

# **Dell EMC PowerEdge MX740c**

## Technical Specifications

## Notes, cautions, and warnings

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

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

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

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# PowerEdge MX740c sled overview

The Dell EMC PowerEdge MX740c is a single width compute sled and supports:

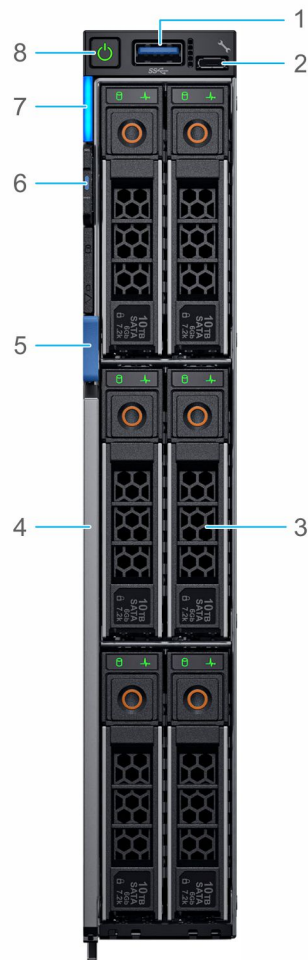
- Up to two Intel Xeon Scalable processors.
- Up to 24 DIMM slots.
- Up to six 2.5-inch SAS, SATA (HDD/SSD), or NVMe drives.

**NOTE:** All instances of SAS, NVMe, SATA HDDs, and SSDs are referred to as drives in this document, unless specified otherwise.

## Topics:

- [Front view of the system](#)
- [Inside the system](#)
- [Locating the Service Tag of your system](#)
- [System information label](#)

# Front view of the system



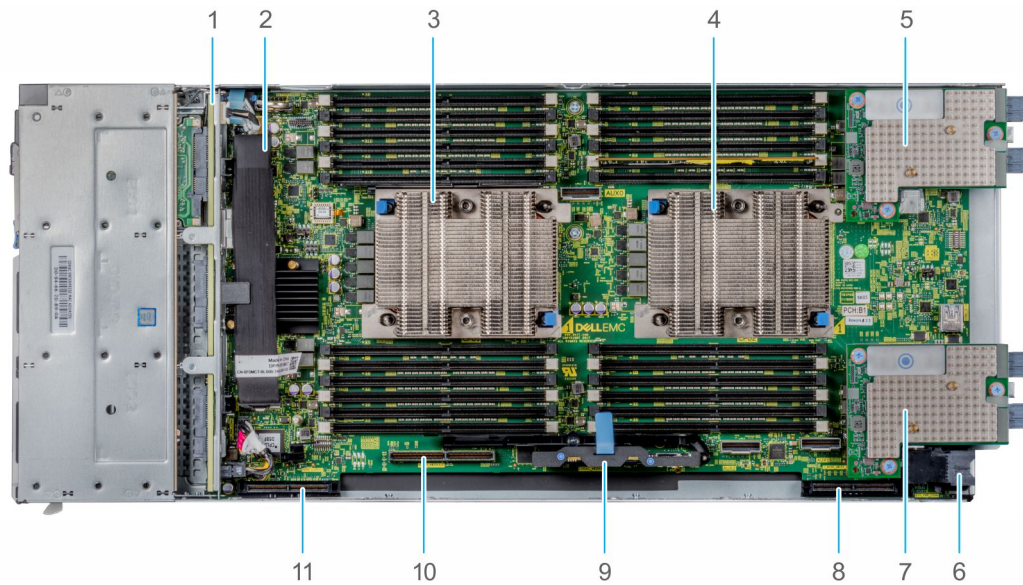
**Figure 1. Front view of the 6 drive configuration**

1. USB 3.0 port
2. iDRAC direct port
3. Drives
4. Release handle
5. Release handle button
6. Information tag
7. System health and System ID indicator
8. Power button

For more information about the ports, see [Technical Specifications](#).

## Inside the system

**NOTE:** Components that are hot swappable have orange touch points and the components that are not hot swappable have blue touch points.

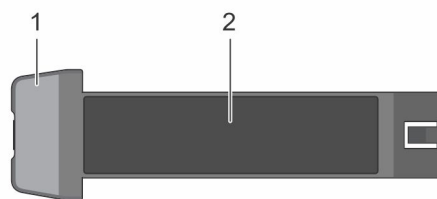


**Figure 2. Inside the system**

1. Backplane
2. Backplane cable
3. Processor 1 (heat sink)
4. Processor 2 (heat sink)
5. Mezzanine card A1
6. Power connector
7. Mezzanine card B1
8. Mini Mezzanine connector
9. iDRAC card
10. BOSS connector
11. PERC connector

