

# OptiPlex 5050 Micro

## Owner's 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.

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# Working on 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 the following conditions exist:

- You have read the safety information that shipped with your computer.
- A component can be replaced or, if purchased separately, installed by performing the removal procedure in reverse order.

**⚠ WARNING:** Disconnect 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 to the power source.

**⚠ WARNING:** Before working inside your computer, read the safety information that shipped with your computer. For additional safety best practices information, see the Regulatory Compliance Homepage at [www.Dell.com/regulatory\\_compliance](http://www.Dell.com/regulatory_compliance)

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

**⚠ CAUTION:** To avoid electrostatic discharge, ground yourself by using a wrist grounding strap or by periodically touching an unpainted metal surface at the same time as touching a connector on the back of the computer.

**⚠ CAUTION:** Handle components and cards with care. Do not touch the components or contacts on a card. Hold a card by its edges or by its metal mounting bracket. Hold a component such as a processor by its edges, not by its pins.

**⚠ CAUTION:** When you disconnect a cable, pull on its connector or on its pull-tab, not on the cable itself. Some cables have connectors with locking tabs; if you are disconnecting this type of cable, press in on the locking tabs before you disconnect the cable. As you pull connectors apart, keep them evenly aligned to avoid bending any connector pins. Also, before you connect a cable, ensure that both connectors are correctly oriented and aligned.

**ⓘ NOTE:** The color of your computer and certain components may appear differently than shown in this document.

## Before working inside your computer

To avoid damaging your computer, perform the following steps before you begin working inside the computer.

- 1 Ensure that you follow the [Safety instructions](#).
- 2 Ensure that your work surface is flat and clean to prevent the computer cover from being scratched.
- 3 Turn off your computer.
- 4 Disconnect all network cables from the computer.

**⚠ CAUTION:** To disconnect a network cable, first unplug the cable from your computer and then unplug the cable from the network device.


- 5 Disconnect your computer and all attached devices from their electrical outlets.
- 6 Press and hold the power button while the computer is unplugged to ground the system board.
- 7 Remove the cover.

**ⓘ NOTE:** To avoid electrostatic discharge, ground yourself by using a wrist grounding strap or by periodically touching an unpainted metal surface at the same time as touching a connector on the back of the computer.

# Turning off your computer

## Turning off your computer — Windows 10

**CAUTION:** To avoid losing data, save and close all open files and exit all open programs before you turn off your computer.

- 1 Click or tap .
- 2 Click or tap  and then click or tap **Shut down**.

**NOTE:** Ensure that the computer and all attached devices are turned off. If your computer and attached devices did not automatically turn off when you shut down your operating system, press and hold the power button for about 6 seconds to turn them off.

## Turning off your computer — Windows 7

**CAUTION:** To avoid losing data, save and close all open files and exit all open programs before you turn off your computer.

- 1 Click **Start**.
- 2 Click **Shut Down**.

**NOTE:** Ensure that the computer and all attached devices are turned off. If your computer and attached devices did not automatically turn off when you shut down your operating system, press and hold the power button for about 6 seconds to turn them off.

## After working inside your computer

After you complete any replacement procedure, ensure that you connect any external devices, cards, and cables before turning on your computer.

- 1 Replace the cover.
- 2 Connect any telephone or network cables to your computer.

**CAUTION:** To connect a network cable, first plug the cable into the network device and then plug it into the computer.

- 3 Connect your computer and all attached devices to their electrical outlets.
- 4 Turn on your computer.
- 5 If required, verify that the computer works correctly by running **ePSA diagnostics**.



# Removing and installing components

This section provides detailed information on how to remove or install the components from your computer.

## Recommended tools

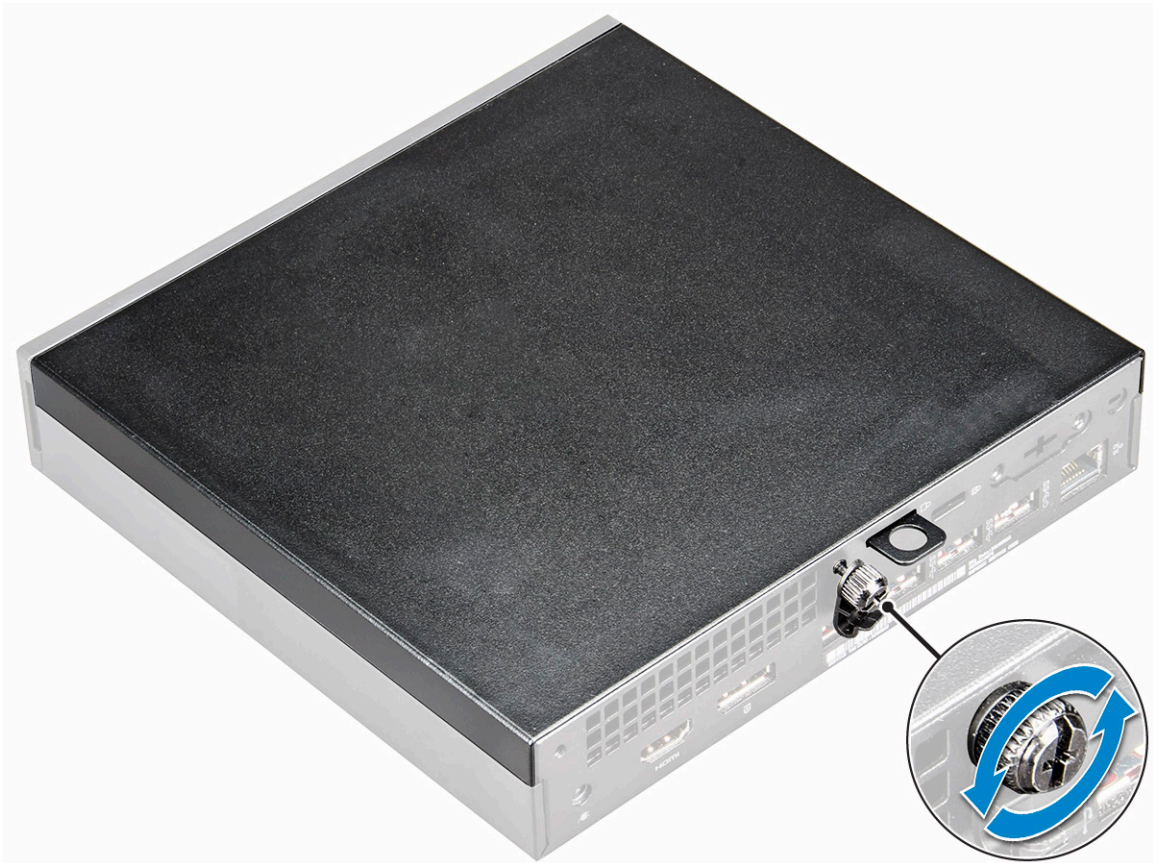
The procedures in this document require the following tools:

- Small flat blade screwdriver
- Phillips # 1 screwdriver
- Small plastic scribe

## Cover

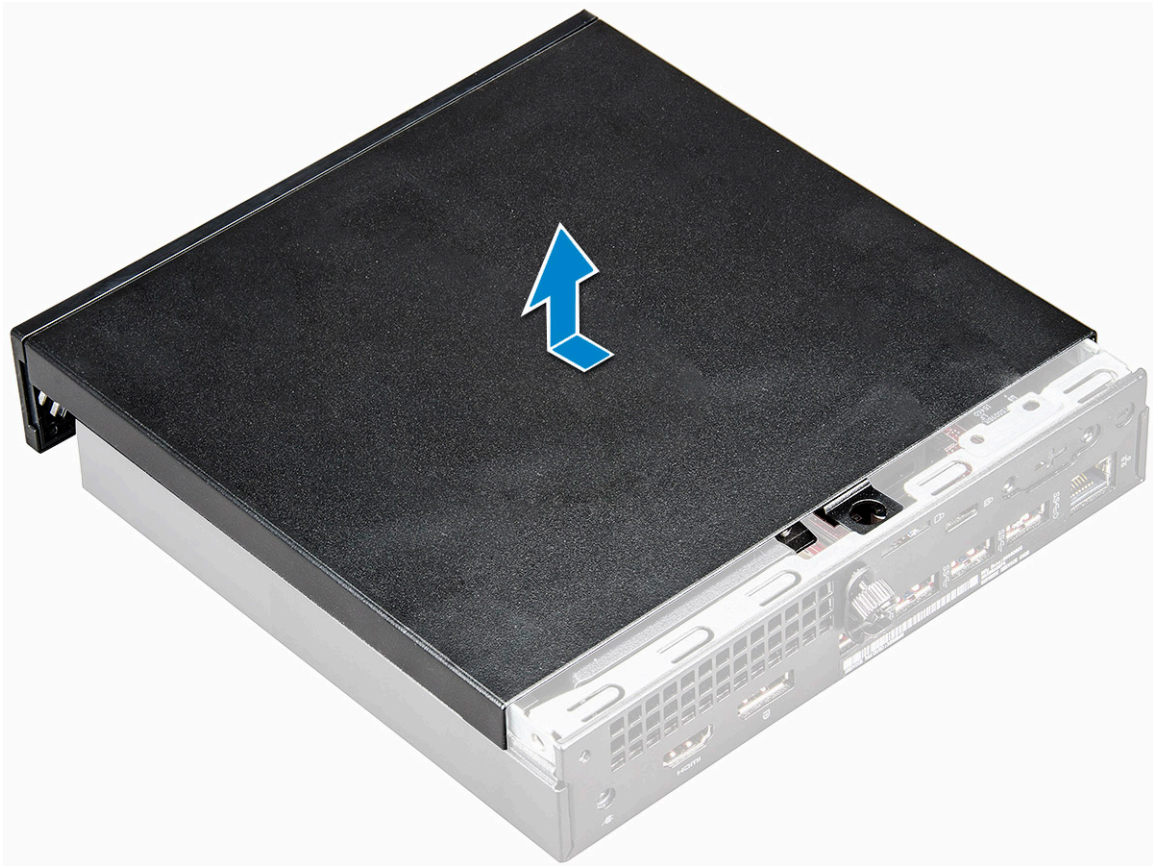
### Removing cover

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 To remove the cover:
  - a Loosen the thumbscrew that secures the cover to the computer [1].



- b Slide and lift the cover to remove from the computer.





**NOTE:** You may need a plastic scribe to release the cover from the edges.

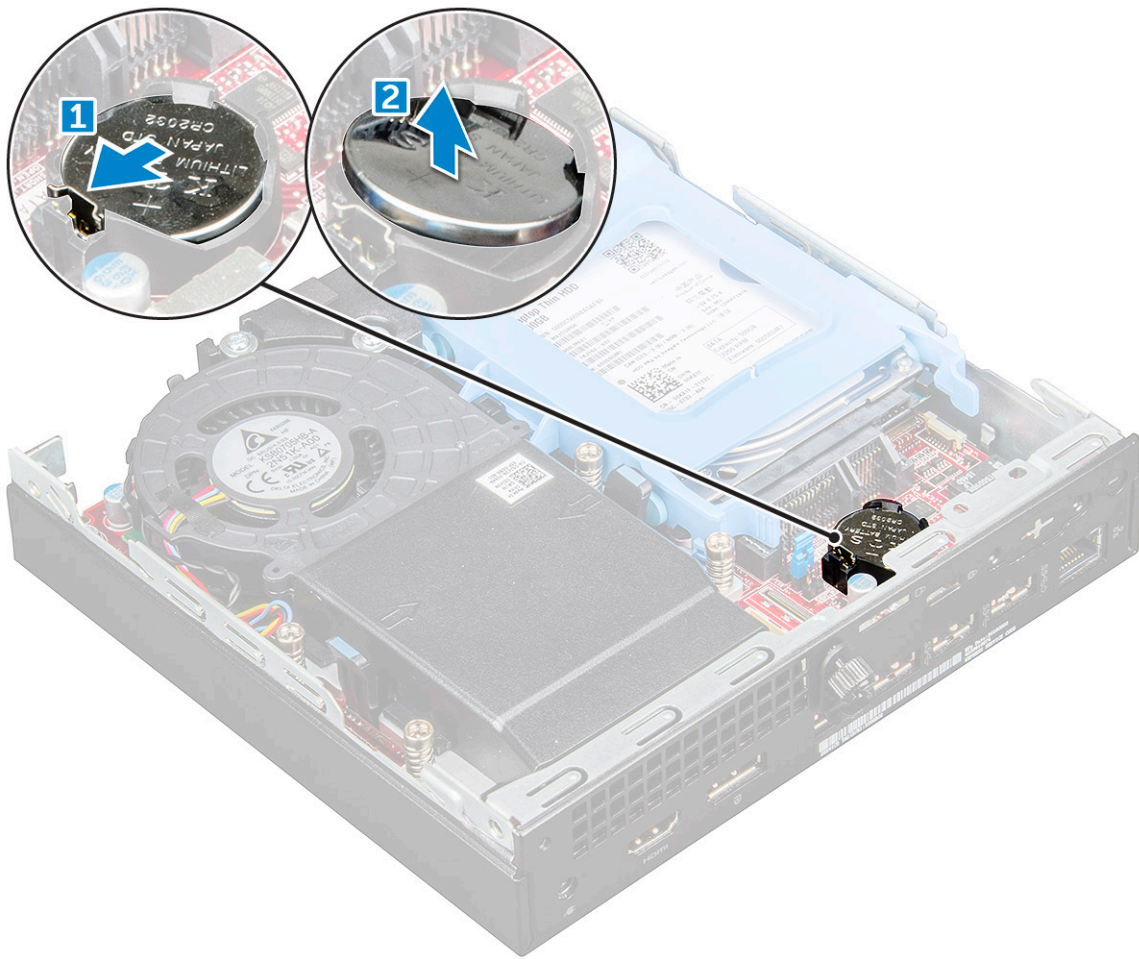
## Installing cover

- 1 Place the cover on the computer.
- 2 Slide the cover toward the back of the computer to install it.
- 3 Tighten the thumbscrew to secure the cover to the computer.
- 4 Follow the procedure in [After working inside your computer](#).

