

Vostro 5890

Service Manual



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.

Working inside your computer

Safety instructions

Use the following safety guidelines to protect your computer from potential damage and to ensure your personal safety. Unless otherwise noted, each procedure included in this document assumes that you have read the safety information that shipped with your computer.

-  **WARNING:** Before working inside your computer, read the safety information that is shipped with your computer. For more safety best practices, see the Regulatory Compliance home page at www.dell.com/regulatory_compliance.
-  **WARNING:** Disconnect your computer from all power sources before opening the computer cover or panels. After you finish working inside the computer, replace all covers, panels, and screws before connecting your computer to an electrical outlet.
-  **CAUTION:** To avoid damaging the computer, ensure that the work surface is flat, dry, and clean.
-  **CAUTION:** To avoid damaging the components and cards, handle them by their edges, and avoid touching the pins and the contacts.
-  **CAUTION:** You should only perform troubleshooting and repairs as authorized or directed by the Dell technical assistance team. Damage due to servicing that is not authorized by Dell is not covered by your warranty. See the safety instructions that is shipped with the product or at www.dell.com/regulatory_compliance.
-  **CAUTION:** Before touching anything inside your computer, ground yourself by touching an unpainted metal surface, such as the metal at the back of the computer. While you work, periodically touch an unpainted metal surface to dissipate static electricity which could harm internal components.
-  **CAUTION:** When you disconnect a cable, pull it by its connector or its pull tab, not the cable itself. Some cables have connectors with locking tabs or thumbscrews that you must disengage before disconnecting the cable. When disconnecting cables, keep them evenly aligned to avoid bending the connector pins. When connecting cables, ensure that the ports and the connectors are correctly oriented and aligned.
-  **CAUTION:** Press and eject any installed card from the media-card reader.
-  **NOTE:** The color of your computer and certain components may appear differently than shown in this document.

Before working inside your computer

Steps

1. Save and close all open files and exit all open applications.
2. Shut down your computer. Click **Start** >  **Power** > **Shut down**.
 -  **NOTE:** If you are using a different operating system, see the documentation of your operating system for shut-down instructions.
3. Disconnect your computer and all attached devices from their electrical outlets.
4. Disconnect all attached network devices and peripherals, such as keyboard, mouse, and monitor from your computer.
5. Remove any media card and optical disc from your computer, if applicable.
6. After the computer is unplugged, press and hold the power button for 5 seconds to ground the system board.

 **CAUTION:** Place the computer on a flat, soft, and clean surface to avoid scratches on the display.

7. Place the computer face down.

Safety precautions

The safety precautions chapter details the primary steps to be taken before performing any disassembly instructions.

Observe the following safety precautions before you perform any installation or break/fix procedures involving disassembly or reassembly:

- Turn off the system and all attached peripherals.
- Disconnect the system and all attached peripherals from AC power.
- Disconnect all network cables, telephone, and telecommunications lines from the system.
- Use an ESD field service kit when working inside any tablet/notebook/desktop to avoid electrostatic discharge (ESD) damage.
- After removing any system component, carefully place the removed component on an anti-static mat.
- Wear shoes with non-conductive rubber soles to reduce the chance of getting electrocuted.

Standby power

Dell products with standby power must be unplugged before you open the case. Systems that incorporate standby power are essentially powered while turned off. The internal power enables the system to be remotely turned on (wake on LAN) and suspended into a sleep mode and has other advanced power management features.

Unplugging, pressing and holding the power button for 15 seconds should discharge residual power in the system board. Remove the battery from tablets/notebooks.

Bonding

Bonding is a method for connecting two or more grounding conductors to the same electrical potential. This is done through the use of a field service electrostatic discharge (ESD) kit. When connecting a bonding wire, ensure that it is connected to bare metal and never to a painted or non-metal surface. The wrist strap should be secure and in full contact with your skin, and ensure that you remove all jewelry such as watches, bracelets, or rings prior to bonding yourself and the equipment.

Electrostatic discharge—ESD protection

ESD is a major concern when you handle electronic components, especially sensitive components such as expansion cards, processors, memory DIMMs, and system boards. Very slight charges can damage circuits in ways that may not be obvious, such as intermittent problems or a shortened product life span. As the industry pushes for lower power requirements and increased density, ESD protection is an increasing concern.

Due to the increased density of semiconductors used in recent Dell products, the sensitivity to static damage is now higher than in previous Dell products. For this reason, some previously approved methods of handling parts are no longer applicable.

Two recognized types of ESD damage are catastrophic and intermittent failures.

- **Catastrophic** – Catastrophic failures represent approximately 20 percent of ESD-related failures. The damage causes an immediate and complete loss of device functionality. An example of catastrophic failure is a memory DIMM that has received a static shock and immediately generates a "No POST/No Video" symptom with a beep code emitted for missing or nonfunctional memory.
- **Intermittent** – Intermittent failures represent approximately 80 percent of ESD-related failures. The high rate of intermittent failures means that most of the time when damage occurs, it is not immediately recognizable. The DIMM receives a static shock, but the tracing is merely weakened and does not immediately produce outward symptoms related to the damage. The weakened trace may take weeks or months to melt, and in the meantime may cause degradation of memory integrity, intermittent memory errors, etc.

The more difficult type of damage to recognize and troubleshoot is the intermittent (also called latent or "walking wounded") failure.

Perform the following steps to prevent ESD damage:

- Use a wired ESD wrist strap that is properly grounded. The use of wireless anti-static straps is no longer allowed; they do not provide adequate protection. Touching the chassis before handling parts does not ensure adequate ESD protection on parts with increased sensitivity to ESD damage.

- Handle all static-sensitive components in a static-safe area. If possible, use anti-static floor pads and workbench pads.
- When unpacking a static-sensitive component from its shipping carton, do not remove the component from the anti-static packing material until you are ready to install the component. Before unwrapping the anti-static packaging, ensure that you discharge static electricity from your body.
- Before transporting a static-sensitive component, place it in an anti-static container or packaging.

ESD field service kit

The unmonitored Field Service kit is the most commonly used service kit. Each Field Service kit includes three main components: anti-static mat, wrist strap, and bonding wire.

Components of an ESD field service kit

The components of an ESD field service kit are:

- **Anti-Static Mat** – The anti-static mat is dissipative and parts can be placed on it during service procedures. When using an anti-static mat, your wrist strap should be snug and the bonding wire should be connected to the mat and to any bare metal on the system being worked on. Once deployed properly, service parts can be removed from the ESD bag and placed directly on the mat. ESD-sensitive items are safe in your hand, on the ESD mat, in the system, or inside a bag.
- **Wrist Strap and Bonding Wire** – The wrist strap and bonding wire can be either directly connected between your wrist and bare metal on the hardware if the ESD mat is not required, or connected to the anti-static mat to protect hardware that is temporarily placed on the mat. The physical connection of the wrist strap and bonding wire between your skin, the ESD mat, and the hardware is known as bonding. Use only Field Service kits with a wrist strap, mat, and bonding wire. Never use wireless wrist straps. Always be aware that the internal wires of a wrist strap are prone to damage from normal wear and tear, and must be checked regularly with a wrist strap tester in order to avoid accidental ESD hardware damage. It is recommended to test the wrist strap and bonding wire at least once per week.
- **ESD Wrist Strap Tester** – The wires inside of an ESD strap are prone to damage over time. When using an unmonitored kit, it is a best practice to regularly test the strap prior to each service call, and at a minimum, test once per week. A wrist strap tester is the best method for doing this test. If you do not have your own wrist strap tester, check with your regional office to find out if they have one. To perform the test, plug the wrist-strap's bonding-wire into the tester while it is strapped to your wrist and push the button to test. A green LED is lit if the test is successful; a red LED is lit and an alarm sounds if the test fails.
- **Insulator Elements** – It is critical to keep ESD sensitive devices, such as plastic heat sink casings, away from internal parts that are insulators and often highly charged.
- **Working Environment** – Before deploying the ESD Field Service kit, assess the situation at the customer location. For example, deploying the kit for a server environment is different than for a desktop or portable environment. Servers are typically installed in a rack within a data center; desktops or portables are typically placed on office desks or cubicles. Always look for a large open flat work area that is free of clutter and large enough to deploy the ESD kit with additional space to accommodate the type of system that is being repaired. The workspace should also be free of insulators that can cause an ESD event. On the work area, insulators such as Styrofoam and other plastics should always be moved at least 12 inches or 30 centimeters away from sensitive parts before physically handling any hardware components
- **ESD Packaging** – All ESD-sensitive devices must be shipped and received in static-safe packaging. Metal, static-shielded bags are preferred. However, you should always return the damaged part using the same ESD bag and packaging that the new part arrived in. The ESD bag should be folded over and taped shut and all the same foam packing material should be used in the original box that the new part arrived in. ESD-sensitive devices should be removed from packaging only at an ESD-protected work surface, and parts should never be placed on top of the ESD bag because only the inside of the bag is shielded. Always place parts in your hand, on the ESD mat, in the system, or inside an anti-static bag.
- **Transporting Sensitive Components** – When transporting ESD sensitive components such as replacement parts or parts to be returned to Dell, it is critical to place these parts in anti-static bags for safe transport.

ESD protection summary

It is recommended that all field service technicians use the traditional wired ESD grounding wrist strap and protective anti-static mat at all times when servicing Dell products. In addition, it is critical that technicians keep sensitive parts separate from all insulator parts while performing service and that they use anti-static bags for transporting sensitive components.

After working inside your computer

About this task

 **NOTE:** Leaving stray or loose screws inside your computer may severely damage your computer.

Steps

1. Replace all screws and ensure that no stray screws remain inside your computer.
2. Connect any external devices, peripherals, or cables you removed before working on your computer.
3. Replace any media cards, discs, or any other parts that you removed before working on your computer.
4. Connect your computer and all attached devices to their electrical outlets.
5. Turn on your computer.

Disassembly and reassembly

Recommended tools

The procedures in this document require the following tools:

- Phillips #0 screwdriver
- Phillips #1 screwdriver
- Phillips #2 screwdriver
- Plastic scribe

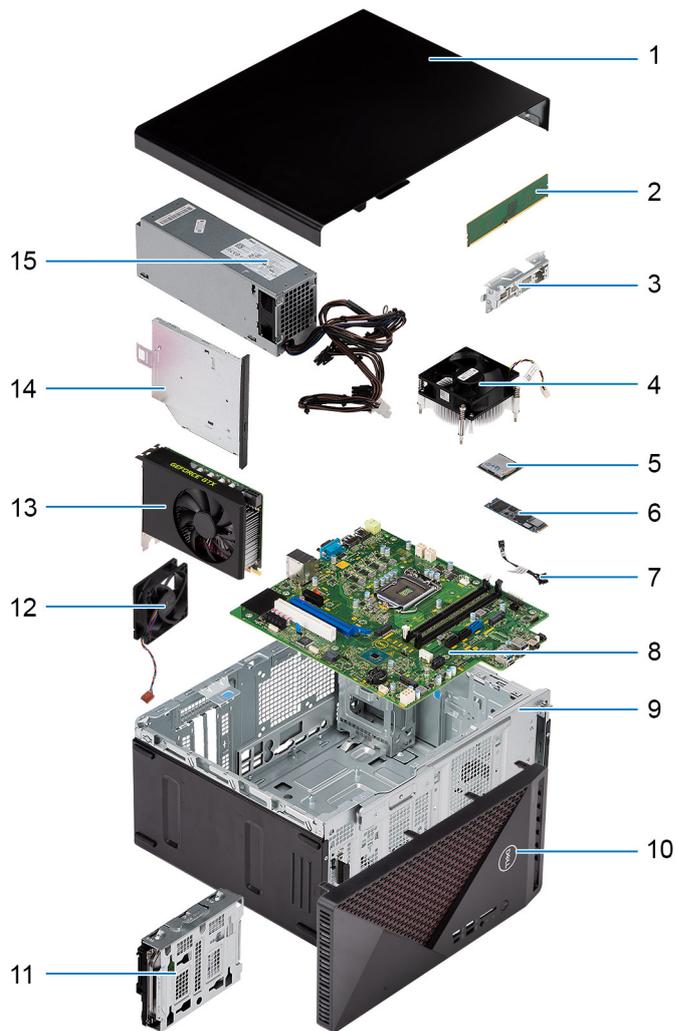
NOTE: The #0 screw driver is for screws 0-1, the #1 screw driver is for screws 2-4, and the #2 screw driver is for screws 5-6.

Screw size list

Table 1. Vostro 5890 screw size list

Component	Screw type	Quantity	Image	Color
Right-side cover	#6-32	2		Black
WLAN-card bracket	M2x3	1		Black
Solid-state drive	M2x3	1		Black
3.5-inch hard drive	#6-32	4		Silver
3.5-inch hard drive cage	#6-32	1		Silver
Power-supply unit	#6-32	3		Silver
Ports bezel	#6-32	1		Silver
System board	#6-32	8		Black
System board	M2x4	1		Silver

Major components of your system



1. Side cover
2. Memory module
3. I/O panel
4. Fan and Heat-sink assembly
5. Processor
6. Solid-state drive
7. Power button
8. System board
9. Chassis
10. Front bezel
11. 3.5-inch Hard-drive
12. System fan
13. Graphics card
14. Optical drive (Optional)
15. Power-supply unit

Side cover

Removing the side cover

Prerequisites

1. Follow the procedure in [Before working inside your computer](#).

About this task

The following images indicate the location of the side cover and provide a visual representation of the removal procedure.



2x
6-32





Steps

1. Loosen the two captive screws (6-32) that secure the side cover to the chassis.
2. Using the tab on the side cover, slide back and lift the side cover off the chassis.

Installing the side cover

Prerequisites

About this task

The following images indicate the location of the side cover and provide a visual representation of the installation procedure.



2x
6-32



Steps

1. Align the tabs on the side cover with the slots on the chassis and slide it towards the front of the computer.

2. Tighten the two captive screws (6-32) that secure the side cover to the chassis.

Next steps

1. Follow the procedure in [After working inside your computer](#).

Front bezel

Removing the front bezel

Prerequisites

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [side cover](#).

About this task

The following images indicate the location of the front bezel and provide a visual representation of the removal procedure.



Steps

1. Place the computer in an upright position.
2. Gently pry and release the front bezel tabs sequentially from the top.
3. Move the front bezel outward from the chassis.
4. Remove the front bezel from the computer.

Installing the front bezel

Prerequisites

About this task

The following images indicate the location of the front bezel and provide a visual representation of the installation procedure.



Steps

1. Place the computer in an upright position.
2. Align the front bezel with the slots on the chassis.
3. Move the front bezel towards the chassis and press the bezel until the tabs click into place.

Next steps

1. Install the [side cover](#).
2. Follow the procedure in [After working inside your computer](#).

Optical drive

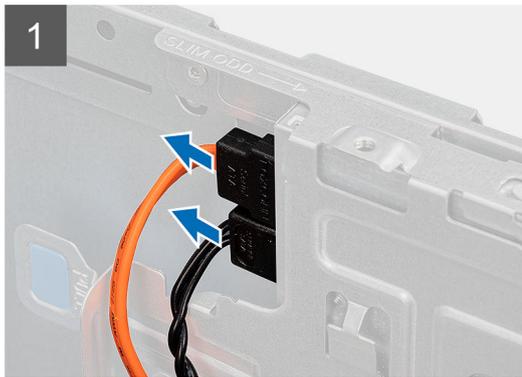
Removing the Optical drive

Prerequisites

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [side cover](#).

About this task

The following images indicate the location of the optical drive and provides a visual representation of the removal procedure.