## Locating the Service Tag of your system

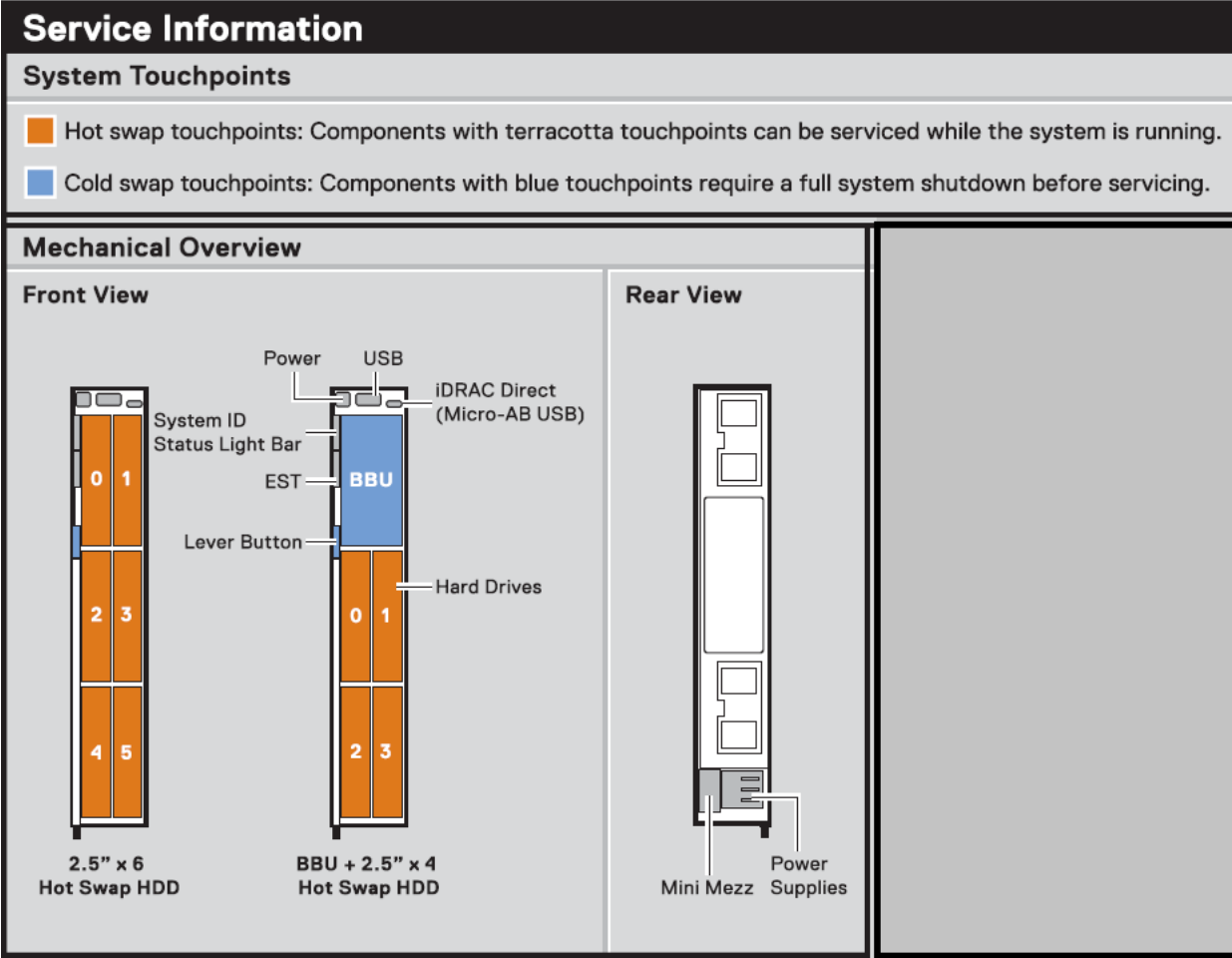
The System Information Tab contains the system's unique Express Service Code and Service Tag. This information is used by Dell EMC to identify system configuration, warranty terms, and to route support calls to the appropriate personnel. A Quick Resource Locator (QRL) label on the System Information Tab links to a web page that shows the exact factory configuration and specific warranty purchased.



**Figure 3. Locating Service Tag of your system**

1. Information tag
2. Service tag

# System information label



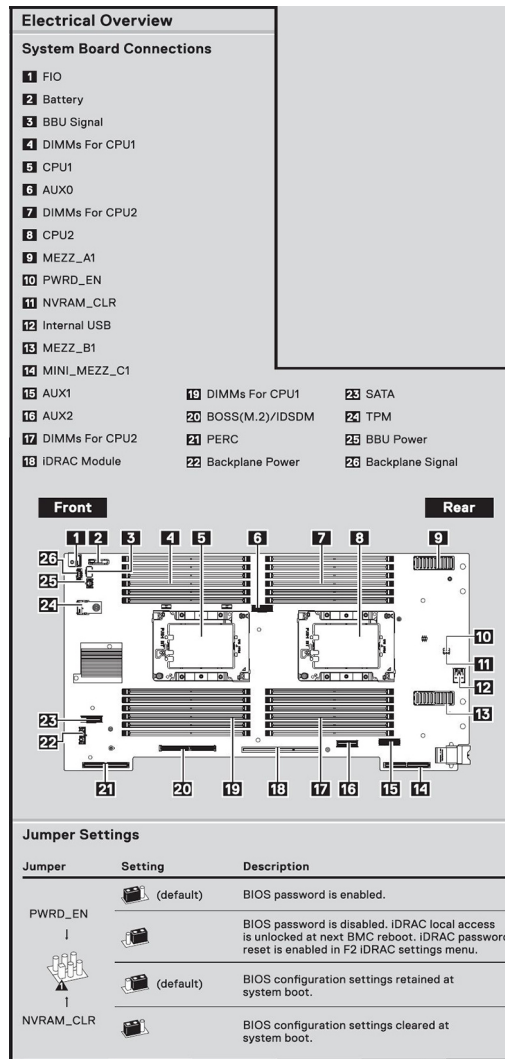


Figure 6. System board

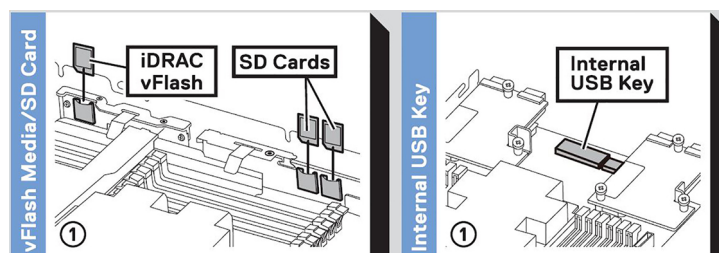


Figure 7. Removal of iDSDM and Internal USB memory key(optional)