## Coin cell battery

### Removing coin cell battery

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the [cover](#).
- 3 To remove the coin cell battery:
  - a Press the release latch until the coin cell battery pops out [1].
  - b Remove the coin cell battery from the system board [2].



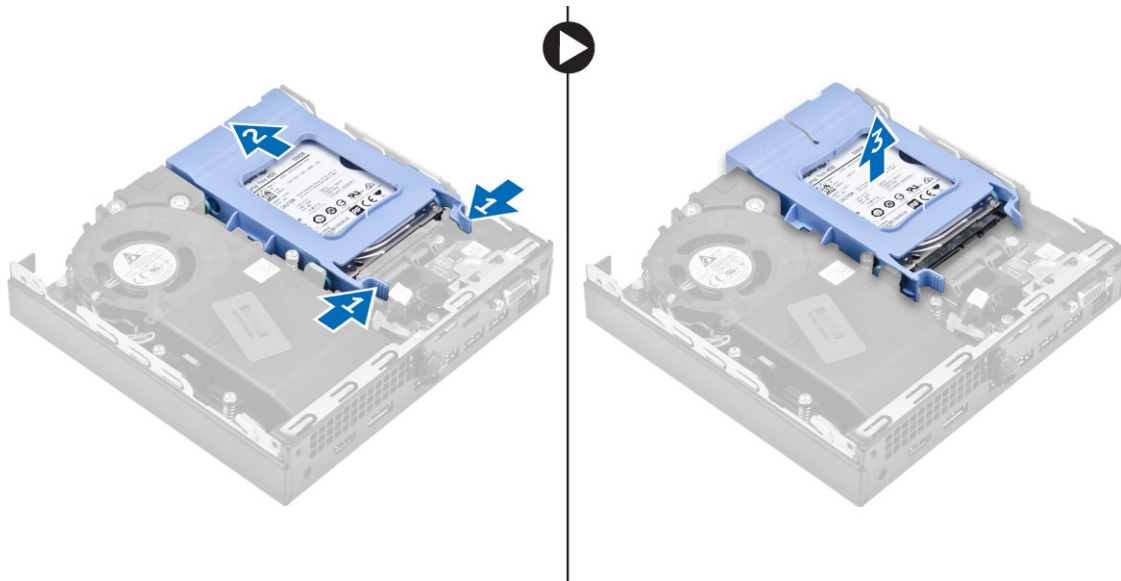
## Installing coin cell battery

- 1 Hold the coin cell battery with the "+" sign facing up and slide it under the securing tabs at the positive side of the connector.
- 2 Press the battery into the connector until it locks into place.
- 3 Install the [cover](#).
- 4 Follow the procedure in [After working inside your computer](#).

## Storage

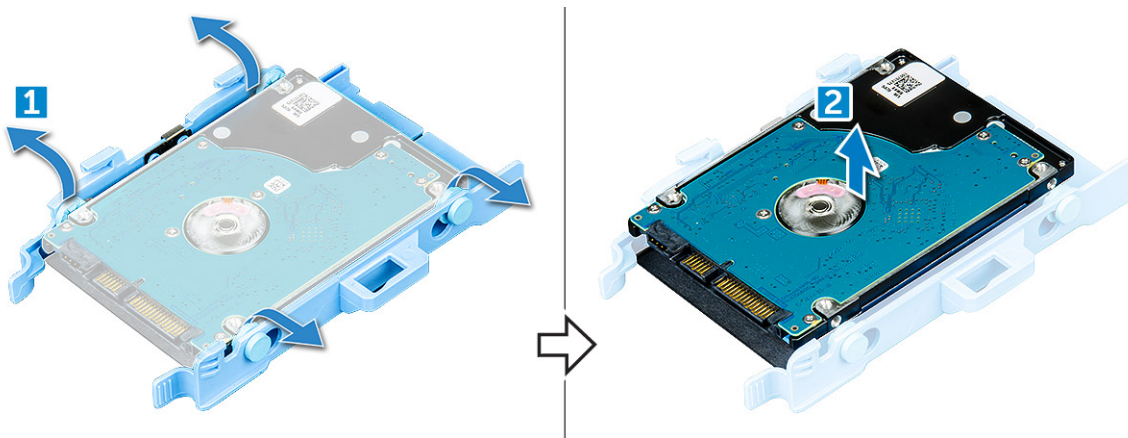
### Removing 2.5-inch drive assembly

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the [cover](#).
- 3 To remove the drive assembly:
  - a Press the blue tabs on both sides of the drive assembly [1].
  - b Push the drive assembly to release it from the computer [2].
  - c Remove the drive assembly from the computer [3].



## Removing the 2.5–inch drive from the drive bracket

- 1 Follow the procedure in [Before Working Inside Your Computer](#).
- 2 Remove the:
  - a cover
  - b 2.5–inch drive assembly
- 3 To remove the drive bracket:
  - a Pull one side of the drive bracket to disengage the pins on the bracket from the slots on the drive [1] and lift the drive [2].



## Installing the drive into the drive bracket

- 1 Align and insert the pins on the drive bracket with the slots on one side of the drive.
- 2 Flex the other side of the drive bracket, and align and insert the pins on the bracket into the drive.
- 3 Install the:
  - a 2.5–inch drive assembly
  - b cover
- 4 Follow the procedure in [After working inside your computer](#).

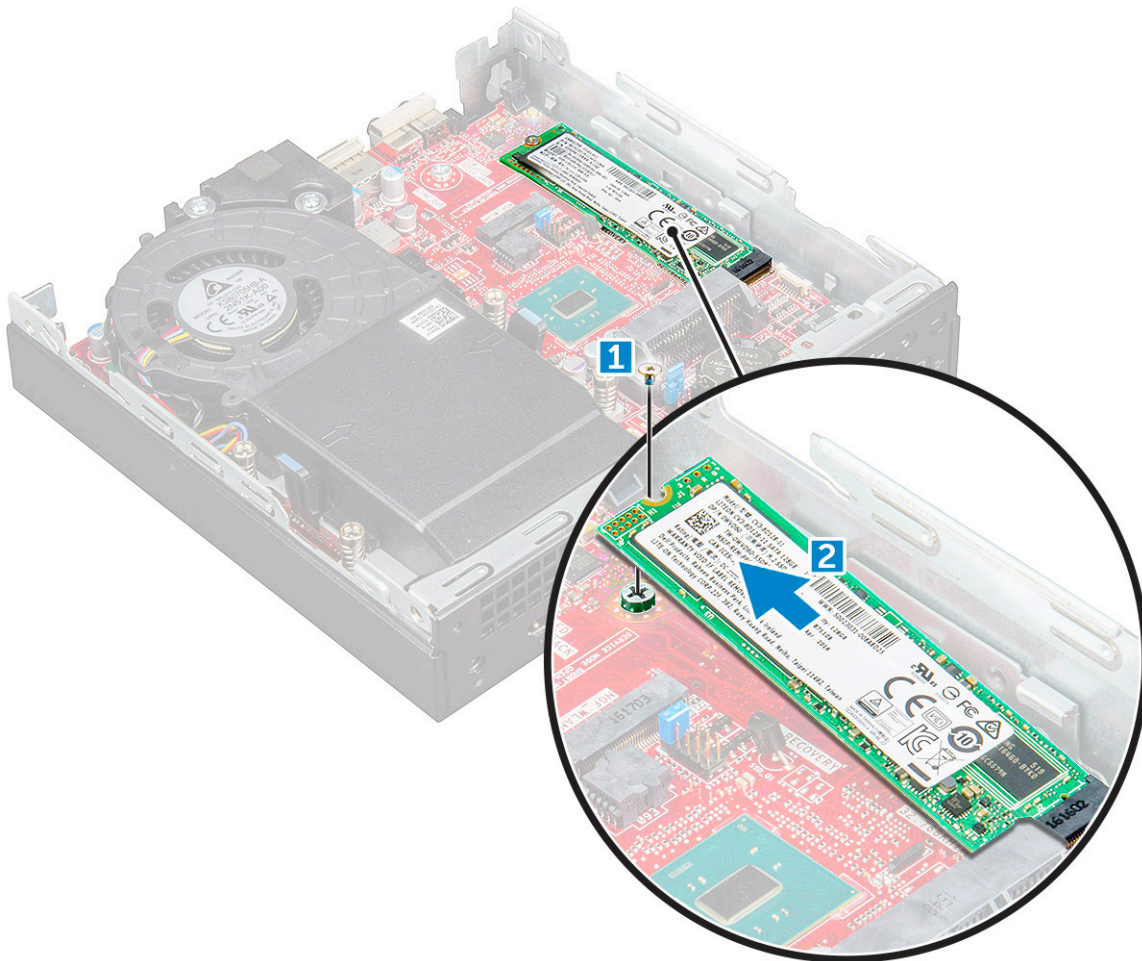
# Installing 2.5-inch drive assembly

- 1 Insert the drive assembly into the slot on the computer.
- 2 Slide the drive assembly toward the connector until it clicks into place.
- 3 Install the [cover](#).
- 4 Follow the procedure in [After working inside your computer](#).

## M.2 PCIe SSD

### Removing the M.2 PCIe SSD

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
  - a [cover](#)
  - b [2.5-inch drive assembly](#)
- 3 To remove the M.2 PCIe SSD:
  - a Remove the screw that secures the M.2 PCIe SSD [1].
  - b Lift and pull out the PCIe SSD from its connector [2].



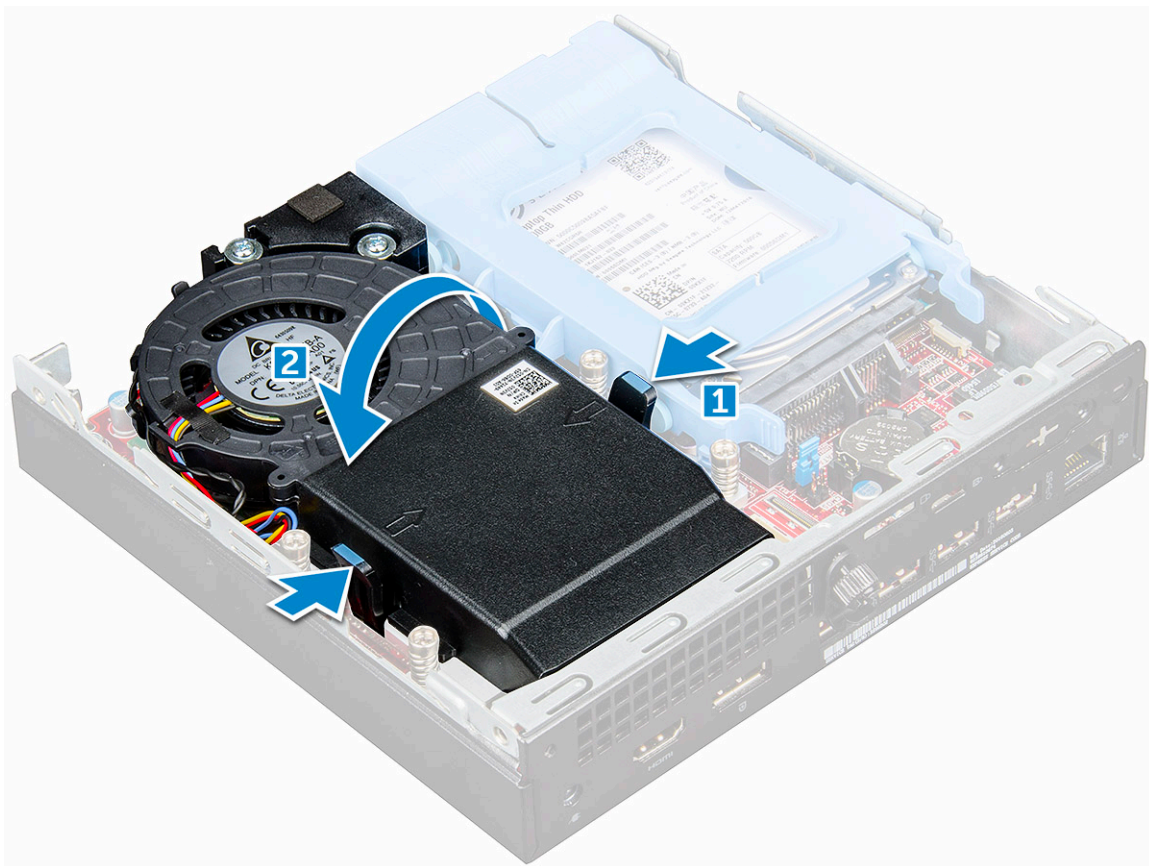
# Installing the M.2 PCIe SSD

- 1 Insert the M.2 PCIe SSD to the connector.
- 2 Tighten the screw to secure the M.2 PCIe SSD to the system board.
- 3 Install the:
  - a 2.5-inch drive assembly
  - b cover
- 4 Follow the procedure in [After working inside your computer](#).

