Dell EMC PowerEdge R740xd2

Technical Specifications

Regulatory Model: E56S Series
Regulatory Type: E56S001

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.

2019 - 09

Rev. A03

Contents

1

Dell EMC PowerEdge R740xd2 system overview

The Dell EMC PowerEdge R740xd2 system is a 2U rack server that supports up to:

- Two Intel Xeon Scalable Processor
- 16 DIMM slots
- Two redundant power supply units
- 26 SAS, SATA, Nearline SAS hard drives or SSDs

For more information about supported drives, see the Drive specifications section.

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

Topics:

Front view of the system

Figure 1. Front view of 24 x 3.5-inch drive system

1. Left control panel
2. Drives (12)
3. Right control panel
4. Right release latch
5. Left release latch

Control panels

Left control panel

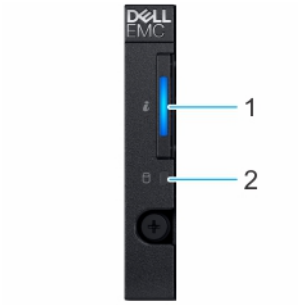

Figure 2. Left control panel view

1. System health and system ID indicator
2. Drive indicator

Right control panel

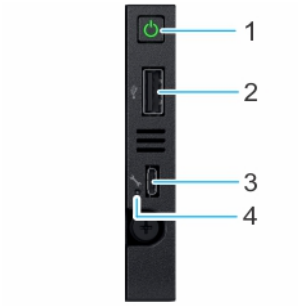

Figure 3. Right control panel view

1. Power button
2. USB 2.0-compliant port
3. Micro USB 2.0-compliant port for iDRAC Direct
4. iDRAC LED indicator

NOTE: For more information on the ports, see the ports and connectors specifications section.

Rear view of the system

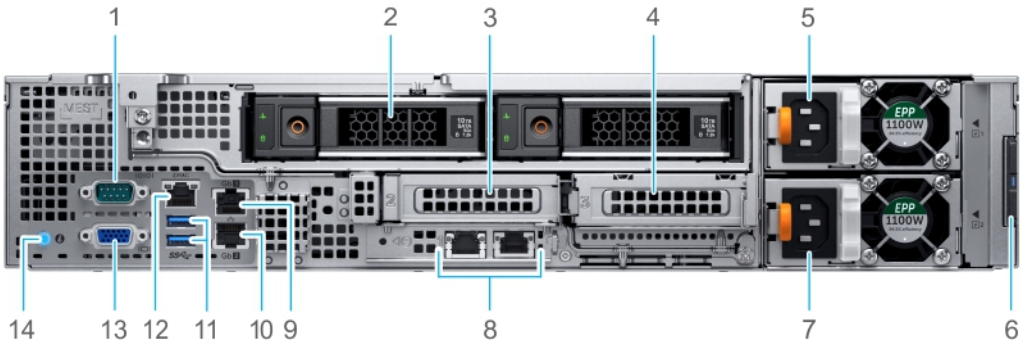

Figure 4. Back panel features of 2 x 3.5-inch (rear) drive system with low-profile risers

1. Serial port
2. Drives (2)

3. Low-profile riser 1 (slot 2)
4. Low-profile riser 2 (slot 3)
5. Power supply unit (PSU 1)
6. Information tag
7. Power supply unit (PSU 2)
8. LOM ethernet port (2)
9. Ethernet port (Gb1)
10. Ethernet port (Gb2)
11. USB 3.0 port (2)
12. iDRAC9 dedicated network port
13. VGA port
14. System identification button