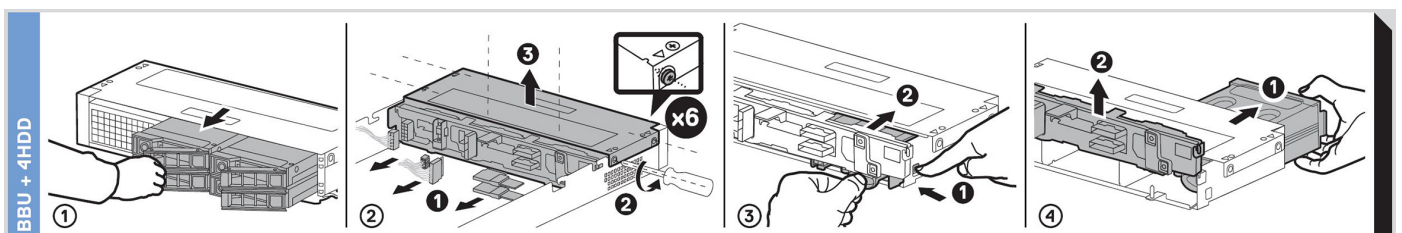


Figure 8. Removal of BBU module and drive cage



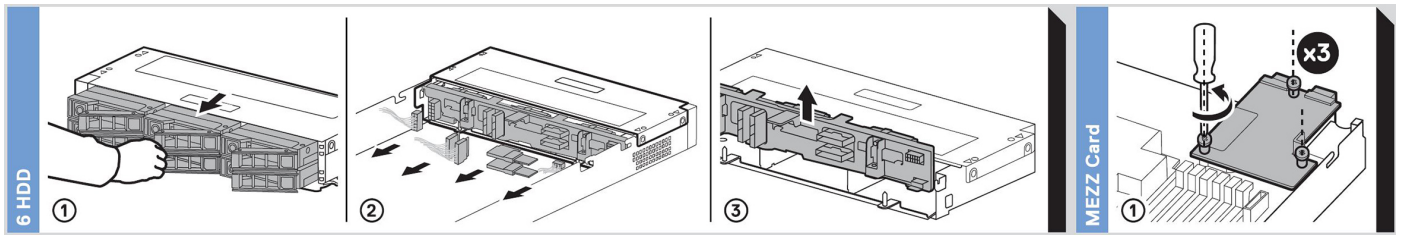


Figure 9. Removal of backplane and Mezzanine card

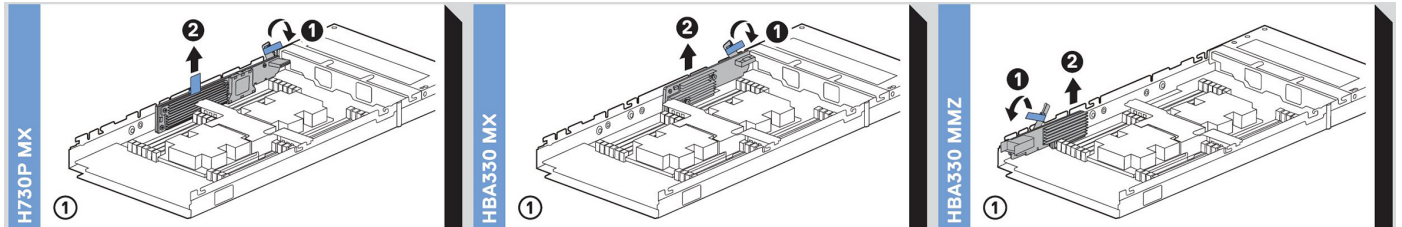


Figure 10. Removal of PERC cards and Mini Mezzanine card

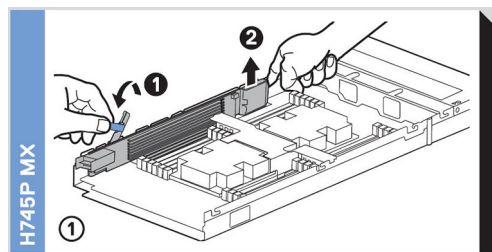


Figure 11. Removal of Jumbo PERC card

## Technical specifications

The technical and environmental specifications of your system are outlined in this section.

### Topics:

- [System dimensions](#)
- [System weight](#)
- [Processor specifications](#)
- [Supported operating systems](#)
- [System battery specifications](#)
- [Memory specifications](#)
- [Hard drives](#)
- [Mezzanine and Mini Mezzanine slots specifications](#)
- [Storage controller specifications](#)
- [Ports and connectors specifications](#)
- [Video specifications](#)
- [Environmental specifications](#)