## System fan

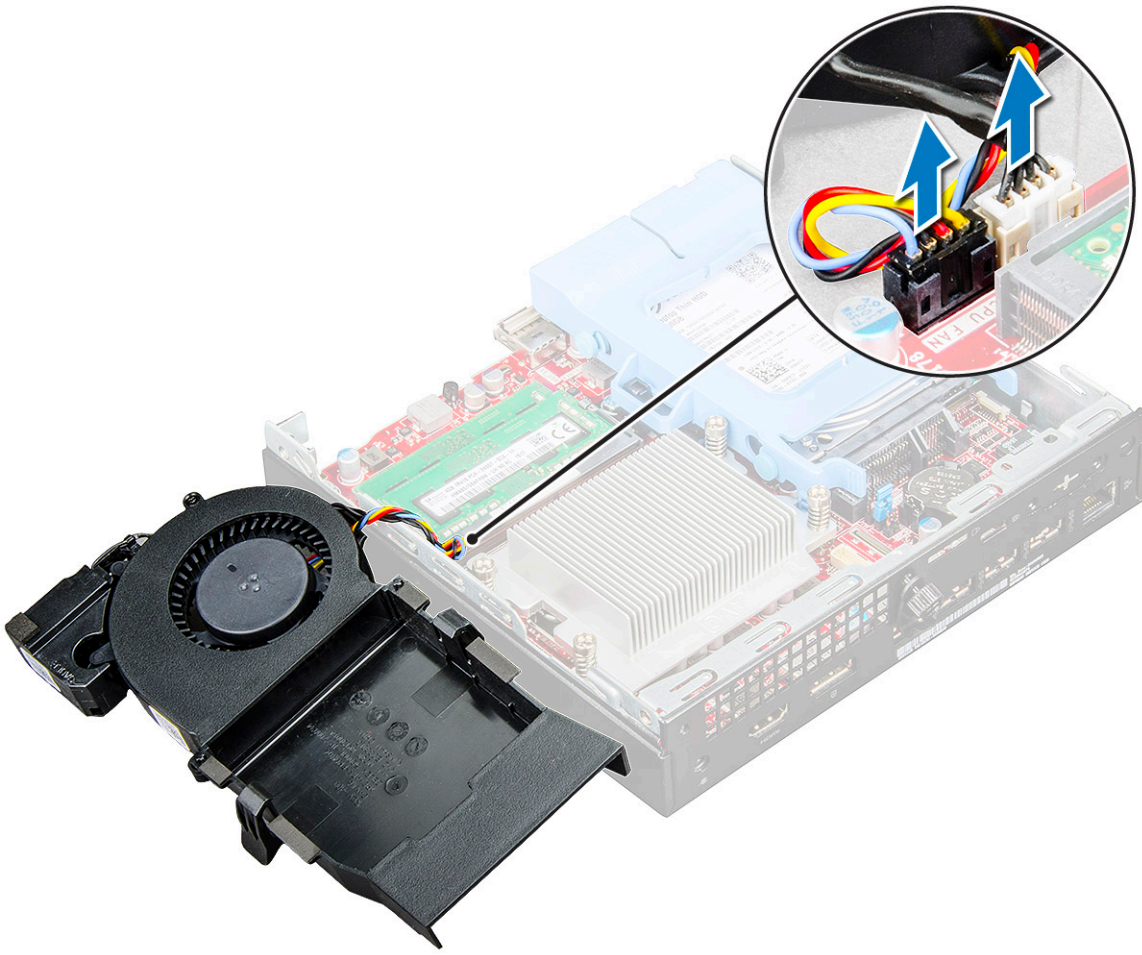
### Removing system fan

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the [cover](#).
- 3 To remove the system fan:
  - a Press the blue tabs on both sides of the system fan [1].
  - b Slide and lift the system fan to release it from the computer.
  - c Turn the system fan over to remove it from the computer [2].



- 4 Disconnect the speaker cable and system fan cable from the connectors on the system board.





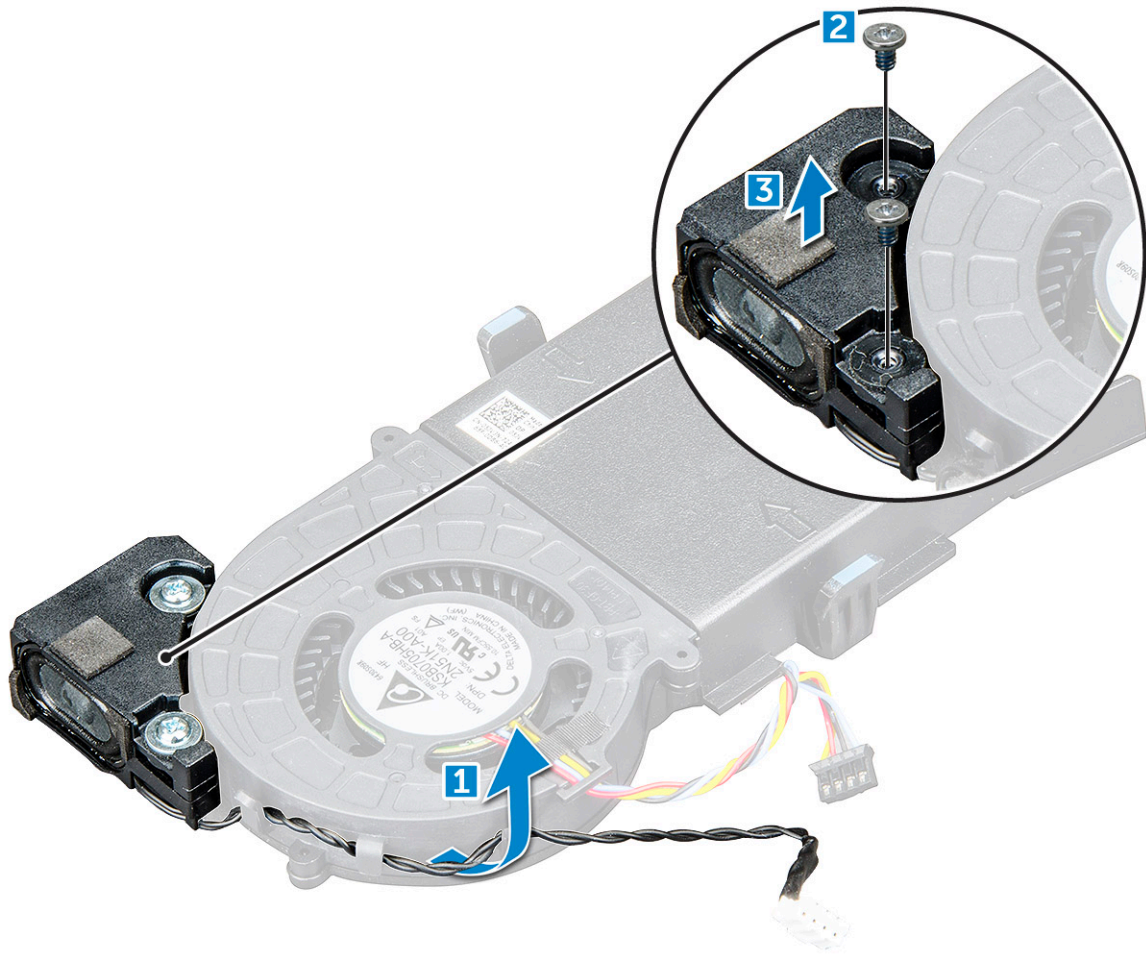
## Installing system fan

- 1 Connect the speaker cable and system fan cable to the connectors on the system board.
- 2 Place the system fan on the computer and slide the system fan until it clicks into place.
- 3 Install the [cover](#).
- 4 Follow the procedure in [After working inside your computer](#).

## Speaker

### Removing speaker

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
  - a [cover](#)
  - b [system fan](#)
- 3 To remove the speaker:
  - a Release the speaker cable from the retention hooks on the system fan [1].
  - b Remove the M2.5X4 screws that secure the speaker to the system fan [2].
  - c Remove the speaker from the system fan [3].



## Installing speaker

- 1 Align the slots on the speaker with the slots on the system fan.
- 2 Tighten the M2.5X4 screws to secure the speaker to the system fan.
- 3 Route the speaker cable through the retention hooks on the system fan.
- 4 Install the:
  - a [system fan](#)
  - b [cover](#)
- 5 Follow the procedure in [After working inside your computer](#).

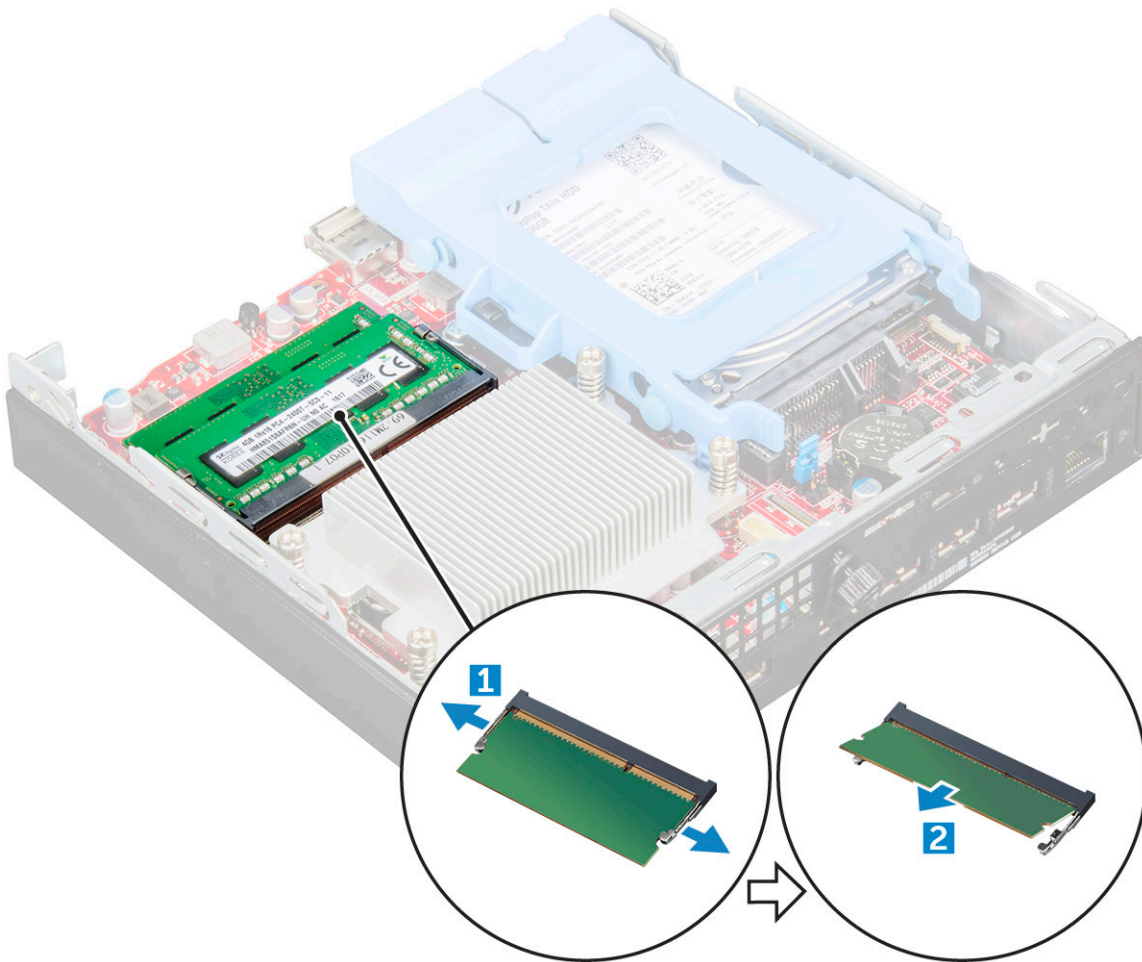
## Memory module

### Removing memory module

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
  - a [cover](#)
  - b [system fan](#)
- 3 To remove the memory module:
  - a Pull the securing clips from the memory module until the memory module pops up [1].



