NICx and NICy: OS NIC=<ENABLED /DISABLED>, Management Shared NIC= <ENABLED /DISABLED>	The OS NIC interface is set in BIOS. The Management Shared NIC interface is set in management tools.	Check the system management software or the System Setup program for NIC settings. If a problem is indicated, see "Troubleshooting a NIC" on page 149.
Error 8602 - Auxiliary Device Failure. Verify that mouse and keyboard are securely attached to correct connectors.	Mouse or keyboard cable is loose or improperly connected.  Defective mouse or keyboard.	Reseat the mouse or keyboard cable.  Ensure that the mouse or keyboard is operational. See "Troubleshooting a USB Device" on page 148.
Gate A20 failure	Faulty keyboard controller; faulty system board.	See "Getting Help" on page 177.

**Table 1-3. System Messages (continued)**

<b>Message</b>	<b>Causes</b>	<b>Corrective Actions</b>
General failure	The operating system is unable to carry out the command.	This message is usually followed by specific information. Note the information, and take the appropriate action to resolve the problem.
Invalid configuration information - please run SETUP program.	An invalid system configuration caused a system halt.	Run the System Setup program and review the current settings. See "Using the System Setup Program and UEFI Boot Manager" on page 57.
Keyboard controller failure	Faulty keyboard controller; faulty system board	See "Getting Help" on page 177.
Keyboard data line failure Keyboard stuck key failure	Keyboard cable connector is improperly connected or the keyboard is defective.	Reseat the keyboard cable. If the problem persists, see "Troubleshooting a USB Device" on page 148.
Keyboard fuse has failed	Overcurrent detected at the keyboard connector.	See "Getting Help" on page 177.
Local keyboard may not work because all user accessible USB ports are disabled. If operating locally, power cycle the system and enter system setup program to change settings.	The USB ports are disabled in the system BIOS.	Power down and restart the system from the power button, and then enter the System Setup program to enable the USB port(s). See "Entering the System Setup Program" on page 58.
Manufacturing mode detected	System is in manufacturing mode.	Reboot to take the system out of manufacturing mode.

**Table 1-3. System Messages (continued)**

<b>Message</b>	<b>Causes</b>	<b>Corrective Actions</b>
Maximum rank count exceeded. The following DIMM has been disabled: x	Invalid memory configuration. The system will run but with the specified memory module disabled.	Ensure that the memory modules are installed in a valid configuration. See "General Memory Module Installation Guidelines" on page 108.
Memory address line failure at <i>address</i> , read <i>value</i> expecting <i>value</i>	Faulty or improperly installed memory modules.	See "Troubleshooting System Memory" on page 155.
Memory double word logic failure at <i>address</i> , read <i>value</i> expecting <i>value</i>	Faulty or improperly installed memory modules.	See "Troubleshooting System Memory" on page 155.
Memory Initialization Warning: Memory size may be reduced	Invalid memory configuration. The system will run but with less memory than is physically available.	Ensure that the memory modules are installed in a valid configuration. See "General Memory Module Installation Guidelines" on page 108.
Memory odd/even logic failure at <i>address</i> , read <i>value</i> expecting <i>value</i>	Faulty or improperly installed memory modules.	See "Troubleshooting System Memory" on page 155.
Memory write/read failure at <i>address</i> , read <i>value</i> expecting <i>value</i>	Faulty or improperly installed memory modules.	See "Troubleshooting System Memory" on page 155.

**Table 1-3. System Messages (continued)**

<b>Message</b>	<b>Causes</b>	<b>Corrective Actions</b>
Memory set to minimum frequency.	<p>The memory frequency may be intentionally set lower for power conservation.</p> <p>The current memory configuration may support only the minimum frequency.</p>	<p>If not an intentional setting, check any other system messages for possible causes.</p> <p>Ensure that your memory configuration supports the higher frequency. See "General Memory Module Installation Guidelines" on page 108.</p>
Memory tests terminated by keystroke.	POST memory test was terminated by pressing the spacebar.	Information only.
MEMTEST lane failure detected on x	Invalid memory configuration. A mismatched memory module is installed.	Ensure that the memory modules are installed in a valid configuration. See "General Memory Module Installation Guidelines" on page 108.
No boot device available	Faulty or missing optical drive subsystem, hard drive, or hard-drive subsystem, or no bootable USB key installed.	Use a bootable USB key, CD, or hard drive. If the problem persists, see "Troubleshooting an Internal USB Key" on page 157, "Troubleshooting a USB Device" on page 148, "Troubleshooting an Optical Drive" on page 158, and "Troubleshooting a Hard Drive" on page 160. See "Using the System Setup Program and UEFI Boot Manager" on page 57 for information on setting the order of boot devices.

**Table 1-3. System Messages (continued)**

<b>Message</b>	<b>Causes</b>	<b>Corrective Actions</b>
No boot sector on hard drive	Incorrect configuration settings in System Setup program, or no operating system on hard drive.	Check the hard-drive configuration settings in the System Setup program. See "Using the System Setup Program and UEFI Boot Manager" on page 57. If necessary, install the operating system on your hard drive. See your operating system documentation.
No timer tick interrupt	Faulty system board.	See "Getting Help" on page 177.
PCI BIOS failed to install	PCIe device BIOS (Option ROM) checksum failure detected during shadowing. Cables to expansion card(s) loose; faulty or improperly installed expansion card(s).	Reseat the expansion card(s). Ensure that all appropriate cables are securely connected to the expansion card(s). If the problem persists, see "Troubleshooting Expansion Cards" on page 162.
PCIe Training Error: Expected Link Width is x, Actual Link Width is y.	Faulty or improperly installed PCIe card in the specified slot.	Reseat the PCIe card in the specified slot number. See "Troubleshooting Expansion Cards" on page 162. If the problem persists, see "Getting Help" on page 177.
Plug & Play Configuration Error	Error encountered in initializing PCIe device; faulty system board.	Install the NVRAM_CLR jumper in the clear position (pins 1 and 3) and reboot the system. See Figure 6-1 for jumper location. If the problem persists, see "Troubleshooting Expansion Cards" on page 162.

**Table 1-3. System Messages (continued)**

<b>Message</b>	<b>Causes</b>	<b>Corrective Actions</b>
Quad rank DIMM detected after single rank or dual rank DIMM in socket.	Invalid memory configuration.	Ensure that the memory modules are installed in a valid configuration. See "General Memory Module Installation Guidelines" on page 108.
Read fault Requested sector not found	The operating system cannot read from the hard drive, optical drive, or USB device, the system could not find a particular sector on the disk, or the requested sector is defective.	Replace the optical medium, USB medium or device. Ensure that the SAS backplane, USB, or SATA cables are properly connected. See "Troubleshooting a USB Device" on page 148, "Troubleshooting an Optical Drive" on page 158, or "Troubleshooting a Hard Drive" on page 160 for the appropriate drive(s) installed in your system.
SATA Portx device not found	There is no device connected to the specified SATA port.	Information only.
SATA port x device auto-sensing error SATA port x device configuration error SATA port x device error	The drive connected to the specified SATA port is faulty.	Replace the faulty drive.

**Table 1-3. System Messages (continued)**

<b>Message</b>	<b>Causes</b>	<b>Corrective Actions</b>
Sector not found Seek error Seek operation failed	Faulty hard drive, USB device, or USB medium.	Replace the USB medium or device. Ensure that the USB or SAS backplane cables are properly connected. See "Troubleshooting a USB Device" on page 148 or "Troubleshooting a Hard Drive" on page 160 for the appropriate drive(s) installed in your system.
Shutdown failure	General system error.	See "Getting Help" on page 177.
The amount of system memory has changed	Memory has been added or removed or a memory module may be faulty.	If memory has been added or removed, this message is informative and can be ignored. If memory has not been added or removed, check the SEL to determine if single-bit or multi-bit errors were detected and replace the faulty memory module. See "Troubleshooting System Memory" on page 155.



**Table 1-3. System Messages (continued)**

<b>Message</b>	<b>Causes</b>	<b>Corrective Actions</b>
The following DIMMs should match in geometry: x, x, ...	Invalid memory configuration. The specified memory modules do not match in size, number of ranks, or number of data lanes.	Ensure that the memory modules are installed in a valid configuration. See "General Memory Module Installation Guidelines" on page 108.
The following DIMMs should match in rank count: x, x, ...		
The following DIMMs should match in size: x, x, ...		
The following DIMMs should match in size and geometry: x, x, ...		
The following DIMMs should match in size and rank count: x, x, ...		
Thermal sensor not detected on x	A memory module without a thermal sensor is installed in the specified memory slot	Replace the memory module. See "Expansion Cards" on page 114.
Time-of-day clock stopped	Faulty battery or faulty chip.	See "Troubleshooting the System Battery" on page 152.

**Table 1-3. System Messages (continued)**

<b>Message</b>	<b>Causes</b>	<b>Corrective Actions</b>
Time-of-day not set - please run SETUP program	Incorrect Time or Date settings; faulty system battery.	Check the Time and Date settings. See "Using the System Setup Program and UEFI Boot Manager" on page 57. If the problem persists, replace the system battery. See "Chassis Intrusion Switch" on page 134.
Timer chip counter 2 failed	Faulty system board.	See "Getting Help" on page 177.
TPM configuration operation honored. System will now reset.	A TPM configuration command has been entered. The system will reboot and execute the command.	Information only.
TPM configuration operation is pending. Press (I) to Ignore OR (M) to Modify to allow this change and reset the system.  WARNING: Modifying could prevent security.	This message is displayed during system restart after a TPM configuration command has been entered. User interaction is required to proceed.	Enter I or M to proceed.
TPM failure	A Trusted Platform Module (TPM) function has failed.	See "Getting Help" on page 177.

**Table 1-3. System Messages (continued)**

<b>Message</b>	<b>Causes</b>	<b>Corrective Actions</b>
Unable to launch System Services image. System halted!	System halted after F10 keystroke because System Services image is either corrupted in the system firmware or has been lost due to system board replacement.  The iDRAC6 Enterprise card flash memory may be corrupted.	Restart the system and update the Unified Server Configurator repository to the latest software to restore full functionality. See the Unified Server Configurator user documentation for more information.  Restore the flash memory using the latest version on support.dell.com. See the iDRAC6 user's guide for instructions on performing a field replacement of the flash memory.
Unexpected interrupt in protected mode	Improperly seated memory modules or faulty keyboard/mouse controller chip.	Reseat the memory modules. See "Troubleshooting System Memory" on page 155. If the problem persists, see "Getting Help" on page 177.
Unsupported CPU combination  Unsupported CPU stepping detected	Processor is not supported by the system.	Install a supported processor. See "Processor" on page 126.
Unsupported DIMM detected. The following DIMM has been disabled: x	Invalid memory configuration. The system will run but with the specified memory module disabled.	Ensure that the memory modules are installed in a valid configuration. See "General Memory Module Installation Guidelines" on page 108.

**Table 1-3. System Messages (continued)**

<b>Message</b>	<b>Causes</b>	<b>Corrective Actions</b>
Unsupported memory configuration. DIMM mismatch across slots detected: <i>x, x, . . .</i>	Invalid memory configuration. Memory modules are mismatched in the specified slots.	Ensure that the memory modules are installed in a valid configuration. See "General Memory Module Installation Guidelines" on page 108.
Warning: A fatal error has caused system reset! Please check the system event log!	A fatal system error occurred and caused the system to reboot.	Check the SEL for information that was logged during the error. See the applicable troubleshooting section in "Troubleshooting Your System" on page 147 for any faulty components specified in the SEL.
Warning: Control Panel is not installed.	The control panel is not installed or has a faulty cable connection.	Install the control panel, or check the cable connections between the display module, the control panel board, and the system board. See "Control Panel Assembly" on page 136.
Warning! No micro code update loaded for processor <i>n</i>	Micro code update failed.	Update the BIOS firmware. See "Getting Help" on page 177.

**Table 1-3. System Messages (continued)**

<b>Message</b>	<b>Causes</b>	<b>Corrective Actions</b>
Warning! Power required exceeds PSU wattage. Check PSU and system configuration.	The system configuration of processor, memory modules, and expansion cards may not be supported by the power supplies.	If any system components were just upgraded, return the system to the previous configuration. If the system boots without this warning, then the replaced component(s) are not supported with this power supply. See "Chassis Intrusion Switch" on page 134.
Warning! Performance degraded. CPU and memory set to minimum frequencies to meet PSU wattage. System will reboot.		
Warning! Unsupported memory configuration detected. The memory configuration is not optimal. The recommended memory configuration is: <message>	Invalid memory configuration. The system will run but with reduced functionality.	Ensure that the memory modules are installed in a valid configuration. See "General Memory Module Installation Guidelines" on page 108. If the problem persists, see "Troubleshooting System Memory" on page 155.

**Table 1-3. System Messages (continued)**

Message	Causes	Corrective Actions
Write fault Write fault on selected drive	Faulty USB device, USB medium, optical drive assembly, hard drive, or hard-drive subsystem.	Replace the USB medium or device. Ensure that the USB, SAS backplane, or SATA cables are properly connected. See "Troubleshooting a USB Device" on page 148, "Troubleshooting an Internal USB Key" on page 157, and "Troubleshooting a Hard Drive" on page 160.



**NOTE:** For the full name of an abbreviation or acronym used in this table, see the "Glossary" on page 179.

## Warning Messages

A warning message alerts you of a possible problem and prompts you to respond before the system continues a task. For example, before you format a diskette, a message will warn you that you may lose all data on the diskette. Warning messages usually interrupt the task and require you to respond by typing y (yes) or n (no).



**NOTE:** Warning messages are generated by either the application or the operating system. For more information, see the documentation that accompanied the operating system or application.

## Diagnostics Messages

The system diagnostic utilities may issue messages if you run diagnostic tests on your system. See "Running the System Diagnostics" on page 165 for more information about system diagnostics.

## Alert Messages

Systems management software generates alert messages for your system. Alert messages include information, status, warning, and failure messages for drive, temperature, fan, and power conditions. For more information, see the systems management software documentation.

## Other Information You May Need



**WARNING:** See the safety and regulatory information that shipped with your system. Warranty information may be included within this document or as a separate document.

- The *Getting Started Guide* provides an overview of system features, setting up your system, and technical specifications.
- Any media that ships with your system that provides documentation and tools for configuring and managing your system, including those pertaining to the operating system, system management software, system updates, and system components that you purchased with your system.
- The Unified Server Configurator User's Guide provides information about setting up USC, configuring hardware and firmware, and deploying the operating system.



**NOTE:** Always check for updates on [support.dell.com/manuals](http://support.dell.com/manuals) and read the updates first because they often supersede information in other documents.





# Using the System Setup Program and UEFI Boot Manager

Run the System Setup program to familiarize yourself with your system configuration and to:

- Change the NVRAM settings after you add or remove hardware
- Set or change user-selectable options
- Enable or disable integrated devices

## Choosing the System Boot Mode

The System Setup program also enables you to specify the boot mode for installing your operating system:

- BIOS boot mode (the default) is the standard BIOS-level boot interface.
- Unified Extensible Firmware Interface (UEFI) boot mode is an enhanced 64-bit boot interface based on UEFI specifications that overlay the system BIOS. See "Entering the UEFI Boot Manager" on page 69 for more information on this interface.

You select the boot mode in the **Boot Mode** field of the System Setup program. Once you specify the boot mode, the system boots in the specified boot mode and you then proceed to install your operating system from that mode. Thereafter, you must boot the system to the same boot mode (BIOS or UEFI) to access the installed operating system. Trying to boot the operating system from the other boot mode will cause the system to halt immediately at startup.



**NOTE:** Operating systems must be UEFI-compatible (for example, Microsoft® Windows Server® 2008 x64 version) to be installed from the UEFI boot mode. DOS and 32-bit operating systems do not support UEFI and can only be installed from the BIOS boot mode.

# Entering the System Setup Program

- 1 Turn on or restart your system.
- 2 Press <F2> immediately after you see the following message:

<F2> = System Setup

If your operating system begins to load before you press <F2>, allow the system to finish booting, and then restart your system and try again.

## Responding to Error Messages

If an error message appears while the system is booting, make a note of the message. See "System Messages" on page 39 for an explanation of the message and suggestions for correcting errors.



**NOTE:** After installing a memory upgrade, it is normal for your system to display a message the first time you start your system.

## Using the System Setup Program Navigation Keys

Keys	Action
Up arrow or <Shift><Tab>	Moves to the previous field.
Down arrow or <Tab>	Moves to the next field.
Spacebar, <Enter>, <+>, <->, left, and right arrows	Cycles through the settings in a field. In many fields, you can also type the appropriate value.
<Esc>	Exits the System Setup program and restarts the system if any changes were made.
<F1>	Displays the System Setup program's help file.



**NOTE:** For most of the options, any changes that you make are recorded but do not take effect until you restart the system.

# System Setup Options

## Main Screen


Dell Inc. <www.dell.com> - PowerEdge T310 BIOS Version xx.yy.zs [This is DOS Setup]			
Service Tag: xxxxxxxx	Asset Tag: xxxxxxxxxxxx		
System Time .....00:00:00 System Date .....DAY/MO/DATE/YR  Memory Settings .....<Enter> Processor Settings .....<Enter>  SATA Settings .....<Enter>  Boot Settings .....<Enter>  Integrated Devices .....<Enter> PCI IRQ Assignment .....<Enter>  Serial Communication .....<Enter> Embedded Server Management .....<Enter>  Power Management .....<Enter>			
Up,Down Arrow to select	SPACE, +, - to change	ESC to exit	F1 = Help



**NOTE:** The options for the System Setup program change based on the system configuration.

Option	Description
System Time	Sets the time on the system's internal clock
System Date	Sets the date on the system's internal calendar
Memory Settings	Displays information related to installed memory. See "Memory Settings Screen" on page 61.
Processor Settings	Displays information related to processors (speed, cache, and so on). See "Processor Settings Screen" on page 62.

<b>Option</b>	<b>Description</b>
SATA Settings	Displays a screen to enable or disable the integrated SATA controller and ports. See "SATA Settings Screen" on page 62.
Boot Settings	Displays a screen to specify the boot mode (BIOS or UEFI). For BIOS boot mode, you can also specify the boot devices. See "Boot Settings Screen" on page 63.
Integrated Devices	Displays a screen to enable or disable integrated device controllers and ports, and to specify related features and options. See "Integrated Devices Screen" on page 64.
PCI IRQ Assignment	Displays a screen to change the IRQ assigned to each of the integrated devices on the PCI bus, and any installed expansion card that requires an IRQ. See "PCI IRQ Assignment Screen" on page 65.
Serial Communication	Displays a screen to enable or disable the serial ports and specify related features and options. See "Serial Communication Screen" on page 65.
Embedded Server Management	Displays a screen to configure the front-panel LCD options and to set a user-defined LCD string. See "Embedded Server Management Screen (Optional)" on page 66.
Power Management	Enables you to manage power usage of the processor, fans, and memory modules with preconfigured or customized settings. See "Power Management Screen" on page 66.
System Security	Displays a screen to configure the system password and setup password features. See "System Security Screen" on page 67.
Keyboard NumLock (On default)	Determines whether your system starts up with the NumLock mode activated on 101- or 102-key keyboards (does not apply to 84-key keyboards).

Option	Description
Report Keyboard Errors ( <b>Report</b> default)	Enables or disables reporting of keyboard errors during the POST. Select <b>Report</b> for host systems that have keyboards attached. Select <b>Do Not Report</b> to suppress all error messages relating to the keyboard or keyboard controller during POST. This setting does not affect the operation of the keyboard itself if a keyboard is attached to the system.
F1/F2 Prompt on Error ( <b>Enabled</b> default)	Enables the system to halt on errors during POST, which allows the user to observe events that may scroll by unnoticed during normal POST. The user can press <F1> to continue or <F2> to enter the System Setup program.   <b>CAUTION: When setting this option to Disabled, the system will not halt if an error occurs during POST. Any critical errors will be displayed and logged in the system event log.</b>

## Memory Settings Screen

Option	Description
System Memory Size	Displays the amount of system memory.
System Memory Type	Displays the type of system memory.
System Memory Speed	Displays the system memory speed.
Video Memory	Displays the amount of video memory.
System Memory Testing ( <b>Enabled</b> default)	Specifies whether system memory tests are run at system boot. Options are <b>Enabled</b> and <b>Disabled</b> .
Error Logging Threshold Mode ( <b>Enabled</b> default)	Enables error logging

## Processor Settings Screen


Option	Description
64-bit	Specifies if the processor supports 64-bit extensions.
Core Speed	Displays the processor clock speed.
Bus Speed	Displays the processor bus speed.
Logical Processor ( <b>Enabled</b> default)	On processors that support Simultaneous Multi-Threading (SMT) technology, each processor core supports up to two logical processors. If this field is set to <b>Enabled</b> , the BIOS reports both logical processors. If set to <b>Disabled</b> , only one logical processor is monitored by the BIOS.
Virtualization Technology ( <b>Enabled</b> default)	<b>NOTE: Disable this feature if your system will not be running virtualization software.</b> <b>Enabled</b> permits virtualization software to use the virtualization technology incorporated in the processor.
Execute Disable ( <b>Enabled</b> default)	Enables or disables execute disable memory protection technology.
Number of Cores per Processor ( <b>All</b> default)	If set to <b>All</b> , the maximum number of cores in the processor is enabled.
C States ( <b>Enabled</b> default)	When set to <b>Enabled</b> , the processor(s) can operate in all available power states.
Turbo Mode ( <b>Enabled</b> default)	If Turbo Boost Technology is supported by the processor, enables or disables <b>Turbo Mode</b> .
Processor 1 Family -Model-Stepping	Displays the family, model, and stepping of the processor

## SATA Settings Screen

Option	Description
SATA Controller	<b>ATA Mode</b> enables the integrated SATA controller. <b>Off</b> disables the controller.
Port A ( <b>Off</b> default)	<b>Auto</b> enables BIOS support for the device attached to SATA port A. <b>Off</b> disables BIOS support for the device.

Option	Description
Port B (Off default)	<b>Auto</b> enables BIOS support for the device attached to SATA port B. <b>Off</b> disables BIOS support for the device.
Port C (Off default)	<b>Auto</b> enables BIOS support for the device attached to SATA port C. <b>Off</b> disables BIOS support for the device.
Port D (Off default)	<b>Auto</b> enables BIOS support for the device attached to SATA port D. <b>Off</b> disables BIOS support for the device.
Port E (Auto default)	<b>Auto</b> enables BIOS support for the device attached to SATA port E. <b>Off</b> disables BIOS support for the device.

## Boot Settings Screen

Option	Description
Boot Mode (BIOS default)	 <b>CAUTION: Switching the boot mode could prevent the system from booting if the operating system was not installed in the same boot mode.</b>  If the system operating system supports Unified Extensible Firmware Interface, you can set this option to <b>UEFI</b> . Setting this field to <b>BIOS</b> allows compatibility with non-UEFI operating systems.  <b>NOTE: Setting this field to UEFI disables the Boot Sequence, Hard-Disk Drive Sequence, and USB Flash Drive Emulation Type fields.</b>
Boot Sequence	If <b>Boot Mode</b> is set to <b>BIOS</b> , this field provides the location of the operating system files for startup. If <b>Boot Mode</b> is set to <b>UEFI</b> , you can access the UEFI boot manager utility by rebooting the system and pressing <F11> when prompted to do so.
Hard-Disk Drive Sequence	The sequence of hard drives. Use the up and down arrow keys to choose the hard disk.
USB Flash Drive Emulation Type	Determines the emulation type for a USB flash drive. <b>Auto</b> automatically chooses the appropriate emulation type for the device.
Boot Sequence Retry (Disabled default)	If this field is <b>Enabled</b> and the system fails to boot, the system reattempts to boot after 30 seconds.

## Integrated Devices Screen

Option	Description
Integrated SAS Controller (Enabled default)	Enables or disables the integrated SAS controller.
User Accessible USB Ports (All Ports On default)	Enables or disables the user accessible USB ports. Options are <b>All Ports On</b> , <b>Only Back Ports On</b> , and <b>All Ports Off</b> .
Internal USB Port (On default)	Enables or disables the internal USB port.
Embedded NIC1 and NIC2	Enables or disables the operating system interface of the embedded NICs. The NICs may also be accessed through the system's management controller.
Embedded Gb NIC1 (Enabled with PXE default)	Enables or disables the embedded NIC. Options are <b>Enabled</b> , <b>Enabled with PXE</b> , <b>Enabled with iSCSI Boot</b> , and <b>Disabled</b> . PXE support allows the system to boot from the network.
MAC Address	Displays the MAC address for the NIC.
Embedded Gb NIC2 (Enabled default)	Enables or disables the embedded NIC.
OS Watchdog Timer (Disabled default)	<p>Sets a timer to monitor the operating system for activity, and aids in recovery if the system stops responding. When <b>Enabled</b>, the operating system is allowed to initialize the timer. When <b>Disabled</b>, the timer is not initialized.</p> <p><b>NOTE:</b> This feature is usable only with operating systems that support WDAT implementations of the Advanced Configuration and Power Interface (ACPI) 3.0b specification.</p>
Embedded Video Controller (Enabled default)	Displays the total amount of video memory available in the embedded video controller.