Steps

1. Lay the computer on the right side.
2. Disconnect the data and power cables from the optical drive.
3. Push the securing tab to release the optical drive from the chassis.
4. Slide and remove the optical drive from the slot.

Installing the Optical drive

Prerequisites

If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The following images indicate the location of the Optical drive and provide a visual representation of the installation procedure.



Steps

1. Align the optical drive assembly with the tabs on the chassis.
2. Insert the optical drive into the slot on the chassis.
3. Connect the power cable and data cable to the optical drive.

Next steps

1. Install the [side cover](#).
2. Follow the procedure in [After working inside your computer](#).

Memory module

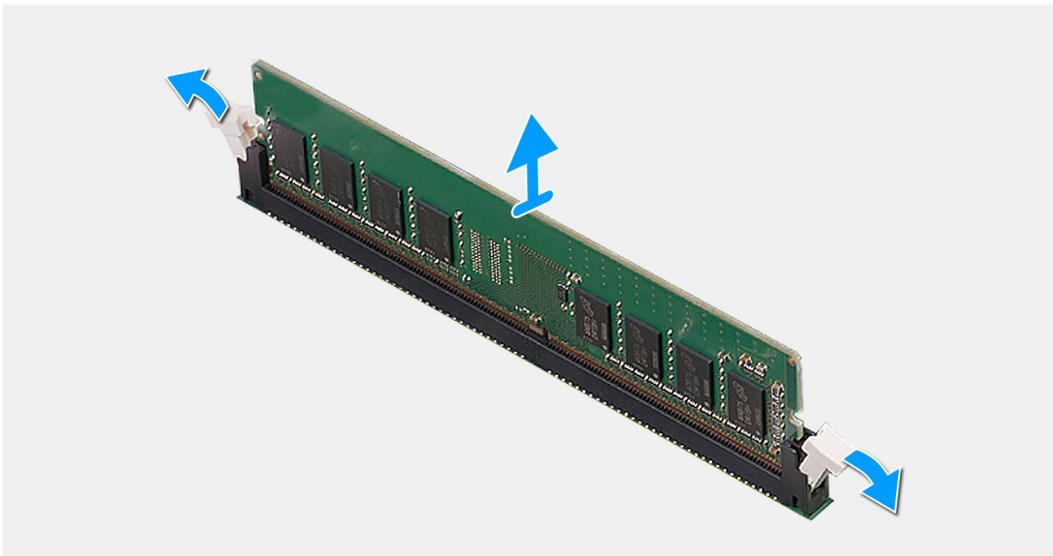
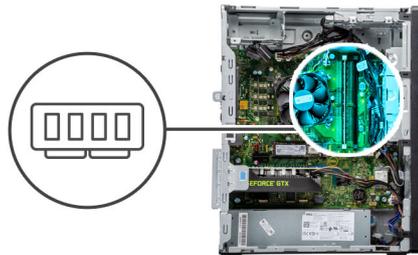
Removing the memory modules

Prerequisites

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [side cover](#).

About this task

The following images indicate the location of the memory modules and provide a visual representation of the removal procedure.



Steps

1. Lay the chassis on the right side.
2. Pull the securing clips from both sides of the memory module until the memory module pops up.
3. Slide and remove the memory module from the memory-module slot.

i **NOTE:** Repeat step 2 to step 4 to remove any other memory modules installed in your computer.

i **NOTE:** If the memory module is difficult to remove, gently ease the memory module back and forth to remove it from the slot.

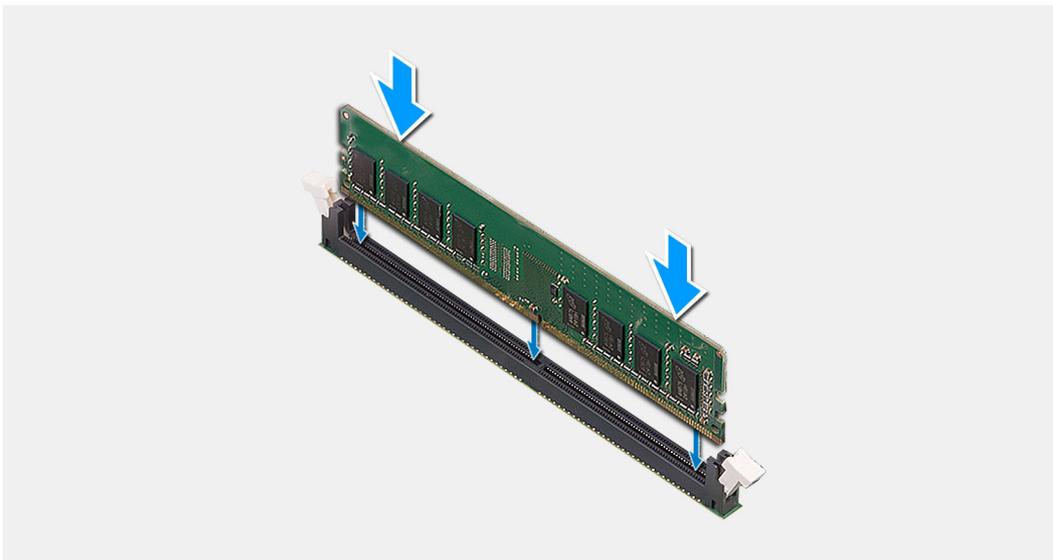
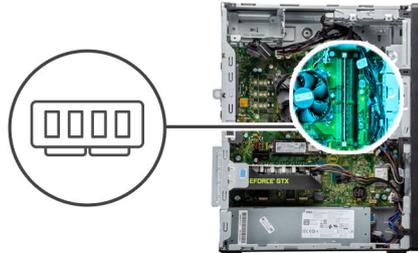
i **NOTE:** To prevent damage to the memory module, hold the memory module by the edges. Do not touch the components on the memory module.

Installing the memory modules

Prerequisites

About this task

The following images indicate the location of the memory modules and provide a visual representation of the installation procedure.



Steps

1. Align the notch on the memory module with the tab on the memory-module slot.
2. Insert the memory module into the memory-module connector until the memory module snaps into position and the securing clip locks in place.

i **NOTE:** The securing clips return to the locked position. If you do not hear the click, remove the memory module and reinstall it.

i **NOTE:** To prevent damage to the memory module, hold the memory module by the edges. Do not touch the components on the memory module.

Next steps

1. Install the [side cover](#).
2. Follow the procedure in [After working inside your computer](#).

WLAN card

Removing the wireless card

Prerequisites

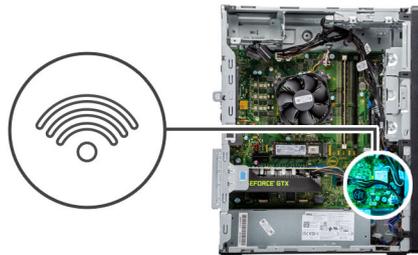
1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [side cover](#).

About this task

The following images indicate the location of the wireless card and provide a visual representation of the removal procedure.



1x
M2x3



Steps

1. Lay the computer on the right side.
2. Remove the single (M2x3) screw that secures the wireless card to the system board.
3. Slide and lift the wireless-card bracket off the wireless card.
4. Disconnect the antenna cables from the wireless card.
5. Slide and remove the wireless card at an angle from the wireless-card slot.

Installing the wireless card

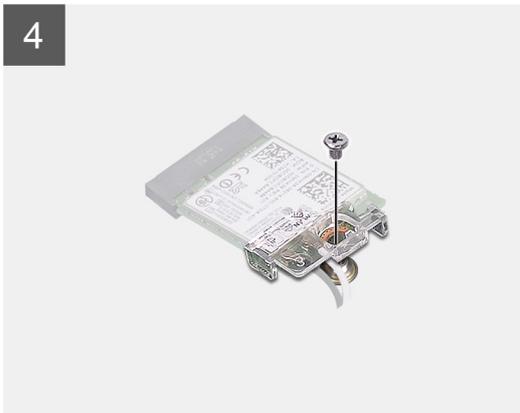
Prerequisites

About this task

The following images indicate the location of the wireless card and provide a visual representation of the installation procedure.



1x
M2x3



Steps

1. Connect the antenna cables to the wireless card.
The following table provides the antenna-cable color scheme for the wireless card of your computer.

Table 2. Antenna-cable color scheme

Connectors on the wireless card	Antenna-cable color
Main (white triangle)	White
Auxiliary (black triangle)	Black

2. Slide and place the wireless-card bracket on the wireless card.
3. Align the notch on the wireless card with the tab on the wireless-card slot.
4. Slide the wireless card at an angle into the wireless-card slot.

5. Replace the screw (M2x3) that secures the wireless card to the system board.

Next steps

1. Install the [side cover](#).
2. Follow the procedure in [After working inside your computer](#).

Solid-state drive

Removing the 2230 solid-state drive

Prerequisites

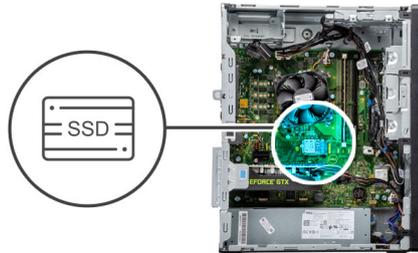
1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [side cover](#).

About this task

The following images indicate the location of the solid-state drive and provide a visual representation of the removal procedure.



1x
M2x3



Steps

1. Remove the single (M2x3) screw that secures the 2230 solid-state drive to the system board.
2. Slide and lift the 2230 solid-state drive from the M.2 card slot on the system board.

Installing the 2230 solid-state drive

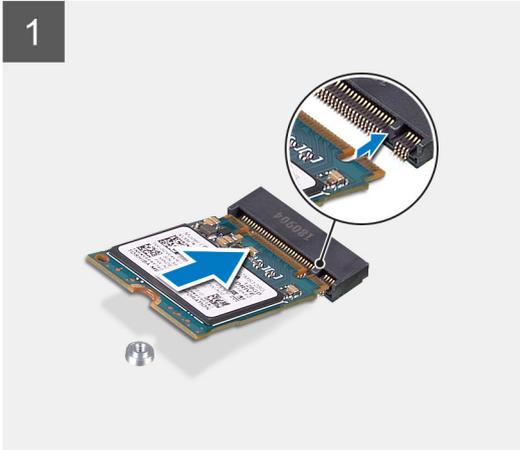
Prerequisites

About this task

The following images indicate the location of the solid-state drive and provide a visual representation of the installation procedure.



1x
M2x3



Steps

1. Locate the notch on the 2230 solid-state drive.
2. Align the notch on the 2230 solid-state drive with the tab on the M.2 card slot.
3. Slide the 2230 solid-state drive into the M.2 card slot on the system board.
4. Replace the single (M2x3) screw that secures the 2230 solid-state drive to the system board.

Next steps

1. Install the [side cover](#).
2. Follow the procedure in [After working inside your computer](#).

Removing the M.2 2280 solid-state drive

Prerequisites

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [side cover](#).

About this task

The following images indicate the location of the solid-state drive and provide a visual representation of the removal procedure.



1x
M2x3



Steps

1. Remove the single (M2x3) screw that secures the 2280 solid-state drive to the system board.
2. Slide and lift the 2280 solid-state drive from the M.2 card slot on the system board.

Installing the M.2 2280 solid-state drive

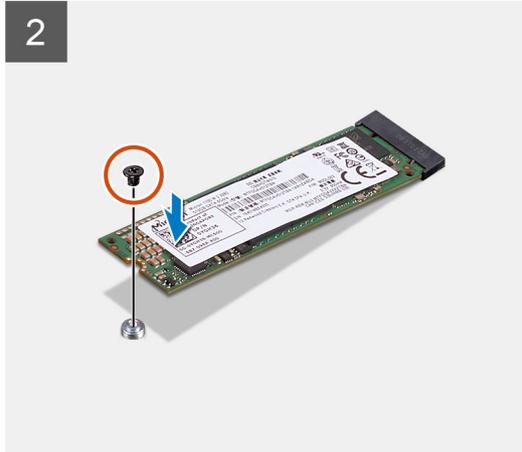
Prerequisites

About this task

The following images indicate the location of the solid-state drive and provide a visual representation of the installation procedure.



1x
M2x3



Steps

1. Locate the notch on the 2280 solid-state drive.
2. Align the notch on the 2280 solid-state drive with the tab on the M.2 card slot.
3. Slide the 2280 solid-state drive into the M.2 card slot on the system board.
4. Replace the single (M2x3) screw that secures the 2280 solid-state drive to the system board.

Next steps

1. Install the [side cover](#).
2. Follow the procedure in [After working inside your computer](#).

Graphics card

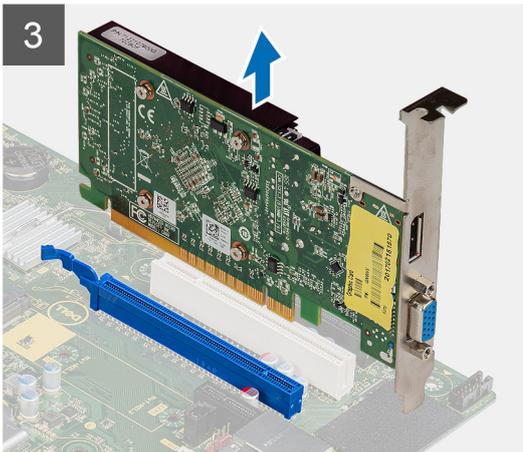
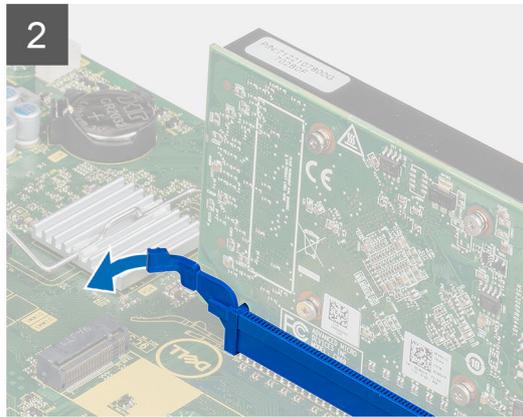
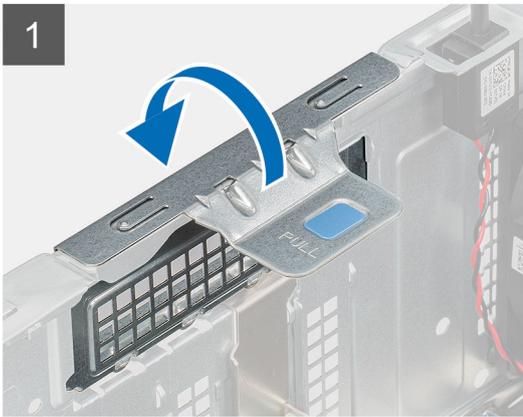
Removing the graphics card

Prerequisites

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [side cover](#).

About this task

The following images indicate the location of the graphics card and provides a visual representation of the removal procedure.



Steps

1. Lay the computer on the right side.
2. Locate the graphics card (PCI-Express).
3. Lift the pull tab to open the PCIe door.
4. Push and hold the securing tab on the graphics-card slot and lift the graphics card from the graphics-card slot.