- b Remove the memory module from the socket on the system board [2].



## Installing memory module

- 1 Align the notch on the memory module with the tab on the memory module connector.
- 2 Insert the memory module into the memory module socket and press it until it clicks into place.
- 3 Install the:
  - a [system fan](#)
  - b [cover](#)
- 4 Follow the procedure in [After working inside your computer](#).

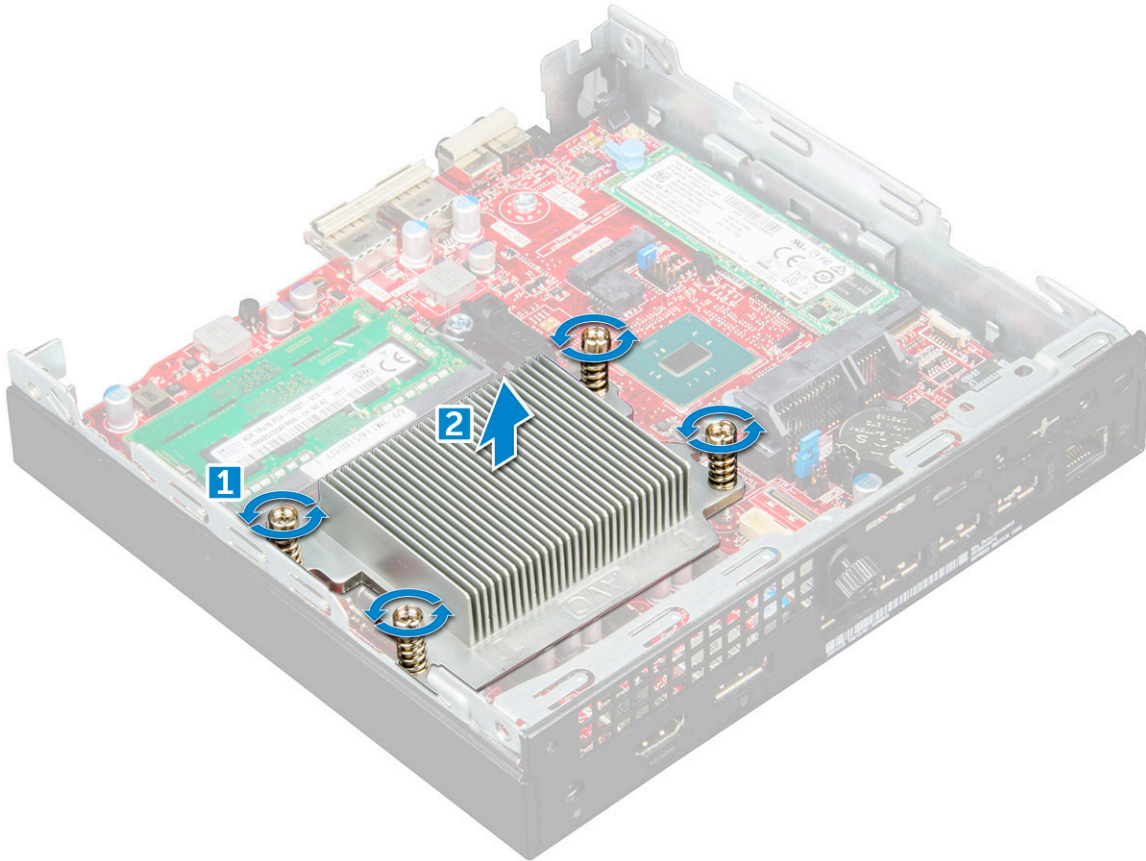
## Heat sink

### Removing heat sink

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
  - a [cover](#)
  - b [2.5-inch drive assembly](#)
  - c [system fan](#)
- 3 To remove the heat sink:



- a Loosen the M3 screws that secure the heat sink to the computer [1].
- b Lift the heat sink away from the computer [2].



## Installing heat sink

- 1 Place the heat sink on the processor.
- 2 Tighten the M3 screws to secure the heat sink to the system board.
- 3 Install the:
  - a [system fan](#)
  - b [2.5-inch drive assembly](#)
  - c [cover](#)
- 4 Follow the procedure in [After working inside your computer](#).

## Processor

### Removing processor

- 1 Follow the procedure in [Before Working Inside Your Computer](#).
- 2 Remove the:
  - a [cover](#)
  - b [2.5-inch drive assembly](#)
  - c [system fan](#)
  - d [heat sink](#)
- 3 To remove the processor:

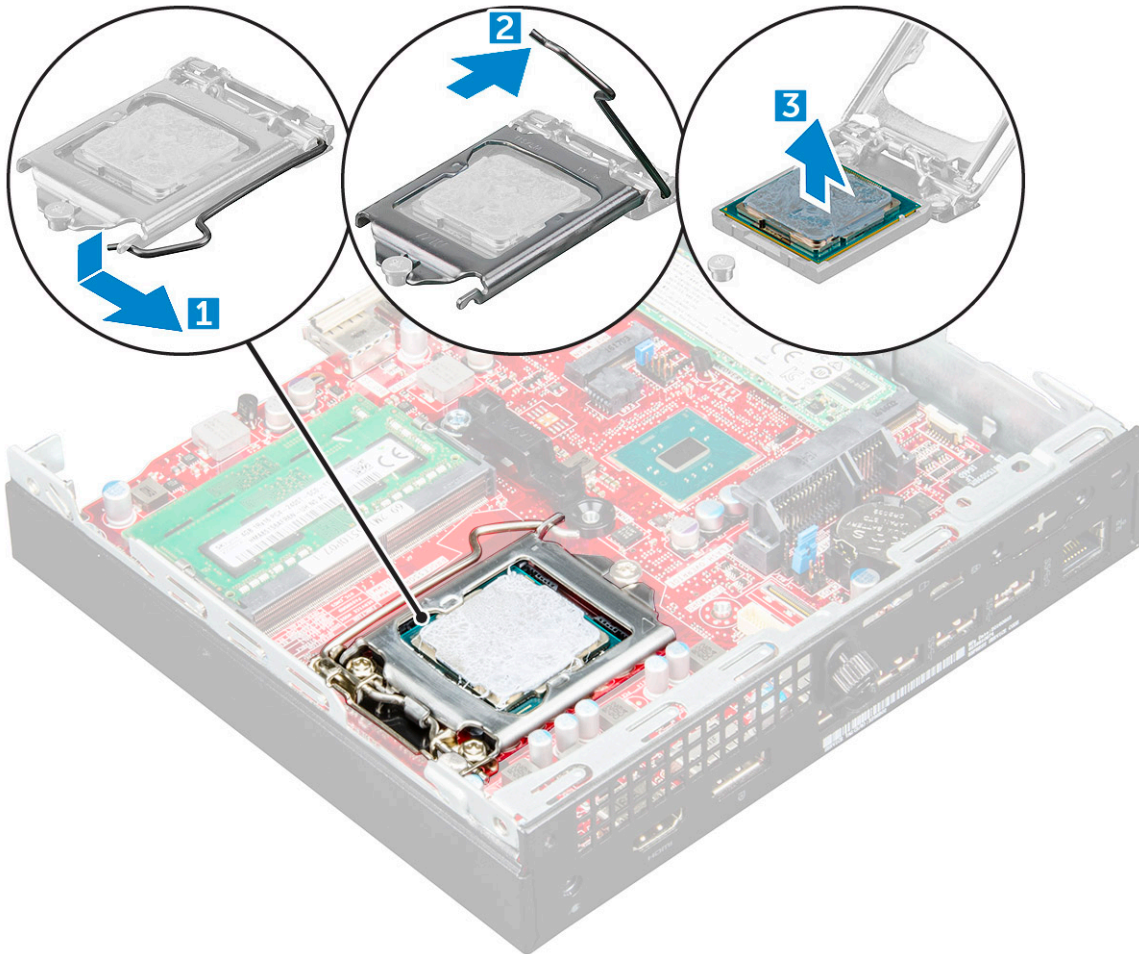


- a Release the socket lever by pushing the lever down and out from under the tab on the processor shield [1].
- b Lift the lever upward and lift the processor shield [2].

**CAUTION:** The processor socket pins are fragile and can be permanently damaged. Be careful not to bend the pins in the processor socket when removing the processor out of the socket.

- c Lift the processor out of the socket [3].

**NOTE:** After removing the processor, place it in an antistatic container for reuse, return, or temporary storage. Do not touch the bottom of the processor to avoid damage to the processor contacts. Touch only the side edges of the processor.



## Installing processor

- 1 Align the processor with the socket keys.

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

- 2 Align the pin-1 indicator of the processor with the triangle on the socket.
- 3 Place the processor on the socket such that the slots on the processor align with the socket keys.
- 4 Close the processor shield by sliding it under the retention screw.
- 5 Lower the socket lever and push it under the tab to lock it.
- 6 Install the:
  - a heat sink
  - b system fan