## System dimensions

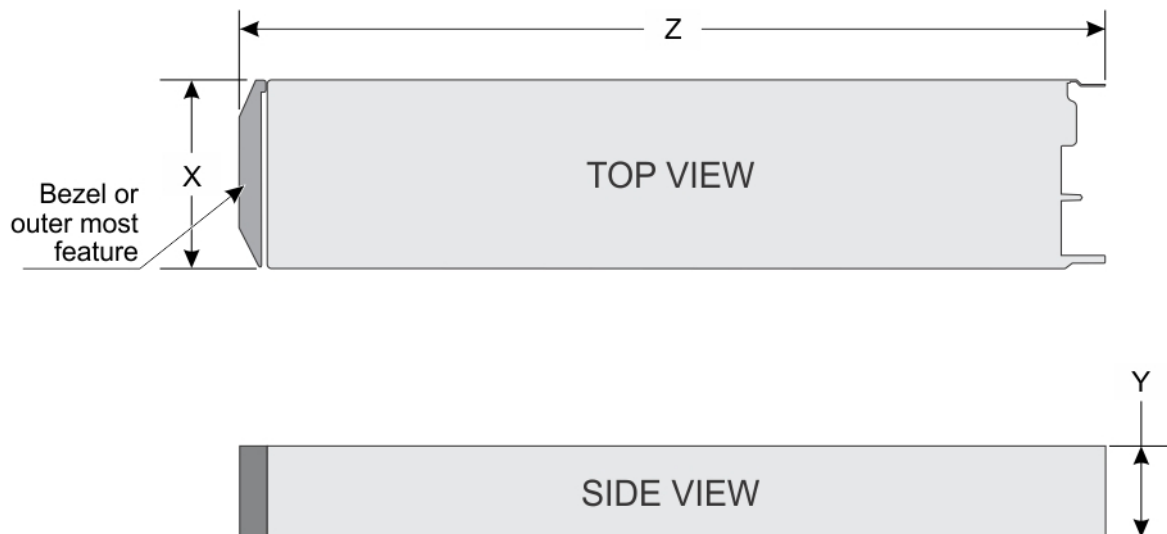


Figure 12. System dimensions

Table 1. System dimensions of thePowerEdge MX740c system

System	X	Y	Z (handle closed).
Dell EMC PowerEdge MX740c	250.2 mm (9.85 inches)	42.15 mm (1.65 inches)	620.35 mm (24.42 inches)

# System weight

Table 2. System weight

System	Maximum weight
Dell EMC PowerEdge MX740c	9.5 kg (20.94 lb)

# Processor specifications

The Dell EMC PowerEdge MX740c system supports up to two Intel Xeon Scalable processors, up to 28 cores per processor.

# Processor wattage and heat sink dimensions

Table 3. Processor wattage and heat sink dimensions

Processor configuration	Processor type	Heat sink width	Number of maximum DIMMS per processor	Number of DIMMS, RAS)
All	Up to 205 W	90 mm	12	12

# Intel Quick Assist Technology

The Intel® Quick Assist Technology (QAT) on the Dell EMC PowerEdge MX740c is supported with chipset integration and is enabled through an optional license. The license files are enabled on the sleds through iDRAC.

For more information about iDRAC, see the *Dell Integrated Remote Access Controller User's Guide* at [www.dell.com/poweredgemanuals](http://www.dell.com/poweredgemanuals)

For more information about drivers, documentation, and white papers on the Intel® QAT, see <https://01.org/intel-quickassist-technology>.

# Supported operating systems

The Dell EMC PowerEdge MX740c sled supports the following operating systems:

- Citrix XenServer
- Microsoft Windows Server with Hyper-V
- Red Hat Enterprise Linux
- SuSE Linux Enterprise Server
- Ubuntu
- VMWare ESXi

For more information about the specific versions and editions, go to <https://www.dell.com/support/home/Drivers/SupportedOS/powerededge-mx740c>.

# System battery specifications

The Dell EMC PowerEdge MX740c system supports CR 2032 3.0-V lithium coin cell system battery.

# Memory specifications

Table 4. Memory specifications

DIMM type	DIMM rank	DIMM capacity	Single processor		Dual processors	
			Minimum RAM	Maximum RAM	Minimum RAM	Maximum RAM
LRDIMM	Octal rank	128 GB	128 GB	1536 GB	256 GB	3072 GB
	Quad rank	64 GB	64 GB	768 GB	128 GB	1536 GB

DIMM type	DIMM rank	DIMM capacity	Single processor		Dual processors	
			Minimum RAM	Maximum RAM	Minimum RAM	Maximum RAM
RDIMM	Single rank	8 GB	8 GB	96 GB	16 GB	192 GB
	Dual rank	16 GB	16 GB	192 GB	32 GB	384 GB
		32 GB	32 GB	384 GB	64 GB	768 GB
		64 GB	64 GB	768 GB	128 GB	1536 GB
NVDIMM-N	Single rank	16 GB	Not supported with single processor	Not supported with single processor	RDIMM: 192 GB	RDIMM: 384 GB
					NVDIMM-N: 16 GB	NVDIMM-N: 192 GB
DCPMM	NA	128 GB	RDIMM: 192GB	RDIMM: 384 GB	RDIMM: 384 GB	LRDIMM: 1536 GB
			DCPMM: 128 GB	DCPMM: 128 GB	DCPMM: 1536 GB	DCPMM: 1536 GB
	NA	256 GB	NA	NA	RDIMM: 384 GB	LRDIMM: 1536 GB
			NA	NA	DCPMM: 2048 GB	DCPMM: 3072 GB
	NA	512 GB	NA	NA	RDIMM: 384 GB	RDIMM: 1536 GB
			NA	NA	DCPMM: 4096 GB	DCPMM: 6144 GB

**NOTE:** 8 GB RDIMMs and NVDIMM-N must not be mixed.

**NOTE:** 64 GB LRDIMMs and 128 GB LRDIMMs must not be mixed.

**NOTE:** Minimum of two processors are required for any configurations that support NVDIMM-N.

**NOTE:** DCPMM can be mixed with RDIMMs and LRDIMMs.

**NOTE:** Mix of Intel DCPMM operating modes (App Direct, Memory Mode) is not supported within socket or across sockets.

## Hard drives

The Dell EMC PowerEdge MX740c system supports upto six 2.5-inch, hot-swappable SAS/SATA HDDs, SSDs, or PCIe NVMe drives.