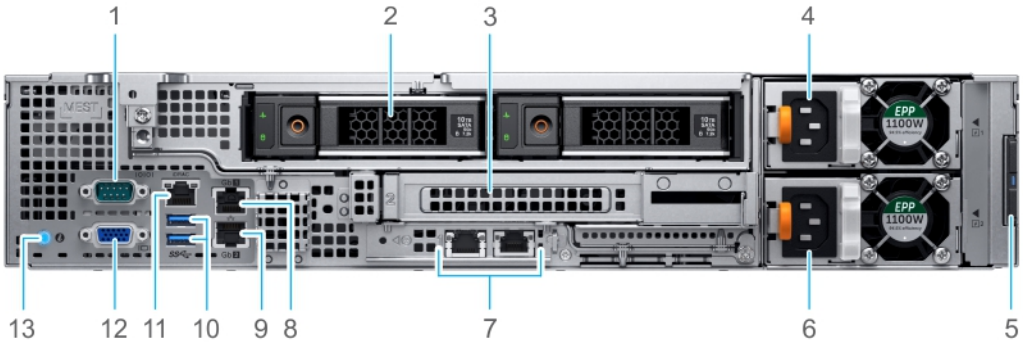

Figure 5. Back panel features of 2 x 3.5-inch (rear) drive system with full-height riser

1. Serial port
2. Drive (2)
3. Full-height riser slot (slot 2)
4. Power supply unit (PSU 1)
5. Information tag
6. Power supply unit (PSU 2)
7. LOM ethernet port (2)
8. Ethernet port (Gb1)
9. Ethernet port (Gb2)
10. USB 3.0 port (2)
11. iDRAC9 dedicated network port
12. VGA port
13. System identification button

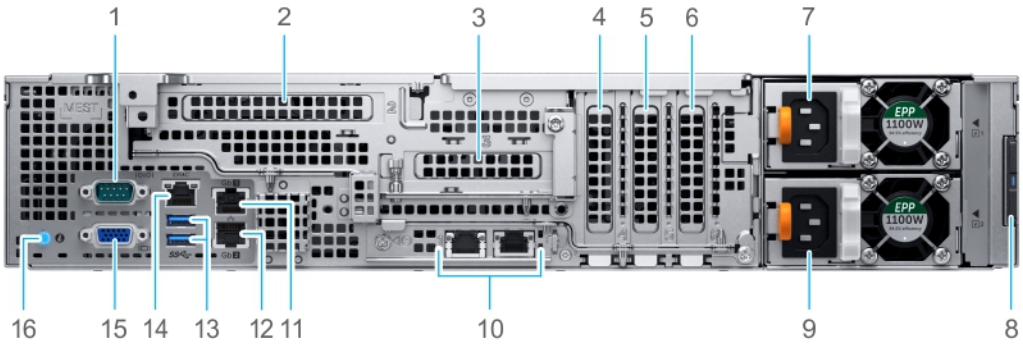

Figure 6. Back panel features of system with butterfly riser

1. Serial port
2. Butterfly riser full-height (slot 2)
3. Butterfly riser low-profile (slot 3)
4. Low-profile PCIe expansion card (slot 4)
5. Low-profile PCIe expansion card (slot 5)
6. Low-profile PCIe expansion card (slot 6)
7. Power supply unit (PSU 1)
8. Information tag
9. Power supply unit (PSU 2)
10. LOM ethernet port (2)
11. Ethernet port (Gb1)
12. Ethernet port (Gb2)
13. USB 3.0 port (2)
14. iDRAC9 dedicated network port
15. VGA port
16. System identification button