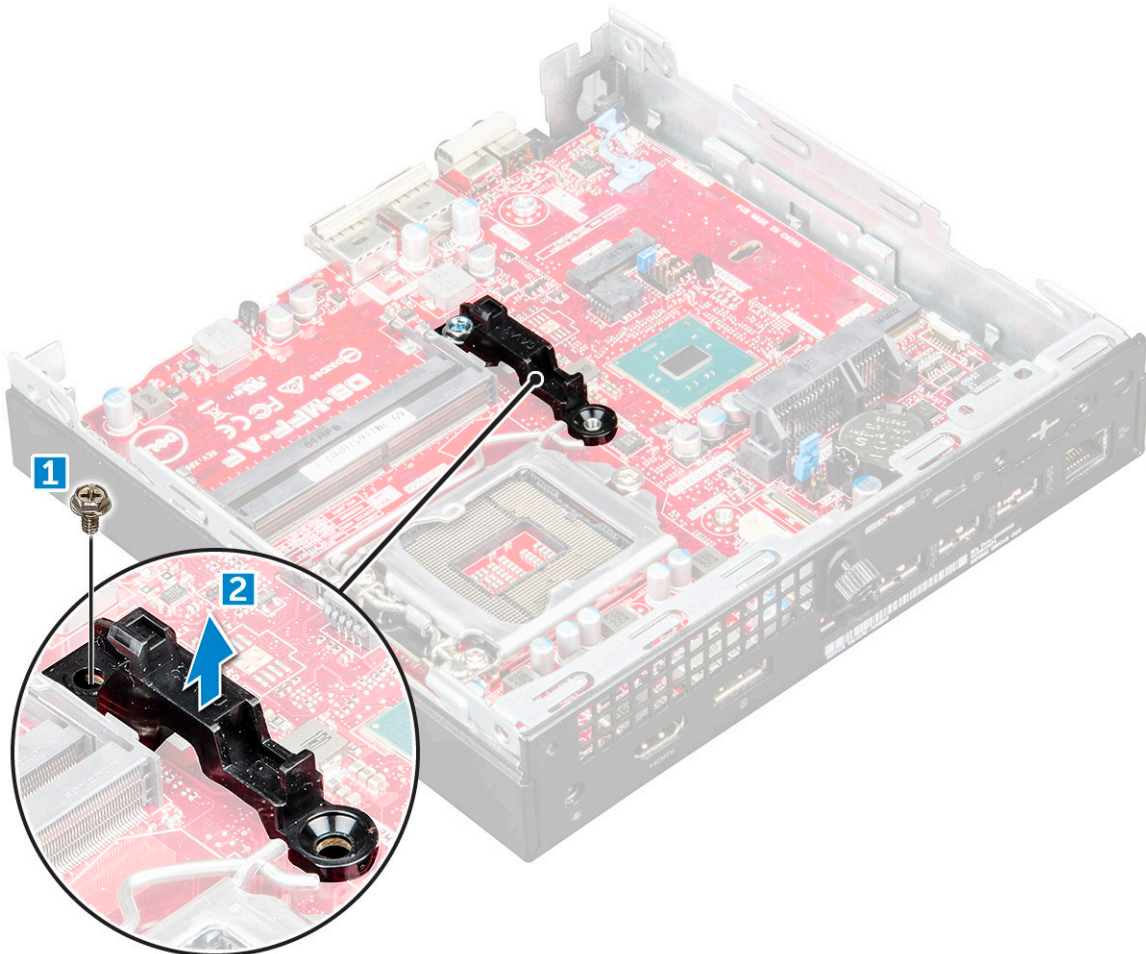
- c 2.5-inch drive assembly
- d cover

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

## System board

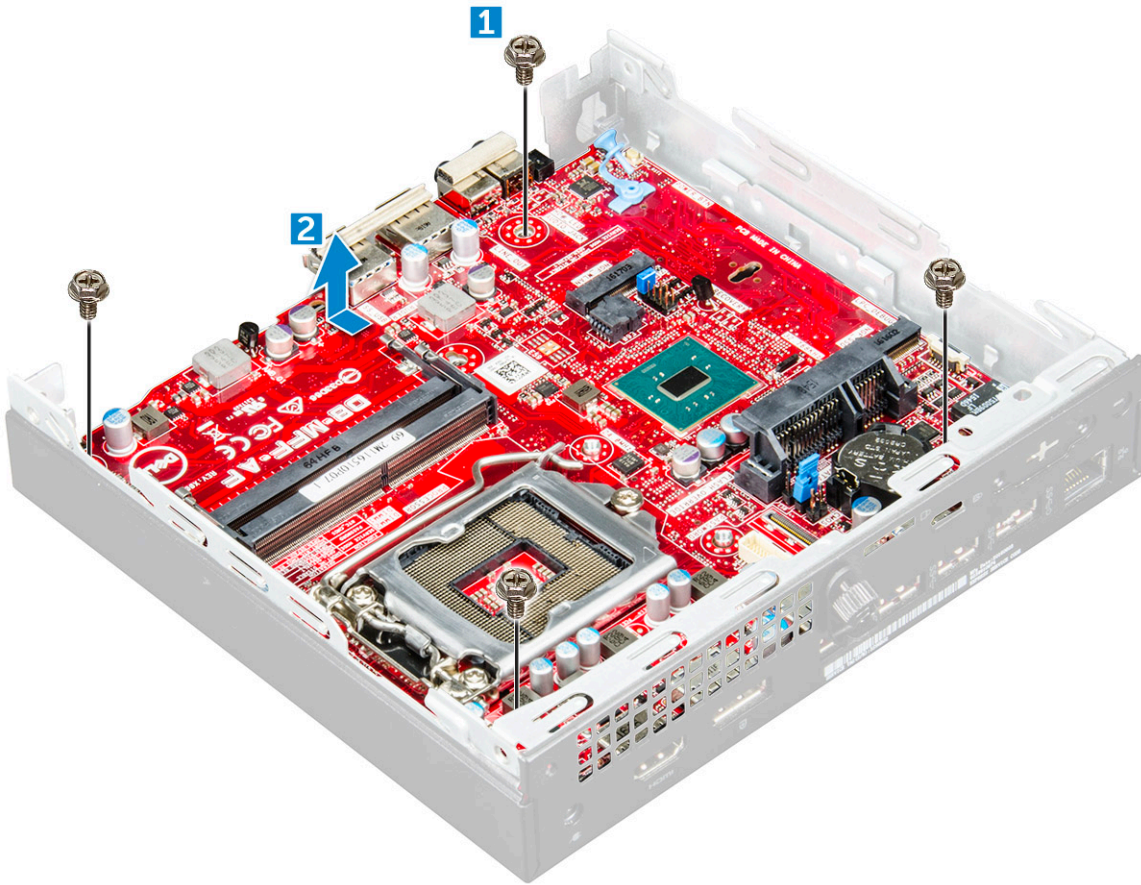
### Removing system board

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
  - a cover
  - b 2.5-inch drive assembly
  - c system fan
  - d heat sink
  - e processor
- 3 To remove the plastic tab:
  - a Remove the screw that secures the plastic tab to the system board [1].
  - b Lift the plastic tab away from the system board [2].



- 4 To remove the system board:
  - a Remove the #6-32\*5.4 screws that secure the system board to the computer [1].
  - b Slide the system board to disengage the connectors from the back of the computer [2].
  - c Lift the system board away from the computer [3].

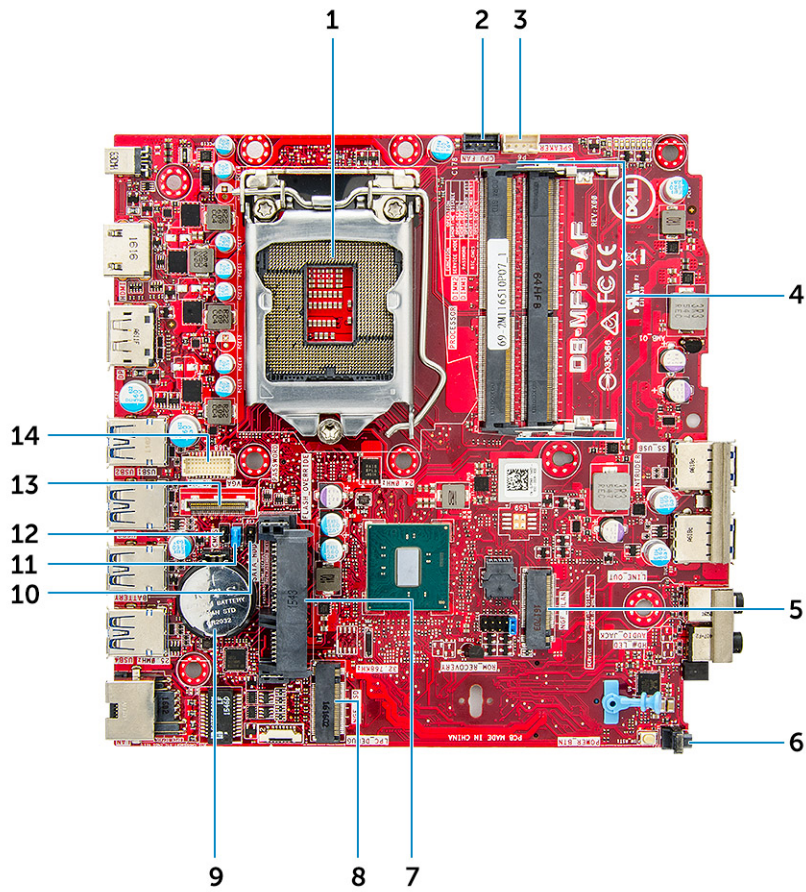




## Installing system board

- 1 Hold the system board by its edges and angle it toward the back of the computer.
- 2 Lower the system board into the computer until the connectors at the back of the system board align with the slots on the chassis, and the screw holes on the system board align with the standoffs on the computer.
- 3 Tighten the #6-32\*5.4 screws to secure the system board to the computer.
- 4 Place the metal tab on the system board and tighten the screw to secure the metal tab to the system board.
- 5 Install the:
  - a processor
  - b heat sink
  - c system fan
  - d 2.5-inch drive assembly
  - e cover
- 6 Follow the procedure in [After working inside your computer](#).

# System board layout



- |    |                             |    |                                  |
|----|-----------------------------|----|----------------------------------|
| 1  | CPU socket connector        | 2  | CPU fan connector                |
| 3  | Internal speaker connector  | 4  | Memory module connectors         |
| 5  | M.2 WLAN connector          | 6  | Power switch connector           |
| 7  | Hard drive connector        | 8  | M.2 SSD connector                |
| 9  | Coin cell battery           | 10 | Service Mode Jumper              |
| 11 | Clear password jumper       | 12 | Clear CMOS jumper                |
| 13 | DP/VGA connector (optional) | 14 | PS/2 serial connector (optional) |

# Technology and components

## Processors

OptiPlex 5050 systems are shipped with Intel 6th generation and 7th generation core processor technology.

**NOTE:** The clock speed and performance varies depending on the workload and other variables. Total cache up to 8 MB cache depending on processor type.

- Intel® Core™ i7-6700T (QC/8MB/8T/2.8GHz/35W)
- Intel® Core™ i5-6600T (QC/6MB/4T/2.7GHz/35W)
- Intel® Core™ i5-6500T (QC/6MB/4T/2.5GHz/35W)
- Intel® Core™ i3-6100T (DC/3MB/4T/3.2GHz/35W)
- Intel® Pentium® G4400T (DC/3MB/2T/2.9GHz/35W)
- Intel® Core™ i7-7700T (QC/8MB/8T/2.9GHz/35W)
- Intel® Core™ i5-7600T (QC/6MB/4T/2.8GHz/35W)
- Intel® Core™ i5-7500T (QC/6MB/4T/2.7GHz/35W)
- Intel® Core™ i3-7100T (DC/3MB/4T/3.5GHz/35W)
- Intel® Pentium® G4560T (DC/3MB/2T/2.9GHz/35W)

## Verifying the processor usage in Task Manager


- 1 Right click on the desktop.
- 2 Select **Start Task Manager**.  
The **Windows Task Manager** window is displayed.
- 3 Click the **Performance** tab in the **Windows Task Manager** window.

## Chipsets

All Desktops communicate with the CPU through the chipset. This system is shipped with the Intel Q270 Chipset.

## Verifying system memory in Windows 10 and Windows 7

### Windows 10

- 1 Click the **Windows** button and select **All Settings**  > **System**.
- 2 Under **System**, click **About**.

# Windows 7

- 1 Click **Start** → **Control Panel** → **System**

## Verifying system memory in setup

- 1 Turn on or restart your computer.
- 2 Perform one of the following actions after the Dell logo is displayed:
  - With keyboard — Tap F2 until the Entering BIOS setup message appears. To enter the Boot selection menu, tap F12.
- 3 On the left pane, select **Settings** > **General** > **System Information**.  
The memory information is displayed on the right pane.

## Testing memory using ePSA

- 1 Turn on or restart your computer.
- 2 After the Dell logo is displayed:
  - a Press F12.
  - b Select ePSA diagnosticsThe PreBoot System Assessment (ePSA) starts on your computer.

**NOTE:** If you wait too long and the operating system logo appears, continue to wait until you see the desktop. Turn off the computer and try again.

## USB features

The Universal Serial Bus, or well known as USB was introduced to the PC world in 1996 which dramatically simplified the connection between host computer and peripheral devices such as mice and keyboards, external hard drive or optical devices, Bluetooth and many more peripheral devices in the market.

Let's take a quick look on the USB evolution referencing to the table below.

**Table 1. USB evolution**

Type	Data Transfer Rate	Category	Introduction Year
USB 3.0/USB 3.1 Gen 1	5 Gbps	Super Speed	2010
USB 2.0	480 Mbps	High Speed	2000
USB 1.1	12 Mbps	Full Speed	1998
USB 1.0	1.5 Mbps	Low Speed	1996

## USB 3.0/USB 3.1 Gen 1 (SuperSpeed USB)

For years, the USB 2.0 has been firmly entrenched as the de facto interface standard in the PC world with about 6 billion devices sold, and yet the need for more speed grows by ever faster computing hardware and ever greater bandwidth demands. The USB 3.0/USB 3.1 Gen 1



finally has the answer to the consumers' demands with a theoretically 10 times faster than its predecessor. In a nutshell, USB 3.1 Gen 1 features are as follows:

- Higher transfer rates (up to 5 Gbps)
- Increased maximum bus power and increased device current draw to better accommodate power-hungry devices
- New power management features
- Full-duplex data transfers and support for new transfer types
- Backward USB 2.0 compatibility
- New connectors and cable

The topics below cover some of the most commonly asked questions regarding USB 3.0/USB 3.1 Gen 1.

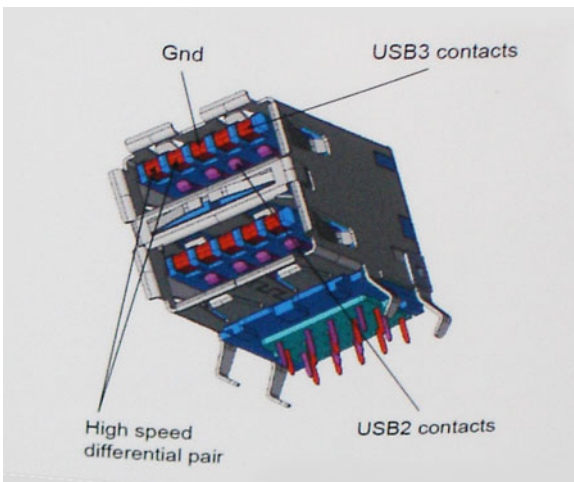


## Speed

Currently, there are 3 speed modes defined by the latest USB 3.0/USB 3.1 Gen 1 specification. They are Super-Speed, Hi-Speed and Full-Speed. The new SuperSpeed mode has a transfer rate of 4.8Gbps. While the specification retains Hi-Speed, and Full-Speed USB mode, commonly known as USB 2.0 and 1.1 respectively, the slower modes still operate at 480Mbps and 12Mbps respectively and are kept to maintain backward compatibility.