## PCI IRQ Assignment Screen

Option	Description
<PCIe device>	Use the <+> and <-> keys to manually select an IRQ for a given device, or select Default to allow the BIOS to select an IRQ value at system startup.

## Serial Communication Screen

Option	Description
Serial Communication (On without Console Redirection default)	Options are <b>On without Console Redirection</b> , <b>On with Console Redirection via COM1</b> , and <b>Off</b> .
Serial Port Address	Specifies the address of the serial ports.
External Serial Connector (Serial Device1 default)	Specifies whether <b>Serial Device1</b> , <b>Serial Device2</b> , or <b>Remote Access Device</b> has access to the external serial connector.
Failsafe Baud Rate (115200 default)	Displays the failsafe baud rate used for console redirection. This rate should not be adjusted.
Remote Terminal Type (VT100/VT220 default)	Options are <b>VT100/VT220</b> or <b>ANSI</b> .
Redirection After Boot (Enabled default)	Enables or disables BIOS console redirection after the operating system boots.

## Embedded Server Management Screen (Optional)

Option	Description
Front-Panel LCD Options	<p>Options are <b>User Defined String</b>, <b>Model Number</b>, and <b>None</b>.</p> <p>If the LCD Home screen is set to an option other than these three choices, the option will be displayed as "Advanced" in the BIOS. In this event, the option cannot be changed in the BIOS unless it is changed back to <b>User Defined String</b>, <b>Model Number</b>, or <b>None</b> through another LCD configuration utility (such as the BMC or iDRAC Configuration Utility or the LCD panel menu).</p>
User-Defined LCD String	You can enter a name or another identifier for the system, to be displayed on the LCD module screen.



## Power Management Screen

Option	Description
Power Management (Active Power Controller default)	<p>Options are <b>OS Control</b>, <b>Active Power Controller</b>, <b>Custom</b>, or <b>Maximum Performance</b>. For all but the <b>Custom</b> setting, the BIOS pre-configures the power settings on this screen as follows:</p> <ul style="list-style-type: none"><li>• <b>OS Control</b> sets the CPU power to <b>OS DBPM</b>, the fan power to <b>Minimum Power</b>, and the memory power to <b>Maximum Performance</b>. In this setting, all processor performance information is passed from the system BIOS to the operating system for control. The operating system sets the processor performance based on processor utilization.</li><li>• <b>Active Power Controller</b> sets the CPU power to <b>System DBPM</b>, the fan power to <b>Minimum Power</b>, and the memory power to <b>Maximum Performance</b>. The BIOS sets the processor performance based on processor utilization.</li><li>• <b>Maximum Performance</b> sets all fields to <b>Maximum Performance</b>.</li></ul>

<b>Option</b>	<b>Description</b>
CPU Power and Performance Management	Options are OS DBPM, System DBPM, Maximum Performance, or Minimum Power.
Fan Power and Performance Management	Options are Maximum Performance or Minimum Power.
Memory Power and Performance Management	Options are Maximum Performance, a specified frequency, or Minimum Power.

## System Security Screen

<b>Option</b>	<b>Description</b>
System Password	Displays the current status of the password security feature and allows a new system password assignment and verification. <b>NOTE:</b> See "Using the System Password" on page 72 for more information.
Setup Password	Restricts access to the System Setup program by using a setup password. <b>NOTE:</b> See "Using the System Password" on page 72 for more information.
Password Status (Unlocked default)	When Setup Password is assigned and this field is Locked, the system password cannot be changed or disabled at system start-up. See "Using the System Password" on page 72 for more information.
TPM Security (Off default)	Sets the reporting of the Trusted Platform Module (TPM) in the system. If Off, the presence of the TPM is not reported to the operating system. If On with Pre-boot Measurements, the system reports the TPM to the operating system and stores the pre-boot measurements to the TPM during POST. If On without Pre-boot Measurements, the system reports the TPM to the operating system and bypasses pre-boot measurements.

Option	Description
TPM Activation (No Change default)	<p>When set to <b>Activate</b>, the TPM is enabled to default settings. When set to <b>Deactivate</b>, the TPM is disabled. The <b>No Change</b> state initiates no action. The operational state of the TPM remains unchanged (all user settings for the TPM are preserved).</p> <p><b>NOTE:</b> This field is read-only when <b>TPM Security</b> is set to <b>Off</b>.</p>
TPM Clear (No default)	<p> <b>CAUTION: Clearing the TPM will lose all encryption keys in the TPM. This option prevents booting to the operating system and results in data loss if the encryption keys cannot be restored. Back up the TPM keys prior to enabling this option.</b></p> <p>When set to <b>Yes</b>, all TPM contents are cleared.</p> <p><b>NOTE:</b> This field is read-only when <b>TPM Security</b> is set to <b>Off</b>.</p>
Power Button (Enabled default)	<p>If <b>Enabled</b>, the power button can turn the system's power off and on. On an ACPI-compliant operating system, the system performs an orderly shutdown before power is turned off.</p> <p>When <b>Disabled</b>, the button can only turn on system power.</p> <p><b>NOTE:</b> You can still turn on the system by using the power button, even if the <b>Power Button</b> option is set to <b>Disabled</b>.</p>
NMI Button (Disabled default)	<p> <b>CAUTION: Use the NMI button only if directed to do so by qualified support personnel or by the operating system's documentation. Pressing this button halts the operating system and displays a diagnostic screen.</b></p> <p>Enables or disables the NMI feature.</p>

Option	Description
AC Power Recovery ( <b>Last</b> default)	Determines how the system reacts when power is restored. If set to <b>Last</b> , the system returns to the last power state. <b>On</b> turns on the system after power is restored. <b>Off</b> allows the system to remain off after power is restored.
AC Power Recovery Delay ( <b>Immediate</b> default)	Determines when the system restarts after power is restored. Options are <b>Immediate</b> , <b>Random</b> (a random value of 30 to 240 seconds), or a user-defined value of 30 to 240 seconds.

## Exit Screen

Press <Esc> to exit the System Setup program; the **Exit** screen displays:

- Save Changes and Exit
- Discard Changes and Exit
- Return to Setup

## Entering the UEFI Boot Manager



**NOTE:** Operating systems must be 64-bit UEFI-compatible (for example, Microsoft® Windows Server® 2008 x64 version) to be installed from the UEFI boot mode. DOS and 32-bit operating systems can only be installed from the BIOS boot mode.



**NOTE:** The Boot Mode must be set to UEFI in the System Setup program to access the UEFI Boot Manager.

The UEFI Boot Manager enables you to:

- Add, delete, and arrange boot options
- Access the System Setup program and BIOS-level boot options without rebooting

**1** Turn on or restart your system.

**2** Press <F11> after you see the following message:

<F11> = UEFI Boot Manager



**NOTE:** The system will not respond until the USB keyboard is active.

If your operating system begins to load before you press <F11>, allow the system to finish booting, and then restart your system and try again.

## Using the UEFI Boot Manager Navigation Keys

Keys	Action
Up arrow	Moves to and highlights the previous field.
Down arrow	Moves to and highlights the next field.
Spacebar, <Enter>, <+>, <->	Cycles through the settings in a field.
<Esc>	Refreshes the UEFI Boot Manager screen, or returns to the UEFI Boot Manager screen from the other program screens.
<F1>	Displays the UEFI Boot Manager help file.

## UEFI Boot Manager Screen

Option	Description
Continue	The system attempts to boot to devices starting with the first item in the boot order. If the boot attempt fails, the system continues with the next item in the boot order until the boot is successful or no more boot options are found.
<Boot options>	Displays the list of available boot options (marked with asterisks). Select the boot option you wish to use and press <Enter>. <b>NOTE:</b> If you hot-add a boot device, press <ESC> to refresh the list of boot options.
UEFI Boot Settings	Enables you to add, delete, enable, or disable boot options; change boot order; or execute a one-time boot option.
System Utilities	Enables you to access the System Setup program, System Services Unified Server Configurator, Diagnostics, and BIOS-level boot options.

## UEFI Boot Settings Screen

Option	Description
Add Boot Option	Adds a new boot option.
Delete Boot Option	Deletes an existing boot option.
Enable/Disable Boot Option	Disables and enables a boot option in the boot option list.
Change Boot Order	Changes the order of the boot option list.
One-Time Boot From File	Sets a one-time boot option not included in the boot option list.

## System Utilities Screen

Option	Description
System Setup	Accesses the System Setup program without rebooting.
System Services (USC)	Restarts the system and accesses the USC, which allows you to run utilities such as system diagnostics.
BIOS Boot Manager	Accesses the BIOS-level boot options list without rebooting. This option enables you to conveniently switch to BIOS boot mode if you need to boot to a device with a non-UEFI operating system, such as a bootable DOS media with diagnostics software.
Reboot System	Restarts the system.

## System and Setup Password Features



**NOTE:** For a forgotten password, see "Disabling a Forgotten Password" on page 174.

Your system is shipped without the system password feature enabled. Operate the system only with system password protection.



**CAUTION:** The password features provide a basic level of security for the data on your system.



**CAUTION:** Anyone can access the data stored on your system if the system is running and unattended.

## Using the System Password

When a system password is assigned, the system prompts for the system password after the system starts and only those with the password have full use of the system.

### Assigning a System Password

Before assigning a system password, enter the System Setup program and check the **System Password** option.

When a system password is assigned, **System Password** is **Enabled**. If **Password Status** is **Unlocked**, you can change the system password. If **Locked**, you cannot change the system password. Disabling the password jumper on the system board sets **System Password** to **Disabled**, and you cannot change or enter a new system password.


When a system password is not assigned and the password jumper on the system board is in the enabled position, **System Password** is **Not Enabled** and **Password Status** is **Unlocked**. To assign a system password:

- 1 Verify that **Password Status** is **Unlocked**.
- 2 Highlight the **System Password** option and press <Enter>.
- 3 Type your new system password.

You can use up to 32 characters in your password.

As you type, placeholders appear in the field.


The password assignment is not case-sensitive. Certain key combinations are invalid and if you enter one, the system beeps. To erase a character, press <Backspace> or the left-arrow key.

 **NOTE:** To escape from the field without assigning a system password, press <Enter> to move to another field, or press <Esc> prior to completing step 5.

- 4 Press <Enter>.
- 5 To confirm your password, type it a second time and press <Enter>.

**System Password** changes to **Enabled**. Exit the System Setup program and begin using your system.

- 6 Either reboot the system now for the password protection to take effect or continue working.

 **NOTE:** Password protection does not take effect until the system reboots.



## Using Your System Password to Secure Your System



**NOTE:** If you have assigned a setup password (see "Using the Setup Password" on page 74), the system accepts your setup password as an alternate system password.

When **Password Status** is **Unlocked**, you have the option to leave the password security enabled or to disable password security.

To leave the password security enabled:

- 1 Turn on or reboot your system by pressing <Ctrl> <Alt> <Del>.
- 2 Type your password and press <Enter>.

To disable the password security:

- 1 Turn on or reboot your system by pressing <Ctrl> <Alt> <Del>.
- 2 Type your password and press <Ctrl> <Enter>.

When **Password Status** is **Locked**, you must type the password and press <Enter> when prompted at reboot.

If an incorrect system password is entered, the system displays a message and prompts you to re-enter your password. You have three attempts to enter the correct password. After the third unsuccessful attempt, the system displays an error message that the system has halted and will shut down.

Even after you shut down and restart the system, the error message continues to be displayed until the correct password is entered.



**NOTE:** You can use the **Password Status** option in conjunction with the **System Password** and **Setup Password** options to protect your system from unauthorized changes.

## Deleting or Changing an Existing System Password

- 1 Press <Ctrl> <Enter> at the password prompt to disable the existing system password.

If you are asked to enter your setup password, contact your network administrator.

- 2 Enter the System Setup program by pressing <F2> during POST.
- 3 Select the **System Security** screen to verify that the **Password Status** is **Unlocked**.

4 Type the system password.

5 Confirm that **Not Enabled** is displayed for the **System Password**.

If **Not Enabled** is displayed for the **System Password**, the system password has been deleted. If **Enabled** is displayed for the **System Password**, press the <Alt><b> key combination to restart the system, and repeat step 1 to step 5.

## Using the Setup Password

### Assigning a Setup Password

You can assign a setup password only when the **Setup Password** is **Not Enabled**. To assign a setup password, highlight the **Setup Password** option and press the <+> or <-> key. The system prompts you to enter and verify the password.



**NOTE:** The setup password can be the same as the system password. If the two passwords are different, the setup password can be used as an alternate system password. The system password cannot be used in place of the setup password.

You can use up to 32 characters in your password.

As you type, placeholders appear in the field.

The password assignment is not case-sensitive. Certain key combinations are invalid and if you enter one, the system beeps. To erase a character, press <Backspace> or the left-arrow key.

When you verify the password, the **Setup Password** changes to **Enabled**. The next time you enter the System Setup program, the system prompts you for the setup password.

A change to the **Setup Password** option becomes effective immediately (restarting the system is not required).

## Operating With a Setup Password Enabled

If **Setup Password** is **Enabled**, you must enter the correct setup password before modifying most of the System Setup options.

If you do not enter the correct password in three attempts, the system lets you view, but not modify, the System Setup screens. The following options are exceptions: If **System Password** is not **Enabled** and is not locked through the **Password Status** option, you can assign a system password. You cannot disable or change an existing system password.



**NOTE:** You can use the **Password Status** option in conjunction with the **Setup Password** option to protect the system password from unauthorized changes.

## Deleting or Changing an Existing Setup Password

- 1 Enter the System Setup program and select the **System Security**.
- 2 Highlight **Setup Password**, press <Enter> to access the setup password window. Press <Enter> twice to clear the existing setup password.

The setting changes to **Not Enabled**.

- 3 If you want to assign a new setup password, perform the steps in "Assigning a Setup Password."

## Embedded System Management

The Unified Server Configurator (USC) is an embedded utility that enables systems and storage management tasks from an embedded environment throughout the server's lifecycle.

The USC can be started during the boot sequence and can function independently of the operating system.



**NOTE:** Certain platform configurations may not support the full set of features provided by USC.

The following features of USC are supported on systems with Baseboard Management Controller (BMC):

- Installing an operating system
- Running diagnostics to validate the memory, I/O devices, processors, physical disks, and other peripherals

When an optional iDRAC6 Express card is installed, USC provides the following additional features:

- Downloading and applying firmware updates
- Configuring hardware and firmware

For more information about setting up USC, configuring hardware and firmware, and deploying the operating system, see the Dell Unified Server Configurator User's Guide on the Dell Support website at [support.dell.com/manuals](http://support.dell.com/manuals).

## Baseboard Management Controller Configuration



**NOTE:** If an iDRAC6 Express card is installed on the system, the BMC utility is replaced by the iDRAC6 utility.

The BMC enables the configuring, monitoring, and recovering of systems remotely. BMC provides the following features:

- Uses the system's integrated NIC
- Enables fault logging and SNMP alerting
- Provides access to system event log and sensor status
- Allows control of system functions including power on and off
- Functions independently of the system's power state or the system's operating system
- Provides text console redirection for system setup, text-based utilities, and operating system consoles



**NOTE:** To remotely access the BMC through the integrated NIC, you must connect the network connection to integrated NIC1.

For additional information on using BMC, see the documentation for the BMC and systems management applications.

### Entering the BMC Setup Module

- 1 Turn on or restart your system.
- 2 Press <Ctrl><E> when prompted after POST.

If your operating system begins to load before you press <Ctrl><E>, allow the system to finish booting, and then restart your system and try again.

# iDRAC Configuration Utility

The iDRAC Configuration Utility is a pre-boot configuration environment that allows you to view and set parameters for the iDRAC6 and for the managed server.

The iDRAC Configuration Utility provides the following features:

- Enables fault logging and SNMP alerting.
- Provides access to system event log and sensor status.
- Allows control of system functions including power on and off.
- Functions independently of the system's power state or the system's operating system.
- Provides text console redirection for system setup, text-based utilities, and operating system consoles.

In addition the iDRAC Configuration Utility enables you to:

- Configure, enable, or disable the iDRAC6 local area network through the dedicated iDRAC6 Enterprise card port or the embedded NIC1.
- Enable or disable IPMI over LAN.
- Enable a LAN Platform Event Trap (PET) destination.
- Attach or detach the Virtual Media devices.
- Change the administrative user name and password and manage user privileges.
- View System Event Log (SEL) messages or clear messages from the log.

For additional information on using iDRAC6, see the documentation for iDRAC6 and systems management applications.

## Entering the iDRAC Configuration Utility

- 1 Turn on or restart your system.
- 2 Press <Ctrl><E> when prompted during POST.

If your operating system begins to load before you press <Ctrl><E>, allow the system to finish booting, and then restart your system and try again.



# Installing System Components



**NOTE:** Depending on the configuration, your system may have cabled or hot-swappable hard drives, redundant or non-redundant power supplies, and an LCD panel or diagnostic indicators. The illustrations in this section show a system with hot-swappable hard drives and an LCD panel.

## Recommended Tools

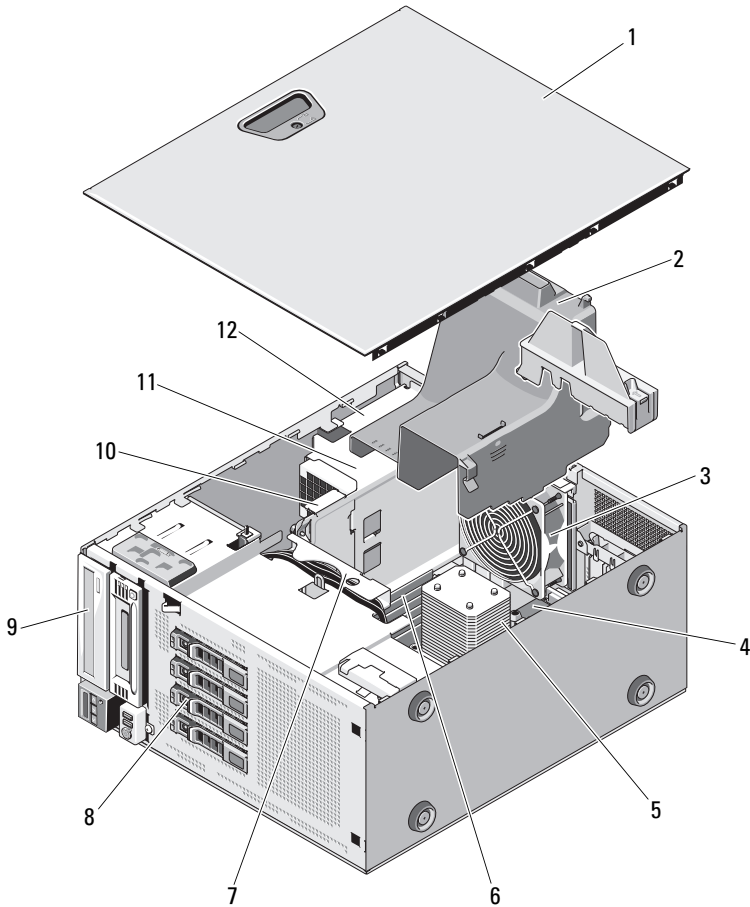
- Key to the system keylock
- #1 and #2 Phillips screwdrivers
- Wrist grounding strap

## Inside the System



**CAUTION:** Many repairs may only be done by a certified service technician. You should only perform troubleshooting and simple repairs as authorized in your product documentation, or as directed by the online or telephone service and support team. Damage due to servicing that is not authorized by Dell is not covered by your warranty. Read and follow the safety instructions that came with the product.

**Figure 3-1. Inside the System**



- |    |                         |    |                          |
|----|-------------------------|----|--------------------------|
| 1  | system cover            | 2  | cooling shroud           |
| 3  | system cooling fan      | 4  | expansion card slots (5) |
| 5  | heat sink and processor | 6  | memory modules (6)       |
| 7  | SAS backplane           | 8  | hard drives (4)          |
| 9  | optical drive           | 10 | power distribution board |
| 11 | power supplies          | 12 | power supply bays (2)    |



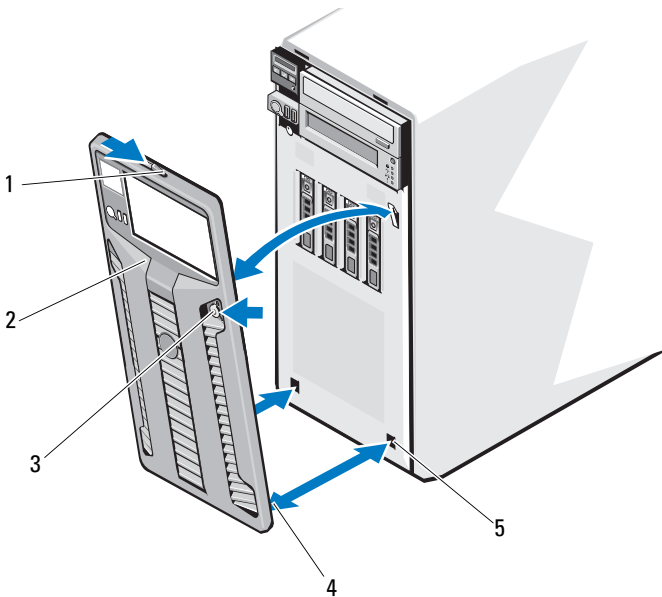
# Front Bezel

**NOTE:** If you are removing or installing a hot-swappable hard drive, the system may remain turned on and in the upright position during removal of the front bezel. If you are removing or installing any other system component(s), the system should be turned off and placed in the orientation shown in Figure 3-1.

## Removing the Front Bezel

- 1 Using the system key, unlock the front bezel (if locked).
- 2 Slide the release latch in the direction of the arrow and rotate the top end of the bezel away from the chassis. See Figure 3-2.
- 3 Lift the bezel away from the chassis.

**Figure 3-2. Removing or Replacing the Front Bezel**





- |   |                |   |                |
|---|----------------|---|----------------|
| 1 | release latch  | 2 | bezel          |
| 3 | bezel key lock | 4 | bezel tabs (2) |
| 5 | tab slots (2)  |   |                |

## Installing the Front Bezel

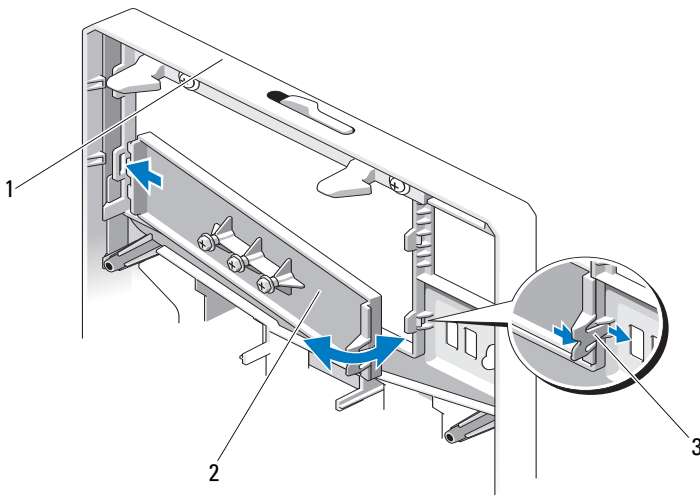
- 1 Insert the bezel tabs into the bezel tab slots in the chassis. See Figure 3-2.
- 2 Press the top end of the bezel into the chassis until the lever locks into place.
- 3 Using the system key, lock the bezel.

## Front Bezel Inserts

### Removing the Front Bezel Insert

-  **NOTE:** Before installing a drive in one or more of the front drive bays, remove the corresponding insert(s) on the front bezel.
  -  **NOTE:** Bezel inserts may contain screws on the inside. You can attach the screws to new drives, as needed.
- 1 Remove the front bezel. See "Removing the Front Bezel" on page 81.
  - 2 Press the insert tab and pull the insert away from the bezel. See Figure 3-3.

**Figure 3-3. Removing and Installing the Front Bezel Insert**



1 front bezel

2 front bezel insert

3 insert tab

## Installing the Front Bezel Insert



**NOTE:** If you remove a drive from one or more of the front drive bays, replace the corresponding insert(s) on the front bezel.

- 1 From the back of the bezel, align the insert tab with the corresponding notch on the bezel. Press the insert until the tab snaps into place. See Figure 3-3.
- 2 Replace the front bezel. See "Installing the Front Bezel" on page 82.