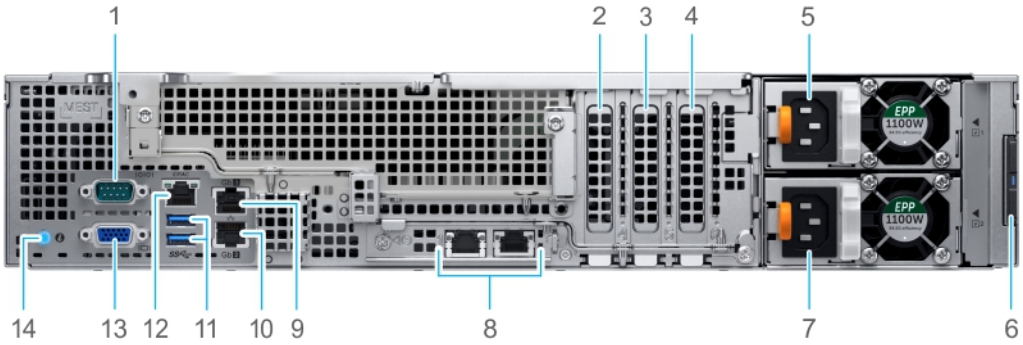

Figure 7. Back panel features of system without risers

1. Serial port
2. Low-profile PCIe expansion card (slot 4)
3. Low-profile PCIe expansion card (slot 5)
4. Low-profile PCIe expansion card (slot 6)
5. Power supply unit (PSU 1)
6. Information tag
7. Power supply unit (PSU 2)
8. LOM ethernet port (2)
9. Ethernet port (Gb1)
10. Ethernet port (Gb2)
11. USB 3.0 port (2)
12. iDRAC9 dedicated network port
13. VGA port
14. System identification button

2

Technical specifications

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

Topics:

Chassis dimensions

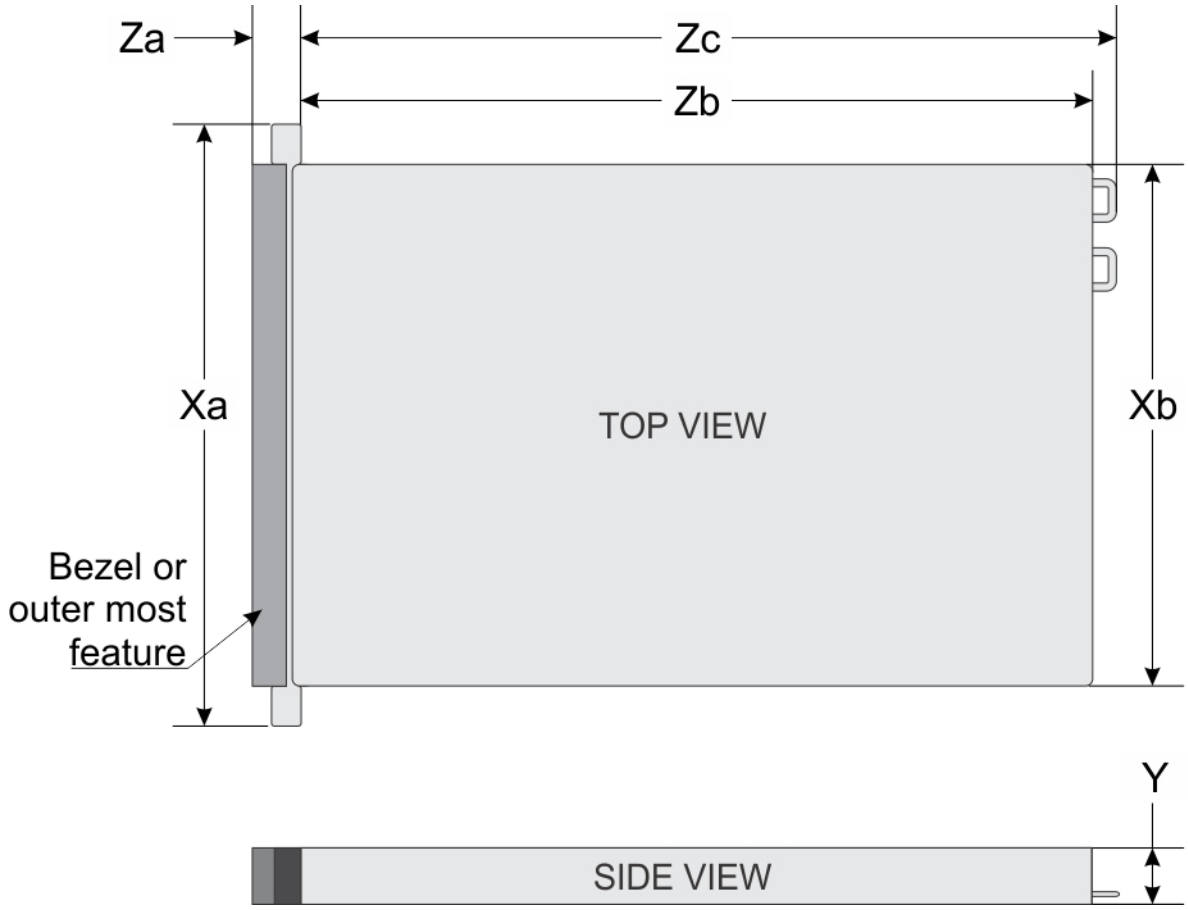

Figure 8. Chassis dimensions

Table 1. Dell EMC PowerEdge R740xd2 chassis dimensions

Xa	Xb	Y	Za	Zb*	Zc
482.0 mm (18.9 inches)	448.0 mm (17.63 inches)	86.8 mm (3.41 inches)	With bezel: 35.93 mm (1.41 inches) Without bezel: 22.0 mm (0.866 inches)	810.264 mm (31.9 inches)	844.826mm (33.260 inches)