USB 3.0/USB 3.1 Gen 1 achieves the much higher performance by the technical changes below:

- An additional physical bus that is added in parallel with the existing USB 2.0 bus (refer to the picture below).
- USB 2.0 previously had four wires (power, ground, and a pair for differential data); USB 3.0/USB 3.1 Gen 1 adds four more for two pairs of differential signals (receive and transmit) for a combined total of eight connections in the connectors and cabling.
- USB 3.0/USB 3.1 Gen 1 utilizes the bidirectional data interface, rather than USB 2.0's half-duplex arrangement. This gives a 10-fold increase in theoretical bandwidth.



With today's ever increasing demands placed on data transfers with high-definition video content, terabyte storage devices, high megapixel count digital cameras etc., USB 2.0 may not be fast enough. Furthermore, no USB 2.0 connection could ever come close to the 480Mbps theoretical maximum throughput, making data transfer at around 320Mbps (40MB/s) — the actual real-world maximum. Similarly, USB 3.0/USB 3.1 Gen 1 connections will never achieve 4.8Gbps. We will likely see a real-world maximum rate of 400MB/s with overheads. At this speed, USB 3.0/USB 3.1 Gen 1 is a 10x improvement over USB 2.0.



# Applications

USB 3.0/USB 3.1 Gen 1 opens up the laneways and provides more headroom for devices to deliver a better overall experience. Where USB video was barely tolerable previously (both from a maximum resolution, latency, and video compression perspective), it's easy to imagine that with 5-10 times the bandwidth available, USB video solutions should work that much better. Single-link DVI requires almost 2Gbps throughput. Where 480Mbps was limiting, 5Gbps is more than promising. With its promised 4.8Gbps speed, the standard will find its way into some products that previously weren't USB territory, like external RAID storage systems.

Listed below are some of the available SuperSpeed USB 3.0/USB 3.1 Gen 1 products:

- External Desktop USB 3.0/USB 3.1 Gen 1 Hard Drives
- Portable USB 3.0/USB 3.1 Gen 1 Hard Drives
- USB 3.0/USB 3.1 Gen 1 Drive Docks & Adapters
- USB 3.0/USB 3.1 Gen 1 Flash Drives & Readers
- USB 3.0/USB 3.1 Gen 1 Solid-state Drives
- USB 3.0/USB 3.1 Gen 1 RAIDs
- Optical Media Drives
- Multimedia Devices
- Networking
- USB 3.0/USB 3.1 Gen 1 Adapter Cards & Hubs

# Compatibility

The good news is that USB 3.0/USB 3.1 Gen 1 has been carefully planned from the start to peacefully co-exist with USB 2.0. First of all, while USB 3.0/USB 3.1 Gen 1 specifies new physical connections and thus new cables to take advantage of the higher speed capability of the new protocol, the connector itself remains the same rectangular shape with the four USB 2.0 contacts in the exact same location as before. Five new connections to carry receive and transmitted data independently are present on USB 3.0/USB 3.1 Gen 1 cables and only come into contact when connected to a proper SuperSpeed USB connection.

Windows 8/10 will be bringing native support for USB 3.1 Gen 1 controllers. This is in contrast to previous versions of Windows, which continue to require separate drivers for USB 3.0/USB 3.1 Gen 1 controllers.

Microsoft announced that Windows 7 would have USB 3.1 Gen 1 support, perhaps not on its immediate release, but in a subsequent Service Pack or update. It is not out of the question to think that following a successful release of USB 3.0/USB 3.1 Gen 1 support in Windows 7, SuperSpeed support would trickle down to Vista. Microsoft has confirmed this by stating that most of their partners share the opinion that Vista should also support USB 3.0/USB 3.1 Gen 1.

Super-Speed support for Windows XP is unknown at this point. Given that XP is a seven-year-old operating system, the likelihood of this happening is remote.

# HDMI 1.4

This topic explains the HDMI 1.4 and its features along with the advantages.

HDMI (High-Definition Multimedia Interface) is an industry-supported, uncompressed, all-digital audio/video interface. HDMI provides an interface between any compatible digital audio/video source, such as a DVD player, or A/V receiver and a compatible digital audio and/or video monitor, such as a digital TV (DTV). The intended applications for HDMI TVs, and DVD players. The primary advantage is cable reduction and content protection provisions. HDMI supports standard, enhanced, or high-definition video, plus multichannel digital audio on a single cable.

 **NOTE: The HDMI 1.4 will provide 5.1 channel audio support.**



# HDMI 1.4 Features

- **HDMI Ethernet Channel** - Adds high-speed networking to an HDMI link, allowing users to take full advantage of their IP-enabled devices without a separate Ethernet cable
- **Audio Return Channel** - Allows an HDMI-connected TV with a built-in tuner to send audio data "upstream" to a surround audio system, eliminating the need for a separate audio cable
- **3D** - Defines input/output protocols for major 3D video formats, paving the way for true 3D gaming and 3D home theater applications
- **Content Type** - Real-time signaling of content types between display and source devices, enabling a TV to optimize picture settings based on content type
- **Additional Color Spaces** - Adds support for additional color models used in digital photography and computer graphics
- **4 K Support** - Enables video resolutions far beyond 1080p, supporting next-generation displays that will rival the Digital Cinema systems used in many commercial movie theaters
- **HDMI Micro Connector** - A new, smaller connector for phones and other portable devices, supporting video resolutions up to 1080p
- **Automotive Connection System** - New cables and connectors for automotive video systems, designed to meet the unique demands of the motoring environment while delivering true HD quality

## Advantages of HDMI

- Quality HDMI transfers uncompressed digital audio and video for the highest, crispest image quality.
- Low -cost HDMI provides the quality and functionality of a digital interface while also supporting uncompressed video formats in a simple, cost-effective manner
- Audio HDMI supports multiple audio formats from standard stereo to multichannel surround sound
- HDMI combines video and multichannel audio into a single cable, eliminating the cost, complexity, and confusion of multiple cables currently used in A/V systems
- HDMI supports communication between the video source (such as a DVD player) and the DTV, enabling new functionality

# System setup

System Setup enables you to manage your desktop hardware and specify BIOS level options. From the System Setup, you can:

- Change the NVRAM settings after you add or remove hardware
- View the system hardware configuration
- Enable or disable integrated devices
- Set performance and power management thresholds
- Manage your computer security

Topics:

- [Boot Sequence](#)
- [Navigation Keys](#)
- [System and setup password](#)
- [System Setup options](#)
- [Updating the BIOS in Windows](#)
- [Enabling smart power on](#)

## 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

 **NOTE: XXX denotes the SATA drive number.**

- Optical Drive (if available)
- Diagnostics

 **NOTE: Choosing Diagnostics, will display the ePSA diagnostics screen.**

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


## Navigation Keys

The following table displays the system setup navigation keys.

 **NOTE: For most of the system setup options, changes that you make are recorded but do not take effect until you re-start the system.**



**Table 2. Navigation Keys**

Keys	Navigation
Up arrow	Moves to the previous field.
Down arrow	Moves to the next field.
<Enter>	Allows you to select a value in the selected field (if applicable) or follow the link in the field.
Spacebar	Expands or collapses a drop-down list, if applicable.
<Tab>	Moves to the next focus area.
	   <b>NOTE: For the standard graphics browser only.</b>
<Esc>	Moves to the previous page till you view the main screen. Pressing <Esc> in the main screen displays a message that prompts you to save any unsaved changes and restarts the system.
<F1>	Displays the System Setup help file.

## System and setup password

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

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.

 **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: Your computer is shipped with the system and setup password feature disabled.**

## Assigning a system password and setup password

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

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

- 1 In the **System BIOS** or **System Setup** screen, select **Security** and press Enter.  
The **Security** screen is displayed.
- 2 Select **System 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 and/or setup password

Ensure that the **Password Status** is Unlocked (in the System Setup) before attempting to delete or change the existing System and/or Setup password. You cannot delete or change an existing System or Setup password, if the **Password Status** is Locked. To enter the System Setup, press F2 immediately after a power-on or reboot.

- 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 promoted. If you delete the System and/or Setup password, confirm the deletion when promoted.

- 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 reboots.

## System Setup options

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

Table 3. General

Option	Description
System Information	Displays the following information: <ul style="list-style-type: none"><li>• System Information: Displays <b>BIOS Version, Service Tag, Asset Tag, Ownership Tag, Ownership Date, Manufacture Date,</b> and the <b>Express Service Code</b>.</li><li>• Memory Information: Displays <b>Memory Installed, Memory Available, Memory Speed, Memory Channel Mode, Memory Technology, DIMM 1 Size,</b> and <b>DIMM 2 Size</b>.</li><li>• PCI Information: Displays <b>SLOT1_M.2, SLOT2_M.2</b></li><li>• Processor Information: Displays <b>Processor Type, Core Count, Processor ID, Current Clock Speed, Minimum Clock Speed, Maximum Clock Speed, Processor L2 Cache, Processor L3 Cache, HT Capable,</b> and <b>64-Bit Technology</b>.</li><li>• Device Information: Displays <b>SATA-0, M.2 PCIe SSD-0, LOM MAC Address, Video Controller, Audio Controller, Wi-Fi Device, and Bluetooth Device.</b> .</li></ul>
Boot Sequence	Allows you to specify the order in which the computer attempts to find an operating system from the devices specified in this list.
Advanced Boot Options	Allows you to select the Enable Legacy Option ROMs option, when in UEFI boot mode. By default, this option is selected. <ul style="list-style-type: none"><li>• Legacy</li><li>• UEFI (selected by default)</li></ul> <p><b>NOTE:</b> The Legacy option is not supported in Intel 7th Generation processors.</p>
Date/Time	Allows you to set the date and time settings. Changes to the system date and time take effect immediately.



**Table 4. System Configuration**

Option	Description
Integrated NIC	<p>Allows you to control the on-board LAN controller. The option 'Enable UEFI Network Stack' is not selected by default. The options are:</p> <ul style="list-style-type: none"><li>• Disabled</li><li>• Enabled</li><li>• Enabled w/PXE (default)</li></ul> <p><b>NOTE:</b> Depending on the computer and its installed devices, the items listed in this section may or may not appear.</p>
SATA Operation	<p>Allows you to configure the operating mode of the integrated hard drive controller.</p> <ul style="list-style-type: none"><li>• Disabled = The SATA controllers are hidden</li><li>• RAID ON = SATA is configured to support RAID mode (selected by default)</li></ul>
Drives	<p>Allows you to enable or disable the various drives on-board:</p> <ul style="list-style-type: none"><li>• SATA-0 (enabled by default)</li><li>• M.2 PCIe SSD-0</li></ul>
Smart Reporting	<p>This field controls whether hard drive errors for integrated drives are reported during system startup. The <b>Enable Smart Reporting option</b> is disabled by default.</p>
USB Configuration	<p>Allows you to enable or disable the integrated USB controller for:</p> <ul style="list-style-type: none"><li>• Enable Boot Support</li><li>• Enable Front USB Ports</li><li>• Enable Rear USB Ports</li></ul> <p>All the options are enabled by default.</p>
Front USB Configuration	<p>Allows you to enable or disable the front USB ports. All the ports are enabled by default.</p>
Rear USB Configuration	<p>Allows you to enable or disable the back USB ports. All the ports are enabled by default.</p>
USB PowerShare	<p>This option allows you to charge the external devices, such as mobile phones, music player. This option is disabled by default.</p>
Audio	<p>Allows you to enable or disable the integrated audio controller. The option <b>Enable Audio</b> is selected by default.</p> <ul style="list-style-type: none"><li>• Enable Microphone</li><li>• Enable Internal Speaker</li></ul> <p>Both the options are selected by default.</p>

**Table 5. Video**

Option	Description
Primary Display	<p>Allows you to select the primary display when multiple controllers are available in the system.</p> <ul style="list-style-type: none"><li>• Auto (default)</li><li>• Intel HD Graphics</li></ul> <p><b>NOTE:</b> If you do not select Auto, the on-board graphics device will be present and enabled.</p>



**Table 6. Security**

Option	Description
Admin Password	Allows you to set, change, and delete the admin password.
System Password	Allows you to set, change, and delete the system password.
Internal HDD-0 Password	Allows you to set, change, and delete the computer's internal HDD.
Internal HDD-3 Password	Allows you to set, change, and delete the computer's internal HDD.
Strong Password	This option lets you enable or disable strong passwords for the system.
Password Configuration	Allows you to control the minimum and maximum number of characters allowed for a administrative password and the system password. The range of characters is between 4 and 32.
Password Bypass	<p>This option lets you bypass the System (Boot) Password and the internal HDD password prompts during a system restart.</p> <ul style="list-style-type: none"> <li>Disabled — Always prompt for the system and internal HDD password when they are set. This option is disabled by default.</li> <li>Reboot Bypass — Bypass the password prompts on Restarts (warm boots).</li> </ul> <p><b>NOTE: The system will always prompt for the system and internal HDD passwords when powered on from the off state (a cold boot). Also, the system will always prompt for passwords on any module bay HDDs that may be present.</b></p>
Password Change	<p>This option lets you determine whether changes to the System and Hard Disk passwords are permitted when an administrator password is set.</p> <p><b>Allow Non-Admin Password Changes</b> - This option is enabled by default.</p>
UEFI Capsule Firmware Updates	This option controls whether this system allows BIOS updates via UEFI capsule update packages. This option is selected by default. Disabling this option will block BIOS updates from services such as Microsoft Windows Update and Linux Vendor Firmware Service (LVFS)
TPM 1.2 Security	<p>Allows you to control whether the Trusted Platform Module (TPM) is visible to the operating system.</p> <ul style="list-style-type: none"> <li>TPM On (default)</li> <li>Clear</li> <li>PPI Bypass for Enable Commands</li> <li>PPI Bypass for Disable Commands</li> <li>Disabled</li> <li>Enabled (default)</li> </ul>
Computrace	<p>This field lets you Activate or Disable the BIOS module interface of the optional Computrace Service from Absolute Software. Enables or disables the optional Computrace service designed for asset management.</p> <ul style="list-style-type: none"> <li><b>Deactivate</b> - This option is selected by default.</li> <li>Disable</li> <li>Activate</li> </ul>
CPU XD Support	Allows you to enable or disable the Execute Disable mode of the processor. This option is enabled by default.
Admin Setup Lockout	Allows you to enable or disable the option to enter Setup when an Administrative password is set. This option is not set by default.