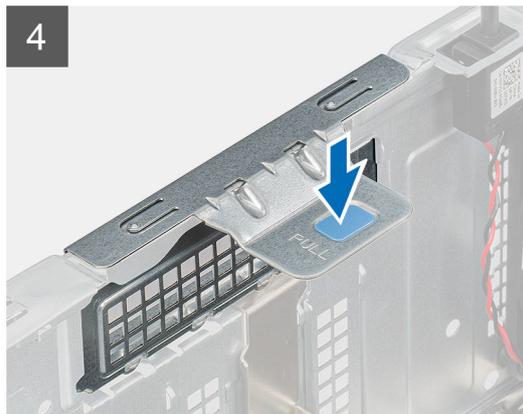
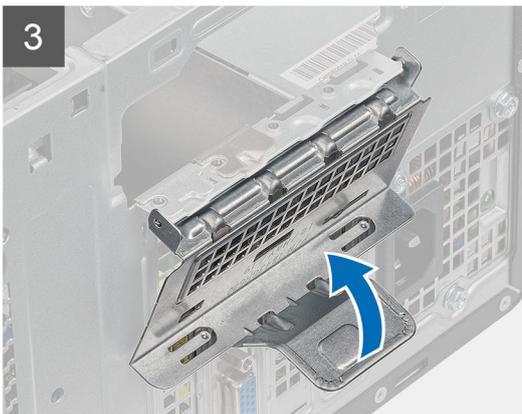
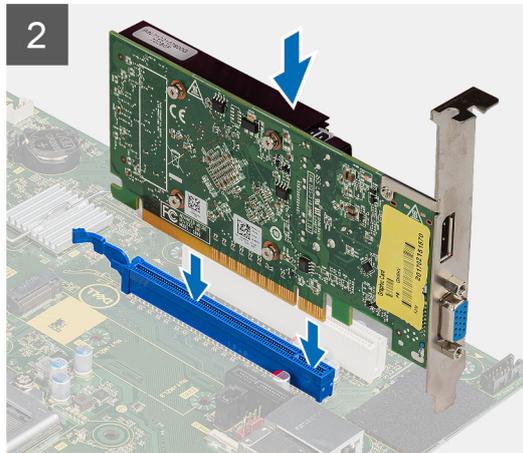
Installing the graphics card

Prerequisites

If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The following images indicate the location of the graphics card and provide a visual representation of the installation procedure.



Steps

1. Align the graphics card with the PCI-Express card connector on the system board.
2. Using the alignment post, connect the graphics card in the connector and press down firmly. Ensure that the card is firmly seated.
3. Lift the pull tab to close the PCIe door.

Next steps

1. Install the [side cover](#).
2. Follow the procedure in [after working inside your computer](#).

Hard-drive assembly

Removing the 3.5-inch hard drive

Prerequisites

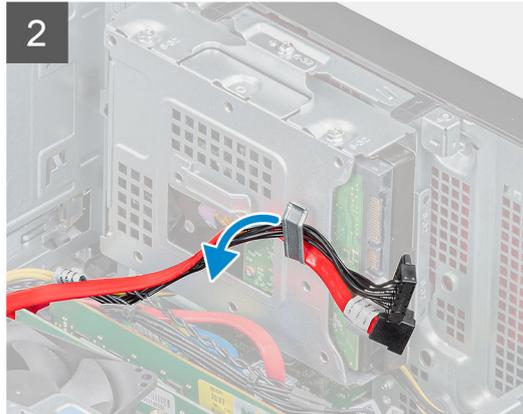
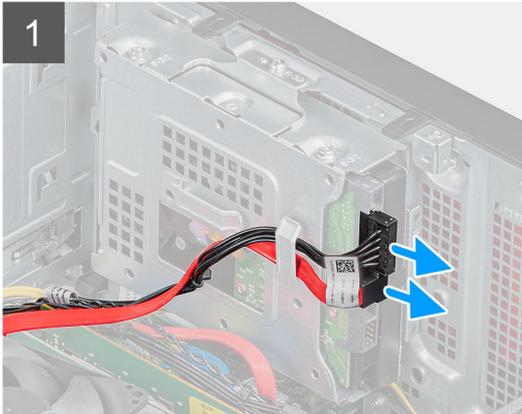
1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [side cover](#).

About this task

The following images indicate the location of the 3.5-inch hard drive and provide a visual representation of the removal procedure.



1x
6-32



Steps

1. Lay the computer on the right side.
2. Disconnect the data and power cables from the hard drive.
3. Remove the cables from the routing guides on the hard-drive assembly.
4. Remove the single (6-32) screw that secures the 3.5-inch hard-drive assembly to the chassis.
5. Lift the hard-drive assembly away from the chassis.
6. Remove the four (6-32) screws that secure the hard drive to the hard-drive cage.
7. Remove the hard drive from the hard-drive cage.

i NOTE: To remove 2nd 3.5-inch hard drive, disconnect and un-route the hard-drive power extension cable, 3.5-inch SATA cable, 2.5-inch hard drive and ODD SATA cable and CPU power cable from the cable holder clip. Remove the two (6-32) screws that secure the hard drive assembly to the chassis. Remove the hard drive from the hard-drive cage.

Installing the 3.5-inch hard drive

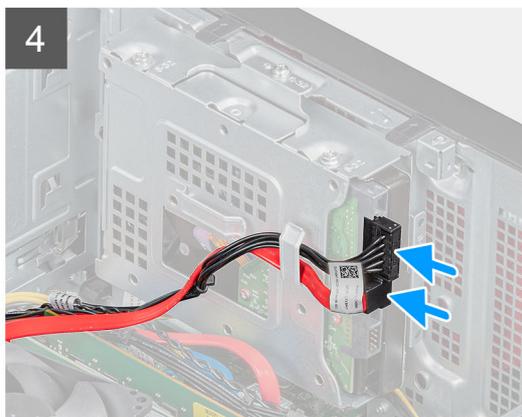
Prerequisites

About this task

The following images indicate the location of the 3.5-inch hard drive and provide a visual representation of the installation procedure.



1x
6-32



Steps

1. Insert the hard drive into the hard-drive cage.
2. Replace the four (6-32) screws that secure the hard drive to the hard-drive cage.
3. Align the hard-drive assembly with the tabs on the chassis.
4. Using the alignment post, align the screw hole on the hard-drive assembly with the screw hole on the chassis.
5. Replace the single (6-32) screw that secures the hard-drive assembly to the chassis.
6. Route the power cable and data cable through the routing guides on the hard-drive assembly and connect the cables to the hard drive.

NOTE: For systems with 2nd 3.5-inch hard drive, ensure to un-route the cable from the clip holder and then remove the clip from the chassis. After installing the hard drive into the hard-drive cage, align the 4 holes on the 3.5-inch hard-drive

cage with the 4 hooks on the ODD bracket and place it into its slot on the chassis. Secure the hard-drive assembly to the chassis with two (6-32) screws. Connect and route the hard-drive power extension cable, 3.5-inch SATA cable, 2.5-inch hard drive and ODD SATA cable and CPU power cable through the cable holder clip.

Next steps

1. Install the [side cover](#).
2. Follow the procedure in [After working inside your computer](#).

Coin-cell battery

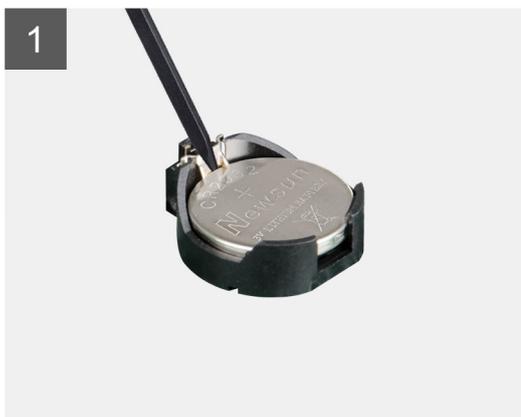
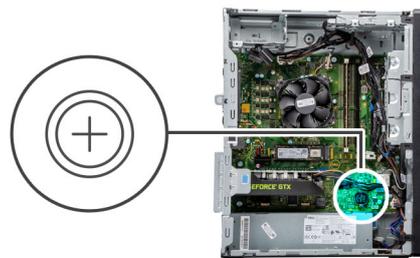
Removing the coin-cell battery

Prerequisites

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [side cover](#).

About this task

The following images indicate the location of the coin-cell battery and provide a visual representation of the removal procedure.



Steps

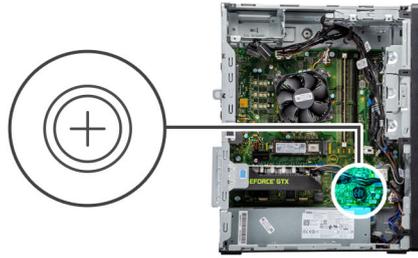
1. Lay the computer on the right side.
2. Using a plastic scribe, gently pry the coin-cell battery out of the slot on the system board.
3. Remove the coin-cell battery.

Installing the coin-cell battery

Prerequisites

About this task

The following images indicate the location of the coin-cell battery and provide a visual representation of the installation procedure.



Steps

1. Insert the coin-cell battery into the socket with the positive side (+) labeled facing up.
2. Press down on the coin-cell battery into the slot on the system board.

Next steps

1. Install the [side cover](#).
2. Follow the procedure in [After working inside your computer](#).

Chassis fan

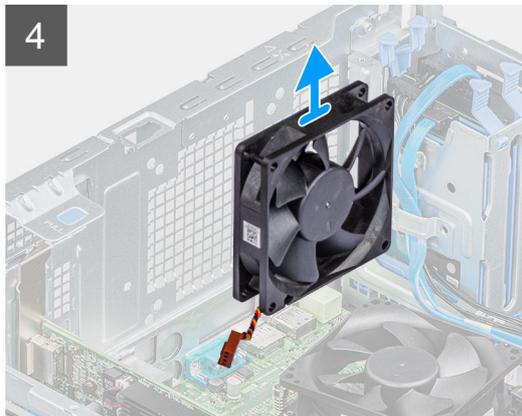
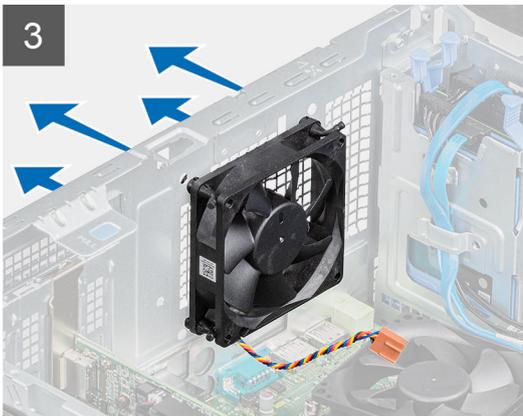
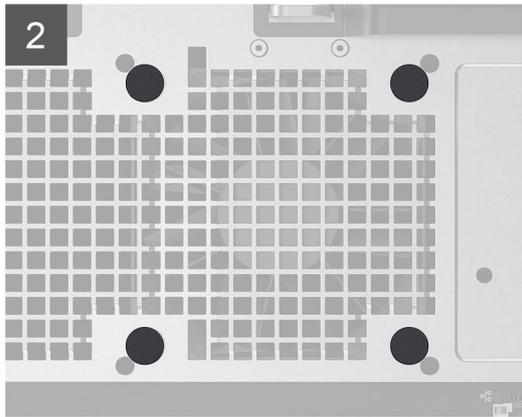
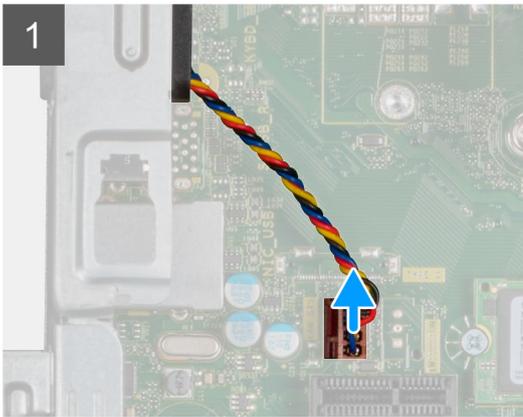
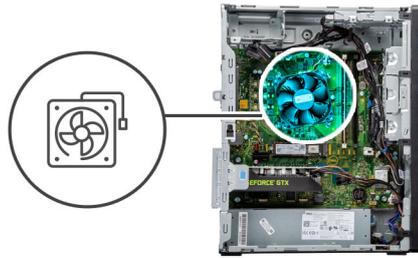
Removing the chassis fan

Prerequisites

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [side cover](#).

About this task

The following images indicate the location of the chassis fan and provide a visual representation of the removal procedure.



Steps

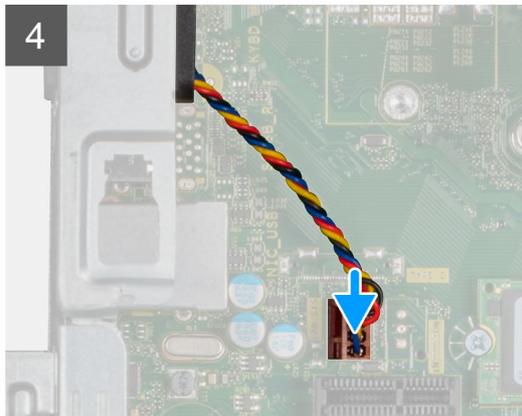
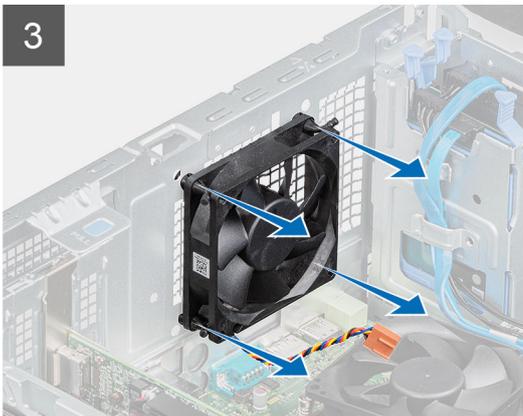
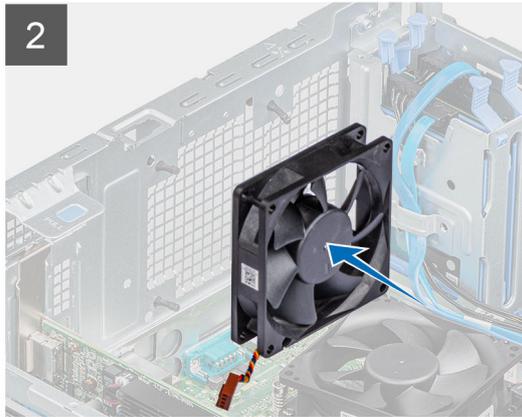
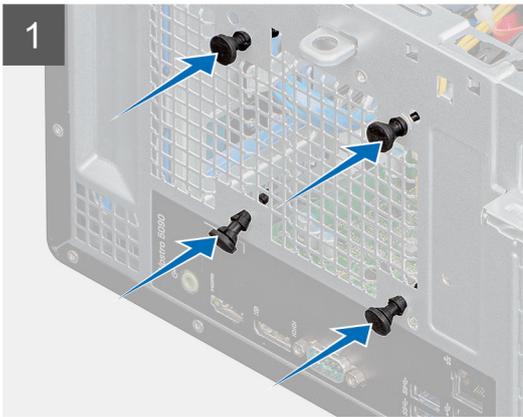
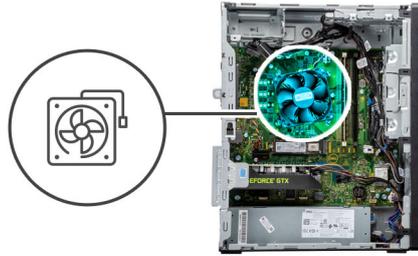
1. Lay the computer on the right side.
2. Disconnect the fan cable from the connector on the system board.
3. Gently pull the fan to release it from the rubber grommets.
4. Remove the fan off the chassis.

Installing the chassis fan

Prerequisites

About this task

The following images indicate the location of the chassis fan and provide a visual representation of the installation procedure.