The drives are supplied in a hot-swappable drive carriers and these drives connect to the system board or RAID controller through the backplane.

**NOTE:** A dual-processor configuration is required to support NVMe drives.

## Mezzanine and Mini Mezzanine slots specifications

The Dell EMC PowerEdge MX740c supports:

- One x16 PCIe Gen3 for Mini Mezzanine cards - connected to Processor 2.
- Two x16 PCIe Gen3 for Mezzanine cards - Mezzanine A1 is connected to Processor 1, Mezzanine B1 is connected to Processor 2.

## Storage controller specifications

The Dell EMC PowerEdge MX740c system supports PowerEdge RAID Controller (PERC) HBA330 MX, H730P MX, H745P MX, S140 (SATA and NVMe drives), HBA330 MMZ (mini Mezzanine card), Fiber Fiber channel HBA (in Mini mezzanine Fab C slot), and Boot Optimized Server Storage (BOSS M.2).

## Ports and connectors specifications

## USB ports

The Dell EMC PowerEdge MX740c system supports:

- One USB 3.0-compliant port on the front of the system
- One micro USB/iDRAC Direct USB 2.0-compliant port on the front of the system
- One USB 3.0-compliant internal port

**NOTE:** The micro USB 2.0-compliant port on the front of the system can only be used as an iDRAC Direct management port.

## Internal Dual SD Module

The Dell EMC PowerEdge MX740c system supports optional Internal Dual SD module (IDSDM) module. In 14th generation of PowerEdge servers, IDSDM module supports two micro SD cards. Micro SD cards capacities for IDSDM are 16, 32, 64 GB.

**NOTE:** There are two dip switches on the IDSDM module for write-protection.

**NOTE:** One IDSDM card slot is dedicated for redundancy.

**NOTE:** It is recommended to use Dell branded MicroSD cards associated with the IDSDM configured systems.

## Micro SD vFlash connector

The Dell EMC PowerEdge MX740c system supports one dedicated micro SD card on iDRAC module for future vFlash support. It is recommended to use Dell branded MicroSD card associated with the iDRAC module.

## Video specifications

Table 5. Video specifications

Type	Description	
Video type	Matrox G200 graphics controller integrated with iDRAC	
Video memory	4 Gb DDR4 shared with iDRAC application memory	

## Environmental specifications

**NOTE:** For additional information about environmental certifications, please refer to the Product Environmental Datasheet located with the Manuals & Documents on [www.dell.com/poweredgemanuals](http://www.dell.com/poweredgemanuals)

Table 6. Temperature specifications

Temperature	Specifications
Storage	–40°C to 65°C (–40°F to 149°F)
Continuous operation (for altitude less than 950 m or 3117 ft)	10°C to 35°C (50°F to 95°F) with no direct sunlight on the equipment.
Maximum temperature gradient (operating and storage)	20°C/h (68°F/h)

Table 7. Relative humidity specifications

Relative humidity	Specifications
Storage	5% to 95% RH with 33°C (91°F) maximum dew point. Atmosphere must be noncondensing always.
Operating	10% to 80% relative humidity with 29°C (84.2°F) maximum dew point.

**Table 8. Maximum vibration specifications**

Maximum vibration	Specifications
Operating	0.26 G <sub>rms</sub> at 5 Hz to 350 Hz (all operation orientations).
Storage	1.87 G <sub>rms</sub> at 10 Hz to 500 Hz for 15 min (all six sides tested).

**Table 9. Maximum shock specifications**

Maximum shock	Specifications
Operating	Six consecutively executed shock pulses in the positive and negative x, y, and z axes of 6 G for up to 11 ms.
Storage	Six consecutively executed shock pulses in the positive and negative x, y, and z axes (one pulse on each side of the system) of 71 G for up to 2 ms.

**Table 10. Maximum altitude specifications**

Maximum altitude	Specifications
Operating	3048 m (10,000 ft)
Storage	12,000 m (39,370 ft)

**Table 11. Operating temperature derating specifications**

Operating temperature derating	Specifications
Up to 35°C (95°F)	Maximum temperature is reduced by 1°C/300 m (1°F/547 ft) above 950 m (3,117 ft).
35°C to 40°C (95°F to 104°F)	Maximum temperature is reduced by 1°C/175 m (1°F/319 ft) above 950 m (3,117 ft).
40°C to 45°C (104°F to 113°F)	Maximum temperature is reduced by 1°C/125 m (1°F/228 ft) above 950 m (3,117 ft).

## Particulate and gaseous contamination specifications

The following table defines the limitations that help avoid any equipment damage or failure from particulates and gaseous contamination. If the levels of particulates or gaseous pollution exceed the specified limitations and result in equipment damage or failure, you may must rectify the environmental conditions. Remediation of environmental conditions is the responsibility of the customer.