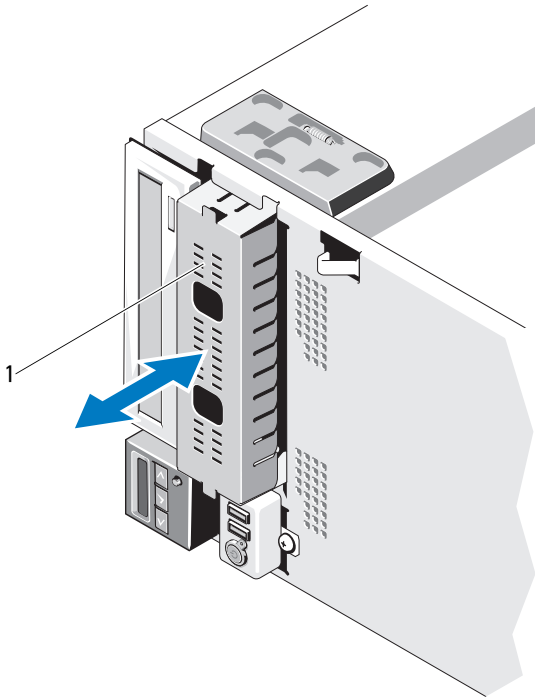
## EMI Filler Panel

Depending on the configuration of your system, an electromagnetic interference (EMI) filler panel may be installed in one or more of the 5.25-inch optical drive bays at the front of the system. EMI filler panels are essential for airflow efficiency and for EMI protection. To install an optical drive, the corresponding EMI filler panel must first be removed.

### Removing an EMI Filler Panel

- 1 Remove the front bezel. See "Removing the Front Bezel" on page 81.
- 2 Remove the EMI filler panel out of the chassis by pulling firmly on the holes in the middle of the filler panel. See Figure 3-4.

**Figure 3-4. Removing and Installing an EMI Filler Panel**



- 1 EMI filler panel

### **Installing an EMI Filler Panel**

- 1 Push the EMI filler panel into the empty drive bay on the front of the chassis until the filler panel locks into place. See Figure 3-4.
- 2 Replace the front bezel. See "Installing the Front Bezel" on page 82.

# Opening and Closing the System



**WARNING:** Whenever you need to lift the system, get others to assist you. To avoid injury, do not attempt to lift the system by yourself.

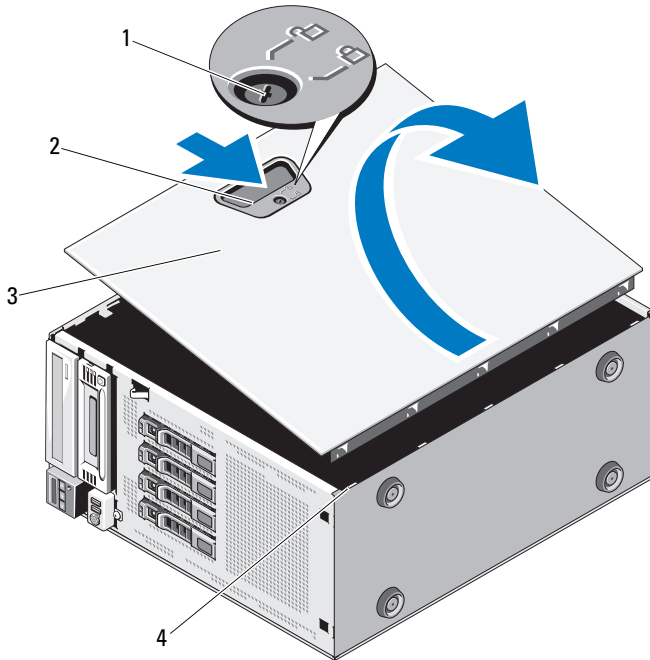


**CAUTION:** Many repairs may only be done by a certified service technician. You should only perform troubleshooting and simple repairs as authorized in your product documentation, or as directed by the online or telephone service and support team. Damage due to servicing that is not authorized by Dell is not covered by your warranty. Read and follow the safety instructions that came with the product.

## Opening the System

- 1 Unless you are removing a hot-swap component such as a hard drive or a power supply, turn off the system and attached peripherals. Disconnect the system from the electrical outlet and peripherals.
- 2 Lay the system on a flat surface.
- 3 Turn the lock on the cover release latch counterclockwise to the unlocked position. See Figure 3-5.
- 4 Press the cover release latch, and rotate the latch end of the cover away from the system. See Figure 3-5.
- 5 Grasp the cover on both sides and carefully lift the cover away from the system. See Figure 3-5.

**Figure 3-5. Opening and Closing the System**



- |   |                          |   |                     |
|---|--------------------------|---|---------------------|
| 1 | cover release latch lock | 2 | cover release latch |
| 3 | system cover             | 4 | chassis slots       |

### **Closing the System**

- 1 Ensure that all internal cables are connected and folded out of the way.
- 2 Ensure that no tools or extra parts are left inside the system.
- 3 Place the bottom edge of the cover, opposite from the cover release latch, into the slots in the system chassis. See Figure 3-5.
- 4 Lower the cover into the chassis.
- 5 Press the latch end of the cover into the chassis until the latch locks into place.
- 6 Turn the lock on the cover release latch clockwise to the locked position. See Figure 3-5.

- 7 Place the system upright on a flat surface.
- 8 Reattach any peripherals and connect the system to an electrical outlet.
- 9 Turn on the system and attached peripherals.

## **Expansion Card Stabilizer**

### **Removing the Expansion Card Stabilizer**


- 1 Turn off the system and attached peripherals. Disconnect the system from the electrical outlet and peripherals.
- 2 Open the system. See "Opening the System" on page 85.
- 3 While pressing inwards on the touch points of the expansion card stabilizer, lift it away from the system. See Figure 3-6.


### **Installing the Expansion Card Stabilizer**


- 1 Align the expansion card stabilizer with the slots on the chassis and the cooling shroud.
- 2 Hold the touch points and lower the expansion card stabilizer. See Figure 3-6.
- 3 Close the system. See "Closing the System" on page 86.
- 4 Place the system upright on a flat surface.
- 5 Reattach any peripherals and connect the system to an electrical outlet.
- 6 Turn on the system and attached peripherals.

# Cooling Shroud

The cooling shroud covers the processor, heat sink, and memory modules, and provides air flow to these components. The cooling shroud directs airflow over the system processor and memory modules.

 **WARNING:** The memory modules and heat sink can get very hot during normal operation. Ensure that the memory modules and heat sink have had sufficient time to cool before you touch them.

 **CAUTION:** Many repairs may only be done by a certified service technician. You should only perform troubleshooting and simple repairs as authorized in your product documentation, or as directed by the online or telephone service and support team. Damage due to servicing that is not authorized by Dell is not covered by your warranty. Read and follow the safety instructions that came with the product.

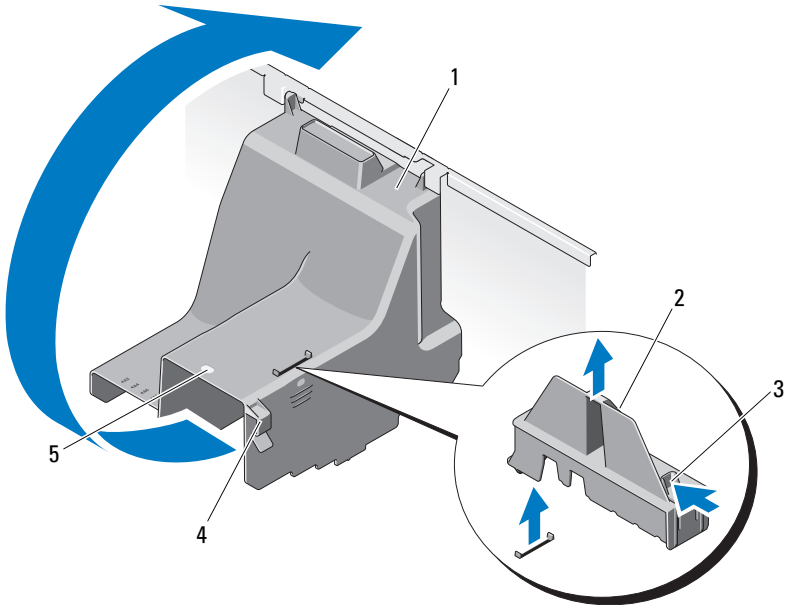
 **CAUTION:** Never operate your system with the cooling shroud removed. The system may get overheated quickly, resulting in shutdown of the system and loss of data.

## Removing the Cooling Shroud

- 1 Turn off the system and attached peripherals. Disconnect the system from the electrical outlet and peripherals.
- 2 Open the system. See "Opening the System" on page 85.
- 3 Remove the expansion card stabilizer. See "Removing the Expansion Card Stabilizer" on page 87.
- 4 Remove the cable secured into the bracket on the side of the cooling shroud. See Figure 3-6.
- 5 Hold the touch point and rotate the cooling shroud 180° away from the chassis.



**Figure 3-6. Removing and Installing the Cooling Shroud**



- |   |                                            |   |                           |
|---|--------------------------------------------|---|---------------------------|
| 1 | cooling shroud                             | 2 | expansion card stabilizer |
| 3 | expansion card stabilizer touch points (2) | 4 | cable bracket             |
| 5 | cooling shroud touch point                 |   |                           |

### **Installing the Cooling Shroud**


- 1 Carefully lower the cooling shroud into the system holding by the touch point.
- 2 Ensure that no cables are pinned under the edges of the cooling shroud.
- 3 Secure the cable into the bracket on the side of the cooling shroud.
- 4 Replace the expansion card stabilizer. See "Installing the Expansion Card Stabilizer" on page 87.
- 5 Close the system. See "Closing the System" on page 86.

- 6 Place the system upright on a flat surface.
- 7 Reattach any peripherals and connect the system to an electrical outlet.
- 8 Turn on the system and attached peripherals.


## Hard Drives


Your system supports up to four internal hot-swap 3.5-inch SAS or SATA hard drives, or 2.5-inch internal hot-swap SAS or SSD hard drives in 3.5-inch hot-swap hard-drive carrier. It also supports up to four 3.5-inch cabled SAS or SATA internal hard drives. Depending on your chassis, the hard drives are installed internally (see Figure 3-10) or at the front of the system (see Figure 3-8).

Internal hard drives are connected to the system board or an optional controller card. Front-mounted hard drives are connected to a SAS backplane through hard-drive carriers and can be configured as hot-swappable.


 **CAUTION: Before attempting to remove or install a drive while the system is running, see the documentation for the SAS controller card to ensure that the host adapter is configured correctly to support hot-swap drive removal and insertion.**

 **CAUTION: Do not turn off or reboot your system while the drive is being formatted. Doing so can cause a drive failure.**

 **NOTE:** Use only drives that have been tested and approved for use with the SAS/SATA backplane board.

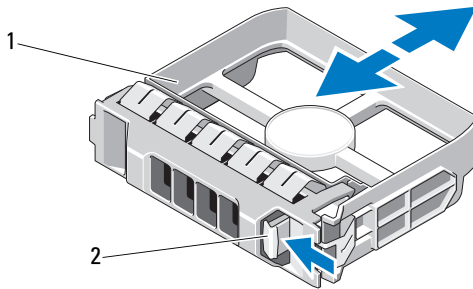
 **NOTE:** When you format a hard drive, allow enough time for the formatting to be completed. Be aware that high-capacity hard drives can take a number of hours to format.

### Removing a Hard-Drive Blank

 **CAUTION: To maintain proper system cooling, all empty hard-drive bays must have-drive blanks installed.**

- 1 Remove the front bezel. See "Removing the Front Bezel" on page 81.
- 2 Grasp the front of the hard-drive blank, press the release handle and slide the blank out until it is free of the drive bay. See Figure 3-7.
- 3 Slide the drive blank out until it is free of the drive bay.

**Figure 3-7. Removing or Installing a Hard-Drive Blank**



1 hard-drive blank

2 release handle

### Installing a Hard-Drive Blank

Align the hard-drive blank with the drive bay and insert the blank into the drive bay until the release lever clicks into place.

### Removing a Hot-Swap Hard Drive

**CAUTION:** To prevent data loss, ensure that your operating system supports hot-swap drive removal and installation. See the documentation provided with your operating system for more information.

- 1 Remove the front bezel. See "Removing the Front Bezel" on page 81.
- 2 From the RAID management software, prepare the drive for removal. Wait until the hard-drive indicators on the drive carrier signal that the drive can be removed safely. See your controller documentation for information about hot-swap drive removal.

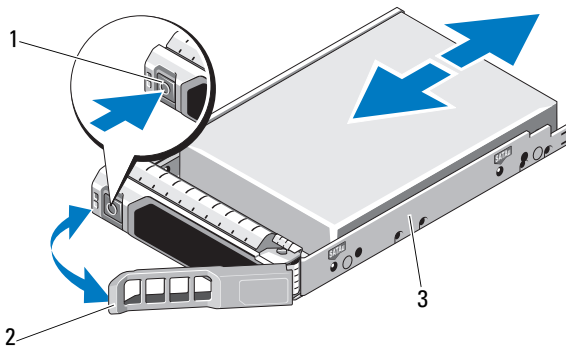
If the drive has been online, the green activity/fault indicator will flash as the drive is powered down. When the drive indicators are off, the drive is ready for removal. See "Hard-Drive Indicator Patterns" on page 18.

- 3 Press the button on the front of the drive carrier to release the carrier handle. See Figure 3-8.

- 4 Open the hard-drive carrier release handle to release the drive. See Figure 3-8.
- 5 Slide the hard drive out until it is free of the drive bay.
- 6 Remove the hard drive from the carrier. See "Removing a Hot-Swap Hard Drive From a Hard-Drive Carrier" on page 94.
- 7 Insert a drive blank in the vacated drive bay. See "Installing a Hard-Drive Blank" on page 91.
- 8 Replace the front bezel. See "Installing the Front Bezel" on page 82.


**CAUTION:** To maintain proper system cooling, all empty hard-drive bays must have drive blanks installed.


**Figure 3-8. Removing or Installing a Hot-Swap Hard Drive**




- |   |                    |   |                           |
|---|--------------------|---|---------------------------|
| 1 | release button     | 2 | hard-drive carrier handle |
| 3 | hard-drive carrier |   |                           |

## Installing a Hot-Swap Hard Drive

 **CAUTION:** Use only hard drives that have been tested and approved for use with the SAS/SATA backplane.

 **CAUTION:** When installing a hard drive, ensure that the adjacent drives are fully installed. Inserting a hard-drive carrier and attempting to lock its handle next to a partially installed carrier can damage the partially installed carrier's shield spring and make it unusable.

 **CAUTION:** Ensure that your operating system supports hot-swap drive installation. See the documentation supplied with your operating system.

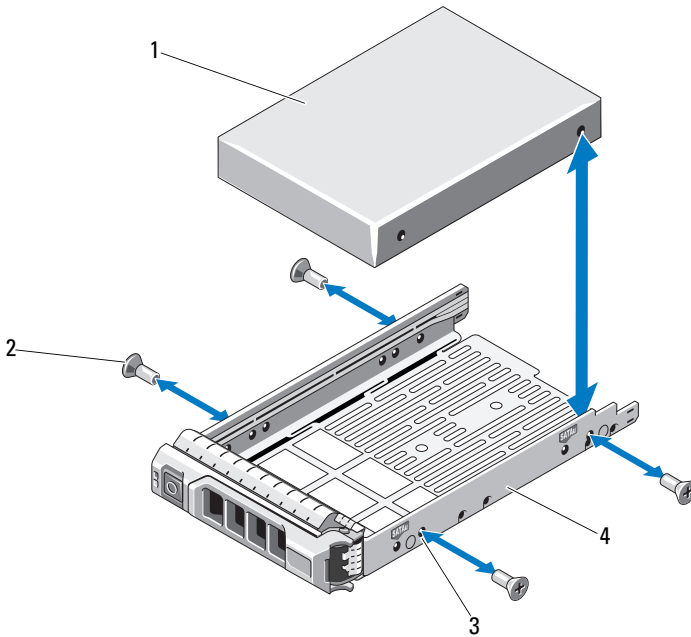
 **CAUTION:** Combining SATA and SAS hard drives in the same system configuration is not supported.

- 1 Remove the front bezel. See "Removing the Front Bezel" on page 81.
- 2 If a drive blank is present in the bay, remove it. See "Removing a Hard-Drive Blank" on page 90.
- 3 Install the hot-swap hard drive into the hard-drive carrier. See "Installing a Hot-Swap Hard Drive Into a Drive Carrier" on page 95.
- 4 With the handle on the hard-drive carrier open, slide the hard drive into the drive bay until the carrier contacts the backplane.
- 5 Push in on the hard-drive carrier and rotate the handle up until it snaps into place.
- 6 Replace the front bezel. See "Installing the Front Bezel" on page 82.

## Removing a Hot-Swap Hard Drive From a Hard-Drive Carrier

Remove the screws from the slide rails on the hard-drive carrier and separate the hard drive from the carrier. See Figure 3-9.

**Figure 3-9. Removing and Installing a Hot-Swap Hard Drive**



- |   |                     |   |                    |
|---|---------------------|---|--------------------|
| 1 | hard drive          | 2 | screws (4)         |
| 3 | SAS/SATA screw hole | 4 | hard-drive carrier |

## Installing a Hot-Swap Hard Drive Into a Drive Carrier

- 1 Insert the hard drive into the hard-drive carrier with the connector end of the drive at the rear. See Figure 3-9.



**NOTE:** For a 2.5-inch hard-drive, secure the hard drive into an insert and then slide in into the drive carrier.

- 2 Align the screw holes on the hard drive with the back set of holes on the hard-drive carrier.

When aligned correctly, the back of the hard drive will be flush with the back of the hard-drive carrier.

- 3 Attach the screws to secure the hard drive to the hard-drive carrier.

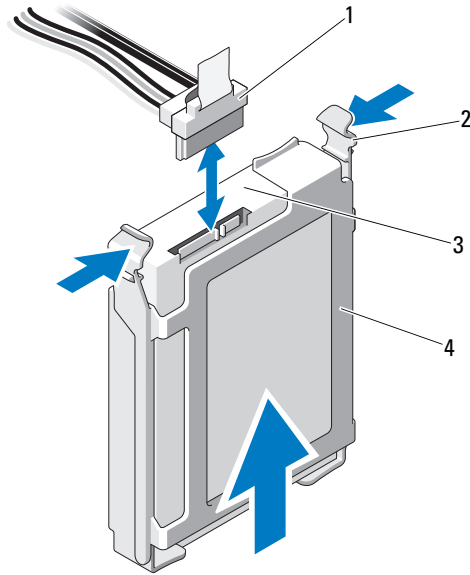
## Removing a Cabled Hard Drive



**CAUTION:** Many repairs may only be done by a certified service technician. You should only perform troubleshooting and simple repairs as authorized in your product documentation, or as directed by the online or telephone service and support team. Damage due to servicing that is not authorized by Dell is not covered by your warranty. Read and follow the safety instructions that came with the product.


- 1 Turn off the system and attached peripherals, and disconnect the system from the electrical outlet and from the peripherals.
- 2 Open the system. See "Opening the System" on page 85.
- 3 Disconnect the power and data cables from the hard drive in the drive bay.
- 4 Press the blue tabs on each side of the hard-drive bracket toward each other and slide the drive up and out of the bay. See Figure 3-10.

**Figure 3-10. Removing or Installing a Cabled Hard Drive**



- |   |                  |   |                    |
|---|------------------|---|--------------------|
| 1 | power/data cable | 2 | tabs (2)           |
| 3 | hard drive       | 4 | hard-drive bracket |

- 5 Detach the hard-drive bracket from the hard drive by pushing out at the edges of the bracket and removing the hard drive.

 **NOTE:** If you are not replacing the hard drive, remove the drive from the drive bracket (see Figure 3-11) and insert the empty bracket back into the drive bay.

- 6 Replace the system cover. See "Closing the System" on page 86.
- 7 Place the system upright on a flat surface.
- 8 Reattach any peripherals and connect the system to an electrical outlet.
- 9 Turn on the system and attached peripherals.



## Installing a Cabled Hard Drive



**CAUTION: Many repairs may only be done by a certified service technician. You should only perform troubleshooting and simple repairs as authorized in your product documentation, or as directed by the online or telephone service and support team. Damage due to servicing that is not authorized by Dell is not covered by your warranty. Read and follow the safety instructions that came with the product.**

- 1 Turn off the system and attached peripherals, and disconnect the system from the electrical outlet and from the peripherals.
- 2 Open the system. See "Opening the System" on page 85.
- 3 To remove the existing hard-drive bracket, press the blue tabs on each side of the bracket toward each other and slide the bracket up and out of the system. See Figure 3-11.
- 4 Snap the hard-drive bracket on to the hard drive. See Figure 3-11.
- 5 Slide the hard drive into the drive bay until it snaps into place.
- 6 Connect the power/data cable to the hard drive.



**NOTE:** If connecting to the integrated SATA controller (SATA hard drives only), connect the SATA data cable to the SATA\_A connector on the system board. See Figure 6-1.



**NOTE:** If connecting to a SAS RAID controller card (SAS or SATA hard drives), connect the data cable to the connector on the card. For information on installing a SAS controller card, see "Installing an Expansion Card" on page 115.

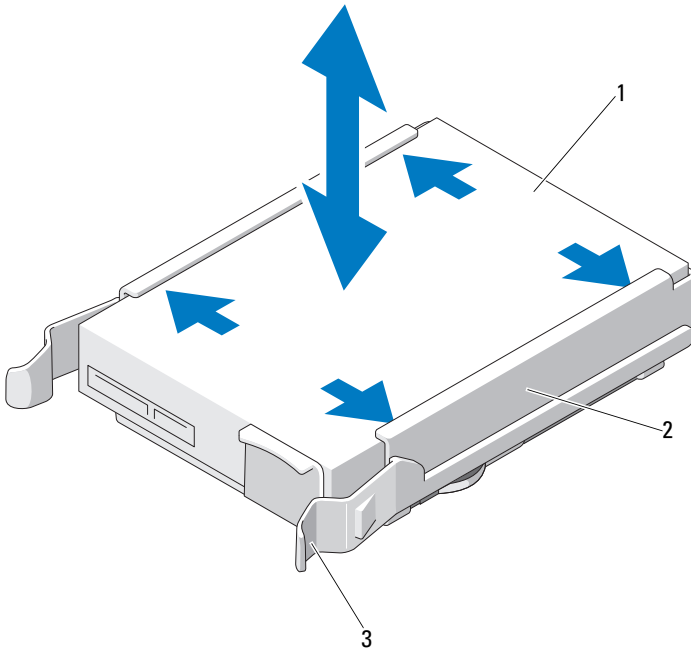
- 7 Replace the system cover. See "Closing the System" on page 86.
- 8 Place the system upright on a flat surface.
- 9 Reattach any peripherals and connect the system to an electrical outlet.
- 10 Enter the System Setup program and ensure that the hard drive's controller is enabled. See "Entering the System Setup Program" on page 58.
- 11 Exit the System Setup program and reboot the system.

See the documentation that came with the hard drive for instructions on installing any software required for drive operation.

## Removing a Cabled Hard Drive From a Hard-Drive Bracket

Detach the hard-drive bracket from the hard drive by pushing out at the edges of the bracket and removing the hard drive. See Figure 3-11.

**Figure 3-11. Removing or Installing a Cabled Hard Drive From a Hard Drive Bracket**



1 hard drive

2 hard-drive bracket

3 tabs (2)

# Optical and Tape Drives

The 5.25-inch drive bays at the front of your system provide support for an optical drive and either an optional tape drive or a second optical drive.