Steps

1. Align the slots on the fan with the rubber grommets on chassis.
2. Route the rubber grommets through the slots on fan and pull the rubber grommets until the fan snaps into position.
3. Connect the fan cable to the system board.

Next steps

1. Install the [side cover](#).
2. Follow the procedure in [After working inside your computer](#).

Power supply unit

Removing the power-supply unit

Prerequisites

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [side cover](#).

About this task

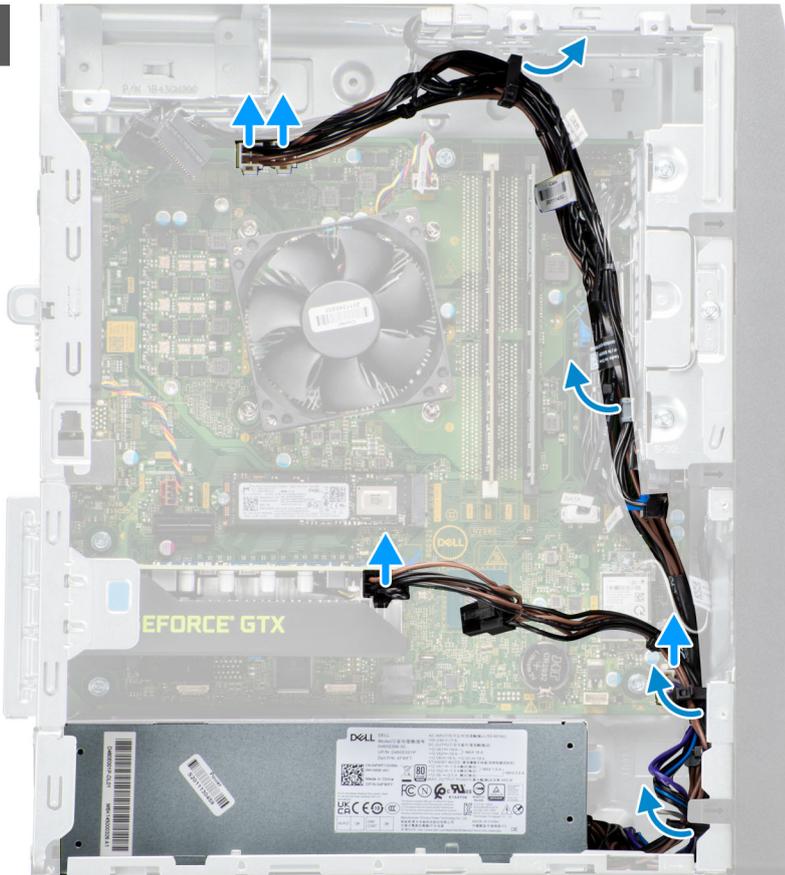
The following images indicate the location of the power-supply unit and provide a visual representation of the removal procedure.

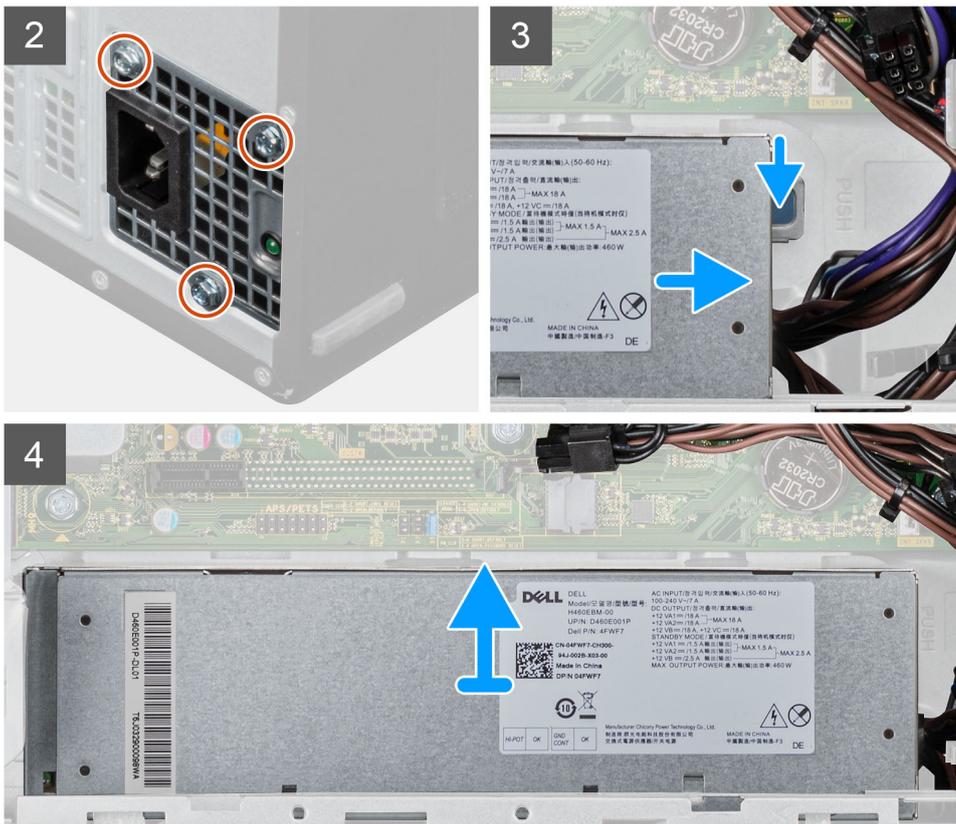


3x
#6-32



1





Steps

1. Lay the computer on the right side.
2. Disconnect the power cables from the system board and remove them from the routing guides on the chassis.
3. Disconnect the power cable from the powered graphics card connector.
4. Remove the three (6-32) screws that secure the power-supply unit to the chassis.
5. Press the securing tab on the chassis to release the power-supply from its slot.
6. Slide and lift the power-supply unit off the chassis.

Installing the power-supply unit

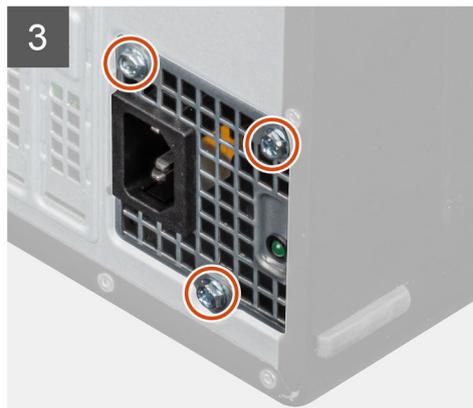
Prerequisites

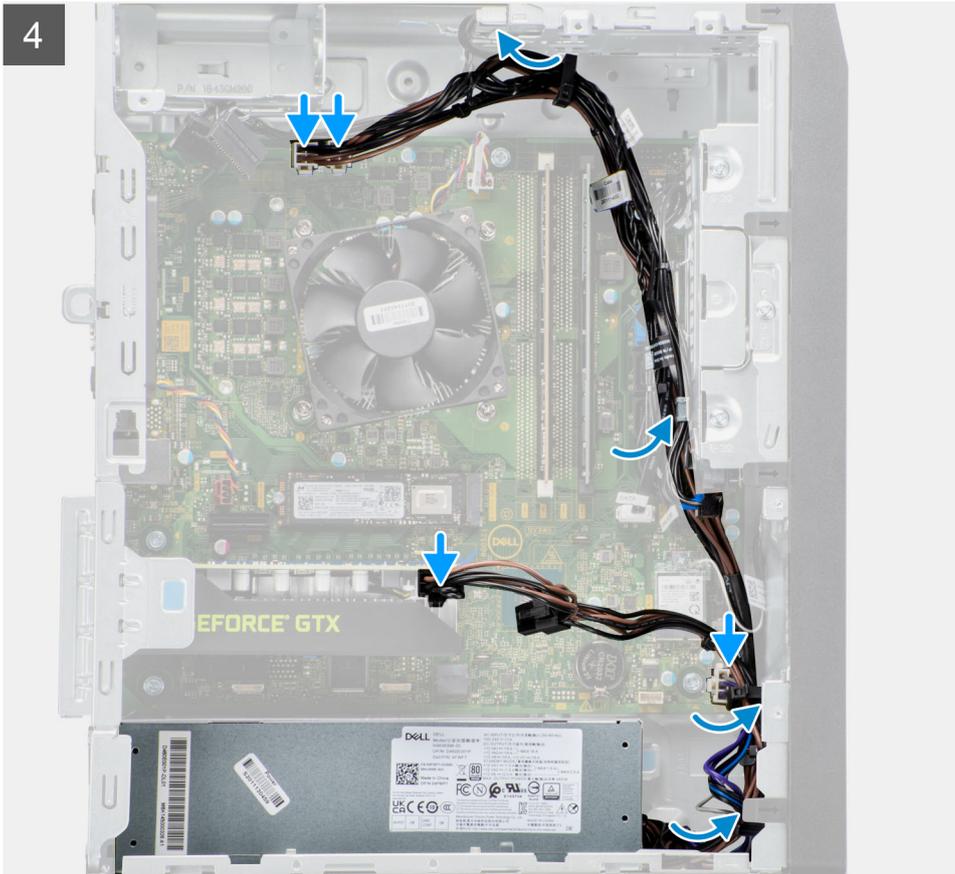
About this task

The following images indicate the location of the power-supply unit and provide a visual representation of the installation procedure.



3x
6-32





Steps

1. Press and hold the securing tab on the chassis and slide the power-supply unit into the chassis until it snaps into position.
2. Replace the three (6-32) screws that secure the power-supply unit to the chassis.
3. Route the power cable through the routing guides on the chassis and connect the power cable to connector on the powered graphics card.
4. Route the power cable through the routing guides on the chassis and connect the power cables to the connectors on the system board.
5. Connect the power cable to the power-supply unit.

Next steps

1. Install the [side cover](#).
2. Follow the procedure in [After working inside your computer](#).

Heatsink assembly

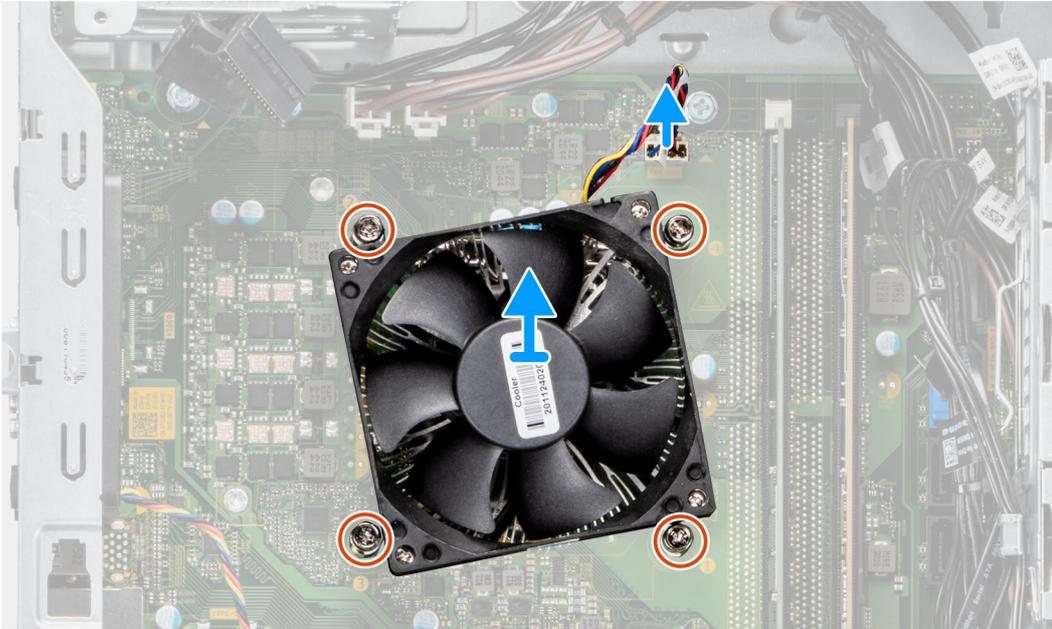
Removing the heatsink assembly

Prerequisites

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [side cover](#).

About this task

The following images indicate the location of the heatsink assembly and provide a visual representation of the removal procedure.



Steps

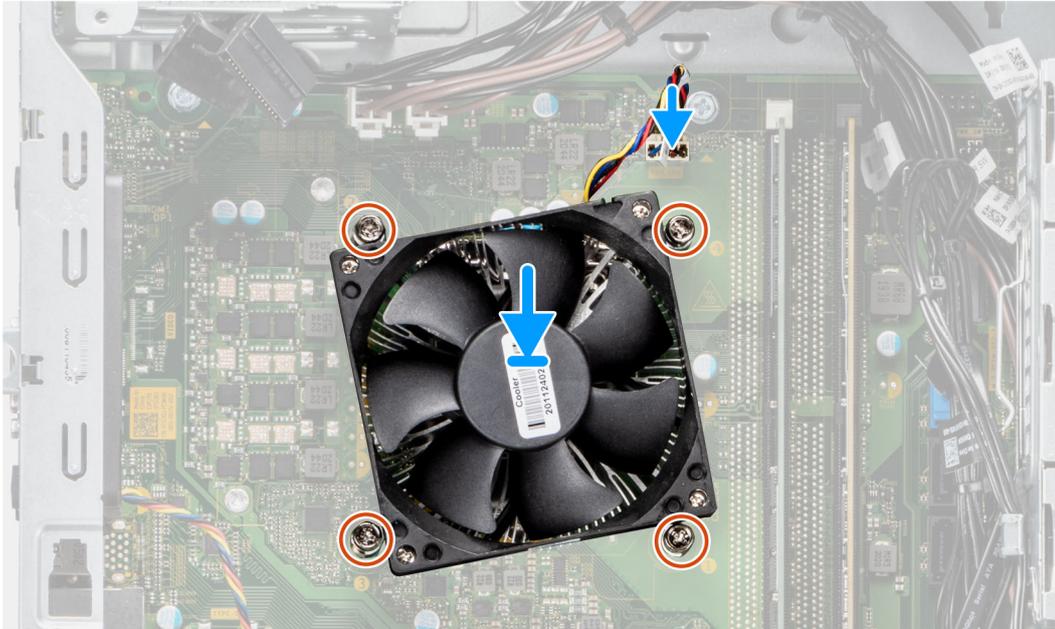
1. Locate the processor fan and heatsink assembly on your computer.
2. Disconnect the processor fan cable from the system board.
3. In a reverse sequential order (4>3>2>1) loosen the four captive screws that secure the fan and heatsink assembly to the system board.
4. Lift the processor fan and heatsink assembly off the system board.

Installing the heatsink assembly

Prerequisites

About this task

The following images indicate the location of the heatsink assembly and provide a visual representation of the installation procedure.



Steps

1. Align the screw holes on the processor fan and heatsink assembly with the screw holes on the system board.
2. As per the sequential order (1 < 2 < 3 < 4) tighten the four captive screws to secure the fan and heatsink assembly to the system board.
3. Connect the processor fan cable to connector on the system board.

Next steps

1. Install the [side cover](#).
2. Follow the procedure in [After working inside your computer](#).

Processor

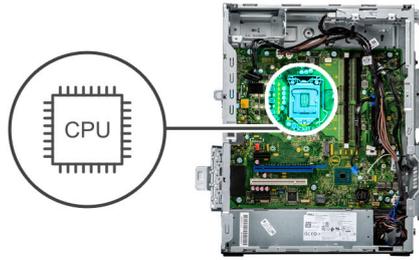
Removing the processor

Prerequisites

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [side cover](#).
3. Remove the [heatsink assembly](#).