NOTE: * - Zb refers to the nominal rear wall external surface, where the system board I/O connectors are located.

System weight

Table 2. Dell EMC PowerEdge R740xd2 system weight

System configuration	Maximum weight (with all drives/SSDs)
24+2 x 3.5-inch drives	43.2 kg (95.24 lb)

Processor specifications

Table 3. Dell EMC PowerEdge R740xd2 processor specifications

Supported processor	Number of supported processors
Intel Xeon Scalable Processor	Two

PSU specifications

The Dell EMC PowerEdge R740xd2 system supports up to two AC or DC power supply units (PSUs).

Table 4. PSU specifications

PSU	Class	Heat dissipation (maximum)	Frequency	Voltage	AC		DC	Current
					High line 100–240 V	Low line 100–120 V		
1100 W AC	Platinum	4100 BTU/hr	50/60 Hz	100–240 V AC, autoranging	1100 W	1050 W	NA	12 A–6.5 A
1100 W Mixed Mode HVDC (for China and Japan only)	Platinum	4416 BTU/hr	50/60 Hz	100–240 V AC, autoranging	1100 W	NA	NA	12 A–6.5 A
	Platinum	4416 BTU/hr	NA	200–380 V DC, autoranging	NA	NA	1100 W	6.4 A–3.2 A
750 W AC	Platinum	2891 BTU/hr	50/60 Hz	100–240 V AC, autoranging	750 W	NA	NA	10 A–5 A
750 W Mixed Mode	Platinum	2902 BTU/hr/	50/60 Hz	100–240 V AC, autoranging	750 W	NA	NA	10 A–5 A
	Platinum (For China only)	2902 BTU/hr/	NA	240 V DC, autoranging	NA	NA	750 W	5 A

PSU	Class	Heat dissipation (maximum)	Frequency	Voltage	AC		DC	Current
					High line 100–240 V	Low line 100–120 V		
750 W Mixed Mode HVDC (for China only)	Platinum	2902 BTU/hr/	50/60 Hz	100–240 V AC, autoranging	750 W	NA	NA	10 A–5 A
	Platinum	2902 BTU/hr	NA	240 V DC, autoranging	NA	NA	750 W	4.5 A

NOTE: Heat dissipation is calculated using the PSU wattage rating.

NOTE: This system is also designed to connect to the IT power systems with a phase-to-phase voltage not exceeding 240 V.

Cooling fans specifications

The Dell EMC PowerEdge R740xd2 system supports up to six high performance cooling fans.

NOTE: When selecting or upgrading the system configuration, to ensure optimum power utilization, verify the system power consumption with the Dell Energy Smart Solution Advisor available at Dell.com/ESSA.

Table 5. Dell EMC PowerEdge R740xd2 fan support matrix

Storage	PSU type	Processor count	Fan 1	Fan 2	Fan 3	Fan 4	Fan 5	Fan 6
24+2 x 3.5-inch or 24 x 3.5-inch.	Redundant PSUs only	1	Required	Required	Required	Required	Required	Required
		2	Required	Required	Required	Required	Required	Required

NOTE: Each fan is listed in the systems management software, referenced by the respective fan number. If there is a problem with a particular fan, you can easily identify and replace the proper fan by noting the fan numbers on the cooling fan assembly.

System battery specifications

The Dell EMC PowerEdge R740xd2 system supports CR 2032 3.0-V lithium coin cell system battery.