## Removing an Optical or a Tape Drive



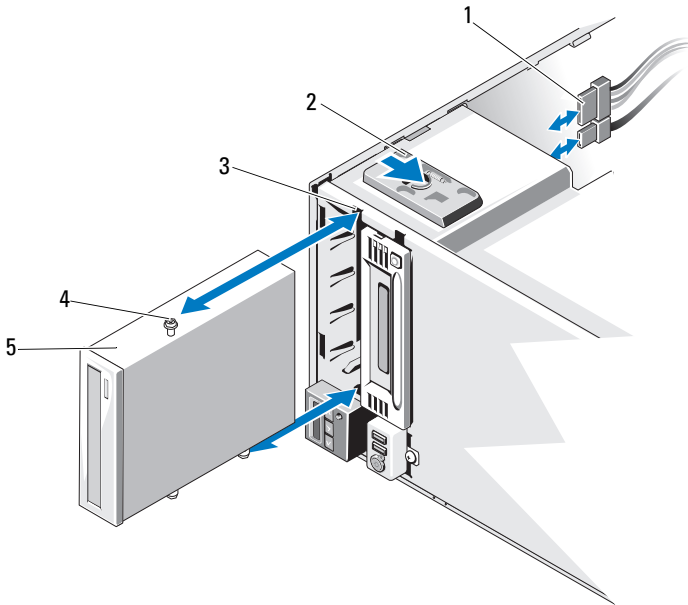
**CAUTION: Many repairs may only be done by a certified service technician. You should only perform troubleshooting and simple repairs as authorized in your product documentation, or as directed by the online or telephone service and support team. Damage due to servicing that is not authorized by Dell is not covered by your warranty. Read and follow the safety instructions that came with the product.**

- 1 Turn off the system, including any attached peripherals, and disconnect the system from its electrical outlet.
- 2 Remove the front bezel. See "Removing the Front Bezel" on page 81.
- 3 Open the system. See "Opening the System" on page 85.
- 4 Disconnect the power and data cables from the back of the drive. See Figure 3-12.
- 5 Slide the drive release latch in the direction of the arrow to release the shoulder screw and then slide the drive out of the bay. See Figure 3-12.
- 6 If you are installing another drive in the bay, see "Installing an Optical or Tape Drive" on page 100.

If the drive is being permanently removed:

- a Install an EMI filler panel into the empty drive bay. See "Installing an EMI Filler Panel" on page 84.
  - b Install a front bezel insert in the front bezel. See "Installing the Front Bezel Insert" on page 83.
- 7 Close the system. See "Closing the System" on page 86.
  - 8 Place the system upright on a flat surface.
  - 9 Reattach any peripherals and connect the system to an electrical outlet.
  - 10 Turn on the system and attached peripherals.

**Figure 3-12. Removing and Installing an Optical or Tape Drive**



- |   |                       |   |                     |
|---|-----------------------|---|---------------------|
| 1 | power and data cables | 2 | drive release latch |
| 3 | drive bay screw slots | 4 | shoulder screws (3) |
| 5 | optical drive         |   |                     |

### Installing an Optical or Tape Drive




**CAUTION:** Many repairs may only be done by a certified service technician. You should only perform troubleshooting and simple repairs as authorized in your product documentation, or as directed by the online or telephone service and support team. Damage due to servicing that is not authorized by Dell is not covered by your warranty. Read and follow the safety instructions that came with the product.

- 1 Unpack and prepare the drive for installation. For instructions, see the documentation that accompanied the drive.

If you are installing a SAS tape drive, you must have an integrated SAS storage controller card installed. See "Installing an Expansion Card" on page 115.

If you are installing a SCSI tape drive, you must have a SCSI controller card installed. See "Installing an Expansion Card" on page 115.


You must configure the tape drive according to the documentation that came with the tape drive, keeping in mind the following guidelines.

-  **NOTE:** Each device attached to a SCSI host adapter must have a unique SCSI ID number (narrow SCSI devices use IDs 0 to 7; wide SCSI devices use IDs from 0 to 15). Set the drive's SCSI ID to avoid conflicts with other devices on the SCSI bus. For the default SCSI ID setting, see the documentation provided with the drive.
-  **NOTE:** There is no requirement that SCSI ID numbers be assigned sequentially or that devices be attached to the cable in order by ID number.
-  **NOTE:** SCSI logic requires that the two devices at opposite ends of a SCSI chain be terminated and that all devices in between be unterminated. Enable the tape drive's termination if it is the last device in a chain of devices (or sole device) connected to the SCSI controller.

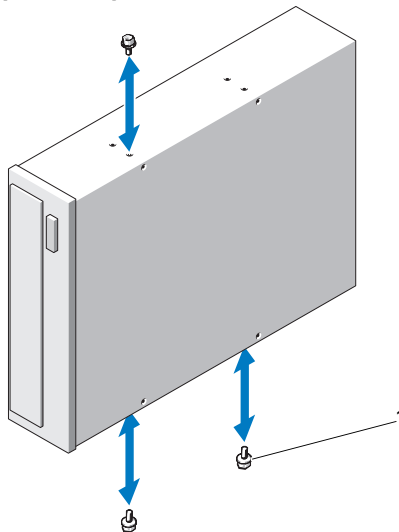
- 2 Turn off the system, including any attached peripherals, and disconnect the system from its electrical outlet.
- 3 Open the system. See "Opening the System" on page 85.
- 4 Remove the front bezel. See "Removing the Front Bezel" on page 81.
- 5 If you are installing a drive into an empty bay:
  - a Remove the EMI filler panel. See "Removing an EMI Filler Panel" on page 83.
  - b Remove the front bezel insert. See "Removing the Front Bezel Insert" on page 82.

If you are installing a new drive into a bay that has an optical or a tape drive, see "Removing an Optical or a Tape Drive" on page 99.

- 6 Attach the three shoulder screws to the drive, one screw on the lower front screw hole on the right side and two screws on the lower screw holes on the left side. See Figure 3-13.

 **NOTE:** If the optical or tape drive you are installing does not have shoulder screws, remove the three shoulder screws from the old drive or the back of the 5.25-inch front bezel insert.

**Figure 3-13. Installing Optical or Tape Drive Shoulder Screws**



- 1 shoulder screws (3)
- 7 From the front of the system, align the shoulder screws with the slots in the chassis and slide the drive into the drive bay until the shoulder screws snap into place. See Figure 3-12.
- 8 Attach the power and data cables to the drive.
- 9 Replace the front bezel. See "Installing the Front Bezel" on page 82.
- 10 Close the system. See "Closing the System" on page 86.

- 11 Place the system upright on a flat surface.
- 12 Reattach any peripherals and connect the system to an electrical outlet.
- 13 Turn on the system and attached peripherals.
- 14 Test the drive by running system diagnostics (optional). See "Running the System Diagnostics" on page 165.

## Power Supplies

Your system supports the following power supply modules:

- 375 W (non-redundant power supply)
- 400 W (redundant power supply)

If two power supplies are installed, the second power supply provides hot-swappable, power redundancy. In redundant mode, the system distributes the power load across both power supplies to maximize efficiency. When a power supply is removed with the system powered on, the full power load is picked up by the remaining power supply.

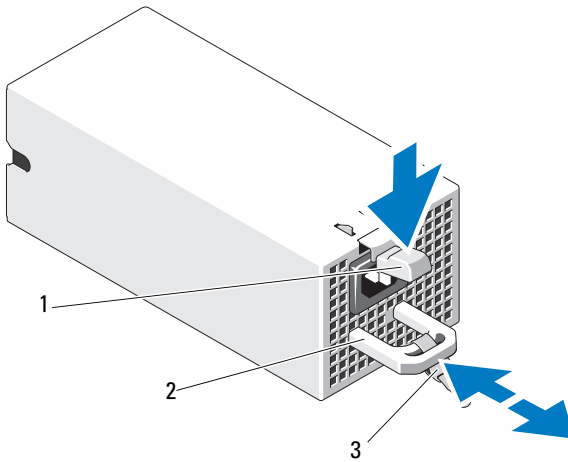
### Removing a Redundant Power Supply



**CAUTION: The system requires one power supply to operate normally. On power-redundant systems, remove and replace only one power supply at a time in a system that is powered on.**


- 1 Disconnect the power cable from the power supply.
- 2 Press the release latch and slide the power supply out of the chassis. See Figure 3-14.

**Figure 3-14. Removing and Replacing a Redundant Power Supply**




- 1 release latch
- 2 power supply handle
- 3 velcro strap

### Installing a Redundant Power Supply

- 1 Verify that both power supplies are of the same type and have the same maximum output power.
  -  **NOTE:** The maximum output power (shown in watts) is listed on the power supply label.
- 2 If you are installing a power supply into a bay that has a power supply, see "Removing a Redundant Power Supply" on page 103.
- 3 Slide the new power supply into the chassis until the power supply is fully seated and the release latch snaps into place.
- 4 Connect the power cable to the power supply and plug the cable into a power outlet.

 **CAUTION:** When connecting the power cable, secure the cable with the Velcro strap.

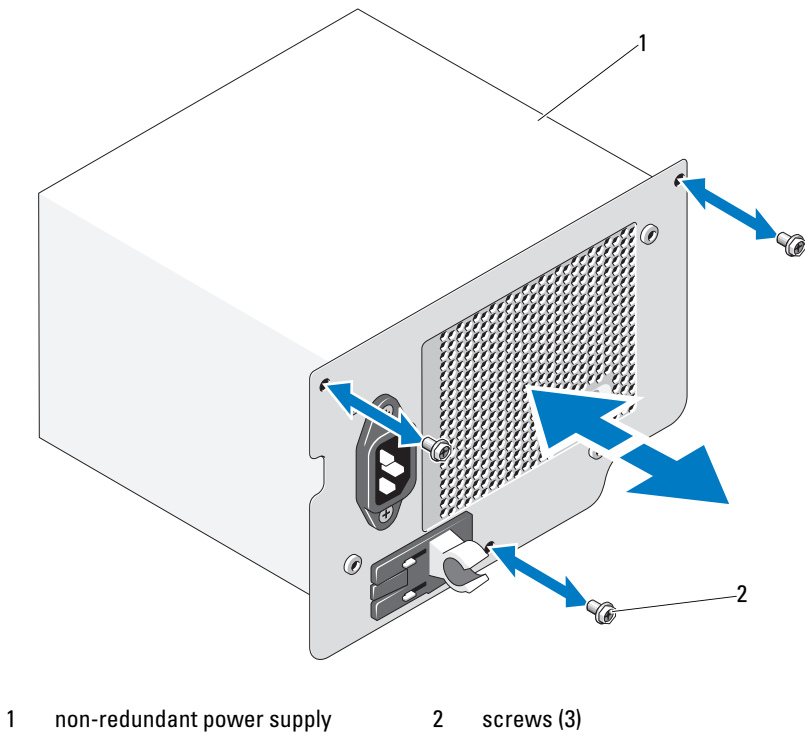
 **NOTE:** When installing, hot-swapping, or hot-adding a new power supply in a system with two power supplies, allow several seconds for the system to recognize the power supply and determine its status. The power-supply status indicator turns green to signify that the power supply is functioning properly (see Figure 1-4).



## Removing a Non-Redundant Power Supply

- 1 Turn off the system and all attached peripherals.
- 2 Disconnect the power cable from the power supply.
- 3 Open the system. See "Opening the System" on page 85.
- 4 Disconnect all cables from the power supply to the system board, hard drives and optical drive.
- 5 Loosen the three screws securing the power supply to the chassis and lift the power supply to remove it from the chassis. See Figure 3-15.

**Figure 3-15. Removing and Replacing a Non-Redundant Power Supply**



## Installing a Non-Redundant Power Supply

- 1 Open the system. See "Opening the System" on page 85.
- 2 Place the power supply in the chassis. Tighten the three screws to secure the power supply to the chassis.
- 3 Connect all cables to the system board and drives.
- 4 Replace the system cover. See "Closing the System" on page 86.
- 5 Place the system upright on a flat surface.
- 6 Reattach any peripherals and connect the system to an electrical outlet.
- 7 Turn on the system and attached peripherals.

## System Fan

### Removing the System Fan



**WARNING:** The system fan can continue to spin for some time after the system has been powered down. Allow time for the fan to stop spinning before removing it from the system.



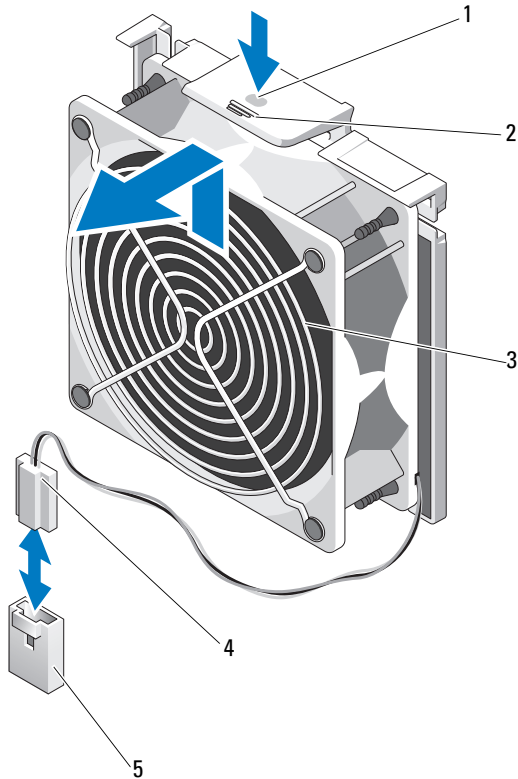
**WARNING:** Do not attempt to operate the system without the system fan.



**CAUTION:** Many repairs may only be done by a certified service technician. You should only perform troubleshooting and simple repairs as authorized in your product documentation, or as directed by the online or telephone service and support team. Damage due to servicing that is not authorized by Dell is not covered by your warranty. Read and follow the safety instructions that came with the product.

- 1 Turn off the system, including any attached peripherals, and disconnect the system from the electrical outlet.
- 2 Open the system. See "Opening the System" on page 85.
- 3 Remove the expansion card stabilizer. See "Removing the Expansion Card Stabilizer" on page 87.
- 4 Remove the cooling shroud. See "Removing the Cooling Shroud" on page 88.
- 5 Disconnect the system fan power cable from the system board. See Figure 3-16.
- 6 Press the fan release tab and slide the fan out of the securing slots on the chassis. See Figure 3-16.

**Figure 3-16. Removing the System Fan**



- |   |                                   |   |             |
|---|-----------------------------------|---|-------------|
| 1 | touch-point                       | 2 | release tab |
| 3 | system fan                        | 4 | power cable |
| 5 | FAN connector on the system board |   |             |

### **Installing the System Fan**

- 1 Align the tabs on the system fan with the securing slots on the chassis.
- 2 Slide the system fan into the securing slots until the release tab locks into place.

- 3 Connect the system fan power cable to the system board.
- 4 Replace the cooling shroud. See "Installing the Cooling Shroud" on page 89.
- 5 Replace the expansion card stabilizer. See "Installing the Expansion Card Stabilizer" on page 87.
- 6 Close the system. See "Closing the System" on page 86
- 7 Lay the system upright on a flat surface.
- 8 Reattach any peripherals and connect the system to an electrical outlet.
- 9 Turn on the system and attached peripherals.

## System Memory

Your system supports DDR3 registered DIMMs (RDIMMs) or unbuffered ECC DIMMs (UDIMMs). Single and dual-rank DIMMs can be 1067- or 1333-MHz, and quad-rank DIMMs can be 800- or 1067-MHz.

Your system supports single-channel mode and dual-channel mode.

The system contains a total of six memory sockets. UDIMM supports single-rank and dual-rank DIMMs. Only RDIMM supports quad-rank DIMMs.

The maximum memory that is supported on your system varies according to the types and sizes of memory modules being used:

- Single-rank and dual-rank RDIMMs of sizes 2-GB, 4-GB and 8-GB are supported for a total of up to 24 GB.
- Quad-rank RDIMMs are supported for a total of up to 32 GB.
- 1-GB and 2-GB UDIMMs are supported for a total of up to 8 GB.

### General Memory Module Installation Guidelines

To ensure optimal performance of your system, observe the following general guidelines when configuring your system memory.



**NOTE:** Memory configurations that fail to observe these guidelines can prevent your system from starting and producing any video output.

- RDIMMs and UDIMMs cannot be mixed.
- Except for memory channels that are unused, all populated memory channels must have identical configurations.

- Memory modules of different sizes can be mixed in A1-A3 or B1-B3 (for example, 2-GB and 4-GB), but all populated channels must have identical configurations.
- The memory speed of each channel depends on the memory configuration:
  - For single- or dual-rank memory modules:
    - One memory module per channel supports up to 1333 MHz.
    - Two memory modules per channel support up to 1333 MHz.
    - Three memory modules per channel support up to 800 MHz.
  - For quad-rank memory modules:
    - One memory module per channel supports up to 1067 MHz.
    - Two memory modules per channel are limited to 800 MHz, regardless of memory module speed.
- If quad-rank memory modules are mixed with single- or dual-rank modules, the quad-rank modules must be installed in the sockets with the white release levers.
- If memory modules with different speeds are installed, they will operate at the speed of the slowest installed memory module(s).

### **Mode-Specific Guidelines**

There are two memory channels with each channel supporting a maximum of three RDIMMs and two UDIMMs.

Table 3-1 and Table 3-2 show sample memory configurations that follow the appropriate memory guidelines stated in this section. The samples show identical memory-module configurations and the physical and available memory totals. The tables do not show mixed or quad-rank memory-module configurations, nor do they address the memory speed considerations of any configuration.


**Table 3-1. Sample RDIMM Memory Configurations**


Memory Module Size	Memory Sockets						Processor	
	1	3	5	2	4	6	Physical Memory (GB)	Available Memory (GB)
1-GB	X						1	all
	X			X			2	
	X	X		X	X		4	
	X	X	X	X	X	X	6	
2-GB	X						2	all
	X			X			4	
	X	X		X	X		8	
	X	X	X	X	X	X	12	
4-GB	X			X			8	all
	X	X		X	X		16	
8-GB	X	X		X	X		32	all


**Table 3-2. Sample UDIMM Memory Configurations**

Memory Module Size	Memory Sockets						Processor	
	1	3	5	2	4	6	Physical Memory (GB)	Available Memory (GB)
1-GB	X						1	all
	X			X			2	
	X	X		X	X		4	
2-GB	X			X			4	all
	X	X		X	X		8	


## Installing Memory Modules

 **WARNING:** The memory modules are hot to touch for some time after the system has been powered down. Allow time for the memory modules to cool before handling them. Handle the memory modules by the card edges and avoid touching the components on the memory module.

 **CAUTION:** Many repairs may only be done by a certified service technician. You should only perform troubleshooting and simple repairs as authorized in your product documentation, or as directed by the online or telephone service and support team. Damage due to servicing that is not authorized by Dell is not covered by your warranty. Read and follow the safety instructions that came with the product.

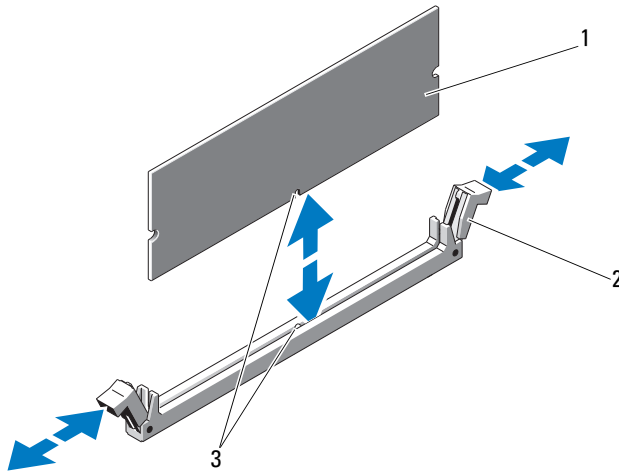
 **CAUTION:** To ensure proper system cooling, memory-module blanks must be installed in any memory socket that is not occupied. Remove memory-module blanks only if you intend to install memory in those sockets.

- 1 Turn off the system, including any attached peripherals, and disconnect the system from the electrical outlet.
- 2 Open the system. See "Opening the System" on page 85.
- 3 Remove the expansion card stabilizer. See "Removing the Expansion Card Stabilizer" on page 87.
- 4 Remove the cooling shroud. See "Removing the Cooling Shroud" on page 88.
- 5 Locate the memory module sockets. See Figure 6-1.
- 6 Remove the memory-module blanks from the sockets in which you plan to install memory modules.
- 7 Press out the ejectors on each end of the socket until the memory-module blank pops out of the socket. See Figure 3-17.

 **NOTE:** Make sure to retain any removed memory-module blanks for future use.

- 8 Press the ejectors on the memory module socket down and out, as shown in Figure 3-17, to allow the memory module to be inserted into the socket.
- 9 Handle each memory module only on either card edge, making sure not to touch the middle of the memory module.

**Figure 3-17. Installing and Removing a Memory Module**



- 1 memory module
- 2 memory module socket ejectors (2)
- 3 alignment key

**10** Align the memory module's edge connector with the alignment key of the memory module socket, and insert the memory module in the socket.

**NOTE:** The memory module socket has an alignment key that allows you to install the memory module in the socket in only one way.

**11** Press down on the memory module with your thumbs to lock the memory module into the socket.

When the memory module is properly seated in the socket, the ejectors on the memory module socket align with the ejectors on the other sockets that have memory modules installed.

**12** Repeat step 8 through step 11 of this procedure to install the remaining memory modules. See Table 3-1 and Table 3-2.

**13** Replace the cooling shroud. See "Installing the Cooling Shroud" on page 89.

**14** Replace the expansion card stabilizer. See "Installing the Expansion Card Stabilizer" on page 87.

**15** Close the system. See "Closing the System" on page 86.



- 16 Place the system upright on a flat surface.
- 17 Reattach any peripherals and connect the system to an electrical outlet.
- 18 Start up the system, press <F2> to enter the System Setup program, and check the **System Memory** setting on the main System Setup screen.  
The system should have already changed the value to reflect the newly installed memory.
- 19 If the value is incorrect, one or more of the memory modules may not be installed properly. Repeat step 2 through step 18 of this procedure, checking to ensure that the memory modules are firmly seated in their sockets.
- 20 Run the system memory test in the system diagnostics. See "Running the System Diagnostics" on page 165.

## Removing Memory Modules



**WARNING:** The memory modules are hot to touch for some time after the system has been powered down. Allow time for the memory modules to cool before handling them. Handle the memory modules by the card edges and avoid touching the components on the memory module.



**CAUTION:** Many repairs may only be done by a certified service technician. You should only perform troubleshooting and simple repairs as authorized in your product documentation, or as directed by the online or telephone service and support team. Damage due to servicing that is not authorized by Dell is not covered by your warranty. Read and follow the safety instructions that came with the product.



**CAUTION:** To ensure proper system cooling, memory-module blanks must be installed in any memory socket that is not occupied. Remove memory-module blanks only if you intend to install memory in those sockets.

- 1 Turn off the system, including any attached peripherals, and disconnect the system from the electrical outlet.
- 2 Open the system. See "Opening the System" on page 85.
- 3 Remove the expansion card stabilizer. See "Removing the Expansion Card Stabilizer" on page 87.
- 4 Remove the cooling shroud. See "Removing the Cooling Shroud" on page 88.
- 5 Locate the memory module sockets. See Figure 6-1.

- 6 Press down and out on the ejectors on each end of the socket until the memory module pops out of the socket. See Figure 3-17.

Handle each memory module only on either card edge, making sure not to touch the middle of the memory module.



**NOTE:** If you are not replacing the memory module, insert a memory module blank in the socket.

- 7 Replace the cooling shroud. See "Installing the Cooling Shroud" on page 89.
- 8 Replace the expansion card stabilizer. "Installing the Expansion Card Stabilizer" on page 87.
- 9 Close the system. See "Closing the System" on page 86.
- 10 Place the system upright on a flat surface.
- 11 Reattach any peripherals and connect the system to an electrical outlet.
- 12 Turn on the system and attached peripherals.

## Expansion Cards

### Expansion Card Installation Guidelines

Your system supports five PCIe Generation 2 expansion cards. To identify the expansion slots see Figure 6-1.

- The expansion slots support one full-length, and four half-length cards.
- The expansion-card slot is not hot-swappable.



**CAUTION:** To ensure proper cooling, only one of the two expansion cards can have a power consumption of greater than 15 W (up to 25 W maximum), not including the integrated storage controller.

- Table 3-3 provides a guide for installing expansion cards to ensure proper cooling and mechanical fit. The expansion cards with the highest priority should be installed first using the slot priority indicated. All other expansion cards should be installed in card priority and slot priority order.

**Table 3-3. Expansion-Card Installation Priority**

Card Priority	Card Type	Slot Priority	Max Allowed	25-W Card?
1	PERC 6/i Adapter	1	1	Y
2	S300 Adapter	1, 2	1	Y
3	SAS 6/iR	1, 2	1	Y
4	SAS 5/iR	3, 1	1	Y
5	PERC 6/E 256	1, 2, 3	2	Y
6	PERC 6/E 512	1, 2, 3	2	Y
7	SAS 5/E	1, 2, 3	2	Y
8	All other NICs	3,1, 2	3	N*
9	Non-Dell storage cards	1	1	N*
10	Intel PRO/1000PT 1G Cu Single Port NIC	4, 5, 3	3	N*

\* Refer to the expansion card's documentation to determine if the maximum power exceeds 15W. Any cards that exceed 15W will be affected by the restriction of one 25W card.

## Installing an Expansion Card



**CAUTION:** Many repairs may only be done by a certified service technician. You should only perform troubleshooting and simple repairs as authorized in your product documentation, or as directed by the online or telephone service and support team. Damage due to servicing that is not authorized by Dell is not covered by your warranty. Read and follow the safety instructions that came with the product.