About this task

The following images indicate the location of the processor and provide a visual representation of the removal procedure.



Steps

1. Press the release lever down and then push it away from the processor to release it from the securing tab.
2. Extend the release lever completely and open the processor cover.

 **CAUTION: When removing the processor, do not touch any of the pins inside the socket or allow any objects to fall on the pins in the socket.**

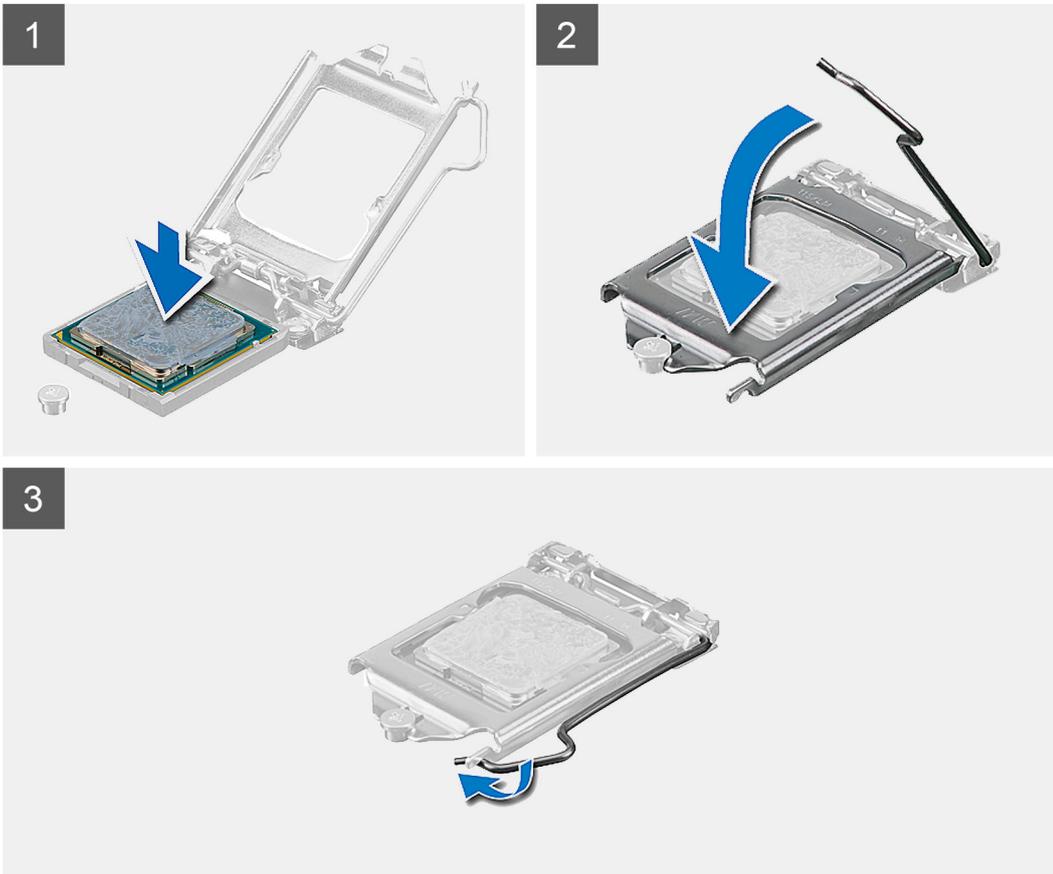
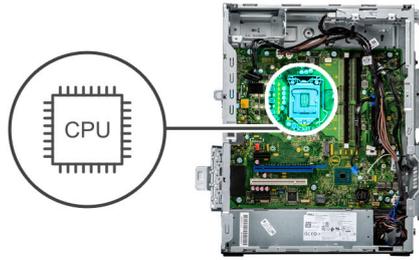
3. Gently lift the processor from the processor socket.

Installing the processor

Prerequisites

About this task

The following images indicate the location of the processor and provide a visual representation of the installation procedure.



Steps

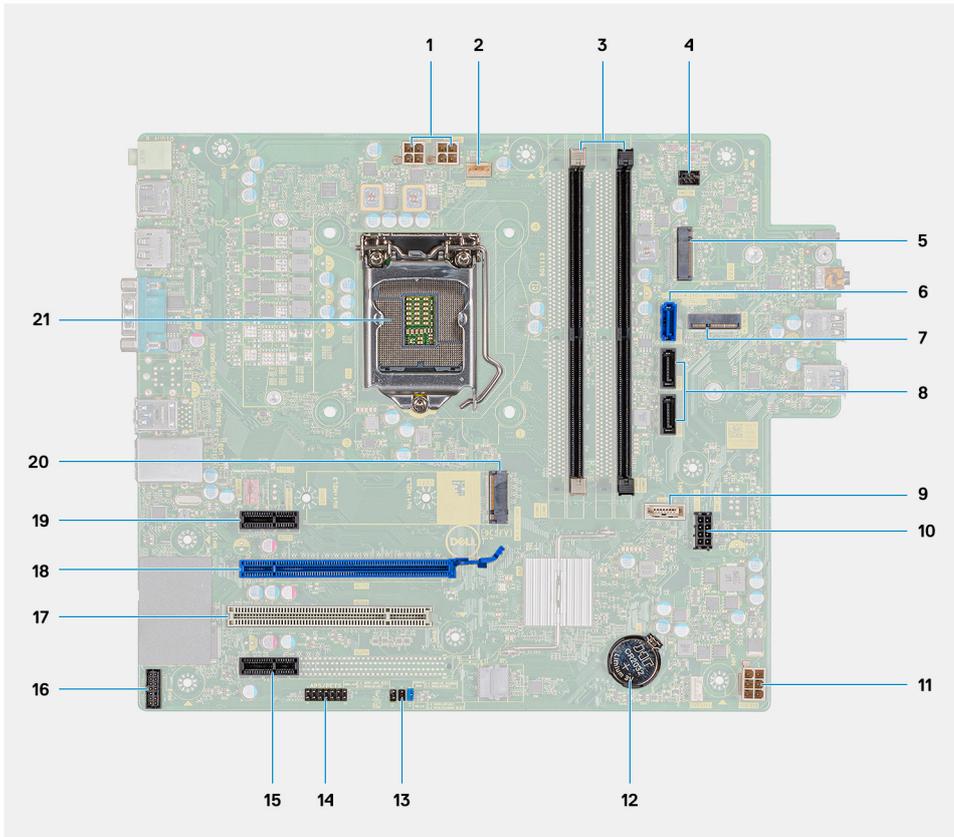
1. Ensure that the release lever on the processor socket is fully extended in the open position.
2. Align the notches on the processor with the tabs on the processor socket and place the processor in the processor socket.
CAUTION: Ensure that the processor-cover notch is positioned underneath the alignment post.
3. When the processor is fully seated in the socket, pivot the release-lever down and place it under the tab on the processor cover.

Next steps

1. Install the [heatsink assembly](#).
2. Install the [side cover](#).
3. Follow the procedure in [After working inside your computer](#).

System board

System board layout



- | | |
|---|---|
| 1. PSU power connector | 2. Processor fan connector |
| 3. Memory module slot | 4. Power button connector |
| 5. M.2 SSD card reader slot | 6. SATA0 connector (blue) |
| 7. M.2 WLAN slot | 8. SATA1/2 connector (black) |
| 9. SATA3 connector (white) | 10. SATA power connector |
| 11. ATX power connector | 12. Coin-cell battery |
| 13. CMOS_CLR/Password/Service_Mode jumper | 14. APS/PETS connector (Debug) |
| 15. PCIe x1 (Slot4) | 16. LPC debug card connector |
| 17. PCI-32 (Slot3) | 18. PCIe x16 (Slot2) |
| 19. PCIe x1 (Slot1) | 20. M.2 2230/2280 SSD/Optane card connector |
| 21. Processor socket | |

Removing the system board

Prerequisites

1. Follow the procedure in [Before working inside your computer.](#)
2. Remove the [side cover.](#)
3. Remove the [wireless card.](#)
4. Remove the [memory modules.](#)
5. Remove the [2230 solid-state drive.](#)
6. Remove the [2280 solid-state drive.](#)
7. Remove the [graphics card.](#)
8. Remove the [heatsink assembly.](#)

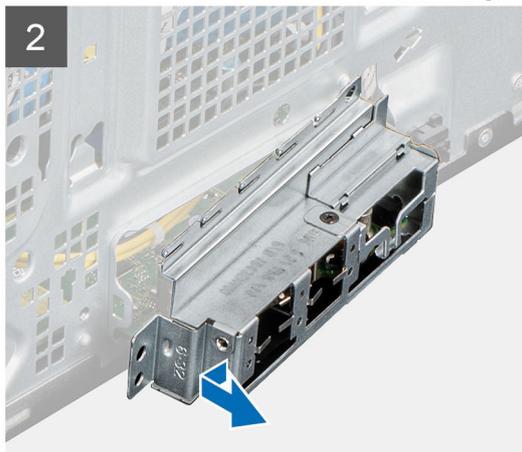
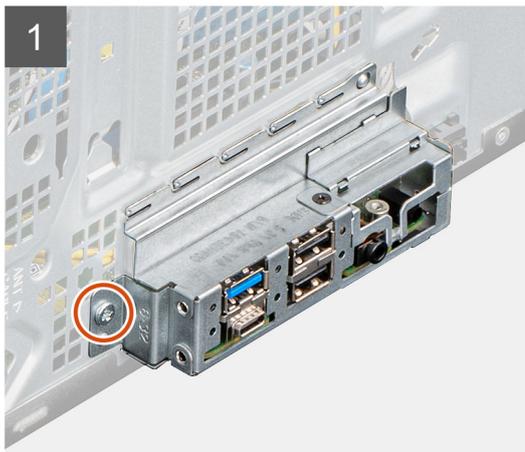
9. Remove the [processor](#).

About this task

The following images indicate the location of the system board and provide a visual representation of the removal procedure.



1x
6-32



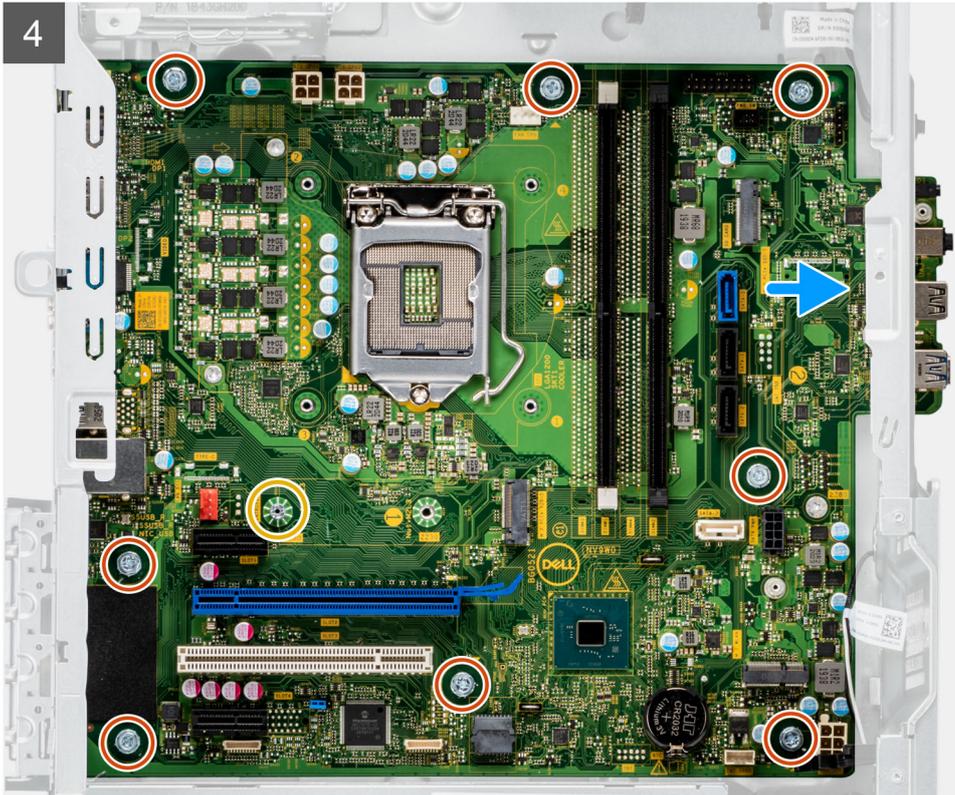


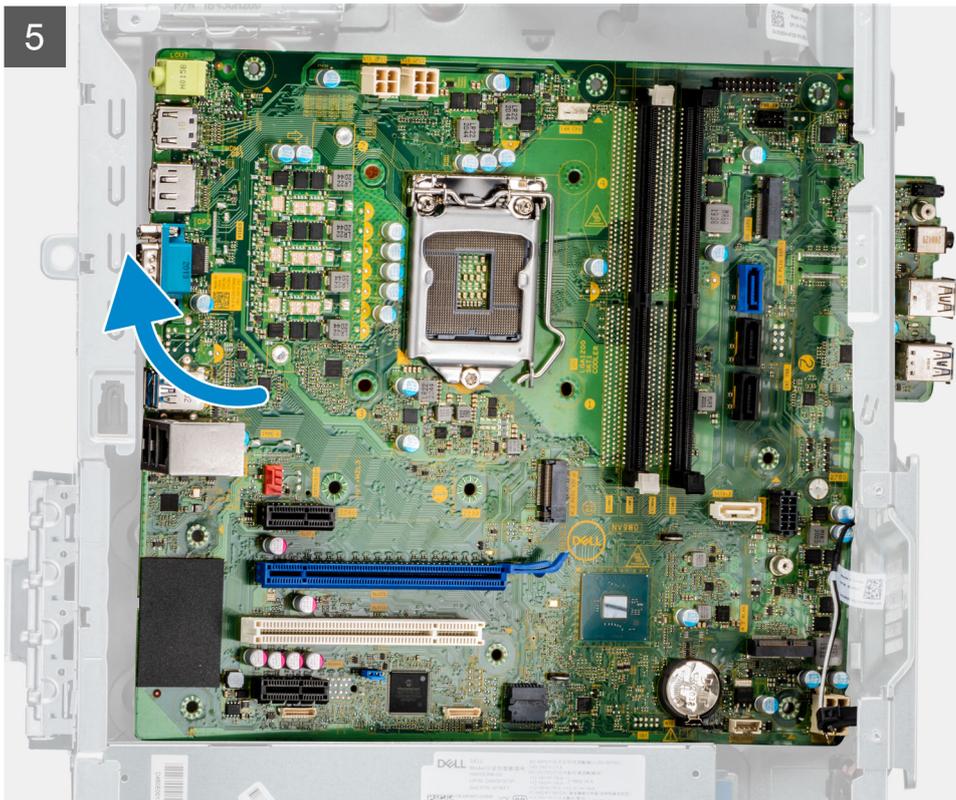


8x
6-32



1x
M2x4





Steps

1. Lay the computer on the right side.
2. Remove the single (6-32) screw that secures the ports bezel to the chassis.
3. Disconnect and un-route all the cables connected to the system board.
4. Remove the eight screws (6-32) and that secure the system board to the chassis.
5. Remove the single (M2x4) screw and that secures the system board to the chassis.
6. Lift the system board at an angle to release the ports and remove the system board off the chassis.