Memory specifications

The Dell EMC PowerEdge R740xd2 system supports 16 DDR4 registered DIMM (RDIMMs) slots. Supported memory bus frequencies are 1866 MT/s, 2133 MT/s, 2400 MT/s, and 2666 MT/s.

Table 6. Memory specifications

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	80 GB	16 GB	128 GB
	Dual rank	16 GB	16 GB	160 GB	32 GB	256 GB
	Dual rank	32 GB	32 GB	320 GB	64 GB	512 GB
	Dual rank	64 GB	64 GB	640 GB	128 GB	1024 GB

Storage controller specifications

The PowerEdge R740xd2 system supports the following controller cards.

Table 7. Dell EMC PowerEdge R740xd2 system controller cards

Internal controllers	External controllers
• PERC H730P • PERC H330 • HBA330 • S140	• 12 Gbps SAS HBA • PERC H840

Drives

The Dell EMC PowerEdge R740xd2 system supports:

Table 8. Drive specification

Chassis options	Configurations
Twenty-four drive chassis	Up to twenty-four 3.5-inch (SATA or Nearline SAS drives) front accessible drives in slots 0 through 23 and Up to eight 2.5-inch (SAS, SATA SSDs) front accessible drives can be installed from slots 16 through 23.
Twenty-four front + two rear drive chassis	Up to twenty-four 3.5 inch (SATA or Nearline SAS drives) front accessible drives in slots 0 through 23 and up to two 3.5-inch SAS/SATA rear accessible drives. **NOTE: For single PERC configuration, it is slot 24 to slot 25. For dual PERC configuration including S140 software RAID, it is slot 0 to slot 1.**

NOTE: 2.5-inch drives in 3.5-inch carriers are supported for SAS, and SATA SSD drives.

Ports and connectors specifications

USB ports specifications

Table 9. Dell EMC PowerEdge R740xd2 system USB specifications

Front		Rear		Internal	
USB port type	**No. of ports**	**USB port type**	**No. of ports**	**USB port type**	**No. of ports**
USB 2.0-compliant port	One	USB 3.0-compliant ports	Two	Internal USB 3.0-compliant port	One
Micro USB 2.0-compliant port for iDRAC Direct **NOTE: The micro USB 2.0 compliant port can only be used as an iDRAC Direct or a management port.**	One				

NIC ports specifications

The Dell EMC PowerEdge R740xd2 system supports up to two Network Interface Controller (NIC) ports on the back panel, which have two 1 Gbps configuration.

NOTE: You can install up to six PCIe add-on NIC cards

Serial connector specifications

The Dell EMC PowerEdge R740xd2 system supports one serial connector on the back panel, which is a 9-pin connector, Data Terminal Equipment (DTE), 16550-compliant.

VGA ports specifications

The Dell EMC PowerEdge R740xd2 system supports one 15-pin VGA ports, on the rear of the system.

IDSDM module

The Dell EMC PowerEdge R740xd2 system supports optional Internal Dual SD module (IDSDM) module.

The module supports three microSD cards; two cards for IDSDM and one card for vFlash. In 14th generation of PowerEdge servers, the IDSDM or vFlash module is combined into a single card module, and is available in the following configurations:

- vFlash or
- vFlash and IDSDM

Table 10. Supported microSD card storage capacity

IDSDM card	vFlash card
• 16 GB • 32 GB • 64 GB	• 16 GB

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

NOTE: One IDSDM card slot is dedicated for redundancy.

NOTE: Use Dell EMC branded microSD cards that are associated with the IDSDM or vFlash configured systems.

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

Table 11. Temperature specifications

Temperature	Specifications
Storage	-40–65°C (-40–149°F)
Continuous operation (for altitude less than 950 m or 3117 ft)	10–30°C (50–86°F) with no direct sunlight on the equipment
Fresh air	For information about fresh air, see the Expanded operating temperature section.
Maximum temperature gradient (operating and storage)	20°C/h (36°F/h)

Table 12. Relative humidity specifications

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

Table 13. Maximum vibration specifications

Maximum vibration	Specifications
Operating	0.26 G_{rms} at 5 Hz to 350 Hz (all operation orientations)
Storage	1.88 G_{rms} at 10 Hz to 500 Hz for 15 minutes (all six sides tested)

Table 14. Maximum shock pulse specifications

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

Table 15. Maximum altitude specifications

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

Table 16. Operating temperature derating specifications

Operating temperature derating	Specifications
Up to 30°C (86°F)	Maximum temperature is reduced by 1°C/300 m (1°F/547 ft), above 950 m (3,117 ft).
30–40°C (86–104°F)	Maximum temperature is reduced by 1°C/175 m (1°F/319 ft), above 950 m (3,117 ft).
40–45°C (104–113°F)	Maximum temperature is reduced by 1°C/125 m (1°F/228 ft), above 950 m (3,117 ft).