**Table 7. Secure Boot**

Option	Description
Secure Boot Enable	Allows you to enable or disable Secure Boot feature



Option	Description
	<ul style="list-style-type: none"> <li>· Disable (selected by default)</li> <li>· Enable</li> </ul>
Expert key Management	<p>Allows you to manipulate the security key databases only if the system is in Custom Mode. The <b>Enable Custom Mode</b> option is disabled by default. The options are:</p> <ul style="list-style-type: none"> <li>· PK (default)</li> <li>· KEK</li> <li>· db</li> <li>· dbx</li> </ul> <p>If you enable the <b>Custom Mode</b>, the relevant options for <b>PK, KEK, db, and dbx</b> appear. The options are:</p> <ul style="list-style-type: none"> <li>· <b>Save to File</b>- Saves the key to a user-selected file</li> <li>· <b>Replace from File</b>- Replaces the current key with a key from a user-selected file</li> <li>· <b>Append from File</b>- Adds a key to the current database from a user-selected file</li> <li>· <b>Delete</b>- Deletes the selected key</li> <li>· <b>Reset All Keys</b>- Resets to default setting</li> <li>· <b>Delete All Keys</b>- Deletes all the keys</li> </ul> <p><b>NOTE:</b> If you disable the Custom Mode, all the changes made will be erased and the keys will restore to default settings.</p>

**Table 8. Intel Software Guard Extensions**

Option	Description
Intel SGX Enable	<p>Allows you to enable or disable the Intel Software Guard Extensions to provide a secured environment for running code/storing sensitive information in the context of the main operating system.</p> <ul style="list-style-type: none"> <li>· Disabled (default)</li> <li>· Enabled</li> </ul>
Enclave Memory Size	<p>Allows you to set the Intel SGX Enclave Reserve Memory Size.</p> <ul style="list-style-type: none"> <li>· 32 MB</li> <li>· 64 MB (Disabled by default)</li> <li>· 128 MB (Disabled by default)</li> </ul>

**Table 9. Performance**

Option	Description
Multi Core Support	<p>This field specifies whether the process will have one or all cores enabled. This option is enabled by default.</p> <p>options:</p> <ul style="list-style-type: none"> <li>· All (selected by default)</li> <li>· 1</li> <li>· 2</li> <li>· 3</li> </ul>
Intel SpeedStep	<p>Allows you to enable or disable the Intel SpeedStep mode of the processor. This option is enabled by default.</p>





C States Control	Allows you to enable or disable additional processor sleep states. This option is enabled by default.
Limited CPUID Value	Allows you to limit the maximum value of the processor standard CPUID function. This options is disable by default.
Intel TurboBoost	Allows you to enable or disable the Intel TurboBoost mode of the processor. This option is enabled by default.

**Table 10. Power Management**

Option	Description
AC Recovery	<p>Determines how the system responds when AC power is re-applied after a power loss. You can set the AC Recovery to:</p> <ul style="list-style-type: none"> <li>• Power Off</li> <li>• Power On</li> <li>• Last Power State</li> </ul> <p>This option is Power Off by default.</p>
Auto On Time	<p>Sets time to automatically turn on the computer. Time is kept in standard 12-hour format (hour:minutes:seconds). Change the startup time by typing the values in the time and AM/PM fields.</p> <p><b>i</b>   <b>NOTE: This feature does not work if you turn off your computer using the switch on a power strip or surge protector or if Auto Power is set to disabled.</b></p>
Deep Sleep Control	<p>Allows you to define the controls when Deep Sleep is enabled.</p> <ul style="list-style-type: none"> <li>• Disabled</li> <li>• Enabled in S5 only</li> <li>• Enabled in S4 and S5</li> </ul> <p>This option is Enabled in S4 and S5 by default.</p>
Fan Control Override	<p>Allows you to determine the speed of the system fan. When this option is enabled, the system fan runs at the maximum speed. This option is disabled by default.</p>
USB Wake Support	<p>Allows you to enable the USB devices to wake the computer from standby mode. The option "Enable USB Wake Support" is selected by default</p>
Wake on LAN/WWAN	<p>This option allows the computer to power up from the off state when triggered by a special LAN signal. This feature only works when the computer is connected to AC power supply.</p> <ul style="list-style-type: none"> <li>• <b>Disabled</b> - Does not allows the system to power on by special LAN signals when it receives a wake-up signal from the LAN or wireless LAN.</li> <li>• <b>LAN or WLAN</b> - Allows the system to be powered on by special LAN or wireless LAN signals.</li> <li>• <b>LAN Only</b> - Allows the system to be powered on by special LAN signals.</li> <li>• <b>LAN with PXE Boot</b> - A wakeup packet sent to the system in either the S4 or S5 state, that will cause the system to wake-up and immediately boot to PXE.</li> <li>• <b>WLAN Only</b> - Allows the system to be powered on by special WLAN signals.</li> </ul> <p>This option is Disabled by default.</p>
Block Sleep	<p>Allows you to block entering to sleep (S3 state) in OS environment. This option is disabled by default.</p>
Intel Ready Mode	<p>Allows you to enable the capability of Intel Ready Mode Technology. This option is disabled by default.</p>



**Table 11. POST Behavior**

Option	Description
Numlock LED	Allows you to enable or disable the Numlock feature when your computer starts. This option is enabled by default.
Keyboard Errors	Allows you to enable or disable the keyboard error reporting when the computer starts. This option is enabled by default.
Fast Boot	<p>This option can speed up the boot process by bypassing some compatibility steps:</p> <ul style="list-style-type: none"> <li>Minimal — The system boots quickly, unless the BIOS has been updated, memory changed, or the previous POST did not complete.</li> <li>Thorough — The system does not skip any steps in the boot process.</li> <li>Auto — This allows the operating system to control this setting (this works only when the operating system supports Simple Boot Flag).</li> </ul> <p>This option is set to <b>Thorough</b> by default.</p>

**Table 12. Manageability**

Option	Description
USB provision	This option is not selected by default.
MEBx Hotkey	This option is selected by default.

**Table 13. Virtualization Support**

Option	Description
Virtualization	This option specifies whether a Virtual Machine Monitor (VMM) can utilize the additional hardware capabilities provided by Intel® Virtualization Technology. <b>Enable Intel Virtualization Technology</b> - This option is disabled by default.

**Table 14. Wireless**

Option	Description
Wireless Device Enable	<p>Allows you to enable or disable the internal wireless devices. All the options are enabled by default.</p> <p>OPTIONS:</p> <ul style="list-style-type: none"> <li>WLAN/WiGig</li> <li>Bluetooth</li> </ul>

**Table 15. Maintenance**

Option	Description
Service Tag	Displays the Service Tag of your computer.
Asset Tag	Allows you to create a system asset tag if an asset tag is not already set. This option is set by default.
SERR Messages	Controls the SERR message mechanism. This option is set by default. Some graphics cards require that the SERR message mechanism be disabled.
BIOS Downgrade	Allows you to control flashing of the system firmware to the previous versions. This option is enabled by default.

**i** | **NOTE: If this option is not selected, the flashing of the system firmware to the previous versions is blocked.**



Option	Description
Data Wipe	Allows you to securely erase the data from all the available internal storages, such as HDD, SSD, mSATA, and eMMC. The option Wipe on Next Boot is disabled by default.
BIOS recovery	Allows you to recover the corrupted BIOS conditions from the recovery files on the primary hard drive. The option <b>BIOS Recovery from Hard Drive</b> is selected by default

**Table 16. System Logs**

Option	Description
BIOS Events	Displays the system event log and allows you to: <ul style="list-style-type: none"> <li>· Clear Log</li> <li>· Mark all Entries</li> </ul>

**Table 17. SupportAssist System Resolution**

Option	Description
Auto OS Recovery Threshold	Options are: OFF, 1, 2 (default), 3.

## Updating the BIOS in Windows

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

**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.

- 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 the **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.

**NOTE:** It is recommended not to update the BIOS version for more than 3 revisions. For example: If you want to update the BIOS from 1.0 to 7.0, then install version 4.0 first and then install version 7.0.



# Enabling smart power on

To enable Smart Power On and the ability to wake a system from S3, S4, and S5 sleep states with a move of a mouse or press of a key on the keyboard, perform these steps:

- 1 Make sure the following BIOS settings under **Power Management** setup option are set as mentioned here:
  - `USB Wake Support` as Enabled.
  - `Deep Sleep Control` as Disabled.
- 2 Connect a keyboard, mouse, or wireless USB dongle to the Smart Power On USB port(s) on the back of your system.
- 3 Disable `Fast Startup` in the Operating System:
  - a Search and open **Power options** in the Start Menu.
  - b Click **Choose what the power buttons do** on the left side of the window.
  - c Under **Shutdown settings**, make sure **Turn on fast startup** is disabled.
- 4 Reboot your system so the changes can take effect. The next time when your system goes to sleep or is shut down, any use of the mouse or keyboard will wake it up.



## Supported operating systems

The following list shows supported operating systems:

**Table 18. Supported operating system**

Supported operating systems	Operating System Description
<b>Microsoft Windows</b>	<ul style="list-style-type: none"> <li>Microsoft Windows 10 Home (64-bit)</li> <li>Microsoft Windows 10 (64-bit) Professional</li> <li>Microsoft Windows 7 (32/64 bit) Professional</li> </ul> <p><b>NOTE:</b> Microsoft Windows 7 is not supported with the Intel 7th Generation processors.</p>
<b>Other</b>	<ul style="list-style-type: none"> <li>Ubuntu 16.04 LTS</li> <li>Neokylin V6.0</li> </ul>
<b>OS Media Support</b>	<ul style="list-style-type: none"> <li>Optional USB optical drive</li> </ul>

## Downloading drivers

- 1 Turn on the computer.
- 2 Go to **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 and Downloads**.
- 5 Select the operating system installed on your computer.
- 6 Scroll down the page and select the driver to install.
- 7 Click **Download File** to download the driver for your computer.
- 8 Navigate to the folder where you saved the driver file, after the download is complete.
- 9 Double-click the driver file icon and follow the instructions on the screen.

## Downloading the chipset driver

- 1 Turn on the computer.
- 2 Go to **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 autodetect feature or manually browse for your computer model.

- 4 Click **Drivers and Downloads**.
- 5 Select the operating system installed in your computer.
- 6 Scroll down the page, expand **Chipset**, and select your chipset driver.



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

## Intel chipset drivers

Verify if the Intel chipset drivers are already installed in the computer.