**Table 12. Particulate contamination specifications**

Particulate contamination	Specifications
Air filtration	<p>Data center air filtration as defined by ISO Class 8 per ISO 14644-1 with a 95% upper confidence limit.</p> <p><b>NOTE:</b> This condition applies to data center environments only. Air filtration requirements do not apply to IT equipment designed to be used outside a data center, in environments such as an office or factory floor.</p> <p><b>NOTE:</b> Air entering the data center must have MERV11 or MERV13 filtration.</p>
Conductive dust	<p>Air must be free of conductive dust, zinc whiskers, or other conductive particles.</p> <p><b>NOTE:</b> This condition applies to data center and nondata center environments.</p>
Corrosive dust	<ul style="list-style-type: none"> <li>Air must be free of corrosive dust.</li> <li>Residual dust present in the air must have a deliquescent point less than 60% relative humidity.</li> </ul>

## Particulate contamination

## Specifications

**NOTE:** This condition applies to data center and nondata center environments.

**Table 13. Gaseous contamination specifications**

Gaseous contamination	Specifications
Copper coupon corrosion rate	<300 Å/month per Class G1 as defined by ANSI/ISA71.04-1985.
Silver coupon corrosion rate	<200 Å/month as defined by AHSRAE TC9.9.

**NOTE:** Maximum corrosive contaminant levels measured at ≤50% relative humidity.

# Standard operating temperature

**Table 14. Standard operating temperature specifications**

Standard operating temperature	Specifications
Continuous operation (for altitude less than 950 m or 3117 ft)	10°C to 35°C (50°F to 95°F) with no direct sunlight on the equipment.
Humidity percentage range	10% to 80% Relative Humidity with 29°C (84.2°F) maximum dew point.

# Expanded operating temperature

**Table 15. Expanded operating temperature specifications**

Expanded operating temperature	Specifications
Continuous Operation	<p>5°C–40°C at 5% to 85% RH with 29°C dew point</p> <p><b>NOTE:</b> Outside the standard operating temperature (10°C–35°C), the system can operate continuously in temperatures as low as 5°C and as high as 40°C.</p> <p>For temperatures 35°C–40°C, derate maximum allowable dry bulb temperature by 1°C per 175 m above 950 m (1°F per 319 ft).</p>
Less than or equal to 1% of annual operating hours	<p>–5°C–45°C at 5% to 90% RH with 29°C dew point</p> <p><b>NOTE:</b> Outside the standard operating temperature (10°C–35°C), the system can operate down to –5°C or up to 45°C for a maximum of 1% of its annual operating hours.</p> <p>For temperatures 40°C–45°C, derate maximum allowable temperature by 1°C per 125 m above 950 m (1°F per 228 ft).</p>

**NOTE:** When operating in the expanded temperature range, system performance may be impacted.

**NOTE:** When operating in the expanded temperature range, ambient temperature warnings maybe reported on the LCD panel and in the System event log.

# Expanded operating temperature restrictions

- Do not perform a cold startup below 5°C.
- The operating temperature that is specified is for a maximum altitude of 3050 m(10,000 ft).
- Low core count processors [Gold 6146,6144,6134,6128,5222,5217,5122] and higher wattage processors [Thermal Design Power (TDP)>140 W] are not supported.
- Non-Dell qualified peripheral cards or peripheral cards greater than 30 W are not supported.
- PCIe SSD is not supported.
- NVDIMM are not supported.

7. DCPMMs are not supported.

## Thermal

PowerEdge servers have an extensive collection of sensors that automatically track thermal activity, which helps regulate temperature thereby reducing server noise and power consumption. The sensors in the MX740c interact with the chassis management services module which regulates fan speed. All fans which cool the MX740c are contained in the MX7000 chassis.

Thermal management of PowerEdge MX740c delivers high performance for the right amount of cooling to components at the lowest fan speeds across a wide range of ambient temperatures from 10°C to 35°C (50°F to 95°F) and to extended ambient temperature ranges (see Environmental Specifications section). The benefits to you are lower fan power consumption (lower server system power and data center power consumption) and greater acoustical versatility.

For detailed information about thermal please consult the MX7000 Technical Guide.

**Table 16. Thermal restriction matrix**

Ambient Support	25 ° C	30 ° C	35 ° C	40 ° C ~ 45 ° C Expanded Operating Temperature
<b>CPU</b>	No restriction	No restriction	No restriction (The recommended operating temperature for processors with Thermal Design Power (TDP) > 165W is under 32°C)	Does not support processor with TDP > 140W  Does not Support Gold 6146 Gold 6144 Gold 6134 Gold 6128 Gold 5122  No support for 5217(115W8c), 5222(105W4c) processors.
<b>DIMM</b>	No restriction	No restriction	No restriction	Does not support NVDIMM
<b>Drives</b>	No restriction	No restriction	No restriction	Does not support NVMe (PCIe SSDs)
<b>Mezzanine Cards</b>	No restriction	No restriction	No restriction	Does not support mezzanine cards with power above 30W



# System diagnostics and indicator codes

The diagnostic indicators on the system front panel display system status during system startup.

## Topics:

- [Power button LED](#)
- [Drive indicator codes](#)
- [System health and system ID indicator codes](#)
- [Using system diagnostics](#)

## Power button LED

The power button LED is located on the front panel of your system.



**Figure 13. Power button LED**

**Table 17. Power button LED**

Power button LED indicator code	Condition
Off	System is not operating, regardless of power supply available.
On	System is operating, one or more of the non-standby power supplies are active.
Slowly blinking	System is performing powering on sequence and iDRAC is still booting.

## Drive indicator codes

The LEDs on the drive carrier indicates the state of each drive. Each drive carrier in your system has two LEDs: an activity LED (green) and a status LED (bicolor, green/amber). The activity LED flashes whenever the drive is accessed.