**NOTE:** Before installing any expansion cards, see "Expansion card installation Guidelines"

- 1 Turn off the system, including any attached peripherals, and disconnect the system from the electrical outlet and peripherals.
- 2 Open the system. See "Opening the System" on page 85.
- 3 Remove the expansion card stabilizer. See "Removing the Expansion Card Stabilizer" on page 87.
- 4 If you are installing a new card, remove the filler bracket.

- 5 Open the expansion-card latch adjacent to the slot. See Figure 3-18.



**NOTE:** Keep this bracket in case you need to remove the expansion card. Filler brackets must be installed over empty expansion-card slots to maintain Federal Communications Commission (FCC) certification of the system. The brackets also keep dust and dirt out of the system and aid in proper cooling and airflow inside the system.

- 6 Prepare the card for installation.

See the documentation that came with the card for information on configuring the card, making internal connections, or otherwise customizing it for your system.

- 7 If you are installing a full-length expansion card (slot 2), thread the end of the card into the expansion card guide.
- 8 Insert the card into the expansion card connector on the system board and press down firmly. Ensure that the card's metal tab is inserted in the expansion card tab slot. See Figure 3-18.
- 9 Close the expansion-card latch to secure the card in the system.



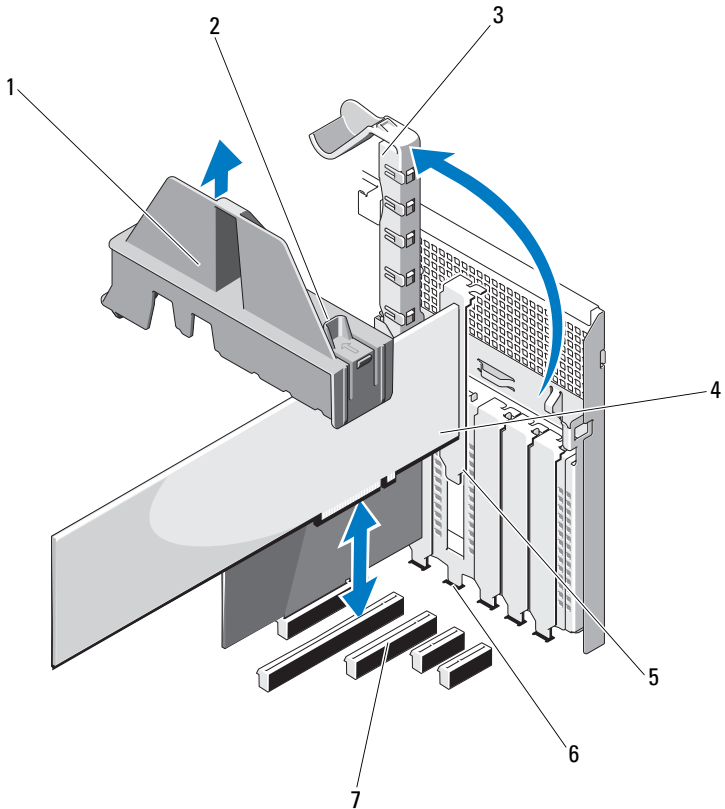
**CAUTION:** Do not route card cables over or behind the cards. Cables routed over the cards can prevent the system cover from closing properly or cause damage to the equipment.

- 10 Connect any expansion-card cables for the new card.

See the documentation that came with the card for information about its cable connections.

- 11 Replace the expansion card stabilizer. See "Installing the Expansion Card Stabilizer" on page 87.
- 12 Close the system. See "Closing the System" on page 86.
- 13 Place the system upright on a flat surface.
- 14 Reattach any peripherals and connect the system to an electrical outlet.
- 15 Turn on the system and attached peripherals.
- 16 Install any device drivers required for the card as described in the documentation for the card.

**Figure 3-18. Removing and Installing an Expansion Card**



- |   |                           |   |                                            |
|---|---------------------------|---|--------------------------------------------|
| 1 | expansion card stabilizer | 2 | expansion card stabilizer touch points (2) |
| 3 | expansion card latch      | 4 | expansion card                             |
| 5 | expansion card tab        | 6 | expansion card tab slot                    |
| 7 | expansion card connector  |   |                                            |

## Removing an Expansion Card



**CAUTION:** Many repairs may only be done by a certified service technician. You should only perform troubleshooting and simple repairs as authorized in your product documentation, or as directed by the online or telephone service and support team. Damage due to servicing that is not authorized by Dell is not covered by your warranty. Read and follow the safety instructions that came with the product.

- 1 Turn off the system, including any attached peripherals, and disconnect the system from the electrical outlet and peripherals.
- 2 Open the system. See "Opening the System" on page 85.
- 3 Remove the expansion card stabilizer. See "Removing the Expansion Card Stabilizer" on page 87.
- 4 Disconnect any cables connected to the expansion card.
- 5 Open the expansion card latch adjacent to the slot. See Figure 3-18.
- 6 Grasp the expansion card by its top corners, and carefully pull the card from the expansion-card connector.
- 7 If you are removing the card permanently, install a filler bracket in the empty card slot.



**NOTE:** Filler brackets must be installed over empty expansion card slots to maintain FCC certification of the system. The brackets also keep dust and dirt out of the system and aid in proper cooling and airflow inside the system.

- 8 Close the expansion card latch adjacent to the slot. See Figure 3-18.
- 9 Replace the expansion card stabilizer. See "Installing the Expansion Card Stabilizer" on page 87.
- 10 Close the system. See "Closing the System" on page 86.
- 11 Place the system upright on a flat surface.
- 12 Reattach any peripherals and connect the system to an electrical outlet.
- 13 Turn on the system and attached peripherals.
- 14 Remove the card's device driver from the operating system.

# iDRAC6 Express Card (Optional)

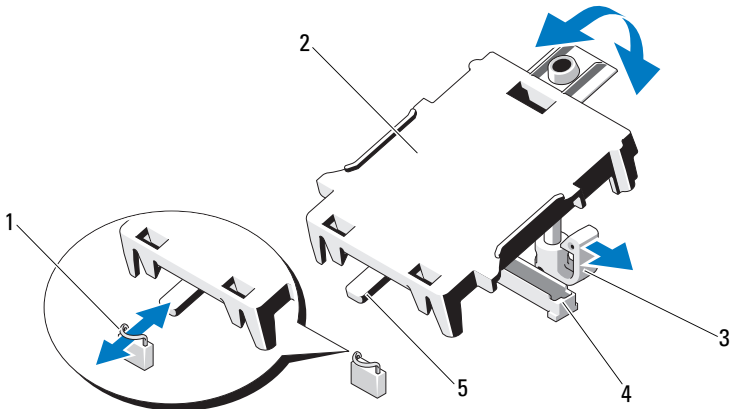
## Installing an iDRAC6 Express Card



**CAUTION: Many repairs may only be done by a certified service technician. You should only perform troubleshooting and simple repairs as authorized in your product documentation, or as directed by the online or telephone service and support team. Damage due to servicing that is not authorized by Dell is not covered by your warranty. Read and follow the safety instructions that came with the product.**

- 1 Turn off the system, including any attached peripherals, and disconnect the system from the electrical outlet.
- 2 Open the system. See "Opening the System" on page 85.
- 3 Insert the notch on the Integrated Dell Remote Access Controller 6 (iDRAC6) Express card into the clip on the system board.
- 4 Align the front edge of the card with the connector on the system board. See Figure 3-19 for the location of the connector.
- 5 Press the card down until it is fully seated. See Figure 3-19. When the front of the card is fully seated, the plastic standoff tab snaps over the edge of the holder.

**Figure 3-19. Installing or Removing an iDRAC6 Express Card (Optional)**



- |                               |                                 |
|-------------------------------|---------------------------------|
| 1 clip                        | 2 iDRAC6 Express card           |
| 3 retention standoff tab clip | 4 iDRAC6 Express card connector |
| 5 notch                       |                                 |

- 6 Close the system. See "Closing the System" on page 86.
- 7 Place the system upright on a flat, stable surface.
- 8 Reattach any peripherals and connect the system to an electrical outlet.
- 9 Turn on the system and attached peripherals.

### Removing an iDRAC6 Express Card (Optional)

**△ CAUTION: Many repairs may only be done by a certified service technician. You should only perform troubleshooting and simple repairs as authorized in your product documentation, or as directed by the online or telephone service and support team. Damage due to servicing that is not authorized by Dell is not covered by your warranty. Read and follow the safety instructions that came with the product.**

- 1 Turn off the system, including any attached peripherals, and disconnect the system from the electrical outlet.
- 2 Open the system. See "Opening the System" on page 85.



- 3 Pull back slightly on the retention standoff tab at the front edge of the card and gently lift the card off the retention standoff. See Figure 3-19. As the holder releases from the standoff, the connector under the card disengages from the system board connector.
- 4 Angle the card so that the notch on the card slips through the clip on the system board.
- 5 Close the system. See "Closing the System" on page 86.
- 6 Place the system upright on a flat surface.
- 7 Reattach any peripherals and connect the system to an electrical outlet.
- 8 Turn on the system and attached peripherals.

## iDRAC6 Enterprise Card (Optional)

### Installing an iDRAC6 Enterprise Card

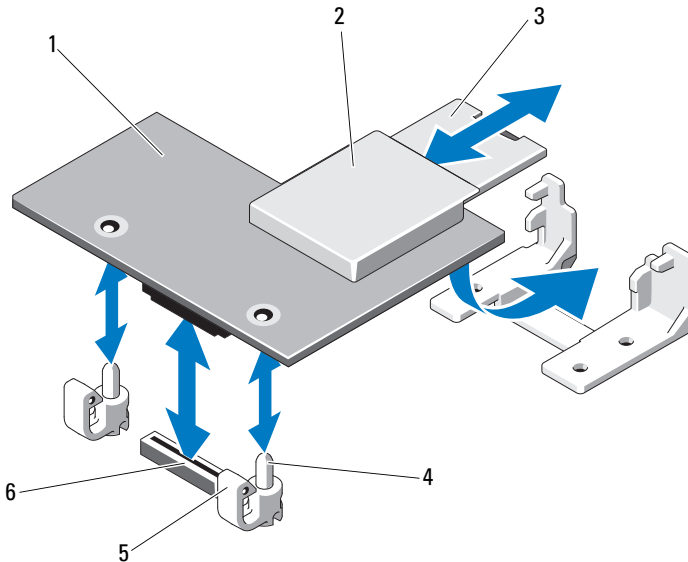


**CAUTION: Many repairs may only be done by a certified service technician. You should only perform troubleshooting and simple repairs as authorized in your product documentation, or as directed by the online or telephone service and support team. Damage due to servicing that is not authorized by Dell is not covered by your warranty. Read and follow the safety instructions that came with the product.**

- 1 Turn off the system, including any attached peripherals, and disconnect the system from the electrical outlet.
- 2 Open the system. See "Opening the System" on page 85.
- 3 Remove the expansion card stabilizer. See "Removing the Expansion Card Stabilizer" on page 87.
- 4 Remove the cooling shroud. See "Removing the Cooling Shroud" on page 88.
- 5 Remove the plastic filler plug for the iDRAC6 Enterprise port from the system back panel.
- 6 Angle the card so that the RJ-45 connector fits through the back-panel opening. See Figure 3-20.
- 7 Align the front edge of the card with the two front plastic retention standoffs next to the iDRAC6 Enterprise connector on the system board, and lower the card into place. See Figure 3-20.

- 8 When the front of the card is fully seated, the plastic standoffs snap over the edge of the card.

**Figure 3-20. Installing or Removing an iDRAC6 Enterprise Card (Optional)**



- |   |                             |   |                                  |
|---|-----------------------------|---|----------------------------------|
| 1 | iDRAC6 Enterprise card      | 2 | VFlash media slot                |
| 3 | VFlash SD card              | 4 | retention standoff posts (2)     |
| 5 | retention standoff tabs (2) | 6 | iDRAC6 Enterprise card connector |

- 9 Replace the cooling shroud. See "Installing the Cooling Shroud" on page 89.
- 10 Replace the expansion card stabilizer. See "Installing the Expansion Card Stabilizer" on page 87.
- 11 Close the system. See "Closing the System" on page 86.
- 12 Reattach any peripherals and connect the system to an electrical outlet.
- 13 Turn on the system and attached peripherals.

## Removing an iDRAC6 Enterprise Card




**CAUTION: Many repairs may only be done by a certified service technician. You should only perform troubleshooting and simple repairs as authorized in your product documentation, or as directed by the online or telephone service and support team. Damage due to servicing that is not authorized by Dell is not covered by your warranty. Read and follow the safety instructions that came with the product.**

- 1 Turn off the system, including any attached peripherals, and disconnect the system from the electrical outlet.
- 2 If present, disconnect the Ethernet cable from the iDRAC6 Enterprise Card connector on the system back panel. See Figure 1-3.
- 3 Open the system. See "Opening the System" on page 85.
- 4 Remove the expansion card stabilizer. See "Removing the Expansion Card Stabilizer" on page 87.
- 5 Remove the cooling shroud. See "Removing the Cooling Shroud" on page 88.
- 6 Remove the VFlash media card (if installed) from the iDRAC6 Enterprise card.
- 7 Pull back slightly on the two tabs at the front edge of the card and gently lift the front edge of the card off of the retention standoffs.
- 8 As the card releases from the standoffs, the connector under the card disengages from the system board connector. Slide the card away from the back of the system until the RJ-45 connector is clear of the back panel, then lift the card out of the system.
- 9 Replace the plastic filler plug over the port at the system back panel. "Back-Panel Features and Indicators" on page 19 for the port location.
- 10 Replace the cooling shroud. See "Installing the Cooling Shroud" on page 89.
- 11 Replace the expansion card stabilizer. See "Installing the Expansion Card Stabilizer" on page 87.
- 12 Close the system. See "Closing the System" on page 86.
- 13 Place the system upright on a flat surface.
- 14 Reattach any peripherals and connect the system to an electrical outlet.
- 15 Turn on the system and attached peripherals.

## VFlash Media (Optional)

The VFlash media is a Secure Digital (SD) card that can be used with the optional iDRAC6 Enterprise card.

### Installing a VFlash Media

- 1 Locate the VFlash media slot at the back of the system. See "Back-Panel Features and Indicators" on page 19 for the location of the media slot.
- 2 With the label side facing up, insert the contact-pin end of the SD card into the card slot on the module.  
 **NOTE:** The slot is keyed to ensure correct insertion of the card.
- 3 Press the card to lock it into the slot.


### Removing a VFlash Media

To remove the VFlash media, push inward on the card to release it and pull the card from the card slot.

## Internal USB Memory Keys

The USB memory key installed inside your system can be used as a boot device, security key, or mass storage device. The USB connector must be enabled by the **Internal USB Port** option in the **Integrated Devices** screen of the System Setup program.

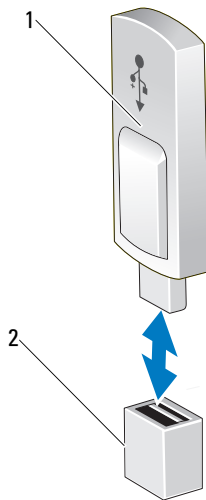
To boot from a USB memory key, configure the USB memory key with a boot image and then specify the USB memory key in the boot sequence in the System Setup program.

 **CAUTION: Many repairs may only be done by a certified service technician. You should only perform troubleshooting and simple repairs as authorized in your product documentation, or as directed by the online or telephone service and support team. Damage due to servicing that is not authorized by Dell is not covered by your warranty. Read and follow the safety instructions that came with the product.**

- 1 Turn off the system, including any attached peripherals, and disconnect the system from the electrical outlet.
- 2 Open the system. See "Opening the System" on page 85.
- 3 Locate the USB connector on the system board. See Figure 6-1.

- 4 Insert the USB memory key into the USB connector. See Figure 3-21.
- 5 Close the system. See "Closing the System" on page 86.
- 6 Place the system upright on a flat surface.
- 7 Reattach any peripherals and connect the system to an electrical outlet.
- 8 Turn on the system and attached peripherals.
- 9 Enter the System Setup program and verify that the USB key has been detected by the system. See "Entering the System Setup Program" on page 58.

**Figure 3-21. Removing or Installing a USB Memory Key**



1 USB memory key

2 USB memory key connector

# Processor

## Removing a Processor



**CAUTION:** Many repairs may only be done by a certified service technician. You should only perform troubleshooting and simple repairs as authorized in your product documentation, or as directed by the online or telephone service and support team. Damage due to servicing that is not authorized by Dell is not covered by your warranty. Read and follow the safety instructions that came with the product.

- 1 Prior to upgrading your system, download the latest system BIOS version from [support.dell.com](http://support.dell.com) and follow the instructions included in the compressed download file to install the update on your system.
- 2 Turn off the system, including any attached peripherals, and disconnect the system from the electrical outlet. When disconnected from AC power, press and hold the power button for 3 seconds to fully drain the system of stored power prior to removing the cover.



**NOTE:** It is recommended that you always use a static mat and static strap while working on components in the interior of the system.

- 3 Open the system. See "Opening the System" on page 85.
- 4 Remove the expansion card stabilizer. See "Removing the Expansion Card Stabilizer" on page 87.
- 5 Remove the cooling shroud. See "Removing the Cooling Shroud" on page 88.



**WARNING:** The heat sink and processor are hot to touch for some time after the system has been powered down. Allow the heat sink and processor to cool before handling them.

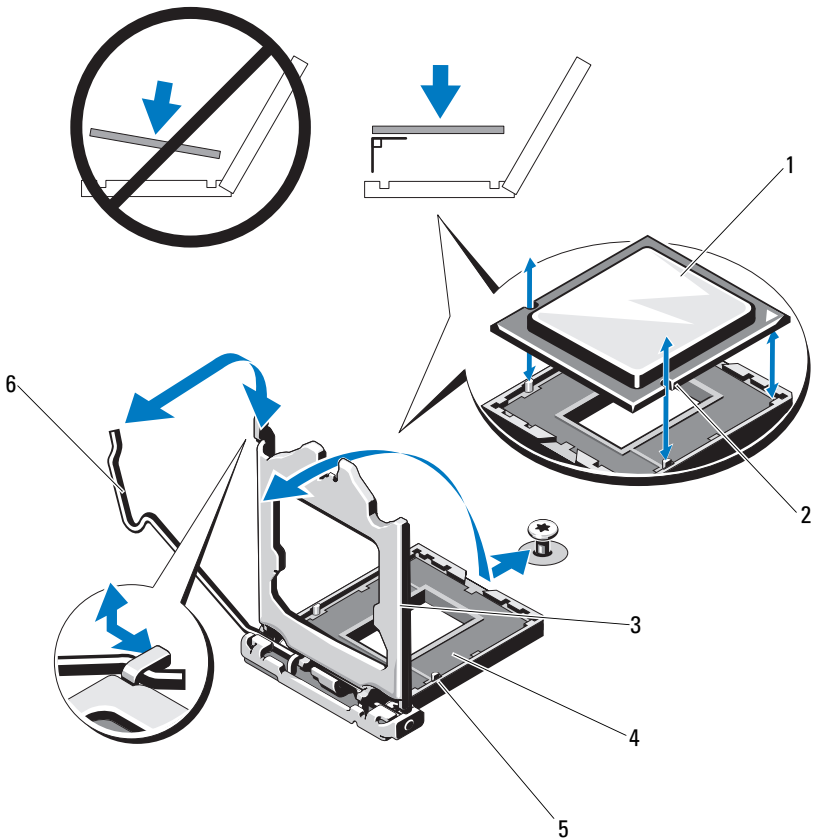


**CAUTION:** Never remove the heat sink from a processor unless you intend to remove the processor. The heat sink is necessary to maintain proper thermal conditions.

- 6 Using a #2 Phillips screwdriver, loosen one of the heat-sink retention screws. See Figure 3-22.
- 7 Wait for 30 seconds for the heat sink to loosen from the processor.
- 8 Repeat step 6 and step 7 to loosen the three heat-sink retention screws.



**Figure 3-23. Removing a Processor**



- |   |                  |   |                        |
|---|------------------|---|------------------------|
| 1 | processor        | 2 | notch in processor (2) |
| 3 | processor shield | 4 | ZIF socket             |
| 5 | socket key (2)   | 6 | socket-release lever   |

**CAUTION:** Be careful not to bend any of the pins on the ZIF socket when removing the processor. Bending the pins can permanently damage the system board.



- 12 Carefully, lift the processor out of the socket and leave the release lever up so that the socket is ready for the new processor.
- 13 After removing the processor, place it in an antistatic container for reuse, return, or temporary storage.



**NOTE:** Do not touch the bottom of the processor. Touch only the side edges of the processor. If you are permanently removing the processor, you must install a processor blank and a heat-sink blank in the CPU socket to ensure proper system cooling.

- 14 Adding the blank is similar to installing a processor. See "Installing a Processor" on page 129.

## Installing a Processor

- 1 Unpack the new processor.
- 2 Align the processor with the socket keys on the ZIF socket. See Figure 3-23.
- 3 Install the processor in the socket.



**CAUTION: Positioning the processor incorrectly can permanently damage the system board or the processor. Be careful not to bend the pins in the socket.**

- 4 With the release lever on the processor socket in the open position, align the processor with the socket keys and set the processor lightly in the socket.



**CAUTION: Do not use force to seat the processor. When the processor is positioned correctly, it engages easily into the socket.**

- 5 Close the processor shield.
- 6 Rotate the socket release lever down until it snaps into place.
- 7 Using a clean lint-free cloth, remove the thermal grease from the heat sink.
- 8 Open the grease packet included with your processor kit and apply thermal grease evenly to the top of the new processor.
- 9 Place the heat sink on the processor. See Figure 3-23.
- 10 Using a #2 Phillips screwdriver, tighten the heat-sink retention screws. See Figure 3-22.
- 11 Replace the cooling shroud. See "Installing the Cooling Shroud" on page 89.
- 12 Replace the expansion card stabilizer. See "Installing the Expansion Card Stabilizer" on page 87.


- 13 Close the system. See "Closing the System" on page 86.
- 14 Place the system upright on a flat surface.
- 15 Reattach any peripherals and connect the system to an electrical outlet.
- 16 Turn on the system and attached peripherals.
- 17 Press <F2> to enter the System Setup program, and check that the processor information matches the new system configuration. See "Entering the System Setup Program" on page 58.
- 18 Run the system diagnostics to verify that the new processor operates correctly. See "Running the Embedded System Diagnostics" on page 166 for information about running the diagnostics.

## System Battery

The system battery is a 3.0-volt (V), coin-cell battery.

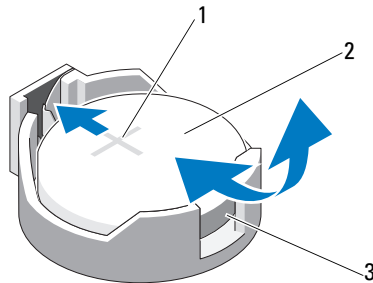
### Replacing the System Battery

 **WARNING:** There is a danger of a new battery exploding if it is incorrectly installed. Replace the battery only with the same or equivalent type recommended by the manufacturer. See your safety information for additional info.

 **CAUTION:** Many repairs may only be done by a certified service technician. You should only perform troubleshooting and simple repairs as authorized in your product documentation, or as directed by the online or telephone service and support team. Damage due to servicing that is not authorized by Dell is not covered by your warranty. Read and follow the safety instructions that came with the product.

- 1 Turn off the system, including any attached peripherals, and disconnect the system from the electrical outlet.
- 2 Open the system. See "Opening the System" on page 85.
- 3 Replace the expansion card stabilizer. See "Installing the Expansion Card Stabilizer" on page 87.

**Figure 3-24. Replacing the System Battery**



- 1 positive side of battery connector      2 system battery  
3 negative side of battery connector

- 4 Remove the PCIe expansion card from slot 1. See "Removing an Expansion Card" on page 118.
- 5 Locate the battery socket. See "System Board Connectors" on page 170.

**△ CAUTION: To avoid damage to the battery connector, you must firmly support the connector while installing or removing a battery.**

- 6 Support the battery connector by pressing down firmly on the positive side of the connector.
- 7 Press the battery toward the positive side of the connector and lift it up out of the securing tabs at the negative side of the connector.
- 8 Install the new battery by pressing down firmly on the positive side of the connector.
- 9 Hold the battery with the "+" facing up, and slide it under the securing tabs at the positive side of the connector.
- 10 Press the battery straight down into the connector until it snaps into place.
- 11 Install the expansion card. See "Installing an Expansion Card" on page 115.
- 12 Install the expansion card stabilizer. See "Installing the Expansion Card Stabilizer" on page 87.