Installing the system board

Prerequisites

About this task

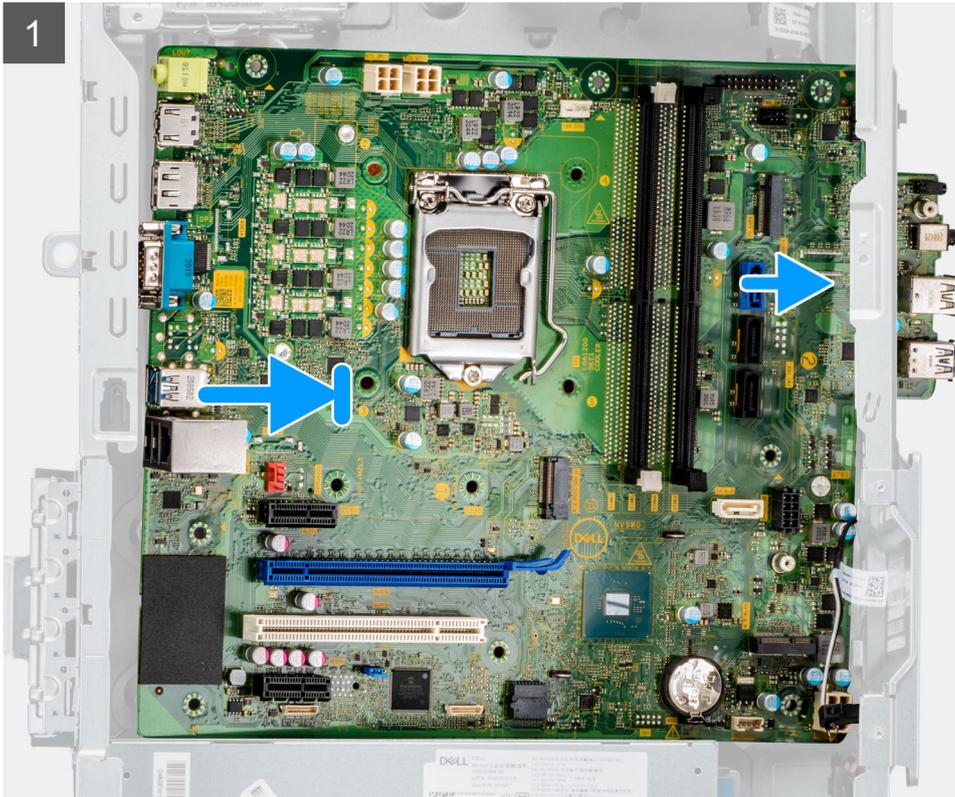
The following images indicate the location of the system board and provide a visual representation of the installation procedure.

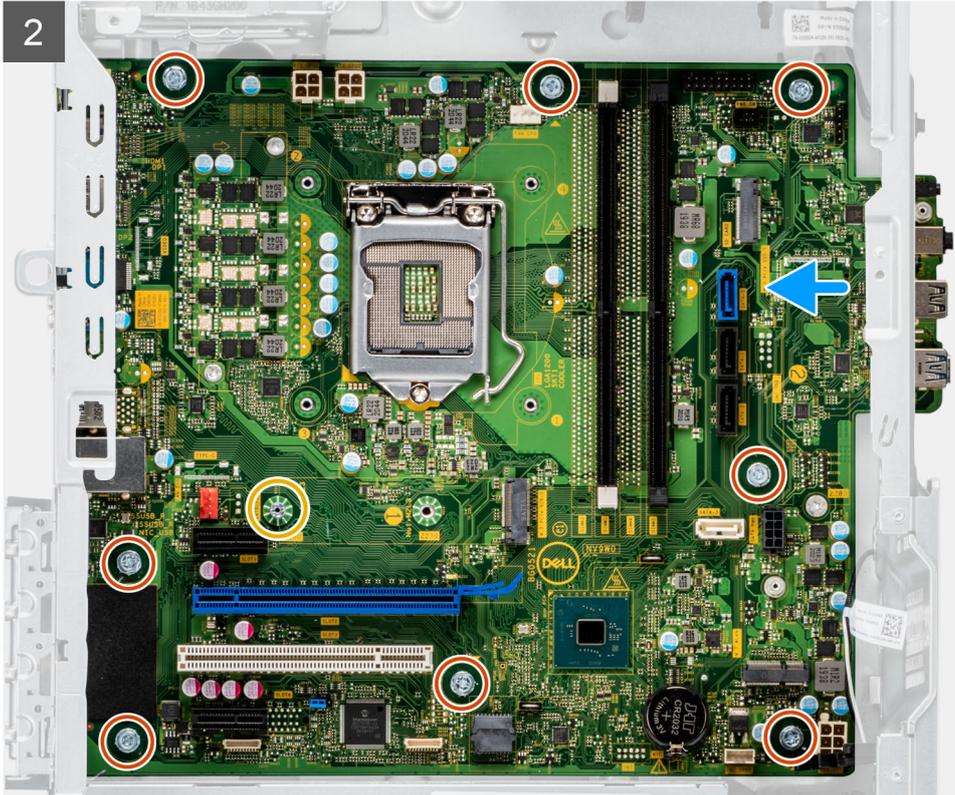


8x
6-32



1x
M2x4

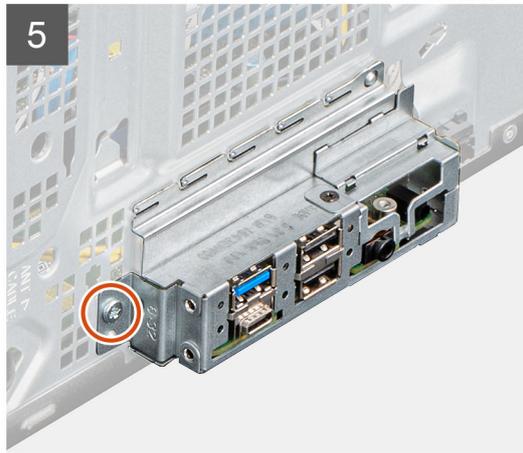
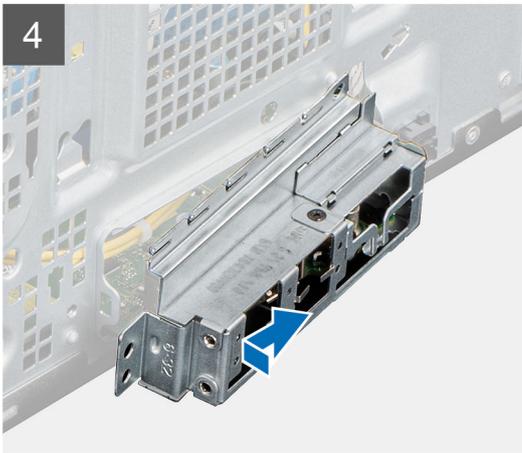








1x
6-32



Steps

1. Align the ports on the system board with the slots on the chassis and align the system board in place.
2. Replace the single (M2x4) standoff screw that secures the system board to the chassis.
3. Replace the eight (6-32) screws that secure the system board to the chassis.
4. Route and connect all the cables that you disconnected from the system board .
5. Align the screw holes on the ports bezel with the screw holes on the chassis.
6. Replace the single (6-32) screw that secures the ports bezel to the chassis.

Next steps

1. Install the [processor](#).
2. Install the [heatsink assembly](#).
3. Install the [graphics card](#).
4. Install the [2280 solid-state drive](#).
5. Install the [2230 solid-state drive](#).
6. Install the [memory module](#).
7. Install the [wireless card](#).
8. Install the [side cover](#).
9. Follow the procedure in [After working inside your computer](#).

Drivers and downloads

Drivers and downloads

When troubleshooting, downloading or installing drivers it is recommended that you read the Dell Knowledge Based article, Drivers and Downloads FAQ [SLN128938](#).

System setup

Boot Sequence

Boot Sequence allows you to bypass the System Setup–defined boot device order and boot directly to a specific device (for example: optical drive or hard drive). During the Power-on Self Test (POST), when the Dell logo appears, you can:

- Access System Setup by pressing F2 key
- Bring up the one-time boot menu by pressing F12 key

The one-time boot menu displays the devices that you can boot from including the diagnostic option. The boot menu options are:

- Removable Drive (if available)
- STXXXX Drive (if available)
 - **NOTE:** XXX denotes the SATA drive number.
- Optical Drive (if available)
- SATA Hard Drive (if available)
- Diagnostics

The boot sequence screen also displays the option to access the System Setup screen.

System setup options

NOTE: Depending on your computer and its installed devices, the items that are listed in this section may or may not appear.

Table 3. System setup options—System information menu

Overview	
Vostro 5890 Tower	
BIOS Version	Displays the BIOS version number.
Service Tag	Displays the Service Tag of the computer.
Asset Tag	Displays the Asset Tag of the computer.
Manufacture Date	Displays the manufacture date of the computer.
Ownership Date	Displays the ownership date of the computer.
Express Service Code	Displays the express service code of the computer.
Ownership Tag	Displays the Ownership Tag of the computer.
Signed Firmware Update	Displays whether the Signed Firmware Update is enabled on your computer.
Processor Information	
Processor Type	Displays the processor type.
Maximum Clock Speed	Displays the maximum processor clock speed.
Minimum Clock Speed	Displays the minimum processor clock speed.
Current Clock Speed	Displays the current processor clock speed.
Core Count	Displays the number of cores on the processor.

Table 3. System setup options—System information menu

Overview	
Processor ID	Displays the processor identification code.
Processor L2 Cache	Displays the processor L2 Cache size.
Processor L3 Cache	Displays the processor L3 Cache size.
Microcode Version	Displays the microcode version.
Intel Hyper-Threading Capable	Displays whether the processor is Hyper-Threading (HT) capable.
64-Bit Technology	Displays whether 64-bit technology is used.
Memory Information	
Memory Installed	Displays the total computer memory installed.
Memory Available	Displays the total computer memory available.
Memory Speed	Displays the memory speed.
Memory Channel Mode	Displays single or dual channel mode.
Memory Technology	Displays the technology that is used for the memory.
DIMM 1 Size	Displays the DIMM 1 memory size.
DIMM 2 Size	Displays the DIMM 2 memory size.
DIMM 3 Size	Displays the DIMM 3 memory size.
DIMM 4 Size	Displays the DIMM 4 memory size.
Devices Information	
Video Controller	Displays the video controller type of the computer.
Video Memory	Displays the video memory information of the computer.
Wi-Fi Device	Displays the wireless device information of the computer.
Native Resolution	Displays the native resolution of the computer.
Video BIOS Version	Displays the video BIOS version of the computer.
Audio Controller	Displays the audio controller information of the computer.
Bluetooth Device	Displays the Bluetooth device information of the computer.
LOM MAC Address	Displays the LAN On Motherboard (LOM) MAC address of the computer.
dGPU Video Controller	Displays the discrete video controller type of the computer.
Slot 1	Displays the SATA hard drive information of the computer.
Slot 2	Displays the SATA hard drive information of the computer.
Slot 3	Displays the SATA hard drive information of the computer.
Slot 4	Displays the SATA hard drive information of the computer.

Table 4. System setup options—Boot Configuration menu (continued)

Boot Configuration	
Boot Sequence	
Boot Mode: UEFI only	Displays the boot mode.
Boot Sequence	Displays the boot sequence.
Secure Digital (SD) Card Boot	Enable or disable the SD card read-only boot. By default, the Secure Digital (SD) Card Boot option is not enabled.
Secure Boot	
Enable Secure Boot	Enable or disable the secure boot feature.

Table 4. System setup options—Boot Configuration menu

Boot Configuration	
Secure Boot Mode	By default, the option is not enabled. Enable or disable to change the secure boot mode options. By default, the Deployed Mode is enabled.
Expert Key Management	
Enable Custom Mode	Enable or disable custom mode. By default, the custom mode option is not enabled.
Custom Mode Key Management	Select the custom values for expert key management.

Table 5. System setup options—Integrated Devices menu

Integrated Devices	
Date/Time	Displays the current date in MM/DD/YYYY format and current time in HH:MM:SS AM/PM format.
Audio	
Enable Audio	Enable or disable the integrated audio controller. By default, all the options are enabled.
Serial Port	
Serial Port Configuration	Enable or disable the serial port address. By default, the COM1: Port is configured at 3F8h with IRQ4 option is enabled.
USB Configuration	<ul style="list-style-type: none"> Enable or disable booting from USB mass storage devices through the boot sequence or boot menu. By default, all the options are enabled.
Front USB Configuration	Enable or disable the individual front USB ports. By default, all the options are enabled.
Rear USB Configuration	Enable or disable the individual rear USB ports. By default, all the options are enabled.
Miscellaneous Devices	Enable or disable the PCI Slot By default, the option is enabled.
Dust Filter Maintenance	Enable or disable the dust filter maintenance. By default, the Disabled option is enabled.

Table 6. System setup options—Storage menu

Storage	
SATA Operation	Enable or disable the operating mode of the integrated SATA hard drive controller. By default, the AHCI option is enabled.
Storage Interface	
Port Enablement	Enable or disable the onboard drives. By default, all the options are enabled.
SMART Reporting	

Table 6. System setup options—Storage menu

Storage	
Enable SMART Reporting	Enable or disable Self-Monitoring, Analysis, and Reporting Technology (SMART) during computer startup. By default, the Enable SMART Reporting option is not enabled.
Drive Information	
SATA-0	
Type	Displays the SATA HDD type information of the computer.
Device	Displays the SATA HDD device information of the computer.
SATA-1	
Type	Displays the SATA HDD type information of the computer.
Device	Displays the SATA HDD device information of the computer.
SATA-2	
Type	Displays the SATA HDD type information of the computer.
Device	Displays the SATA HDD device information of the computer.
SATA-3	
Type	Displays the SATA HDD type information of the computer.
Device	Displays the SATA HDD device information of the computer.
M.2 PCIe SSD-0	
Type	Displays the M.2 PCIe SSD-0 type information of the computer.
Device	Displays the M.2 PCIe SSD-0 device information of the computer.
M.2 PCIe SSD-1	
Type	Displays the M.2 PCIe SSD-1 type information of the computer.
Device	Displays the M.2 PCIe SSD-1 device information of the computer.
Enable MediaCard	
Secure Digital (SD) Card	Enable or disable the SD card. By default, the Secure Digital (SD) Card option is enabled.
Secure Digital (SD) Card Read-Only Mode	Enable or disable the SD card read-only mode. By default, the Secure Digital (SD) Card Read-Only Mode option is not enabled.

Table 7. System setup options—Display menu

Display	
Multi-Display	
Enable Multi-Display	Enable or disable the Enable Multi-Display buttons on the computer. By default, the option is enabled.
Primary Display	
Video Primary Display	Determines the primary display when multiple controllers are available on the computer By default, the Auto option is enabled.
Full Screen Logo	
	Enable or disable full screen logo. By default, the option is not enabled.

Table 8. System setup options—Connection menu

Connection	
Network Controller Configuration	
Integrated NIC	Controls the on-board LAN controller. By default, the Enabled with PXE option is enabled.
Wireless Device Enable	
WLAN	Enable or disable the internal WLAN device By default, the option enabled.
Bluetooth	Enable or disable the internal Bluetooth device By default, the option enabled.
Enable UEFI Network Stack	Enable or disable UEFI Network Stack and controls the on-board LAN Controller. By default, the option is enabled.
HTTPs Boot Feature	
HTTPs Boot	Enable or disable the HTTPs Boot feature. By default, the HTTPs Boot option is enabled.
HTTPs Boot Mode	With Auto Mode, the HTTPs Boot extracts Boot URL from the DHCP. With Manual Mode, the HTTPs Boot reads Boot URL from the user-provided data. By default, the Auto Mode option is enabled.