Standard operating temperature

Table 17. Standard operating temperature specifications

Standard operating temperature	Specifications
Continuous operation (for altitude less than 950 m or 3117 ft)	10°C to 30°C (50°F to 86°F) with no direct sunlight on the equipment.

Thermal restrictions

- System must operate at temperature below 30°C.
- All fans installed in the system must be from the same manufacturer.
- Fresh air condition is not supported.
- 140W processors are not supported in rear drive configuration.
- Non Dell qualified or certified processors are not supported.
- LRDIMM is not supported.
- 10 GbE / 25 GbE OCPs require PCIe shroud with rear drive configuration if there is no PCIe card installed.
- Butterfly without riser configuration cannot support 10GbE / 25GbE OCP because PCIe shroud cannot be installed.
- Drive bays should not be in service position for more than 5 minutes because of thermal concerns. When the drive bay is open for more than five minutes, the cooling fans spin at a higher speed to provide extra cooling to the system. Thus system health status changes from the normal to critical state, and system event `The BP1 drive bay is kept open for an extended period of time` is logged.
- GPGPU card is not supported.
- Non Dell certified peripheral cards are not supported.
- Expansion card and riser installation must follow specific Expansion card installation guidelines.
- Mellanox CX-5 dual port 100G - QSPF PCIe adapter cable is restricted to Dell NW QSPF28 Direct attach cables and Finisar 100G 85C optic cables. Non Dell certified cables are not supported.

Table 18. Thermal limitation standard

Configuration		Maximum no.of processors supported		DIMM blanks	Heat Sink	Type of Air shroud	Fan
		Quantity	Model				
Butterfly Configuration	No riser	1 or 2 processors	<=140 W	Required	Processor 1 : Standard heat sink Processor 2: 1.5 U HPR heatsink	2U Air shroud	6 x High Performance fans
	With Butterfly Riser						
Rear Module Configuration	Right Riser for 1x FH adapter card	1 or 2 processors	<=125 W		Processor 1 : Standard heat sink Processor 2: 1 U HPR heatsink	2U Air shroud for Rear 3.5" X 2 HDD	
	Right Riser + Left Riser for 2x LP adapter cards						

Table 19. Expansion cards thermal limitation

Thermal Cooling Tier level	Bus width	Full height Cards	Application Restriction (Configuration Type / PCIe slot)	Half height Cards	Application Restriction (Configuration Type / PCIe slot)
5	x8	-	Rear HDD Module Configuration / Slot# 2	QLOGIC 10G Dual port BT, QLOGIC 25G Dual port SFP	1. Butterfly Riser Configuration / Slot# 3, 4, 5 2. Rear HDD Module Configuration / Slot# 2, 3 3. No Riser, No Rear HDD Module / Slot# 5
6		Mellanox 40G Dual Port CXP, QSFP, Solarflare 10G Dual Port SF852P, Solarflare 10G Dual Port SF852X		Mellanox 40G Dual Port CXP QSF, Solarflare 10G Dual Port SF852X, Solarflare 10G Dual Port SF852P	1. Butterfly Riser Configuration / Slot# 3, 4, 5 2. Rear HDD Module Configuration / Slot# 2, 3
		Mellanox 40G Dual Port CXP, QSFP			1. Butterfly Riser Configuration Slot# 3, 4 2. Rear HDD Module Configuration / Slot# 2,3
10		QLOGIC 10G Quad port QLGX		QLOGIC 10G Quad port QLGX	1. Butterfly Riser Configuration / Slot# 3, 4 2. Rear HDD Module Configuration / Slot# 2, 3

Thermal Cooling Tier level	Bus width	Full height Cards	Application Restriction (Configuration Type / PCIe slot)	Half height Cards	Application Restriction (Configuration Type / PCIe slot)
8	x4	-	-	Intel NVME P4800X	Butterfly Riser Configuration / Slot# 3

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 need to rectify the environmental conditions. Re-mediation of environmental conditions is the responsibility of the customer.