- 13 Close the system. See "Closing the System" on page 86.
- 14 Place the system upright on a flat surface.
- 15 Reattach any peripherals and connect the system to an electrical outlet.
- 16 Turn on the system and attached peripherals.
- 17 Enter the System Setup program to confirm that the battery is operating properly. See "Entering the System Setup Program" on page 58.
- 18 Enter the correct time and date in the System Setup program's **Time** and **Date** fields.
- 19 Exit the System Setup program.

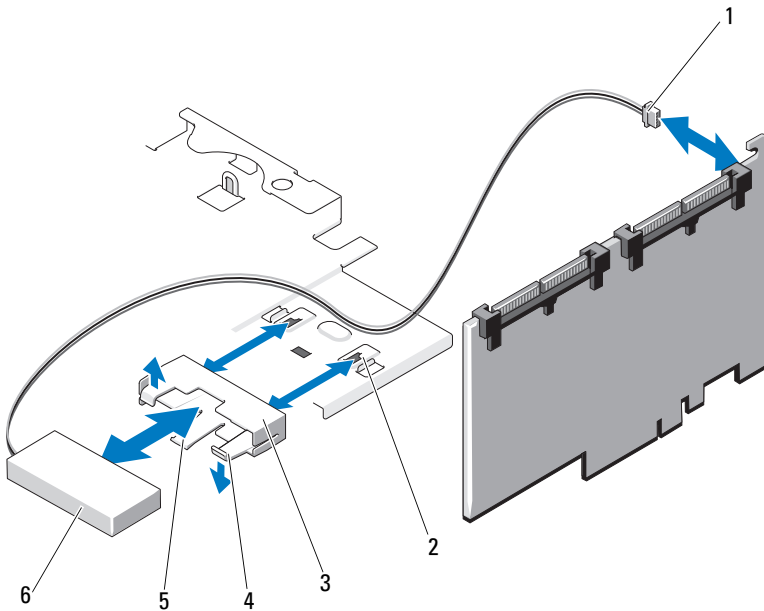
## **RAID Battery (Optional)**

### **Removing the RAID Battery**

The information in this section applies only to systems with the optional PERC controller card.

- 1 Turn off the system, including any attached peripherals, and disconnect the system from the electrical outlet.
- 2 Open the system. See "Opening the System" on page 85.
- 3 Remove the expansion card stabilizer. See "Removing the Expansion Card Stabilizer" on page 87.
- 4 Remove the storage controller card. See "Removing an Expansion Card" on page 118.
- 5 To disconnect the RAID battery cable from the connector on the storage card, press the tab on the RAID battery cable connector, and gently pull the cable connector out of the connector on the storage card. See Figure 3-25.
- 6 Pull the battery carrier release tab, and lift the battery carrier out of the battery carrier slots on the chassis. See Figure 3-25.
- 7 Pull back gently on the two tabs holding the RAID battery and lift the RAID battery from the battery carrier. See Figure 3-25.

**Figure 3-25. Removing and Installing the RAID Battery**



- |   |                             |   |                           |
|---|-----------------------------|---|---------------------------|
| 1 | battery cable connector     | 2 | battery carrier slots (2) |
| 3 | battery carrier             | 4 | battery carrier tabs      |
| 5 | battery carrier release tab | 6 | RAID battery              |


### **Installing a RAID Battery**

- 1 Insert the RAID battery into the battery carrier. See Figure 3-25.
- 2 Align the tabs on the battery carrier with the battery carrier slots on the chassis.
- 3 Slide the battery carrier into the battery carrier slots until it locks into place. See Figure 3-25.

- 4 Connect the battery cable to the connector on the storage card and replace the storage controller card. See "Installing an Expansion Card" on page 115.
- 5 Replace the expansion card stabilizer. See "Installing the Expansion Card Stabilizer" on page 87.
- 6 Close the system. See "Closing the System" on page 86.
- 7 Place the system upright on a flat surface.
- 8 Reattach any peripherals and connect the system to an electrical outlet.
- 9 Turn on the system and attached peripherals.

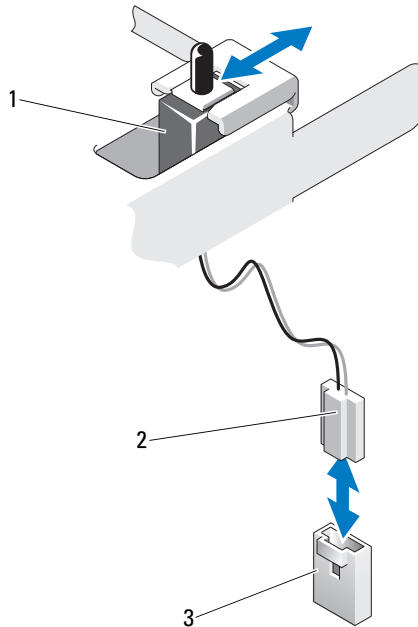
## Chassis Intrusion Switch

### Removing the Chassis Intrusion Switch

 **CAUTION: Many repairs may only be done by a certified service technician. You should only perform troubleshooting and simple repairs as authorized in your product documentation, or as directed by the online or telephone service and support team. Damage due to servicing that is not authorized by Dell is not covered by your warranty. Read and follow the safety instructions that came with the product.**

- 1 Turn off the system and attached peripherals, and disconnect the system from the electrical outlet and peripherals.
- 2 Open the system. See "Opening the System" on page 85.
- 3 Disconnect the chassis intrusion switch cable from the connector on the system board. See Figure 3-26.
- 4 Slide the chassis intrusion switch out of the securing bracket notch.

**Figure 3-26. Removing and Installing the Chassis Intrusion Switch**




- |   |                                         |   |                                |
|---|-----------------------------------------|---|--------------------------------|
| 1 | chassis intrusion switch                | 2 | chassis intrusion switch cable |
| 3 | intrusion connector on the system board |   |                                |

### **Installing the Chassis Intrusion Switch**

- 1** Align the chassis intrusion switch with the securing bracket notch. See Figure 3-26.
- 2** Slide the switch into the securing bracket notch. See Figure 3-26.
- 3** Connect the chassis intrusion switch cable to the connector on the system board.
- 4** Close the system. See "Closing the System" on page 86.
- 5** Place the system upright on a flat surface.
- 6** Reattach any peripherals and connect the system to an electrical outlet.
- 7** Turn on the system and attached peripherals.

# Control Panel Assembly

## Removing the Control Panel Assembly

 **CAUTION: Many repairs may only be done by a certified service technician. You should only perform troubleshooting and simple repairs as authorized in your product documentation, or as directed by the online or telephone service and support team. Damage due to servicing that is not authorized by Dell is not covered by your warranty. Read and follow the safety instructions that came with the product.**

- 1 Remove the bezel. See "Removing the Front Bezel" on page 81.
- 2 Turn off the system and attached peripherals, and disconnect the system from the electrical outlet and peripherals.
- 3 Open the system. See "Opening the System" on page 85.

 **CAUTION: Do not pull the cable to unseat the connector. Doing so can damage the cable.**

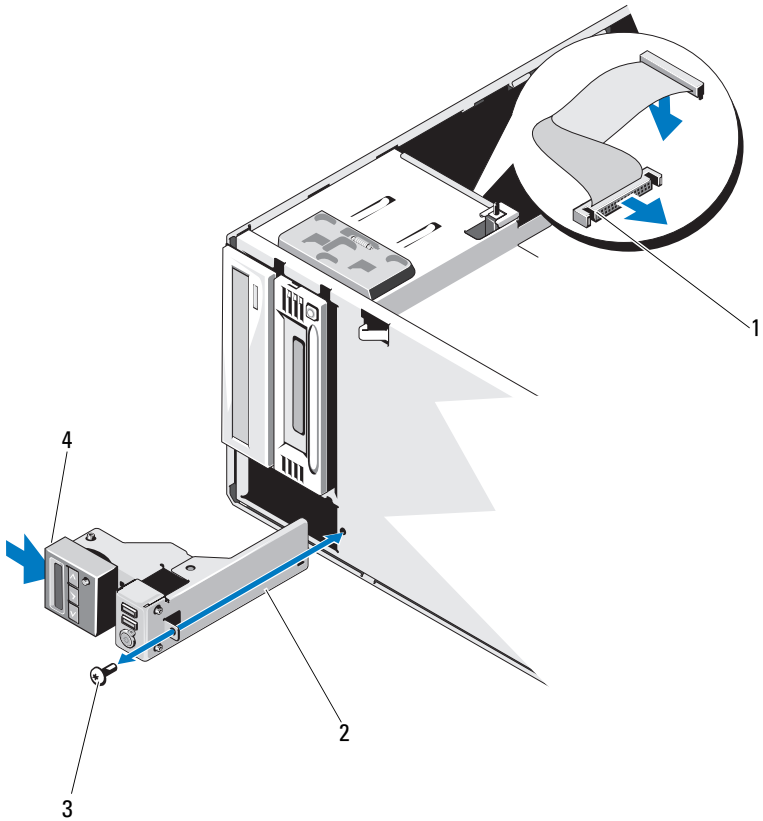
- 4 To disconnect the control panel assembly cable from the connector on the system board, press the metal tabs on the ends of the cable connector. See Figure 3-27.
- 5 Gently pull the connector out of the socket.
- 6 Using a Phillips screwdriver, remove the screw that secures the control panel assembly to the chassis. See Figure 3-27.
- 7 Press the release latch and slide the control panel away from chassis.

 **CAUTION: Do not pull the cable to unseat the connector. Doing so can damage the cable.**

- 8 To disconnect the control panel cable from the connector on the control panel board, squeeze the metal tabs on the ends of the cable connector. See Figure 3-27.
- 9 Gently pull the connector out of the socket.



**Figure 3-27. Removing and Installing the Control Panel**



- 1 control panel cable
- 3 control panel screw


- 2 control panel assembly
- 4 release latch

## Installing the Control Panel Assembly


- 1 Push the control panel gently into the chassis
- 2 Connect the control panel cable to the control panel board.
- 3 Using a Phillips screwdriver, replace the screw that secures the control panel assembly to the chassis.
- 4 Connect the control panel assembly cable to the system board.  
See Figure 3-27.
- 5 Close the system. See "Closing the System" on page 86.
- 6 Place the system upright on a flat surface.
- 7 Replace the front bezel. See "Installing the Front Bezel" on page 82.
- 8 Reattach any peripherals and connect the system to an electrical outlet.
- 9 Turn on the system and attached peripherals.


## SAS Backplane

### Removing the SAS Backplane

 **CAUTION: Many repairs may only be done by a certified service technician. You should only perform troubleshooting and simple repairs as authorized in your product documentation, or as directed by the online or telephone service and support team. Damage due to servicing that is not authorized by Dell is not covered by your warranty. Read and follow the safety instructions that came with the product.**

- 1 Remove the front bezel. See "Removing the Front Bezel" on page 81.
- 2 Turn off the system and attached peripherals, and disconnect the system from the electrical outlet.
- 3 Open the system. See "Opening the System" on page 85.

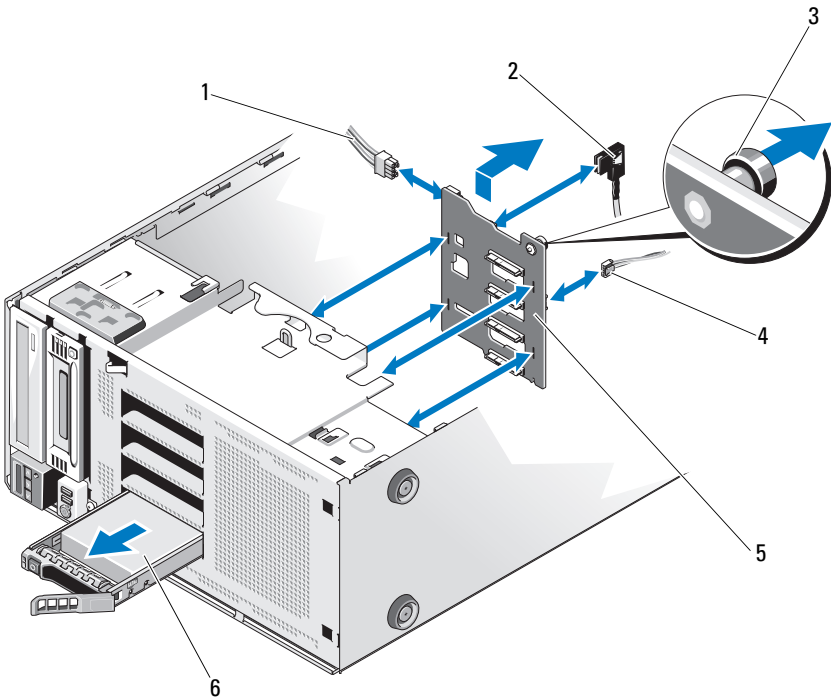
 **CAUTION: To prevent damage to the drives and backplane, you must remove the hard drives from the system before removing the backplane.**

 **CAUTION: You must note the number of each hard drive and temporarily label them before removal so that you can replace them in the same locations.**

- 4 Remove all hard drives. See "Hard Drives" on page 90.

- 5 Disconnect all of the cables connected to the SAS backplane including the nSAS A cable, SAS B cable used for 3.5 inch hard drives, the backplane power cable, and the data cable. See Figure 3-28.
- 6 To remove the SAS backplane, pull the blue release pin and slide the backplane upwards.
- 7 Pull the backplane away from the front of the system until the securing slots are free from the tabs on the chassis.

**Figure 3-28. Removing and Installing a SAS Backplane**



- |   |                  |   |                |
|---|------------------|---|----------------|
| 1 | power cable      | 2 | SAS A cable    |
| 3 | blue release pin | 4 | J_planar cable |
| 5 | SAS backplane    | 6 | hard drive     |

## Installing the SAS Backplane

- 1 Lower the backplane into the system, being careful to avoid damaging components on the face of the board.
- 2 Align the slots on the SAS backplane with the tabs on the chassis.
- 3 Slide down the SAS backplane until the release pin snaps into place. See Figure 3-28.
- 4 Connect the SAS, data, and power cables to the SAS backplane.
- 5 Connect the SAS, data, and power cables to their respective connectors. See Figure 3-28.
- 6 Install the hard drives in their original locations. See "Installing a Hot-Swap Hard Drive" on page 93.
- 7 Close the system. See "Closing the System" on page 86.
- 8 Replace the front bezel. See "Installing the Front Bezel" on page 82.
- 9 Place the system upright on a flat surface.
- 10 Reattach any peripherals and connect the system to an electrical outlet.
- 11 Turn on the system and attached peripherals.

## Power Distribution Board

### Removing the Power Distribution Board

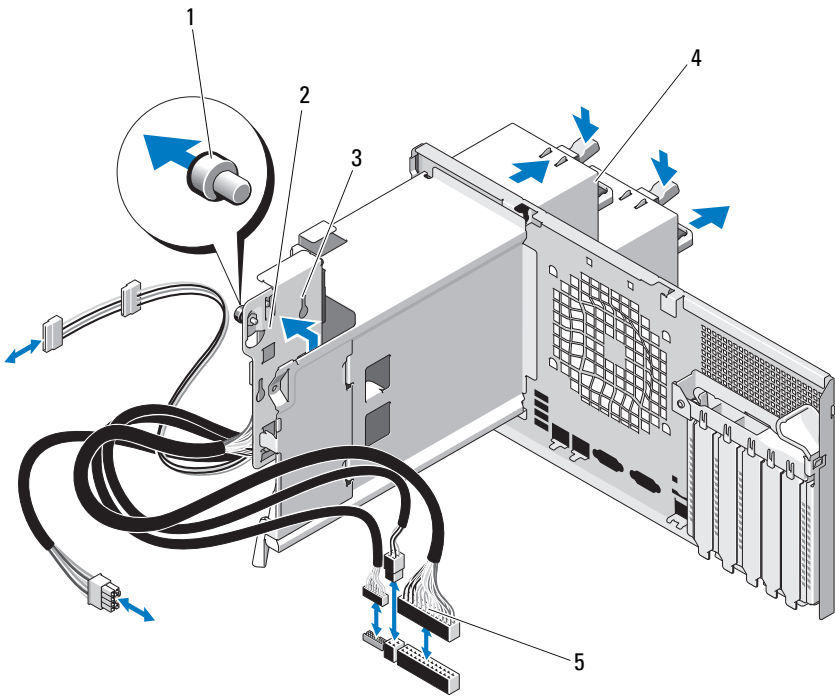


**CAUTION: Many repairs may only be done by a certified service technician. You should only perform troubleshooting and simple repairs as authorized in your product documentation, or as directed by the online or telephone service and support team. Damage due to servicing that is not authorized by Dell is not covered by your warranty. Read and follow the safety instructions that came with the product.**

- 1 Turn off the system, including any attached peripherals, and disconnect the system from the electrical outlet and peripherals.
- 2 Remove the power supplies. See "Removing a Redundant Power Supply" on page 103 and "Removing a Non-Redundant Power Supply" on page 105.
- 3 Open the system. See "Opening the System" on page 85.
- 4 Disconnect all the power cables connected to the system board.


- 5 Remove the cables that are routed on the power distribution board.
- 6 To remove the power distribution board, pull the blue release pin and slide the board up.
- 7 Pull the board away from the chassis until the securing slots on the board are free from the tabs on the chassis.

**Figure 3-29. Power Distribution Board**



- |   |                                     |   |                              |
|---|-------------------------------------|---|------------------------------|
| 1 | blue release pin                    | 2 | power-distribution board     |
| 3 | securing slots                      | 4 | redundant power supplies (2) |
| 5 | power distribution board cables (5) |   |                              |


## Replacing the Power Distribution Board


 **CAUTION:** Many repairs may only be done by a certified service technician. You should only perform troubleshooting and simple repairs as authorized in your product documentation, or as directed by the online or telephone service and support team. Damage due to servicing that is not authorized by Dell is not covered by your warranty. Read and follow the safety instructions that came with the product.

- 1 Align the securing slots on the power distribution board with the tabs on the chassis.
- 2 Slide the board down until the blue release pin locks into place.
- 3 Connect all the power cables to the system board.
- 4 Replace the power supplies. See "Installing a Redundant Power Supply" on page 104.
- 5 Close the system. See "Closing the System" on page 86.
- 6 Place the system upright on a flat surface.
- 7 Reattach any peripherals and connect the system to an electrical outlet.
- 8 Turn on the system and attached peripherals.

## System Board

### Removing the System Board

 **CAUTION:** Many repairs may only be done by a certified service technician. You should only perform troubleshooting and simple repairs as authorized in your product documentation, or as directed by the online or telephone service and support team. Damage due to servicing that is not authorized by Dell is not covered by your warranty. Read and follow the safety instructions that came with the product.

 **CAUTION:** If you are using the Trusted Program Module (TPM) with an encryption key, you may be prompted to create a recovery key during program or system setup. Be sure to create and safely store this recovery key. If you replace this system board, you must supply the recovery key when you restart your system or program before you can access the encrypted data on your hard drives.

- 1 Turn off the system, including any attached peripherals, and disconnect the system from the electrical outlet and peripherals.
- 2 Open the system. See "Opening the System" on page 85.
- 3 Remove the expansion card stabilizer. See "Removing the Expansion Card Stabilizer" on page 87.
- 4 Remove the cooling shroud. See "Removing the Cooling Shroud" on page 88.
- 5 Disconnect all the cables from the system board.
- 6 If applicable, remove all expansion cards and any attached cables. See "Removing an Expansion Card" on page 118.
- 7 If applicable, remove the iDRAC6 Express card. See "Removing an iDRAC6 Express Card (Optional)" on page 120.
- 8 If applicable, remove the iDRAC6 Enterprise card. See "Removing an iDRAC6 Enterprise Card" on page 123.
- 9 If required, disconnect the cables from the SAS backplane.
- 10 Remove all the memory modules and memory blanks. See "Removing Memory Modules" on page 113.



**NOTE:** To ensure proper reinstallation of memory modules, record the memory module socket locations.

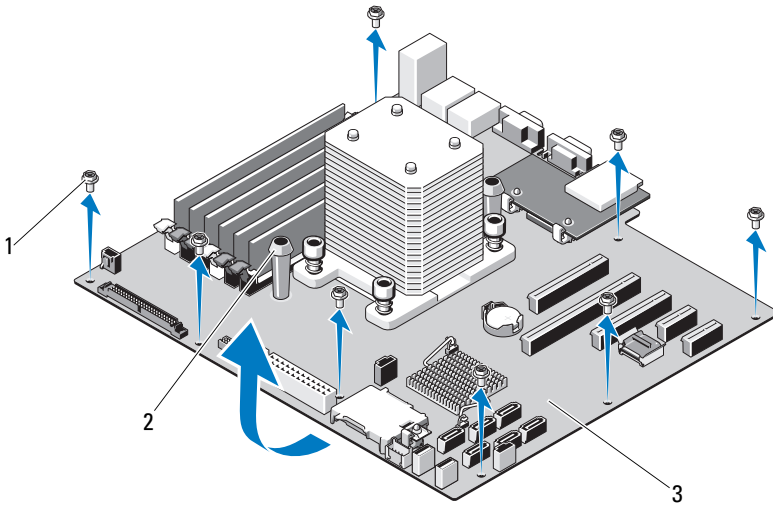
- 11 Remove the system fan. See "Removing the System Fan" on page 106.



**WARNING: The heat sink can get hot during operation. To avoid burns, ensure that the system has sufficient time to cool before removing the system board.**

- 12 Remove the heat sink and processor. See "Removing a Processor" on page 126.
- 13 Carefully route any loose cables away from the edges of the system board.
- 14 To remove the system board, using a Phillips screwdriver, remove all the screws on the board. See Figure 3-30.
- 15 While holding the two touch points on the system board, slide the system board toward the front of the system. See Figure 3-30.
- 16 Lift the system board away from the chassis.

**Figure 3-30. Removing and Installing the System Board**



1 screws (8)

2 blue touch points (2)

3 system board


## Installing the System Board



**CAUTION:** Many repairs may only be done by a certified service technician. You should only perform troubleshooting and simple repairs as authorized in your product documentation, or as directed by the online or telephone service and support team. Damage due to servicing that is not authorized by Dell is not covered by your warranty. Read and follow the safety instructions that came with the product.

- 1 Unpack the new system board and remove the label that is located on the processor shield.
- 2 Remove the labels and affix them on the front of the chassis.
- 3 To replace the system board, grip the system board by holding the blue touch points.
- 4 Align the screw holes on the system board with that on the chassis and lower the system board into the chassis.



- 5 Slide the system board toward the back of the system, inserting the connectors into the cutouts in the chassis.
  - 6 Using a Phillips screwdriver, tighten the screws.
  - 7 If applicable, replace the SAS backplane. See "Installing the SAS Backplane" on page 140.
  - 8 Replace the heat sink and processor. See "Installing a Processor" on page 129.
  - 9 Replace the system fan. See "Installing the System Fan" on page 107.
  - 10 Replace all the memory modules and memory blanks. See "Installing Memory Modules" on page 111.
  - 11 If applicable, replace the iDRAC6 Express card. See "Installing an iDRAC6 Express Card" on page 119.
  - 12 If applicable, replace the iDRAC6 Enterprise card. See "Installing an iDRAC6 Enterprise Card" on page 121.
  - 13 If applicable, replace all the expansion cards. See "Installing an Expansion Card" on page 115.
  - 14 Connect all the cables to the system board.
  - 15 Replace the cooling shroud. See "Installing the Cooling Shroud" on page 89.
  - 16 Replace the expansion card stabilizer. See "Installing the Expansion Card Stabilizer" on page 87.
  - 17 Close the system. See "Closing the System" on page 86.
  - 18 Place the system upright on a flat surface.
  - 19 Reattach any peripherals and connect the system to an electrical outlet.
  - 20 Turn on the system and attached peripherals.
-  **NOTE:** See "Running the System Diagnostics" on page 165 to verify that the new processor operates correctly. See "Running the Embedded System Diagnostics" on page 166 for information about running the diagnostics.



# Troubleshooting Your System

## Safety First—For You and Your System

**△ CAUTION:** Many repairs may only be done by a certified service technician. You should only perform troubleshooting and simple repairs as authorized in your product documentation, or as directed by the online or telephone service and support team. Damage due to servicing that is not authorized by Dell is not covered by your warranty. Read and follow the safety instructions that came with the product.

## Troubleshooting System Startup Failure

If your system halts during startup prior to video imaging or LCD messaging, especially after installing an operating system or reconfiguring your system's hardware, check for the following conditions.

- If you boot the system to the BIOS boot mode after installing an operating system from the UEFI Boot Manager, the system will hang. The reverse is also true. You must boot to the same boot mode in which you installed the operating system. See "Using the System Setup Program and UEFI Boot Manager" on page 57.
- Invalid memory configurations could cause the system to halt at startup without any video output. See "Expansion Cards" on page 114.