**Figure 14. Drive indicators on the drive and the mid drive tray backplane**

1. Drive activity LED indicator
2. Drive status LED indicator

### 3. Drive capacity label

**NOTE:** If the drive is in the Advanced Host Controller Interface (AHCI) mode, the status LED indicator does not turn on.

**Table 18. Drive indicator codes**

Drive status indicator code	Condition
Flashes green twice per second	Identifying drive or preparing for removal.
Off	Drive ready for removal. <b>NOTE:</b> The drive status indicator remains off until all drives are initialized after the system is turned on. Drives are not ready for removal during this time.
Flashes green, amber, and then turns off	Predicted drive failure.
Flashes amber four times per second	Drive failed.
Flashes green slowly	Drive rebuilding.
Solid green	Drive online.
Flashes green for three seconds, amber for three seconds, and then turns off after six seconds	Rebuild stopped.

## System health and system ID indicator codes

The system health and system ID indicator is located on the left control panel of your system.



**Figure 15. System health and system ID indicators**

**Table 19. System health and system ID indicator codes**

System health and system ID indicator code	Condition
Solid blue	Indicates that the system is turned on, system is healthy, and system ID mode is not active. Press the system health and system ID button on left control panel of MX7000 to switch to system ID mode.
Blinking blue	Indicates that the system ID mode is active. Press the system health and system ID button on left control panel of MX7000 to switch to system health mode.
Solid amber	Indicates that the system is in fail-safe mode.
Blinking amber	Indicates that the system is experiencing a fault. Check the System Event Log for specific error messages. For more information about error messages, see the <i>Dell Event and Error Messages Reference Guide</i> at <a href="http://www.dell.com/openmanagemanuals">www.dell.com/openmanagemanuals</a> .

## Using system diagnostics

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

# Dell Embedded System Diagnostics

**NOTE:** The Dell Embedded System Diagnostics is also known as Enhanced Pre-boot System Assessment (ePSA) diagnostics.

The Embedded System Diagnostics provides a set of options for particular device groups or devices allowing you to:

- Run tests automatically or in an interactive mode
- Repeat tests
- Display or save test results
- Run thorough tests to introduce additional test options to provide extra information about the failed device(s)
- View status messages that inform you if tests are completed successfully
- View error messages that inform you of problems encountered during testing

## Running the Embedded System Diagnostics from Boot Manager

Run the Embedded System Diagnostics (ePSA) if your system does not boot.

1. When the system is booting, press F11.
2. Use the up arrow and down arrow keys to select **System Utilities > Launch Diagnostics**.
3. Alternatively, when the system is booting, press F10, select **Hardware Diagnostics > Run Hardware Diagnostics**.  
The **ePSA Pre-boot System Assessment** window is displayed, listing all devices detected in the system. The diagnostics starts executing the tests on all the detected devices.

## Running the Embedded System Diagnostics from the Dell Lifecycle Controller

1. As the system boots, press F10.
2. Select **Hardware Diagnostics → Run Hardware Diagnostics**.  
The **ePSA Pre-boot System Assessment** window is displayed, listing all devices detected in the system. The diagnostics starts executing the tests on all the detected devices.

## System diagnostic controls

Menu	Description
Configuration	Displays the configuration and status information of all detected devices.
Results	Displays the results of all tests that are run.
System health	Provides the current overview of the system performance.
Event log	Displays a time-stamped log of the results of all tests run on the system. This is displayed if at least one event description is recorded.

## Documentation resources

This section provides information about the documentation resources for your system.

To view the document that is listed in the documentation resources table:

- From the Dell EMC support site:
  1. Click the documentation link that is provided in the Location column in the table.
  2. Click the required product or product version.
  3. On the Product Support page, click **Manuals & documents**.
- Using search engines:
  - Type the name and version of the document in the search box.

**NOTE:** To locate the product name and model, see the front of your system.

**Table 20. Additional documentation resources for your system**

Task	Document	Location
Setting up your system	For more information about installing and securing the system into a rack, see the Rail Installation Guide included with your rack solution.  For information about setting up your system, see the <i>Getting Started Guide</i> document that is shipped with your system.	<a href="http://www.dell.com/poweredgemanuals">www.dell.com/poweredgemanuals</a>
Configuring your system	For information about the iDRAC features, configuring and logging in to iDRAC, and managing your system remotely, see the Integrated Dell Remote Access Controller User's Guide.  For information about understanding Remote Access Controller Admin (RACADM) subcommands and supported RACADM interfaces, see the RACADM CLI Guide for iDRAC.  For information about Redfish and its protocol, supported schema, and Redfish Eventing are implemented in iDRAC, see the Redfish API Guide.  For information about iDRAC property database group and object descriptions, see the Attribute Registry Guide.  For information about Intel QuickAssist Technology, see the Integrated Dell Remote Access Controller User's Guide.	<a href="http://www.dell.com/poweredgemanuals">www.dell.com/poweredgemanuals</a>
	For information about earlier versions of the iDRAC documents, see the iDRAC documentation.  To identify the version of iDRAC available on your system, on the iDRAC web interface, click <b>? &gt; About</b> .	<a href="http://www.dell.com/idracmanuals">www.dell.com/idracmanuals</a>
	For information about installing the operating system, see the operating system documentation.	<a href="http://www.dell.com/operatingsystemmanuals">www.dell.com/operatingsystemmanuals</a>
	For information about updating drivers and firmware, see the Methods to download firmware and drivers section in this document.	<a href="http://www.dell.com/support/drivers">www.dell.com/support/drivers</a>