Table 20. Particulate contamination specifications

Particulate contamination	Specifications
Air filtration	Data center air filtration as defined by ISO Class 8 per ISO 14644-1 with a 95% upper confidence limit. **NOTE: 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.** **NOTE: Air entering the data center must have MERV11 or MERV13 filtration.**
Conductive dust	Air must be free of conductive dust, zinc whiskers, or other conductive particles. **NOTE: This condition applies to data center and non-data center environments.**
Corrosive dust	• Air must be free of corrosive dust. • Residual dust present in the air must have a deliquescent point less than 60% relative humidity. **NOTE: This condition applies to data center and non-data center environments.**

Table 21. 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.

3

System diagnostics and indicator codes

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

Topics:

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 9. System health and system ID indicator

Table 22. 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 to switch to system ID mode.
Blinking blue	Indicates that the system ID mode is active. Press the system health and system ID button to switch to system health mode.

System health and system ID indicator code	Condition
Solid amber	Indicates that the system is in fail-safe mode. If the problem persists, see the Getting help section.
Blinking amber	Indicates that the system is experiencing a fault. Check the System Event Log for specific error messages. For information about the event and error messages generated by the system firmware and agents that monitor system components, see the Error Code Lookup page at qrl.dell.com

iDRAC Direct LED indicator codes

The iDRAC Direct LED indicator lights up to indicate that the port is connected and is being used as a part of the iDRAC subsystem.

You can configure iDRAC Direct by using a USB to micro USB (type AB) cable, which you can connect to your laptop or tablet. The following table describes iDRAC Direct activity when the iDRAC Direct port is active:

Table 23. iDRAC Direct LED indicator codes

iDRAC Direct LED indicator code	Condition
Solid green for two seconds	Indicates that the laptop or tablet is connected.
Flashing green (on for two seconds and off for two seconds)	Indicates that the laptop or tablet connected is recognized.
Powers off	Indicates that the laptop or tablet is unplugged.

NIC indicator codes

Each NIC on the back of the system has indicators that provide information about the activity and link status. The activity LED indicator indicates if data is flowing through the NIC, and the link LED indicator indicates the speed of the connected network.

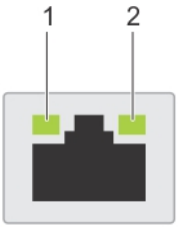

Figure 10. NIC indicator codes

1. Link LED indicator
2. Activity LED indicator

Table 24. NIC indicator codes

Status	Condition
Link and activity indicators are off.	The NIC is not connected to the network.
Link indicator is green, and activity indicator is blinking green.	The NIC is connected to a valid network at its maximum port speed, and data is being sent or received.
Link indicator is amber, and activity indicator is blinking green.	The NIC is connected to a valid network at less than its maximum port speed, and data is being sent or received.
Link indicator is green, and activity indicator is off.	The NIC is connected to a valid network at its maximum port speed, and data is not being sent or received.
Link indicator is amber, and activity indicator is off.	The NIC is connected to a valid network at less than its maximum port speed, and data is not being sent or received.
Link indicator is blinking green, and activity is off.	NIC identify is enabled through the NIC configuration utility.

Power supply unit indicator codes

AC power supply units (PSUs) have an illuminated translucent handle that serves as an indicator. The indicator shows whether power is present or if a power fault has occurred.