For all other startup issues, note the LCD panel messages and any system messages that appear onscreen. See "LCD Status Messages" on page 25 and "System Messages" on page 39 for more information.

# Troubleshooting External Connections

Ensure that all external cables are securely attached to the external connectors on your system before troubleshooting any external devices. See Figure 1-1 and Figure 1-3 for the front- and back-panel connectors on your system.

## Troubleshooting the Video Subsystem

- 1 Check the system and power connections to the monitor.
- 2 Check the video interface cabling from the system to the monitor.
- 3 Run the appropriate online diagnostic test. See "Using Online Diagnostics" on page 165.

If the tests run successfully, the problem is not related to video hardware.

If the tests fail, see "Getting Help" on page 177.

## Troubleshooting a USB Device

- 1 Use the following steps to troubleshoot a USB keyboard and/or mouse. For other USB devices, go to step 2.
  - a Disconnect the keyboard and mouse cables from the system briefly and reconnect them.
  - b Connect the keyboard/mouse to the USB port(s) on the opposite side of the system.

If the problem is resolved, restart the system, enter the System Setup program, and check if the nonfunctioning USB ports are enabled.
  - c Replace the keyboard/mouse with another working keyboard/mouse.

If the problem is resolved, replace the faulty keyboard/mouse.

If the problem is not resolved, proceed to the next step to begin troubleshooting the other USB devices attached to the system.
- 2 Power down all attached USB devices and disconnect them from the system.

- 3 Restart the system and, if your keyboard is functioning, enter the system setup program. Verify that all USB ports are enabled. See "Integrated Devices Screen" on page 64.

If your keyboard is not functioning, you can also use remote access. If the system is not accessible, see "Disabling a Forgotten Password" on page 174 for instructions on setting the NVRAM\_CLR jumper inside your system and restoring the BIOS to the default settings.

- 4 Reconnect and power on each USB device one at a time.
- 5 If a device causes the same problem, power down the device, replace the USB cable, and power up the device.

If the problem persists, replace the device.

If all troubleshooting fails, see "Getting Help" on page 177.

## Troubleshooting a Serial I/O Device

- 1 Turn off the system and any peripheral devices connected to the serial port.
- 2 Swap the serial interface cable with a working cable, and turn on the system and the serial device.  
If the problem is resolved, replace the interface cable.
- 3 Turn off the system and the serial device, and swap the device with a comparable device.
- 4 Turn on the system and the serial device.

If the problem is resolved, replace the serial device.

If the problem persists, see "Getting Help" on page 177.

## Troubleshooting a NIC

- 1 Run the appropriate online diagnostic test. See "Using Online Diagnostics" on page 165.
- 2 Restart the system and check for any system messages pertaining to the NIC controller.

**3** Check the appropriate indicator on the NIC connector. See "NIC Indicator Codes" on page 21.

- If the link indicator does not light, check all cable connections.
- If the activity indicator does not light, the network driver files might be damaged or missing.

Remove and reinstall the drivers if applicable. See the NIC's documentation.

- Change the autonegotiation setting, if possible.
- Use another connector on the switch or hub.

If you are using a NIC card instead of an integrated NIC, see the documentation for the NIC card.

**4** Ensure that the appropriate drivers are installed and the protocols are bound. See the NIC's documentation.

**5** Enter the System Setup program and confirm that the NIC ports are enabled. See "Integrated Devices Screen" on page 64.

**6** Ensure that the NICs, hubs, and switches on the network are all set to the same data transmission speed and duplex. See the documentation for each network device.

**7** Ensure that all network cables are of the proper type and do not exceed the maximum length.

If all troubleshooting fails, see "Getting Help" on page 177.

## Troubleshooting a Wet System



**CAUTION: Many repairs may only be done by a certified service technician. You should only perform troubleshooting and simple repairs as authorized in your product documentation, or as directed by the online or telephone service and support team. Damage due to servicing that is not authorized by Dell is not covered by your warranty. Read and follow the safety instructions that came with the product.**


- 1** Turn off the system and attached peripherals, and disconnect the system from the electrical outlet.
- 2** Open the system. See "Opening the System" on page 85.

- 3** Disassemble components from the system. See "Installing System Components" on page 79.
  - Hard drives
  - SD cards
  - USB memory key
  - Expansion cards
  - iDRAC6 Express card
  - iDRAC6 Enterprise card
  - Expansion cards
  - Power supplies
  - System fan
  - Processor and heat sink
  - Memory modules
- 4** Let the system dry thoroughly for at least 24 hours.
- 5** Reinstall the components you removed in step 3.
- 6** Close the system. See "Closing the System" on page 86.
- 7** Reconnect the system to the electrical outlet, and turn on the system and attached peripherals.

If the system does not start properly, see "Getting Help" on page 177.
- 8** If the system starts properly, shut down the system and reinstall all of the expansion cards that you removed. See "Installing an Expansion Card" on page 115.
- 9** Run the appropriate online diagnostic test. See "Using Online Diagnostics" on page 165.


If the tests fail, see "Getting Help" on page 177.


# Troubleshooting a Damaged System

 **CAUTION:** Many repairs may only be done by a certified service technician. You should only perform troubleshooting and simple repairs as authorized in your product documentation, or as directed by the online or telephone service and support team. Damage due to servicing that is not authorized by Dell is not covered by your warranty. Read and follow the safety instructions that came with the product.

- 1 Turn off the system and attached peripherals, and disconnect the system from the electrical outlet.
- 2 Open the system. See "Opening the System" on page 85.
- 3 Ensure that the following components are properly installed:
  - Expansion cards
  - Power supplies
  - Fans
  - Processor and heat sink
  - Memory modules
  - Hard-drive carriers
- 4 Ensure that all cables are properly connected.
- 5 Close the system. See "Closing the System" on page 86.
- 6 Run the system board tests in the system diagnostics. See "Using Online Diagnostics" on page 165.  
If the tests fail, see "Getting Help" on page 177.

# Troubleshooting the System Battery

 **CAUTION:** Many repairs may only be done by a certified service technician. You should only perform troubleshooting and simple repairs as authorized in your product documentation, or as directed by the online or telephone service and support team. Damage due to servicing that is not authorized by Dell is not covered by your warranty. Read and follow the safety instructions that came with the product.

 **NOTE:** If the system is turned off for long periods of time (for weeks or months), the NVRAM may lose its system configuration information. This situation is caused by a defective battery.



- 1 Re-enter the time and date through the System Setup program. See "Using the System Setup Program and UEFI Boot Manager" on page 57.
- 2 Turn off the system and disconnect it from the electrical outlet for at least one hour.
- 3 Reconnect the system to the electrical outlet and turn on the system.
- 4 Enter the System Setup program.

If the date and time are not correct in the System Setup program, replace the battery. See "Replacing the System Battery" on page 130.



**NOTE:** Some software may cause the system time to speed up or slow down. If the system seems to operate normally except for the time kept in the System Setup program, the problem may be caused by software rather than by a defective battery.

If the problem is not resolved by replacing the battery, see "Getting Help" on page 177.

## Troubleshooting Power Supplies

- 1 Identify the faulty power supply by the power supply's fault indicator. See "Power Indicator Codes" on page 22.



**CAUTION:** At least one power supply must be installed for the system to operate. Operating the system with only one power supply installed for extended periods of time can cause the system to overheat.

- 2 Reseat the power supply by removing and reinstalling it. See "Chassis Intrusion Switch" on page 134.



**NOTE:** After installing a power supply, allow several seconds for the system to recognize the power supply and to determine if it is working properly. The power indicator turns green to signify that the power supply is functioning properly.

If the problem persists, replace the faulty power supply.

- 3 If the problem persists, see "Getting Help" on page 177.

# Troubleshooting System Cooling Problems

**△ CAUTION: Many repairs may only be done by a certified service technician. You should only perform troubleshooting and simple repairs as authorized in your product documentation, or as directed by the online or telephone service and support team. Damage due to servicing that is not authorized by Dell is not covered by your warranty. Read and follow the safety instructions that came with the product.**

Ensure that none of the following conditions exist:

- System cover, cooling shroud, drive blank, memory-module blank, power-supply blank, or back filler bracket is removed.
- Heat-sink blank is removed (in single-processor configurations).
- Ambient temperature is too high. See your *Getting Started Guide* for your system's operating temperature requirements.
- External airflow is obstructed.
- Cables inside the system obstruct airflow.
- An individual cooling fan is removed or has failed. See "Troubleshooting a Fan" on page 154.
- The expansion card installation guidelines have not been followed. See "Expansion Card Installation Guidelines" on page 114.

## Troubleshooting a Fan

**△ CAUTION: Many repairs may only be done by a certified service technician. You should only perform troubleshooting and simple repairs as authorized in your product documentation, or as directed by the online or telephone service and support team. Damage due to servicing that is not authorized by Dell is not covered by your warranty. Read and follow the safety instructions that came with the product.**

- 1 Turn off the system and all attached peripherals.
- 2 Open the system. See "Opening the System" on page 85.
- 3 Locate the faulty fan indicated by the LCD panel or the diagnostic software.
- 4 Reseat the fan's power cable.

- 5 Restart the system.

If the fan functions properly, close the system. See "Closing the System" on page 86.

- 6 If the fan does not function, turn off the system and install a new fan. See "Removing the System Fan" on page 106 and "Installing the System Fan" on page 107.

- 7 Restart the system.

If the problem is resolved, close the system. See "Closing the System" on page 86.

If the replacement fan does not operate, see "Getting Help" on page 177.

## Troubleshooting System Memory



**CAUTION:** Many repairs may only be done by a certified service technician. You should only perform troubleshooting and simple repairs as authorized in your product documentation, or as directed by the online or telephone service and support team. Damage due to servicing that is not authorized by Dell is not covered by your warranty. Read and follow the safety instructions that came with the product.



**NOTE:** Invalid memory configurations can cause your system to halt at startup without video output. See "General Memory Module Installation Guidelines" on page 108 and verify that your memory configuration complies with all applicable guidelines.

- 1 If the system is operational, run the appropriate online diagnostic test. See "Using Online Diagnostics" on page 165.

If diagnostics indicates a fault, follow the corrective actions provided by the diagnostic program.

- 2 If the system is not operational, turn off the system and attached peripherals, and unplug the system from the power source. Wait at least 10 seconds and then reconnect the system to power.
- 3 Turn on the system and attached peripherals and note the messages on the screen.

Go to step 15 if an error message appears indicating a fault with a specific memory module.

- 4** Enter the System Setup program and check the system memory setting. See "Memory Settings Screen" on page 61. Make any changes to the memory settings, if needed.  
If the memory settings match the installed memory but a problem is still indicated, go to step 15.
- 5** Turn off the system and attached peripherals, and disconnect the system from the electrical outlet.
- 6** Open the system. See "Opening the System" on page 85.
- 7** Remove the cooling shroud. See "Removing the Cooling Shroud" on page 88.
- 8** Check the memory banks and ensure that they are populated correctly. See "General Memory Module Installation Guidelines" on page 108.
- 9** Reseat the memory modules in their sockets. See "Installing Memory Modules" on page 111.
- 10** Replace the cooling shroud. See "Installing the Cooling Shroud" on page 89.
- 11** Close the system. See "Closing the System" on page 86.
- 12** Place the system upright.
- 13** Reconnect the system to its electrical outlet, and turn on the system and attached peripherals.
- 14** Enter the System Setup program and check the system memory setting. See "Memory Settings Screen" on page 61. If the problem is not resolved proceed with the next step.
- 15** Turn off the system and attached peripherals, and disconnect the system from the power source.
- 16** Open the system. See "Opening the System" on page 85.
- 17** If a diagnostic test or error message indicates a specific memory module as faulty, swap or replace the module.
- 18** To troubleshoot an unspecified faulty memory module, replace the memory module in the first DIMM socket with a module of the same type and capacity. See "Installing Memory Modules" on page 111.
- 19** Close the system. See "Closing the System" on page 86.

- 20 Reconnect the system to its electrical outlet, and turn on the system and attached peripherals.
- 21 As the system boots, observe any error message that appears and the diagnostic indicators on the front of the system.
- 22 If the memory problem is still indicated, repeat step 15 through step 21 for each memory module installed.  
If the problem persists after all memory modules have been checked, see "Getting Help" on page 177.

## Troubleshooting an Internal USB Key



**CAUTION: Many repairs may only be done by a certified service technician. You should only perform troubleshooting and simple repairs as authorized in your product documentation, or as directed by the online or telephone service and support team. Damage due to servicing that is not authorized by Dell is not covered by your warranty. Read and follow the safety instructions that came with the product.**

- 1 Enter the System Setup program and ensure that the SD card port is enabled. See "Integrated Devices Screen" on page 64.
- 2 Turn off the system and attached peripherals, and disconnect the system from the electrical outlet.
- 3 Open the system. See "Opening the System" on page 85
- 4 Locate the USB key and reseal it. See "Chassis Intrusion Switch" on page 134.
- 5 Close the system. See "Closing the System" on page 86.
- 6 Turn on the system and attached peripherals and check if the USB key is functioning.
- 7 If the problem is not resolved, repeat step 2 and step 3.
- 8 Insert a different USB key that you know works properly.
- 9 Close the system. See "Closing the System" on page 86.

- 10 Turn on the system and attached peripherals and check if the USB key is functioning.
- 11 Reconnect the system to the electrical outlet, and turn on the system and attached peripherals.

If the problem is not resolved, see "Getting Help" on page 177.

## Troubleshooting an Optical Drive



**CAUTION: Many repairs may only be done by a certified service technician. You should only perform troubleshooting and simple repairs as authorized in your product documentation, or as directed by the online or telephone service and support team. Damage due to servicing that is not authorized by Dell is not covered by your warranty. Read and follow the safety instructions that came with the product.**

- 1 Try using a different DVD.
- 2 Enter the System Setup program and ensure that the integrated SATA controller and the drive's SATA port are enabled. See "Using the System Setup Program and UEFI Boot Manager" on page 57.
- 3 Run the appropriate online diagnostic test. See "Using Online Diagnostics" on page 165.
- 4 Turn off the system and attached peripherals, and disconnect the system from the electrical outlet.
- 5 Open the system. See "Opening the System" on page 85.
- 6 Ensure that the interface cable is securely connected to the optical drive and to the controller.
- 7 Ensure that a power cable is properly connected to the drive.
- 8 Close the system. See "Closing the System" on page 86.
- 9 Place the system upright.
- 10 Reconnect the system to the electrical outlet, and turn on the system and attached peripherals.

If the problem is not resolved, see "Getting Help" on page 177.

## Troubleshooting a Tape Backup Unit

- 1** Try using a different tape cartridge.
- 2** Ensure that the device drivers for the tape drive are installed and are configured correctly. See your tape drive documentation for more information about device drivers.
- 3** Reinstall the tape-backup software as instructed in the tape-backup software documentation.
- 4** For external tape drives, ensure that the tape drive's interface cable is fully connected to the external port on the controller card. For internal tape drives, check the cable connections:
  - a** Turn off the system and attached peripherals, and disconnect the system from the electrical outlet.
  - b** Open the system. See "Opening the System" on page 85.
  - c** Reseat the controller card in the expansion card slot.
  - d** Ensure that the tape drive's interface cable is fully connected to the tape drive and to the connector on the controller card (SAS or SCSI) or the SATA connector on the system board.
  - e** Ensure that a power cable is properly connected to the drive and to the power distribution board.
  - f** Close the system. See "Closing the System" on page 86.
  - g** Reconnect the system to the electrical outlet, and turn on the system and attached peripherals.
- 5** Run the appropriate online diagnostics tests. See "Using Online Diagnostics" on page 165.

If you cannot resolve the problem, see "Getting Help" on page 177.

# Troubleshooting a Hard Drive

**△ CAUTION:** Many repairs may only be done by a certified service technician. You should only perform troubleshooting and simple repairs as authorized in your product documentation, or as directed by the online or telephone service and support team. Damage due to servicing that is not authorized by Dell is not covered by your warranty. Read and follow the safety instructions that came with the product.

**△ CAUTION:** This troubleshooting procedure can destroy data stored on the hard drive. Before you proceed, back up all files on the hard drive.

- 1** Run the appropriate online diagnostics test. See "Using Online Diagnostics" on page 165.  
Depending on the results of the diagnostics test, proceed as needed through the following steps.
- 2** If your system has a RAID controller and your hard drives are configured in a RAID array, perform the following steps.
  - a** Restart the system and enter the host adapter configuration utility program by pressing <Ctrl><R> for a PERC controller or <Ctrl><C> for a SAS controller.  
See the documentation supplied with the host adapter for information about the configuration utility.
  - b** Ensure that the hard drive(s) have been configured correctly for the RAID array.
  - c** Take the hard drive offline and reseal the drive. See "Removing a Hot-Swap Hard Drive" on page 91.
  - d** Exit the configuration utility and allow the system to boot to the operating system.
- 3** Ensure that the required device drivers for your controller card are installed and are configured correctly. See the operating system documentation for more information.
- 4** Restart the system, enter the System Setup program, and verify that the controller is enabled and the drives appear in the System Setup program. See "Using the System Setup Program and UEFI Boot Manager" on page 57.



# Troubleshooting a SAS or SAS RAID Controller



**NOTE:** When troubleshooting a SAS or PERC controller, also see the documentation for your operating system and the controller.

- 1 Run the appropriate online diagnostic test. See "Using Online Diagnostics" on page 165.
- 2 Enter the System Setup program and ensure that the SAS or PERC controller is enabled. See "Using the System Setup Program and UEFI Boot Manager" on page 57.
- 3 Restart the system and press the applicable key sequence to enter the configuration utility program:
  - <Ctrl><C> for a SAS controller
  - <Ctrl><R> for PERC controller

See the controller's documentation for information about configuration settings.

- 4 Check the configuration settings, make any necessary corrections, and restart the system.



**CAUTION: Many repairs may only be done by a certified service technician. You should only perform troubleshooting and simple repairs as authorized in your product documentation, or as directed by the online or telephone service and support team. Damage due to servicing that is not authorized by Dell is not covered by your warranty. Read and follow the safety instructions that came with the product.**

- 5 Turn off the system and attached peripherals, and disconnect the system from its electrical outlet.
- 6 Open the system. See "Opening the System" on page 85.
- 7 Remove the cooling shroud. See "Removing the Cooling Shroud" on page 88.
- 8 Ensure that the controller card is firmly seated into the system board connector. See "Installing an Expansion Card" on page 115
- 9 If you have a battery-cached PERC controller, ensure that the RAID battery is properly connected and, if applicable, the memory module on the PERC card is properly seated.

- 10 If you have a SAS backplane, verify that the cable connections between the SAS backplane and the SAS controller are correct. Ensure that the cables are firmly connected to the SAS controller and the SAS backplane board.
- 11 Close the system. See "Closing the System" on page 86.
- 12 Reconnect the system to its electrical outlet, and turn on the system and attached peripherals.  
If the problem persists, see "Getting Help" on page 177.

## Troubleshooting Expansion Cards



**CAUTION:** Many repairs may only be done by a certified service technician. You should only perform troubleshooting and simple repairs as authorized in your product documentation, or as directed by the online or telephone service and support team. Damage due to servicing that is not authorized by Dell is not covered by your warranty. Read and follow the safety instructions that came with the product.



**NOTE:** When troubleshooting an expansion card, see the documentation for your operating system and the expansion card.

- 1 Run the appropriate online diagnostic test. See "Using Online Diagnostics" on page 165.
- 2 Turn off the system and attached peripherals, and disconnect the system from the electrical outlet.
- 3 Open the system. See "Opening the System" on page 85.
- 4 Verify that the installed expansion cards are compliant with the expansion card installation guidelines. See "Expansion Card Installation Guidelines" on page 114.
- 5 Ensure that each expansion card is firmly seated in its connector. See "Installing an Expansion Card" on page 115.
- 6 Close the system. See "Closing the System" on page 86.
- 7 Reconnect the system to the electrical outlet, and turn on the system and attached peripherals.
- 8 If the problem is not resolved, turn off the system and attached peripherals, and disconnect the system from the electrical outlet.
- 9 Open the system. See "Opening the System" on page 85.

- 10 Remove all expansion cards installed in the system. See "Removing an Expansion Card" on page 118.
- 11 Close the system. See "Closing the System" on page 86.
- 12 Reconnect the system to the electrical outlet, and turn on the system and attached peripherals.
- 13 Run the appropriate online diagnostic test.  
If the tests fail, see "Getting Help" on page 177.
- 14 For each expansion card you removed in step 10, perform the following steps:
  - a Turn off the system and attached peripherals, and disconnect the system from the electrical outlet.
  - b Open the system. See "Opening the System" on page 85.
  - c Reinstall one of the expansion cards.
  - d Close the system. See "Closing the System" on page 86.
  - e Run the appropriate diagnostic test.  
If the tests fail, see "Getting Help" on page 177.

## Troubleshooting the Processor



**CAUTION: Many repairs may only be done by a certified service technician. You should only perform troubleshooting and simple repairs as authorized in your product documentation, or as directed by the online or telephone service and support team. Damage due to servicing that is not authorized by Dell is not covered by your warranty. Read and follow the safety instructions that came with the product.**

- 1 Run the appropriate online diagnostics test. See "Using Online Diagnostics" on page 165.
- 2 Turn off the system and attached peripherals, and disconnect the system from the electrical outlet.
- 3 Open the system. See "Opening the System" on page 85.
- 4 Remove the cooling shroud. See "Removing the Cooling Shroud" on page 88.

- 5** Ensure that each processor and heat sink are properly installed. See "Installing a Processor" on page 129.
- 6** Replace the cooling shroud. See "Installing the Cooling Shroud" on page 89.
- 7** Close the system. See "Closing the System" on page 86.
- 8** Reconnect the system to the electrical outlet, and turn on the system and attached peripherals.
- 9** Run the appropriate online diagnostic test.  
If a problem is still indicated, see "Getting Help" on page 177.

# Running the System Diagnostics

If you experience a problem with your system, run the diagnostics before calling for technical assistance. The purpose of the diagnostics is to test your system's hardware without requiring additional equipment or risking data loss. If you are unable to fix the problem yourself, service and support personnel can use diagnostics test results to help you solve the problem.

## Using Online Diagnostics

To assess a system problem, first use the online diagnostics. Online Diagnostics is a suite of diagnostic programs, or test modules, that include diagnostic tests on chassis and storage components such as hard drives, physical memory, communications and printer ports, NICs, CMOS, and more. If you are unable to identify the problem using the online diagnostics, then use the embedded system diagnostics.

The files required to run the online diagnostics for systems running supported Microsoft® Windows® and Linux® operating systems are available at [support.dell.com](http://support.dell.com) and on the CDs that came with your system. For information about using diagnostics, see the *Dell Online Diagnostics User's Guide*.

## Embedded System Diagnostics Features

The system diagnostics provides a series of menus and options for particular device groups or devices. The system diagnostics menus and options allow you to:

- Run tests individually or collectively
- Control the sequence of tests
- Repeat tests


- Display, print, or save test results
- Temporarily suspend testing if an error is detected or terminate testing when a user-defined error limit is reached
- View help messages that briefly describe each test and its parameters
- View status messages that inform you if tests are completed successfully
- View error messages that inform you of problems encountered during testing

## When to Use the Embedded System Diagnostics

If a major component or device in the system does not operate properly, component failure may be indicated. As long as the microprocessor and the system's input/output devices are functioning, you can use the embedded system diagnostics to help identify the problem.

## Running the Embedded System Diagnostics

The embedded system diagnostics program is run from the Unified Server Configurator (USC) screen.

 **CAUTION: Use the embedded system diagnostics to test only your system. Using this program with other systems may cause invalid results or error messages.**

- 1 As the system boots, press <F10>.
- 2 Click **Diagnostics** in the left pane and click **Launch Diagnostics** in the right pane.

The **Diagnostics** menu allows you to run all or specific diagnostics tests or to exit.

# System Diagnostics Testing Options

Click the testing option in the **Main Menu** window.

Testing Option	Function
Express Test	Performs a quick check of the system. This option runs device tests that do not require user interaction.
Extended Test	Performs a more thorough check of the system. This test can take an hour or longer.
Custom Test	Tests a particular device.
Information	Displays test results.

## Using the Custom Test Options

When you select **Custom Test** in the **Main Menu** window, the **Customize** window allows you to select the device(s) to be tested, select specific options for testing, and view the test results.

### Selecting Devices for Testing

The left side of the **Customize** window lists devices that can be tested. Click the (+) next to a device or module to view its components. Click (+) on any component to view the tests that are available. Clicking a device, rather than its components, selects all of the components of the device for testing.



**NOTE:** After you select all the devices and components that you want to test, highlight **All Devices** and then click **Run Tests**.

### Selecting Diagnostics Options

From the **Diagnostics Options** area, select the test(s) you want to run on a device.