Table 9. System setup options—Power menu (continued)

Power	
USB PowerShare	
Enable USB PowerShare	Enable or disable the USB PowerShare. By default, the Enable USB PowerShare option is enabled
USB Wake Support	
Enable USB Wake Support	When enabled, you can use the USB devices like a mouse or keyboard to wake your computer from standby. By default, the option is enabled.
AC Behavior	
AC Recovery	Enables the system to turn on automatically, when AC is inserted. By default, the Power Off option is enabled.
Active State Power Management	
Aspm	Enables or disables the Active State Power Management (ASPM) level By default, the Auto option is enabled.
Block Sleep	
	Enables to block entering sleep (S3) mode in the operating system. By default, the Block Sleep option is disabled.
Deep Sleep Control	
	Enable or disable the Deep Sleep mode support. By default, the Disabled option is enabled.
Fan Control Override	
	Enable or disable the fan control override feature. By default, the option is disabled.
Intel Speed Shift Technology	
	Enable or disable the Intel speed shift technology support.

Table 9. System setup options—Power menu

Power	
	By default, the Intel Speed Shift Technology option is enabled.

Table 10. System setup options—Security menu

Security	
TPM 2.0 Security	
TPM 2.0 Security On	Enable or disable TPM 2.0 security options. By default, the TPM 2.0 Security On option is enabled.
Attestation Enable	Enables to control whether the Trusted Platform Module (TPM) Endorsement Hierarchy is available to the operating system. By default, the Attestation Enable option is enabled.
Key Storage Enable	Enables to control whether the Trusted Platform Module (TPM) Storage Hierarchy is available to the operating system. By default, the Key Storage Enable option is enabled.
SHA-256	BIOS and the TPM will use the SHA-256 hash algorithm to extend measurements into the TPM PCRs during BIOS boot. By default, the SHA-256 option is enabled.
Clear	Enables to clear the TPM owner information and returns the TPM to the default state. By default, the Clear option is disabled.
PPI ByPass for Clear Commands	Controls the TPM Physical Presence Interface (PPI). By default, the PPI ByPass for clear Commands option is disabled.
Chassis intrusion	Controls the chassis intrusion feature. By default, the option is disabled.
SMM Security Mitigation	Enable or disable SMM Security Mitigation. By default, the option is enabled.
Data Wipe on Next Boot	
Start Data Wipe	Enable or disable the data wipe on next boot. By default, the option is disabled.
Absolute	Enable or disable or permanently disable the BIOS module interface of the optional Absolute Persistence Module service from Absolute software. By default, the Enable Absolute option is enabled.
UEFI Boot Path Security	Controls whether or not the computer will prompt the user to enter the admin password (if set) when booting to a UEFI boot device from the F12 boot menu. By default, the Always Except Internal HDD option is enabled.

Table 11. System setup options—Passwords menu

Passwords	
Admin Password	Set, change, or delete the administrator password.
System Password	Set, change, or delete the computer password.
Internal HDD-0 Password	Set, change, or delete the Internal HDD-0 password.
NVMe SSD0	Set, change, or delete the NVMe SSD0 password.

Table 11. System setup options—Passwords menu

Passwords	
Password Configuration	
Upper Case Letter	Reinforces password must have at least one upper case letter. By default, the option is disabled.
Lower Case Letter	Reinforces password must have at least one lower case letter. By default, the option is disabled.
Digit	Reinforces password must have at least one digit. By default, the option is disabled.
Special Character	Reinforces password must have at least one special character. By default, the option is disabled.
Minimum Characters	Set the minimum characters allowed for password.
Password Bypass	When enabled, this always prompts for computer and internal hard drive passwords when powered on from the off state. By default, the Disabled option is enabled.
Password Changes	
Enable Non-Admin Password Changes	Enable or disable to change computer and hard drive password without the need for admin password. By default, the option is enabled.
Admin Setup Lockout	
Enable Admin Setup Lockout	Enables administrators control over how their users can or cannot access BIOS setup. By default, the option is disabled.
Master Password Lockout	
Enable Master Password Lockout	When enabled, this will disable the master password support. By default, the option is disabled.
Allow Non-Admin PSID Revert	
Enable Allow Non-Admin PSID Revert	Controls access to the Physical Security ID (PSID) revert of NVMe hard-drives from the Dell Security Manager prompt. By default, the option is disabled.

Table 12. System setup options—Update, Recovery menu

Update, Recovery	
UEFI Capsule Firmware Updates	Enable or disable BIOS updates through UEFI capsule update packages. By default, the option is enabled.
BIOS Recovery from Hard Drive	Enables the user to recover from certain corrupted BIOS conditions from a recovery file on the user primary hard drive or an external USB key. By default, the option is enabled.
BIOS Downgrade	
Allow BIOS Downgrade	Enable or disable the flashing of the computer firmware to previous revision is blocked. By default, the option is enabled.

Table 12. System setup options—Update, Recovery menu

Update, Recovery	
SupportAssist OS Recovery	Enable or disable the boot flow for SupportAssist OS Recovery tool in the event of certain computer errors. By default, the option is enabled.
BIOSConnect	Enable or disable cloud Service OS recovery if the main operating system fails to boot with the number of failures equal to or greater than the value specified by the Auto OS Recovery Threshold setup option and local Service OS does not boot or is not installed. By default, the option is enabled.
Dell Auto OS Recovery Threshold	Controls the automatic boot flow for SupportAssist System Resolution Console and for Dell OS Recovery Tool. By default, the threshold value is set to 2.

Table 13. System setup options—System Management menu

System Management	
Service Tag	Display the Service Tag of the computer.
Asset Tag	Create a computer Asset Tag.
Wake on LAN/WLAN	Enable or disable the computer to power on by special LAN signals when it receives a wakeup signal from the WLAN. By default, the Disabled option is selected.
Auto on Time	Enable to set the computer to turn on automatically every day or on a preselected date and time. This option can be configured only if the Auto On Time is set to Everyday, Weekdays, or Selected Days. By default, the option is disabled.
Intel AMT Capability	Enable Intel AMT Capability
	Enable or disable the Intel AMT capability. By default, the Restrict MEBx Access option is enabled.
MEBx Hotkey	Enable or disable MEBx hotkey. By default, the option is disabled.
USB Provision	Enable USB Provision
	Enable or disable the Intel AMT provisioning using the local provisioning file through a USB storage device. By default, the option is disabled.
SERR Messages	Enable or disable SERR messages. By default, the option is enabled.
Dell Development Configuration	Enable Flash Updated Signature Override
	Enable or disable certain features to control BIOS By default, the option is disabled.

Table 14. System setup options—Keyboard menu (continued)

Keyboard	
Keyboard Errors	Enable Keyboard Error Detection
	Enable or disable the keyboard error detection.

Table 14. System setup options—Keyboard menu

Keyboard	
	By default, the option is enabled.
Numlock LED	
Enable Numlock LED	Enable or disable Numlock LED. By default, the option is enabled.
Device Configuration Hotkey Access	
Device Configuration Hotkey Access	Enable or disable users to access device configuration by using hotkeys. By default, the option is enabled.

Table 15. System setup options—Pre-boot Behavior menu

Pre-boot Behavior	
Warning and Errors	Enable or disable the action to be done when a warning or error is encountered. By default, the Prompt on Warnings and Errors option is enabled.
Fastboot	Enable to set the speed of the boot process. By default, the Minimal option is enabled.
Extend BIOS POST Time	Set the BIOS POST time. By default, the 0 seconds option is enabled.

Table 16. System setup options—Virtualization menu

Virtualization	
Intel Virtualization Technology	
Enable Intel Virtualization Technology (VT)	Specify whether a Virtual Machine Monitor (VMM) can utilize the additional hardware capabilities that are provided by Intel Virtualization Technology. By default, the option is enabled.
VT for Direct I/O	
	Specify whether a Virtual Machine Monitor (VMM) can utilize the additional hardware capabilities that are provided by Intel Virtualization Technology for Direct I/O. By default, the option is enabled.
Intel Trusted Execution Technology (TXT)	
Enable Intel Trusted Execution Technology (TXT)	Specifies whether a measured Virtual Machine Monitor (MVMM) can utilize the additional hardware capabilities that are provided by Intel Trusted Execution Technology. By default, the option is disabled.

Table 17. System setup options—Performance menu (continued)

Performance	
Multi Core Support	
Active Cores	Enables to change the number of CPU cores available to the operating system. By default, the All Cores options are enabled.
Intel SpeedStep	
Enable Intel SpeedStep Technology	Enables the computer to dynamically adjust processor voltage and core frequency, decreasing average power consumption and heat production.

Table 17. System setup options—Performance menu

Performance	
	By default, the option is enabled.
C-States Control	
Enable C-State Control	Enable or disable additional processor sleep states. By default, the option is enabled.
Intel Turbo Boost Technology	
Enable Intel Turbo Boost Technology	Enable or disable Intel TurboBoost mode of the processor. By default, the option is enabled.
Intel Hyper-Threading Technology	
Enable Intel Hyper-Threading Technology	Enable or disable Hyper-Threading in the processor. By default, the option is enabled.

Table 18. System setup options—System Logs menu

System Logs	
BIOS Event Log	
Clear BIOS Event Log	Display BIOS events. By default, the Keep option is enabled.

Flashing the BIOS

About this task

You may need to flash (update) the BIOS when an update is available or when you replace the system board.

Follow these steps to flash the BIOS:

Steps

1. Turn on your computer.
2. Go to www.dell.com/support.
3. Click **Product support**, enter the Service Tag of your computer, and then click **Submit**.

 **NOTE:** If you do not have the Service Tag, use the auto-detect feature or manually browse for your computer model.

4. Click **Drivers & downloads > Find it myself**.
5. Select the operating system installed on your computer.
6. Scroll down the page and expand **BIOS**.
7. Click **Download** to download the latest version of the BIOS for your computer.
8. After the download is complete, navigate to the folder where you saved the BIOS update file.
9. Double-click the BIOS update file icon and follow the instructions on the screen.

Updating the BIOS in Windows

Prerequisites

It is recommended to update your BIOS (System Setup) when you replace the system board or if an update is available. For laptops, ensure that your computer battery is fully charged and connected to a power before initiating a BIOS update.

About this task

 **NOTE:** If BitLocker is enabled, it must be suspended prior to updating the system BIOS, and then re enabled after the BIOS update is completed.

Steps

1. Restart the computer.
2. Go to **Dell.com/support**.
 - Enter the **Service Tag** or **Express Service Code** and click **Submit**.
 - Click **Detect Product** and follow the instructions on screen.
3. If you are unable to detect or find the Service Tag, click **Choose from all products**.
4. Choose the **Products** category from the list.

 **NOTE:** Choose the appropriate category to reach the product page.
5. Select your computer model and the **Product Support** page of your computer appears.
6. Click **Get drivers** and click **Drivers and Downloads**.
The Drivers and Downloads section opens.
7. Click **Find it myself**.
8. Click **BIOS** to view the BIOS versions.
9. Identify the latest BIOS file and click **Download**.
10. Select your preferred download method in the **Please select your download method below** window, click **Download File**.
The **File Download** window appears.
11. Click **Save** to save the file on your computer.
12. Click **Run** to install the updated BIOS settings on your computer.
Follow the instructions on the screen.

Updating BIOS on systems with BitLocker enabled

 **CAUTION:** If BitLocker is not suspended before updating the BIOS, the next time you reboot the system it will not recognize the BitLocker key. You will then be prompted to enter the recovery key to progress and the system will ask for this on each reboot. If the recovery key is not known this can result in data loss or an unnecessary operating system re-install. For more information on this subject, see Knowledge Article: <https://www.dell.com/support/article/sln153694>

Updating your system BIOS using a USB flash drive

About this task

If the computer cannot load into Windows but there is still a need to update the BIOS, download the BIOS file using another computer and save it to a bootable USB flash drive.

 **NOTE:** You must use a bootable USB flash drive. For more information, see the knowledge base article [SLN143196](https://www.dell.com/support/article/sln143196).

Steps

1. Download the BIOS update .exe file to another computer.
2. Copy the .exe file onto the bootable USB flash drive.
3. Insert the USB flash drive into the computer that requires the BIOS update.
4. Restart the computer and press F12 when the Dell logo appears to display the One Time Boot Menu.
5. Using arrow keys, select **USB Storage Device** and press Enter.
6. The computer restarts to a Diag C:\> prompt.
7. Run the file by typing the complete filename and press Enter.
8. The BIOS Update Utility is displayed. Follow the on-screen instructions.



Figure 1. DOS BIOS Update Screen

System and setup password

Table 19. System and setup password

Password type	Description
System password	Password that you must enter to log on to your system.
Setup password	Password that you must enter to access and make changes to the BIOS settings of your computer.

You can create a system password and a setup password to secure your computer.

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

CAUTION: Anyone can access the data stored on your computer if it is not locked and left unattended.

NOTE: System and setup password feature is disabled.

Assigning a system setup password

Prerequisites

You can assign a new **System or Admin Password** only when the status is in **Not Set**.

About this task

To enter the system setup, press F2 immediately after a power-on or reboot.

Steps

- In the **System BIOS** or **System Setup** screen, select **Security** and press **Enter**.
The **Security** screen is displayed.
- Select **System/Admin Password** and create a password in the **Enter the new password** field.
Use the following guidelines to assign the system password:
 - A password can have up to 32 characters.
 - The password can contain the numbers 0 through 9.

- Only lower case letters are valid, upper case letters are not allowed.
 - Only the following special characters are allowed: space, ("), (+), (.), (-), (.), (/), (;), ([), (\), (]), (`).
3. Type the system password that you entered earlier in the **Confirm new password** field and click **OK**.
 4. Press **Esc** and a message prompts you to save the changes.
 5. Press **Y** to save the changes.
The computer reboots.

Deleting or changing an existing system setup password

Prerequisites

Ensure that the **Password Status** is Unlocked (in the System Setup) before attempting to delete or change the existing System and Setup password. You cannot delete or change an existing System or Setup password, if the **Password Status** is Locked.

About this task

To enter the System Setup, press **F2** immediately after a power-on or reboot.

Steps

1. In the **System BIOS** or **System Setup** screen, select **System Security** and press **Enter**.
The **System Security** screen is displayed.
2. In the **System Security** screen, verify that **Password Status** is **Unlocked**.
3. Select **System Password**, alter or delete the existing system password and press **Enter** or **Tab**.
4. Select **Setup Password**, alter or delete the existing setup password and press **Enter** or **Tab**.
 **NOTE:** If you change the System and/or Setup password, re enter the new password when prompted. If you delete the System and Setup password, confirm the deletion when prompted.
5. Press **Esc** and a message prompts you to save the changes.
6. Press **Y** to save the changes and exit from System Setup.
The computer restarts.

Troubleshooting

Dell SupportAssist Pre-boot System Performance Check diagnostics

About this task

SupportAssist diagnostics (also known as system diagnostics) performs a complete check of your hardware. The Dell SupportAssist Pre-boot System Performance Check diagnostics is embedded with the BIOS and is launched by the BIOS internally. The embedded system diagnostics provides a set of options for particular devices or device groups 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

 **NOTE:** Some tests for specific devices require user interaction. Always ensure that you are present at the computer terminal when the diagnostic tests are performed.

For more information, see [Resolve Hardware Issues With Built-in and Online Diagnostics \(SupportAssist ePSA, ePSA or PSA Error Codes\)](#).

Running the SupportAssist Pre-Boot System Performance Check

Steps

1. Turn on your computer.
2. As the computer boots, press the F12 key as the Dell logo appears.
3. On the boot menu screen, select the **Diagnostics** option.
4. Click the arrow at the bottom left corner.
Diagnostics front page is displayed.
5. Click the arrow in the lower-right corner to go to the page listing.
The items detected are listed.
6. To run a diagnostic test on a specific device, press Esc and click **Yes** to stop the diagnostic test.
7. Select the device from the left pane and click **Run Tests**.
8. If there are any issues, error codes are displayed.
Note the error code and validation number and contact Dell.