Task	Document	Location
Managing your system	For information about systems management software offered by Dell, see the Dell OpenManage Systems Management Overview Guide.	<a href="http://www.dell.com/poweredgemanuals">www.dell.com/poweredgemanuals</a>
	For information about setting up, using, and troubleshooting OpenManage, see the Dell OpenManage Server Administrator User's Guide.	<a href="http://www.dell.com/openmanagemanuals">www.dell.com/openmanagemanuals</a> > OpenManage Server Administrator
	For information about installing, using, and troubleshooting Dell OpenManage Essentials, see the Dell OpenManage Essentials User's Guide.	<a href="http://www.dell.com/openmanagemanuals">www.dell.com/openmanagemanuals</a> > OpenManage Essentials
	For information about installing, using, and troubleshooting Dell OpenManage Enterprise, see the Dell OpenManage Enterprise User's Guide.	<a href="http://www.dell.com/openmanagemanuals">www.dell.com/openmanagemanuals</a> > OpenManage Enterprise
	For information about installing and using Dell SupportAssist, see the Dell EMC SupportAssist Enterprise User's Guide.	<a href="http://www.dell.com/serviceabilitytools">www.dell.com/serviceabilitytools</a>
	For information about partner programs enterprise systems management, see the OpenManage Connections Enterprise Systems Management documents.	<a href="http://www.dell.com/openmanagemanuals">www.dell.com/openmanagemanuals</a>
Working with the Dell PowerEdge RAID controllers	For information about understanding the features of the Dell PowerEdge RAID controllers (PERC), Software RAID controllers, or BOSS card and deploying the cards, see the Storage controller documentation.	<a href="http://www.dell.com/storagecontrollermanuals">www.dell.com/storagecontrollermanuals</a>
Understanding event and error messages	For information about the event and error messages that are generated by the system firmware and agents that monitor system components, see the Error Code Lookup.	<a href="http://www.dell.com/qrl">www.dell.com/qrl</a>
Troubleshooting your system	For information about identifying and troubleshooting the PowerEdge server issues, see the Server Troubleshooting Guide.	<a href="http://www.dell.com/poweredgemanuals">www.dell.com/poweredgemanuals</a>

## Getting help

### Topics:

- [Contacting Dell EMC](#)
- [Documentation feedback](#)
- [Accessing system information by using QRL](#)
- [Receiving automated support with SupportAssist](#)
- [Recycling or End-of-Life service information](#)

## Contacting Dell EMC

Dell EMC provides several online and telephone based support and service options. If you do not have an active internet connection, you can find contact information about your purchase invoice, packing slip, bill, or Dell EMC product catalog. Availability varies by country and product, and some services may not be available in your area. To contact Dell EMC for sales, technical assistance, or customer service issues:

1. Go to [www.dell.com/support/home](http://www.dell.com/support/home).
2. Select your country from the drop-down menu on the lower right corner of the page.
3. For customized support:
  - a) Enter your system Service Tag in the **Enter your Service Tag** field.
  - b) Click **Submit**.  
The support page that lists the various support categories is displayed.
4. For general support:
  - a) Select your product category.
  - b) Select your product segment.
  - c) Select your product.  
The support page that lists the various support categories is displayed.
5. For contact details of Dell EMC Global Technical Support:
  - a) Click [Global Technical Support](#).
  - b) The **Contact Technical Support** page is displayed with details to call, chat, or e-mail the Dell EMC Global Technical Support team.

## Documentation feedback

You can rate the documentation or write your feedback on any of our Dell EMC documentation pages and click **Send Feedback** to send your feedback.

## Accessing system information by using QRL

You can use the Quick Resource Locator (QRL) located on the information tag in the front of the MX740c, to access the information about the Dell EMC PowerEdge MX740c.

Ensure that your smartphone or tablet has the QR code scanner installed.

The QRL includes the following information about your system:

- How-to videos
- Reference materials, including the Installation and Service Manual, and mechanical overview
- Your system service tag to quickly access your specific hardware configuration and warranty information
- A direct link to Dell to contact technical assistance and sales teams

1. Go to [www.dell.com/qrl](http://www.dell.com/qrl) and navigate to your specific product or
2. Use your smartphone or tablet to scan the model-specific Quick Resource (QR) code on your system or in the Quick Resource Locator section.

## Quick Resource Locator for PowerEdge MX740c system



Figure 16. Quick Resource Locator for PowerEdge MX740c system

## Receiving automated support with SupportAssist

Dell EMC SupportAssist is an optional Dell EMC Services offering that automates technical support for your Dell EMC server, storage, and networking devices. By installing and setting up a SupportAssist application in your IT environment, you can receive the following benefits:

- **Automated issue detection** — SupportAssist monitors your Dell EMC devices and automatically detects hardware issues, both proactively and predictively.
- **Automated case creation** — When an issue is detected, SupportAssist automatically opens a support case with Dell EMC Technical Support.
- **Automated diagnostic collection** — SupportAssist automatically collects system state information from your devices and uploads it securely to Dell EMC. This information is used by Dell EMC Technical Support to troubleshoot the issue.
- **Proactive contact** — A Dell EMC Technical Support agent contacts you about the support case and helps you resolve the issue.

The available benefits vary depending on the Dell EMC Service entitlement purchased for your device. For more information about SupportAssist, go to [www.dell.com/supportassist](http://www.dell.com/supportassist).

## Recycling or End-of-Life service information

Take back and recycling services are offered for this product in certain countries. If you want to dispose of system components, visit [www.dell.com/recyclingworldwide](http://www.dell.com/recyclingworldwide) and select the relevant country.