- **Non-Interactive Tests Only** — Runs only tests that require no user intervention.
- **Quick Tests Only** — Runs only the quick tests on the device.

- **Show Ending Timestamp** — Time stamps the test log.
- **Test Iterations** — Selects the number of times the test is run.
- **Log output file pathname** — Enables you to specify the diskette drive or USB memory key where the test log file is saved. You cannot save the file to a hard drive.

## **Viewing Information and Results**

The following tabs in the **Customize** window provide information about the test and the test results.

- **Results** — Displays the test that ran and the result.
- **Errors** — Displays any errors that occurred during the test.
- **Help** — Displays information about the currently selected device, component, or test.
- **Configuration** — Displays basic configuration information about the currently selected device.
- **Parameters** — Displays parameters that you can set for the test.







# Jumpers and Connectors

**⚠ WARNING:** Only trained service technicians are authorized to remove the system cover and access any of the components inside the system. Before you begin this procedure, review the safety instructions that came with the system.

## System Board Jumpers

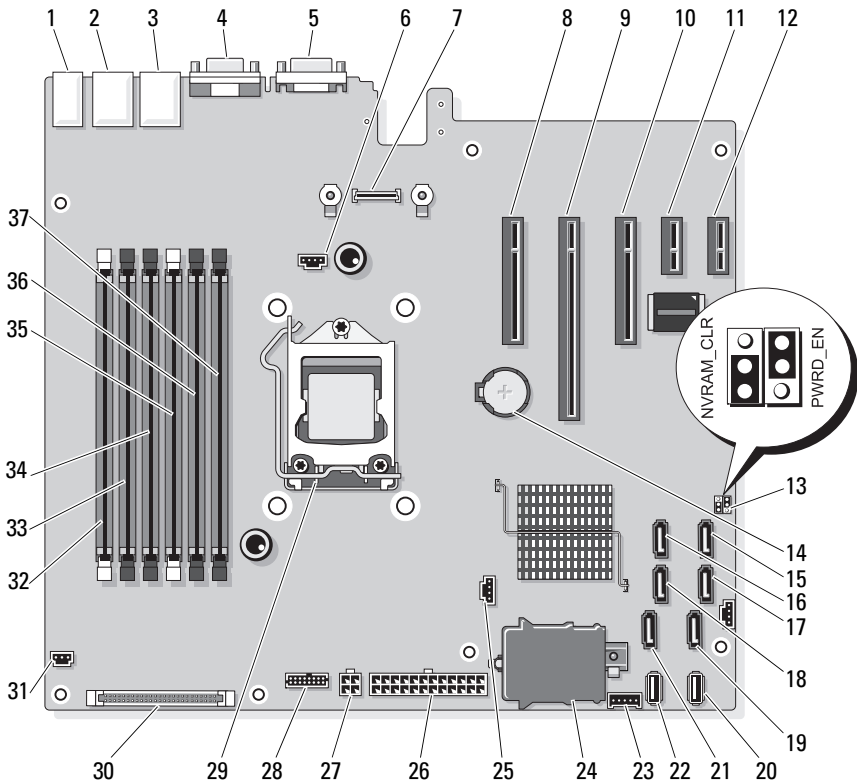
For information on resetting the password jumper to disable a password, see "Disabling a Forgotten Password" on page 174.

**Table 6-1. System Board Jumper Settings**

Jumper	Setting	Description
PWRD_EN	 (default)	The password feature is enabled (pins 2-4)
		The password feature is disabled, and iDRAC6 local access is unlocked at the next AC power cycle (pins 4-6)
NVRAM_CLR	 (default)	The configuration settings are retained at system boot (pins 3-5)
		The configuration settings are cleared at the next system boot (pins 1-3)

# System Board Connectors

Figure 6-1. System Board Jumpers and Connectors



**Table 6-2. System Board Jumpers and Connectors**

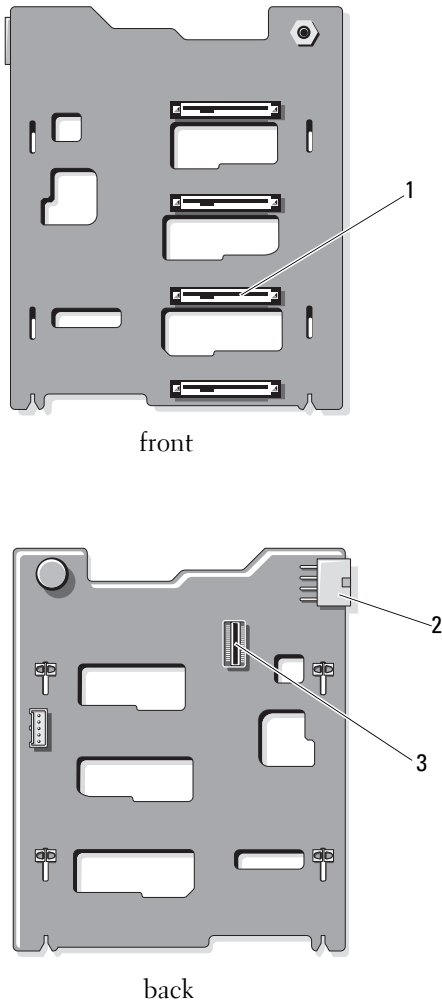
<b>Item</b>	<b>Connector</b>	<b>Description</b>
1	USB1	External USB connector 1
	USB2	External USB connector 2
	USB3	External USB connector 3
	USB4	External USB connector 4
2	NIC1	External NIC connector 1
3	NIC2	External NIC connector 1
4	VGA	External Video connector
5	COM	External Serial connector
6	FAN	Fan connector
7	iDRAC6 Enterprise	iDRAC6 Enterprise card connector
8	PCIE_X8	PCIe connector x8 (slot 1)
9	PCIE_X16	PCIe connector x16 (slot 2)
10	PCIE_X8	PCIe connector x8 (slot 3)
11	PCIE_X1	PCIe connector x1 (slot 4)
12	PCIE_X1	PCIe connector x1 (slot 5)
13	PWRD_EN	Password enable jumper
	NVRM_CLR	NVRAM clear jumper
14	BATTERY	System battery
15	SATA_D	SATA connector D
16	SATA_C	SATA connector C
17	SATA_B	SATA connector B
18	SATA_A	SATA connector A
19	SATA_F	SATA connector F
20	INT_USB 2	Internal USB module connector 2
21	SATA_E	SATA connector E
22	INT_USB 1	Internal USB module connector 1

**Table 6-2. System Board Jumpers and Connectors**

<b>Item</b>	<b>Connector</b>	<b>Description</b>
23	BP_I2C	Backplane I2C connector
24	iDRAC6 Express	iDRAC6 Express card connector
25	HD_ACT_CARD	Hard drive activity connector
26	PWR_CONN	24 pin power connector
27	12V	4 pin power connector
28	PDB_CONN	Power distribution board power connector
29	CPU	Processor
30	CTRL_PNL	Control panel connector
31	INTRUSION	Chassis intrusion switch connector
32	2	Memory module slot B1 (white release lever)
33	4	Memory module slot B2
34	6	Memory module slot B3
35	1	Memory module slot A1 (white release lever)
36	3	Memory module slot A2
37	5	Memory module slot A3

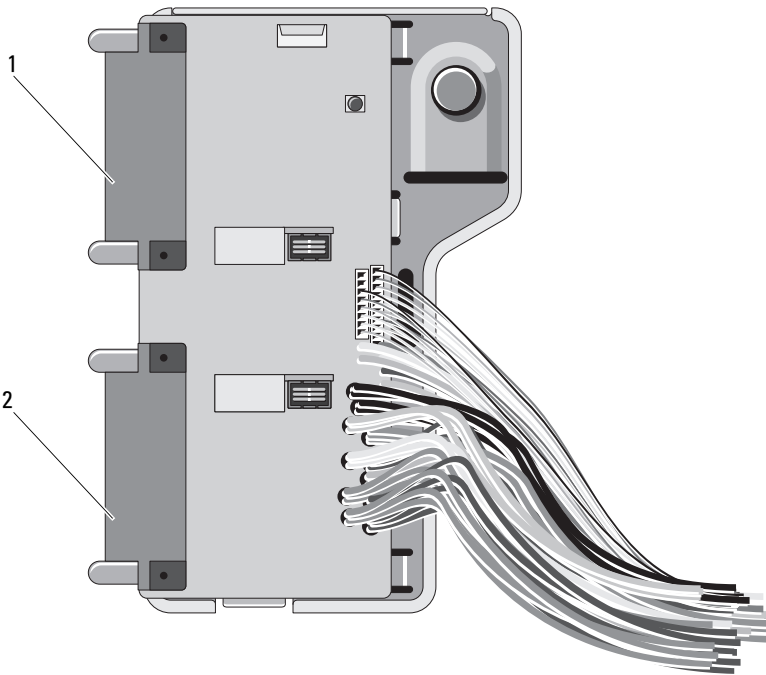
# SAS Backplane Board Connectors

Figure 6-2. SAS Backplane Board Connectors



- 1 hard drive connectors 0-3
- 2 backplane power (BKPLN)
- 3 SAS A connector

# Power Distribution Board Connectors



1 J\_PWR1 connector

2 J\_PWR2 connector

## Disabling a Forgotten Password

The system's software security features include a system password and a setup password, which are discussed in detail in "Using the System Setup Program." The password jumper enables these password features or disables them and clears any password(s) currently in use.

**CAUTION:** See "Protecting Against Electrostatic Discharge" in the safety instructions that came with the system.

- 1 Turn off the system, including any attached peripherals, and disconnect the system from the electrical outlet.
- 2 Open the system. See "Opening and Closing the System."

- 3 Remove the jumper plug from the password jumper.

See Figure 6-1 to locate the password jumper (labeled "PW RD\_EN") on the system board.

- 4 Close the system.

- 5 Reconnect your system and peripherals to their electrical outlets, and turn on the system.

The existing passwords are not disabled (erased) until the system boots with the password jumper plug removed. However, before you assign a new system and/or setup password, you must install the jumper plug.



**NOTE:** If you assign a new system and/or setup password with the jumper plug still removed, the system disables the new password(s) the next time it boots.

- 6 Turn off the system, including any attached peripherals, and disconnect the system from the electrical outlet.

- 7 Open the system. See "Opening and Closing the System."

- 8 Install the jumper plug on the password jumper.

- 9 Lower the memory module shroud.

- 10 Close the system.

- 11 Reconnect your system and peripherals to their electrical outlets, and turn on the system.

- 12 Assign a new system and/or setup password.

To assign a new password using the System Setup program, see "Assigning a System Password."





# Getting Help

## Contacting Dell

For customers in the United States, call 800-WWW-DELL (800-999-3355).



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

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

- 1 Visit [support.dell.com](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.
- 4 Select the appropriate service or support link based on your need.
- 5 Choose the method of contacting Dell that is convenient for you.



# Glossary

**A** — Ampere(s).

**AC** — Alternating current.

**ACPI** — Advanced Configuration and Power Interface. A standard interface for enabling the operating system to direct configuration and power management.

**ambient temperature** — The temperature of the area or room where the system is located.

**ANSI** — American National Standards Institute. The primary organization for developing technology standards in the U.S.

**asset tag** — An individual code assigned to a system, usually by an administrator, for security or tracking purposes.

**backup** — A copy of a program or data file. As a precaution, back up your system's hard drive(s) on a regular basis.

**blade** — A module that contains a processor, memory, and a hard drive. The modules are mounted into a chassis that includes power supplies and fans.

**BMC** — Baseboard management controller.

**bootable media** — A CD, diskette, or USB memory key that is used to start your system if the system will not boot from the hard drive.

**BTU** — British thermal unit.

**bus** — An information pathway between the components of a system. Your system contains an expansion bus that allows the processor to communicate with controllers for the peripheral devices connected to the system. Your system also contains an address bus and a data bus for communications between the processor and RAM.

**C** — Celsius.

**cache** — A fast storage area that keeps a copy of data or instructions for quick data retrieval.

**cm** — Centimeter(s).

**COMn** — The device names for the serial ports on your system.

**control panel** — The part of the system that contains indicators and controls, such as the power button and power indicator.

**controller** — A chip or expansion card that controls the transfer of data between the processor and memory or between the processor and a peripheral device.

**coprocessor** — A chip that relieves the system's processor of specific processing tasks. A math coprocessor, for example, handles numeric processing.

**CPU** — Central processing unit. See *processor*.

**DC** — Direct current.

**DDR** — Double-data rate. A technology in memory modules that potentially doubles the data rate by transferring data on both the rising and falling pulses of a clock cycle.

**device driver** — A program that allows the operating system or some other program to interface correctly with a peripheral.

**DHCP** — Dynamic Host Configuration Protocol. A method of automatically assigning an IP address to a client system.

**diagnostics** — A comprehensive set of tests for your system.

**DIMM** — Dual in-line memory module. See also *memory module*.

**DNS** — Domain Name System. A method of translating Internet domain names, such as **www.example.com**, into IP addresses, such as 208.77.188.166.

**DRAM** — Dynamic random-access memory. A system's RAM is usually made up entirely of DRAM chips.

**driver** — See *device driver*.

**DVD** — Digital versatile disc or digital video disc.

**ECC** — Error checking and correction.

**EMI** — Electromagnetic interference.

**ERA** — Embedded remote access. ERA allows you to perform remote, or "out-of-band," server management on your network server using a remote access controller.

**ESD** — Electrostatic discharge.

**ESM** — Embedded server management.

**expansion bus** — Your system contains an expansion bus that allows the processor to communicate with controllers for peripherals, such as NICs.

**expansion card** — An add-in card, such as a NIC or SCSI adapter, that plugs into an expansion-card connector on the system board. An expansion card adds some specialized function to the system by providing an interface between the expansion bus and a peripheral.

**expansion-card connector** — A connector on the system board or riser board for plugging in an expansion card.

**F** — Fahrenheit.

**FAT** — File allocation table. The file system structure used by MS-DOS® to organize and keep track of file storage. The Microsoft® Windows® operating systems can optionally use a FAT file system structure.

**Fibre Channel** — A high-speed network interface used primarily with networked storage devices.

**flash memory** — A type of electronic chip that can be programmed and reprogrammed using a software utility.

**FSB** — Front-side bus. The FSB is the data path and physical interface between the processor and the main memory (RAM).

**FTP** — File transfer protocol.

**g** — Gram(s).

**G** — Gravities.

**Gb** — Gigabit(s); 1024 megabits or 1,073,741,824 bits.

**GB** — Gigabyte(s); 1024 megabytes or 1,073,741,824 bytes. However, when referring to hard-drive capacity, the term is usually rounded to 1,000,000,000 bytes.

**graphics mode** — A video mode that can be defined as  $x$  horizontal by  $y$  vertical pixels by  $z$  colors.

**host adapter** — A controller that implements communication between the system's bus and the peripheral device, typically a storage device.

**hot-swap** — The ability to insert or install a device, typically a hard drive or an internal cooling fan, into the host system while the system is powered on and running.

**Hz** — Hertz.

**I/O** — Input/output. A keyboard is an input device, and a monitor is an output device. In general, I/O activity can be differentiated from computational activity.

**IDE** — Integrated drive electronics. A standard interface between the system board and storage devices.

**iDRAC** — Internet Dell Remote Access Controller. A remote access controller that uses the Internet SCSI protocol.

**IP** — Internet Protocol.

**IPv6** — Internet Protocol version 6.

**IPX** — Internet package exchange.

**IRQ** — Interrupt request. A signal that data is about to be sent to or received by a peripheral device travels by an IRQ line to the processor. Each peripheral connection must be assigned an IRQ number. Two devices can share the same IRQ assignment, but you cannot operate both devices simultaneously.

**iSCSI** — Internet SCSI (see SCSI). A protocol that enables SCSI device communication across a network or the Internet.

**jumper** — Small blocks on a circuit board with two or more pins emerging from them. Plastic plugs containing a wire fit down over the pins. The wire connects the pins and creates a circuit, providing a simple and reversible method of changing the circuitry in a board.

**K** — Kilo-; 1000.

**Kb** — Kilobit(s); 1024 bits.

**KB** — Kilobyte(s); 1024 bytes.

**Kbps** — Kilobit(s) per second.

**KBps** — Kilobyte(s) per second.

**kg** — Kilogram(s); 1000 grams.

**kHz** — Kilohertz.

**KVM** — Keyboard/video/mouse. KVM refers to a switch that allows selection of the system from which the video is displayed and for which the keyboard and mouse are used.

**LAN** — Local area network. A LAN is usually confined to the same building or a few nearby buildings, with all equipment linked by wiring dedicated specifically to the LAN.

**LCD** — Liquid crystal display.

**LED** — Light-emitting diode. An electronic device that lights up when a current is passed through it.

**LGA** — Land grid array.

**local bus** — On a system with local-bus expansion capability, certain peripheral devices (such as the video adapter circuitry) can be designed to run much faster than they would with a traditional expansion bus. See also *bus*.

**LOM** — LAN on motherboard.

**LVD** — Low voltage differential.

**m** — Meter(s).

**mA** — Milliampere(s).

**MAC address** — Media Access Control address. Your system's unique hardware number on a network.

**mAh** — Milliampere-hour(s).

**Mb** — Megabit(s); 1,048,576 bits.

**MB** — Megabyte(s); 1,048,576 bytes. However, when referring to hard-drive capacity, the term is often rounded to mean 1,000,000 bytes.

**Mbps** — Megabits per second.

**MBps** — Megabytes per second.

**MBR** — Master boot record.

**memory address** — A specific location, usually expressed as a hexadecimal number, in the system's RAM.

**memory module** — A small circuit board containing DRAM chips that connects to the system board.

**memory** — An area in your system that stores basic system data. A system can contain several different forms of memory, such as integrated memory (ROM and RAM) and add-in memory modules (DIMMs).

**memory key** — A portable flash memory storage device integrated with a USB connector.

**MHz** — Megahertz.

**mirroring** — A type of data redundancy in which a set of physical drives stores data and one or more sets of additional drives stores duplicate copies of the data. Mirroring functionality is provided by software. See also *striping* and *RAID*.

**mm** — Millimeter(s).

**ms** — Millisecond(s).

**NAS** — Network Attached Storage. NAS is one of the concepts used for implementing shared storage on a network. NAS systems have their own operating systems, integrated hardware, and software that are optimized to serve specific storage needs.

**NIC** — Network interface controller. A device that is installed or integrated in a system to allow connection to a network.

**NMI** — Nonmaskable interrupt. A device sends an NMI to signal the processor about hardware errors.

**ns** — Nanosecond(s).

**NVRAM** — Nonvolatile random-access memory. Memory that does not lose its contents when you turn off your system. NVRAM is used for maintaining the date, time, and system configuration information.

**parity** — Redundant information that is associated with a block of data.

**parity stripe** — In RAID arrays, a striped hard drive containing parity data.

**partition** — You can divide a hard drive into multiple physical sections called *partitions* with the **fdisk** command. Each partition can contain multiple logical drives. You must format each logical drive with the **format** command.

**PCI** — Peripheral Component Interconnect. A standard for local-bus implementation.

**PDU** — Power distribution unit. A power source with multiple power outlets that provides electrical power to servers and storage systems in a rack.

**peripheral** — An internal or external device, such as a diskette drive or keyboard, connected to a system.

**pixel** — A single point on a video display. Pixels are arranged in rows and columns to create an image. A video resolution, such as 640 x 480, is expressed as the number of pixels across by the number of pixels up and down.

**POST** — Power-on self-test. Before the operating system loads when you turn on your system, the POST tests various system components such as RAM and hard drives.

**processor** — The primary computational chip inside the system that controls the interpretation and execution of arithmetic and logic functions. Software written for one processor must usually be revised to run on another processor. *CPU* is a synonym for processor.

**PXE** — Preboot eXecution Environment. A way of booting a system via a LAN (without a hard drive or bootable diskette).

**RAC** — Remote access controller.

**RAID** — Redundant array of independent disks. A method of providing data redundancy. Some common implementations of RAID include RAID 0, RAID 1, RAID 5, RAID 10, and RAID 50. See also *mirroring* and *striping*.

**RAM** — Random-access memory. The system's primary temporary storage area for program instructions and data. Any information stored in RAM is lost when you turn off your system.

**R-DIMM** — A registered DDR3 memory module.

**readme file** — A text file, usually shipped with software or hardware, that contains information supplementing or updating the product's documentation.

**read-only file** — A read-only file is one that you are prohibited from editing or deleting.

**ROM** — Read-only memory. Your system contains some programs essential to its operation in ROM code. A ROM chip retains its contents even after you turn off your system. Examples of code in ROM include the program that initiates your system's boot routine and the POST.

**ROMB** — RAID on motherboard.

**SAN** — Storage Area Network. A network architecture that enables remote network-attached storage devices to appear to a server to be locally attached.



**SAS** — Serial-attached SCSI.

**SATA** — Serial Advanced Technology Attachment. A standard interface between the system board and storage devices.

**SCSI** — Small computer system interface. An I/O bus interface with faster data transmission rates than standard ports.

**SD card** — Secure digital flash memory card.

**SDRAM** — Synchronous dynamic random-access memory.

**sec** — Second(s).

**serial port** — A legacy I/O port with a 9-pin connector that transfers data one bit at a time and is most often used to connect a modem to the system.

**service tag** — A bar code label on the system used to identify it when you call Dell for technical support.

**SMART** — Self-Monitoring Analysis and Reporting Technology. Allows hard drives to report errors and failures to the system BIOS and then display an error message on the screen.

**SMP** — Symmetric multiprocessing. Used to describe a system that has two or more processors connected via a high-bandwidth link and managed by an operating system, where each processor has equal access to I/O devices.

**SNMP** — Simple Network Management Protocol. A standard interface that allows a network manager to remotely monitor and manage workstations.

**striping** — Disk striping writes data across three or more disks in an array, but only uses a portion of the space on each disk. The amount of space used by a "stripe" is the same on each disk used. A virtual disk may use several stripes on the same set of disks in an array. See also *guarding*, *mirroring*, and *RAID*.

**SVGA** — Super video graphics array. VGA and SVGA are video standards for video adapters with greater resolution and color display capabilities than previous standards.

**system board** — As the main circuit board, the system board usually contains most of your system's integral components, such as the processor(s), RAM, controllers for peripherals, and various ROM chips.

**system configuration information** — Data stored in memory that tells a system what hardware is installed and how the system should be configured for operation.

**system memory** — See *RAM*.

**System Setup program** — A BIOS-based program that allows you to configure your system's hardware and customize the system's operation by setting features such as password protection. Because the System Setup program is stored in NVRAM, any settings remain in effect until you change them again.

**TCP/IP** — Transmission Control Protocol/Internet Protocol.

**termination** — Some devices (such as the last device at each end of a SCSI cable) must be terminated to prevent reflections and spurious signals in the cable. When such devices are connected in a series, you may need to enable or disable the termination on these devices by changing jumper or switch settings on the devices or by changing settings in the configuration software for the devices.

**TOE** — TCP/IP offload engine.

**U-DIMM** — An unregistered (unbuffered) DDR3 memory module.

**uplink port** — A port on a network hub or switch used to connect to other hubs or switches without requiring a crossover cable.

**UPS** — Uninterruptible power supply. A battery-powered unit that automatically supplies power to your system in the event of an electrical failure.

**USB** — Universal Serial Bus. A USB connector provides a single connection point for multiple USB-compliant devices, such as mice and keyboards. USB devices can be connected and disconnected while the system is running.

**USB memory key** — See *memory key*.

**utility** — A program used to manage system resources—memory, disk drives, or printers, for example.

**V** — Volt(s).

**VAC** — Volt(s) alternating current.

**VDC** — Volt(s) direct current.

**VGA** — Video graphics array. VGA and SVGA are video standards for video adapters with greater resolution and color display capabilities than previous standards.

**video adapter** — The logical circuitry that provides (in combination with the monitor) your system's video capabilities. A video adapter may be integrated into the system board or may be an expansion card that plugs into an expansion slot.

**video memory** — Most VGA and SVGA video adapters include memory chips in addition to your system's RAM. The amount of video memory installed primarily influences the number of colors that a program can display (with the appropriate video drivers and monitor capabilities).

**video resolution** — Video resolution (800 x 600, for example) is expressed as the number of pixels across by the number of pixels up and down. To display a program at a specific graphics resolution, you must install the appropriate video drivers and your monitor must support the resolution.

**virtualization** — The ability via software to share the resources of a single computer across multiple environments. A single physical system may appear to the user as multiple virtual systems able to host multiple operating systems.

**W** — Watt(s).

**WH** — Watt-hour(s).

**XML** — Extensible Markup Language. XML is a way to create common information formats and to share both the format and the data on the World Wide Web, intranets, and elsewhere.

**ZIF** — Zero insertion force.



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