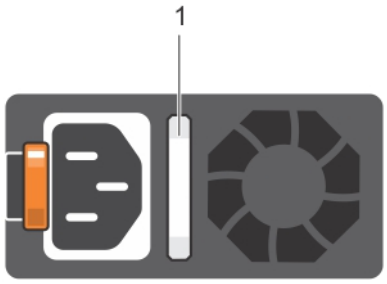

Figure 11. AC PSU status indicator

1. AC PSU status indicator/handle

Table 25. AC PSU status indicator codes

Power indicator codes	Condition
Green	A valid power source is connected to the PSU and the PSU is operational.
Blinking amber	Indicates a problem with the PSU.
Not illuminated	Power is not connected to the PSU.
Blinking green	When the firmware of the PSU is being updated, the PSU handle blinks green. **CAUTION: Do not disconnect the power cord or unplug the PSU when updating firmware. If firmware update is interrupted, the PSUs do not function.**
Blinking green and turns off	When hot-plugging a PSU, the PSU handle blinks green five times at a rate of 4 Hz and turns off. This indicates a PSU mismatch with respect to efficiency, feature set, health status, or supported voltage. **CAUTION: If two PSUs are installed, both the PSUs must have the same type of label; for example, Extended Power Performance (EPP) label. Mixing PSUs from previous generations of PowerEdge servers is not supported, even if the PSUs have the same power rating. This results in a PSU mismatch condition or failure to power on the system.** **CAUTION: When correcting a PSU mismatch, replace only the PSU with the blinking indicator. Swapping the PSU to make a matched pair can result in an error condition and unexpected system shutdown. To change from a high output configuration to a low output configuration or vice versa, you must power off the system.** **CAUTION: AC PSUs support both 240 V and 120 V input voltages with the exception of Titanium PSUs, which support only 240 V. When two identical PSUs receive different input voltages, they can output different wattages, and trigger a mismatch.** **CAUTION: If two PSUs are used, they must be of the same type and have the same maximum output power.**

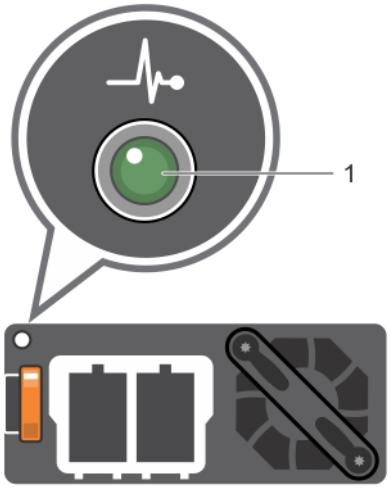

Figure 12. DC PSU status indicator

1. DC PSU status indicator

Table 26. DC PSU status indicator codes

Power indicator codes	Condition
Green	A valid power source is connected to the PSU, and the PSU is operational.
Blinking amber	Indicates a problem with the PSU.
Not illuminated	Power is not connected to the PSU.
Blinking green	When hot-plugging a PSU, the PSU indicator blinks green. This indicates that there is a PSU mismatch about efficiency, feature set, health status, or supported voltage. **CAUTION: If two PSUs are installed, both the PSUs must have the same type of label; for example, Extended Power Performance (EPP) label. Mixing PSUs from previous generations of PowerEdge servers is not supported, even if the PSUs have the same power rating. This results in a PSU mismatch condition, or failure to power on the system.** **CAUTION: When correcting a PSU mismatch, replace only the PSU with the blinking indicator. Swapping the PSU to make a matched pair can result in an error condition and unexpected system shutdown. To change from a High Output configuration to a Low Output configuration or conversely, you must to power off the system.** **CAUTION: If two PSUs are used, they must be of the same type and have the same maximum output power.** **CAUTION: Combining AC and DC PSUs is not supported and triggers a mismatch.**

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 13. Drive indicators

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 27. Drive indicator codes

Drive status indicator code	Condition
Flashes green twice per second	Identifying drive or preparing for removal.
Off	Drive ready for removal. **NOTE: 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.

4

Getting help

Topics:

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 and select the relevant country.

Contacting Dell

Dell 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 product catalog. Availability varies by country and product, and some services may not be available in your area. To contact Dell for sales, technical assistance, or customer service issues:

1. Go to 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 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 Global Technical Support team.

Accessing system information by using QRL

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 Installtion 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 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 Dell EMC PowerEdge R740xd2 system

Figure 14. Quick Resource Locator for Dell EMC PowerEdge R740xd2 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.