Dell Enhanced Pre-Boot System Assessment — ePSA Diagnostic 3.0

You can invoke the ePSA diagnostics by either of the following ways :

- Press the F12 key when the system posts and choose **ePSA or Diagnostics** option on One Time Boot Menu.
- Press and hold Fn(Function key on keyboard) and **Power On** (PWR) the system.

For more details, see [Dell EPSA Diagnostic 3.0](#).

System diagnostic lights

Power-supply diagnostics light

Indicates the status of the power-supply in either of the two states:

- Off: No Power
- On: Power is supplied.

Power button light

Table 20. Power button LED status

Power button LED state	System state	Description
Off	<ul style="list-style-type: none"> • S4 • S5 	There is in Hibernate or Off state.
Solid White	S0	Working state
Solid Amber		Various sleep states or No POST
Blinking Amber/White		Failure to POST

This platform relies on the Power button LED light blinking in an amber/white pattern to determine a failure as listed in the following table:

NOTE:

The blinking patterns consists of two numbers (representing First Group: Amber blinks, Second Group: White blinks).

- **First Group:** The Power button LED light blinks Amber, 1 to 9 times followed by a short pause with LED off for a couple of seconds.
- **Second Group:** The Power button LED light then blinks White, 1 to 9 times, followed by a longer pause before the next cycle starts again after a short interval.

Example: No Memory detected (2,3). Power button LED blinks 2-times in Amber followed by a pause, and then blinks 3-times in White. The Power button LED will pause for few seconds before the next cycle repeats itself again.

Table 21. Diagnostic LED status

Blinking pattern		Problem description	Suggested resolution
Amber	White		
1	2	Unrecoverable SPI flash failure	
2	1	CPU failure	<ul style="list-style-type: none"> • Run the Intel CPU diagnostics tools. • If problem persists, replace the system board.
2	2	System board failure (including BIOS corruption or ROM error)	<ul style="list-style-type: none"> • Flash latest BIOS version. • If problem persists, replace the system board.
2	3	No memory/RAM detected	<ul style="list-style-type: none"> • Confirm that the memory module is installed properly. • If problem persists, replace the memory module.
2	4	Memory/RAM failure	<ul style="list-style-type: none"> • Reset the memory module. • If problem persists, replace the memory module.

Table 21. Diagnostic LED status

Blinking pattern		Problem description	Suggested resolution
2	5	Invalid Memory installed	<ul style="list-style-type: none"> Reset the memory module. If problem persists, replace the memory module.
2	6	System board error, chipset error, clock failure, gate A20 failure, super I/O failure, keyboard controller failure	<ul style="list-style-type: none"> Flash latest BIOS version. If problem persists, replace the system board.
3	1	CMOS battery failure	<ul style="list-style-type: none"> Reset the CMOS battery connection. If problem persists, replace the RTS battery.
3	2	PCIe or video card/chip failure	<ul style="list-style-type: none"> Replace the system board.
3	3	BIOS recovery image not found	<ul style="list-style-type: none"> Flash latest BIOS version. If problem persists, replace the system board.
3	4	BIOS recovery image found but invalid	<ul style="list-style-type: none"> Flash latest BIOS version. If problem persists, replace the system board.
3	5	Power Rail Failure	<ul style="list-style-type: none"> EC ran into power sequencing failure. If problem persists, replace the system board.
3	6	Paired SPI volume error	<ul style="list-style-type: none"> Flash corruption detected by SBIOS. If problem persists, replace the system board.
3	7	Intel ME (Management Engine) error	<ul style="list-style-type: none"> Timeout waiting on ME to reply to HECI message. If problem persists, replace the system board.
4	2	CPU power cable connection issue	

Diagnostic error messages

Table 22. Diagnostic error messages

Error messages	Description
AUXILIARY DEVICE FAILURE	The touchpad or external mouse may be faulty. For an external mouse, check the cable connection. Enable the Pointing Device option in the System Setup program.
BAD COMMAND OR FILE NAME	Ensure that you have spelled the command correctly, put spaces in the proper place, and used the correct path name.
CACHE DISABLED DUE TO FAILURE	The primary cache internal to the microprocessor has failed. Contact Dell
CD DRIVE CONTROLLER FAILURE	The optical drive does not respond to commands from the computer.

Table 22. Diagnostic error messages

Error messages	Description
DATA ERROR	The hard drive cannot read the data.
DECREASING AVAILABLE MEMORY	One or more memory modules may be faulty or improperly seated. Reinstall the memory modules or, if necessary, replace them.
DISK C: FAILED INITIALIZATION	The hard drive failed initialization. Run the hard drive tests in Dell Diagnostics .
DRIVE NOT READY	The operation requires a hard drive in the bay before it can continue. Install a hard drive in the hard drive bay.
ERROR READING PCMCIA CARD	The computer cannot identify the ExpressCard. Reinsert the card or try another card.
EXTENDED MEMORY SIZE HAS CHANGED	The amount of memory recorded in non-volatile memory (NVRAM) does not match the memory module installed in the computer. Restart the computer. If the error appears again, Contact Dell
THE FILE BEING COPIED IS TOO LARGE FOR THE DESTINATION DRIVE	The file that you are trying to copy is too large to fit on the disk, or the disk is full. Try copying the file to a different disk or use a larger capacity disk.
A FILENAME CANNOT CONTAIN ANY OF THE FOLLOWING CHARACTERS: \ / : * ? " < > -	Do not use these characters in filenames.
GATE A20 FAILURE	A memory module may be loose. Reinstall the memory module or, if necessary, replace it.
GENERAL FAILURE	The operating system is unable to carry out the command. The message is usually followed by specific information. For example, <i>Printer out of paper</i> . Take the appropriate action.
HARD-DISK DRIVE CONFIGURATION ERROR	The computer cannot identify the drive type. Shut down the computer, remove the hard drive, and boot the computer from an optical drive. Then, shut down the computer, reinstall the hard drive, and restart the computer. Run the Hard Disk Drive tests in Dell Diagnostics .
HARD-DISK DRIVE CONTROLLER FAILURE 0	The hard drive does not respond to commands from the computer. Shut down the computer, remove the hard drive, and boot the computer from an optical drive. Then, shut down the computer, reinstall the hard drive, and restart the computer. If the problem persists, try another drive. Run the Hard Disk Drive tests in Dell Diagnostics .
HARD-DISK DRIVE FAILURE	The hard drive does not respond to commands from the computer. Shut down the computer, remove the hard drive, and boot the computer from an optical drive. Then, shut down the computer, reinstall the hard drive, and restart the computer. If the problem persists, try another drive. Run the Hard Disk Drive tests in Dell Diagnostics .
HARD-DISK DRIVE READ FAILURE	The hard drive may be defective. Shut down the computer, remove the hard drive, and boot the computer from an optical. Then, shut down the computer, reinstall the hard drive, and restart the computer. If the problem persists, try another drive. Run the Hard Disk Drive tests in Dell Diagnostics .
INSERT BOOTABLE MEDIA	The operating system is trying to boot to non-bootable media, such as an optical drive. Insert bootable media.

Table 22. Diagnostic error messages

Error messages	Description
INVALID CONFIGURATION INFORMATION-PLEASE RUN SYSTEM SETUP PROGRAM	The system configuration information does not match the hardware configuration. The message is most likely to occur after a memory module is installed. Correct the appropriate options in the system setup program.
KEYBOARD CLOCK LINE FAILURE	For external keyboards, check the cable connection. Run the Keyboard Controller test in Dell Diagnostics .
KEYBOARD CONTROLLER FAILURE	For external keyboards, check the cable connection. Restart the computer, and avoid touching the keyboard or the mouse during the boot routine. Run the Keyboard Controller test in Dell Diagnostics .
KEYBOARD DATA LINE FAILURE	For external keyboards, check the cable connection. Run the Keyboard Controller test in Dell Diagnostics .
KEYBOARD STUCK KEY FAILURE	For external keyboards or keypads, check the cable connection. Restart the computer, and avoid touching the keyboard or keys during the boot routine. Run the Stuck Key test in Dell Diagnostics .
LICENSED CONTENT IS NOT ACCESSIBLE IN MEDIADIRECT	Dell MediaDirect cannot verify the Digital Rights Management (DRM) restrictions on the file, so the file cannot be played.
MEMORY ADDRESS LINE FAILURE AT ADDRESS, READ VALUE EXPECTING VALUE	A memory module may be faulty or improperly seated. Reinstall the memory module or, if necessary, replace it.
MEMORY ALLOCATION ERROR	The software you are attempting to run is conflicting with the operating system, another program, or a utility. Shut down the computer, wait for 30 seconds, and then restart it. Run the program again. If the error message still appears, see the software documentation.
MEMORY DOUBLE WORD LOGIC FAILURE AT ADDRESS, READ VALUE EXPECTING VALUE	A memory module may be faulty or improperly seated. Reinstall the memory module or, if necessary, replace it.
MEMORY ODD/EVEN LOGIC FAILURE AT ADDRESS, READ VALUE EXPECTING VALUE	A memory module may be faulty or improperly seated. Reinstall the memory module or, if necessary, replace it.
MEMORY WRITE/READ FAILURE AT ADDRESS, READ VALUE EXPECTING VALUE	A memory module may be faulty or improperly seated. Reinstall the memory module or, if necessary, replace it.
NO BOOT DEVICE AVAILABLE	The computer cannot find the hard drive. If the hard drive is your boot device, ensure that the drive is installed, properly seated, and partitioned as a boot device.
NO BOOT SECTOR ON HARD DRIVE	The operating system may be corrupted, Contact Dell .
NO TIMER TICK INTERRUPT	A chip on the system board may be malfunctioning. Run the System Set tests in Dell Diagnostics .
NOT ENOUGH MEMORY OR RESOURCES. EXIT SOME PROGRAMS AND TRY AGAIN	You have too many programs open. Close all windows and open the program that you want to use.
OPERATING SYSTEM NOT FOUND	Reinstall the operating system. If the problem persists, Contact Dell .
OPTIONAL ROM BAD CHECKSUM	The optional ROM has failed. Contact Dell .
SECTOR NOT FOUND	The operating system cannot locate a sector on the hard drive. You may have a defective sector or corrupted File Allocation Table (FAT) on the hard drive. Run the Windows error-checking utility to check the file structure on the hard drive. See Windows Help and Support for instructions (click Start > Help and Support). If a large number of sectors are defective, back up the data (if possible), and then format the hard drive.

Table 22. Diagnostic error messages

Error messages	Description
SEEK ERROR	The operating system cannot find a specific track on the hard drive.
SHUTDOWN FAILURE	A chip on the system board may be malfunctioning. Run the System Set tests in Dell Diagnostics . If the message reappears, Contact Dell .
TIME-OF-DAY CLOCK LOST POWER	System configuration settings are corrupted. Connect your computer to an electrical outlet to charge the battery. If the problem persists, try to restore the data by entering the System Setup program, then immediately exit the program. If the message reappears, Contact Dell .
TIME-OF-DAY CLOCK STOPPED	The reserve battery that supports the system configuration settings may require recharging. Connect your computer to an electrical outlet to charge the battery. If the problem persists, Contact Dell .
TIME-OF-DAY NOT SET-PLEASE RUN THE SYSTEM SETUP PROGRAM	The time or date stored in the system setup program does not match the system clock. Correct the settings for the Date and Time options.
TIMER CHIP COUNTER 2 FAILED	A chip on the system board may be malfunctioning. Run the System Set tests in Dell Diagnostics .
UNEXPECTED INTERRUPT IN PROTECTED MODE	The keyboard controller may be malfunctioning, or a memory module may be loose. Run the System Memory tests and the Keyboard Controller test in Dell Diagnostics or Contact Dell .
X:\ IS NOT ACCESSIBLE. THE DEVICE IS NOT READY	Insert a disk into the drive and try again.

Real-Time Clock (RTC Reset)

The Real Time Clock (RTC) reset function allows you or the service technician to recover Dell Inspiron, systems from No POST/No Power/No Boot situations. The legacy jumper enabled RTC reset has been retired on these models.

Start the RTC reset with the system powered off and connected to AC power. Press and hold the power button for thirty (30) seconds. The system RTC Reset occurs after you release the power button.

Flashing the BIOS

About this task

You may need to flash (update) the BIOS when an update is available or when you replace the system board.

Follow these steps to flash the BIOS:

Steps

1. Turn on your computer.
2. Go to www.dell.com/support.
3. Click **Product support**, enter the Service Tag of your computer, and then click **Submit**.

 **NOTE:** If you do not have the Service Tag, use the auto-detect feature or manually browse for your computer model.

4. Click **Drivers & downloads > Find it myself**.
5. Select the operating system installed on your computer.
6. Scroll down the page and expand **BIOS**.

7. Click **Download** to download the latest version of the BIOS for your computer.
8. After the download is complete, navigate to the folder where you saved the BIOS update file.
9. Double-click the BIOS update file icon and follow the instructions on the screen.

Flashing BIOS (USB key)

Steps

1. Follow the procedure from step 1 to step 7 in "[Flashing the BIOS](#)" to download the latest BIOS setup program file.
2. Create a bootable USB drive. For more information see the knowledge base article [SLN143196](#) at www.dell.com/support.
3. Copy the BIOS setup program file to the bootable USB drive.
4. Connect the bootable USB drive to the computer that needs the BIOS update.
5. Restart the computer and press **F12** when the Dell logo is displayed on the screen.
6. Boot to the USB drive from the **One Time Boot Menu**.
7. Type the BIOS setup program filename and press **Enter**.
8. The **BIOS Update Utility** appears. Follow the instructions on the screen to complete the BIOS update.

WiFi power cycle

About this task

If your computer is unable to access the internet due to WiFi connectivity issues a WiFi power cycle procedure may be performed. The following procedure provides the instructions on how to conduct a WiFi power cycle:

 **NOTE:** Some ISPs (Internet Service Providers) provide a modem/router combo device.

Steps

1. Turn off your computer.
2. Turn off the modem.
3. Turn off the wireless router.
4. Wait for 30 seconds.
5. Turn on the wireless router.
6. Turn on the modem.
7. Turn on your computer.

Getting help and contacting Dell

Self-help resources

You can get information and help on Dell products and services using these self-help resources:

Table 23. Self-help resources

Self-help resources	Resource location
Information about Dell products and services	www.dell.com
My Dell	
Tips	
Contact Support	In Windows search, type <code>Contact Support</code> , and press Enter.
Online help for operating system	www.dell.com/support/windows www.dell.com/support/linux
Access top solutions, diagnostics, drivers and downloads, and learn more about your computer through videos, manuals and documents.	Your Dell computer is uniquely identified by a Service Tag or Express Service Code. To view relevant support resources for your Dell computer, enter the Service Tag or Express Service Code at www.dell.com/support . For more information on how to find the Service Tag for your computer, see Locate the Service Tag on your computer .
Dell knowledge base articles for a variety of computer concerns	<ol style="list-style-type: none"> 1. Go to www.dell.com/support. 2. On the menu bar at the top of the Support page, select Support > Knowledge Base. 3. In the Search field on the Knowledge Base page, type the keyword, topic, or model number, and then click or tap the search icon to view the related articles.

Contacting Dell

To contact Dell for sales, technical support, or customer service issues, see www.dell.com/contactdell.

 **NOTE:** Availability varies by country/region and product, and some services may not be available in your country/region.

 **NOTE:** 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.