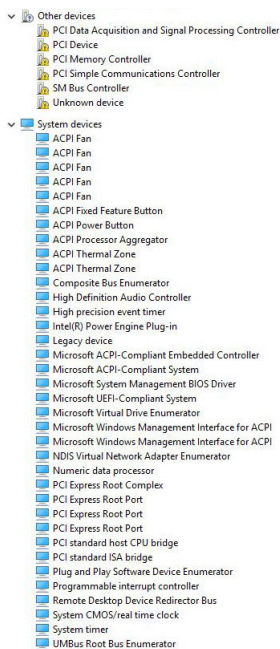
**NOTE:** Click **Start > Control Panel > Device Manager**

or

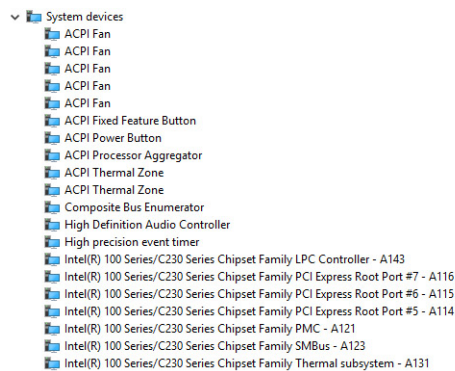
In Search the web and Windows, type **Device Manager**

**Table 19. Intel chipset drivers**

### Before installation



### After installation



## Intel HD Graphics drivers

Verify if the Intel HD Graphics drivers are already installed in the computer.

**NOTE:** Click **Start > Control Panel > Device Manager**.

or

Tap Search the web and Windows and type **Device Manager**





**Table 20. Intel HD Graphics drivers**

**Before installation**

- ▼  Display adapters
  -  Microsoft Basic Display Adapter
  
- ▼  Sound, video and game controllers
  -  High Definition Audio Device
  -  High Definition Audio Device

**After installation**

- ▼  Display adapters
  -  Intel(R) HD Graphics 530

# Troubleshooting your computer

You can troubleshoot your computer using indicators like diagnostic lights, and error messages during the operation of the computer.

## Diagnostic power LED codes

**Table 21. Diagnostic power LED codes**

Power LED light status	Possible cause	Troubleshooting steps
Off	The computer is either turned off or is not receiving power or in Hibernation mode.	<ul style="list-style-type: none"> <li>Re-seat the power cable in the power connector on the back of the computer and the electrical outlet.</li> <li>If the computer is plugged into a power strip, ensure that the power strip is plugged into an electrical outlet and is turned on. Also, bypass power protection devices, power strips, and power extension cables to verify that the computer turns on properly.</li> <li>Ensure the electrical outlet is working by testing it with another device, such as a lamp.</li> </ul>
Steady/blinking amber	Computer fails to complete POST or processor failure.	<ul style="list-style-type: none"> <li>Remove and reinstall any cards.</li> <li>Remove and reinstall the graphics card, if applicable.</li> <li>Ensure the power cable is connected to the system board and processor.</li> </ul>
Blinking white light	Computer is in sleep mode.	<ul style="list-style-type: none"> <li>Press the power button to bring the computer out of the sleep mode.</li> <li>Ensure all power cables are securely connected to the system board.</li> <li>Ensure the main power cable and front panel cable are connected to the system board.</li> </ul>
Steady white	The computer is fully functional and in the On state.	<p>If the computer is not responding, do the following:</p> <ul style="list-style-type: none"> <li>Ensure the display is connected and turned on.</li> </ul>



- If the display is connected and turned on, listen for a beep code.

## Power LED issue

Power LED is not flashing amber on ChengMing 3977 and Optiplex D8 and OptiPlex D8 AIO platforms.

ChengMing 3977 and OptiPlex D8 and D8 AIO platforms without processor installed or when processor power cable is not connected; it may not have the power LED flashing amber as the diagnostic indicator. The BIOS behavior specification defines that:

- 1 If no processor is installed in the system, the power LED should flash amber in pattern of 2-3
- 2 If no processor cable is connected in the system, the power LED should flash amber in pattern of 2-2

Do not replace any hardware, it works as per the design. With the Boot guard (BtG) feature of Intel ME11.6, when processor power or processor is missing, then the system will shut down.

### Affected Platforms:

- ChengMing 3977
- OptiPlex 3050/5050/7050
- OptiPlex 3050 AIO/5250 AIO/7450 AIO

## 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 <b>Pointing Device</b> 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. <b>Contact Dell</b>
CD DRIVE CONTROLLER FAILURE	The optical drive does not respond to commands from the computer.
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 <b>Dell Diagnostics</b> .
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, <b>Contact Dell</b>



## Error messages

THE FILE BEING COPIED IS TOO LARGE FOR THE DESTINATION DRIVE

## Description

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, *Printer out of paper*. 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.

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



## Error messages

## Description

LICENSED CONTENT IS NOT ACCESSIBLE IN  
MEDIADIRECT

during the boot routine. Run the **Stuck Key** test in **Dell Diagnostics**.

MEMORY ADDRESS LINE FAILURE AT ADDRESS, READ  
VALUE EXPECTING VALUE

Dell MediaDirect cannot verify the Digital Rights Management (DRM) restrictions on the file, so the file cannot be played.

MEMORY ALLOCATION ERROR

A memory module may be faulty or improperly seated. Reinstall the memory module or, if necessary, replace it.

MEMORY DOUBLE WORD LOGIC FAILURE AT ADDRESS,  
READ VALUE EXPECTING VALUE

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 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

A memory module may be faulty or improperly seated. Reinstall the memory module or, if necessary, replace it.

NO BOOT SECTOR ON HARD DRIVE

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 TIMER TICK INTERRUPT

The operating system may be corrupted, **Contact Dell**.

NOT ENOUGH MEMORY OR RESOURCES. EXIT SOME  
PROGRAMS AND TRY AGAIN

A chip on the system board may be malfunctioning. Run the **System Set** tests in **Dell Diagnostics**.

OPERATING SYSTEM NOT FOUND

You have too many programs open. Close all windows and open the program that you want to use.

OPTIONAL ROM BAD CHECKSUM

Reinstall the operating system. If the problem persists, **Contact Dell**.

SECTOR NOT FOUND

The optional ROM has failed. **Contact Dell**.

SEEK ERROR

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.

SHUTDOWN FAILURE

The operating system cannot find a specific track on the hard drive.

TIME-OF-DAY CLOCK LOST POWER

A chip on the system board may be malfunctioning. Run the **System Set** tests in **Dell Diagnostics**. If the message reappears, **Contact Dell**.

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**.



## Error messages

Error messages	Description
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, <b>Contact Dell</b> .
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 <b>Date and Time</b> options.
TIMER CHIP COUNTER 2 FAILED	A chip on the system board may be malfunctioning. Run the <b>System Set</b> tests in <b>Dell Diagnostics</b> .
UNEXPECTED INTERRUPT IN PROTECTED MODE	The keyboard controller may be malfunctioning, or a memory module may be loose. Run the <b>System Memory</b> tests and the <b>Keyboard Controller</b> test in <b>Dell Diagnostics</b> or <b>Contact Dell</b> .
X:\ IS NOT ACCESSIBLE. THE DEVICE IS NOT READY	Insert a disk into the drive and try again.

# System error messages

Table 23. System error messages

System message	Description
Alert! Previous attempts at booting this system have failed at checkpoint [nnnn]. For help in resolving this problem, please note this checkpoint and contact Dell Technical Support	The computer failed to complete the boot routine three consecutive times for the same error.
CMOS checksum error	RTC is reset, <b>BIOS Setup</b> default has been loaded.
CPU fan failure	CPU fan has failed.
System fan failure	System fan has failed.
Hard-disk drive failure	Possible hard disk drive failure during POST.
Keyboard failure	Keyboard failure or loose cable. If reseating the cable does not solve the problem, replace the keyboard.
No boot device available	No bootable partition on hard disk drive, the hard disk drive cable is loose, or no bootable device exists. <ul style="list-style-type: none"><li>• If the hard drive is your boot device, ensure that the cables are connected and that the drive is installed properly and partitioned as a boot device.</li><li>• Enter system setup and ensure that the boot sequence information is correct.</li></ul>
No timer tick interrupt	A chip on the system board might be malfunctioning or motherboard failure.
NOTICE - Hard Drive SELF MONITORING SYSTEM has reported that a parameter has exceeded its normal operating range. Dell recommends that you back up your data regularly. A parameter out of range may or may not indicate a potential hard drive problem	S.M.A.R.T error, possible hard disk drive failure.



# Technical specifications

**NOTE:** Offerings may vary by region. For more information regarding the configuration of your computer in:

- Windows 10, click or tap **Start**  > **Settings** > **System** > **About**.

Topics:

- Processor specifications
- Memory specifications
- Video specifications
- Audio specifications
- Communication specifications
- Storage specifications
- Ports and connectors specifications
- Power supply specifications
- Physical dimension specifications
- Controls and lights specifications
- Environmental specifications

## Processor specifications

Feature	Specification
Processor type	<ul style="list-style-type: none"> <li>6th Generation Intel® Core™ i3/i5/i7</li> <li>7th Generation Intel® Core™ i3/i5/i7</li> <li>7th Generation Intel® Pentium® i5</li> <li>6th Generation Intel® Pentium® i5</li> </ul>
Total cache	Up to 8 MB cache depending on processor type

## Memory specifications

Feature	Specification
Type	DDR4 SDRAM 2133 MHz / 2400 MHz <p><b>NOTE:</b> If this product is purchased with Intel 6th Generation CPUs or 7th Generation Celeron dual core CPU, the maximum MHz this product can achieve is 2133, though the memory material used is 2400 MHz.</p>
Connectors	Two DDR4 SODIMM slots



Feature	Specification
Memory module capacity	4 GB, 8 GB, and 16 GB
Minimum Memory	4 GB
Maximum Memory	32 GB
Memory configurations	4 GB - 1x 4 GB 8 GB - 2x 4 GB 8 GB - 1x 8 GB 16 GB - 2x 8 GB 32 GB - 2x 16 GB

## Video specifications

Feature	Specification
Video Controller - Integrated	<p>For Intel 7th generation processors:</p> <ul style="list-style-type: none"> <li>Intel HD 630 Graphics [with 7th Generation Core i3/i5/i7 CPU-GPU combo]</li> <li>Intel HD 610 Graphics [with 7th Generation Pentium CPU-GPU combo]</li> </ul> <p>For Intel 6th generation processors:</p> <ul style="list-style-type: none"> <li>Intel HD 530 Graphics [with 6th Generation Core i3/i5/i7 CPU-GPU combo]</li> <li>Intel HD 510 Graphics [with 6th Generation Pentium CPU-GPU combo]</li> </ul>

## Audio specifications

Feature	Specification
Controller	Realtek ALC3234 High Definition Audio Codec (integrated, supports multiple streaming)
Internal speaker amplifier	Integrated

## Communication specifications

**Table 24. Communication specifications**

Feature	Specification
Network adapter	<p>Integrated</p> <p>Intel® i219-V Gigabit1 Ethernet LAN 10/100/1000 (Remote Wake Up, PXE and support)</p>
	<p>Wireless (optional)</p> <ul style="list-style-type: none"> <li>Intel® Dual-Band Wireless-AC 8265 Wi-Fi + BT 4.2 Wireless Card (2x2), MU-MIMO-optional</li> <li>Intel® Dual-Band Wireless-AC 3165 Wi-Fi + BT 4.2 Wireless Card (1x1)-optional</li> </ul>

# Storage specifications

Feature	Specification
Hard drive	<p>One 2.5-inch HDD/SSD</p> <p>Options supported:</p> <ul style="list-style-type: none"> <li>· 2.5" 500 GB SATA3 5400 RPM HDD</li> <li>· 2.5" 500 GB SATA3 7200 RPM HDD</li> <li>· 2.5" 500 GB SATA3 Solid State HYBRID HDD W/8GB FLASH</li> <li>· 2.5" 500 GB SATA3 7200 RPM SELF ENCRYPTING DRIVE (OPAL v2.0 compliant)</li> <li>· 2.5" 1 TB SATA3 7200RPM HDD</li> <li>· 2.5" 2 TB SATA3 5400 RPM HDD</li> <li>· 2.5" 256 GB SOLID STATE DRIVE Class 20</li> <li>· 2.5" 512 GB SOLID STATE DRIVE Class 20</li> </ul> <p>One M.2 PCIe SSD</p> <p>Options supported:</p> <ul style="list-style-type: none"> <li>· M.2 SATA 128 GB Solid State Drive Class 20</li> <li>· M.2 PCIe 256 GB Solid State Drive Class 40</li> <li>· M.2 PCIe 512 GB Solid State Drive Class 40</li> <li>· M.2 PCIe 1 TB Solid State Drive Class 40</li> </ul>
Optical drive	N/A

# Ports and connectors specifications

**Table 25. Ports and connectors**

Feature	Specification	
Front I/O ports	Universal Audio Jack	one
	Line-out	one
	USB 3.1 Gen 1	one
	USB 3.1 Gen 1 PowerShare	one
Rear I/O ports	USB 3.1 Gen 1	three
	USB 3.1 Gen 1 port that supports Smart Power On	one
	HDMI port	one
	DisplayPort	one
	Network port RJ-45	one
	Power connector port	one
	I/O ports	option for <ul style="list-style-type: none"> <li>· DisplayPort</li> <li>· VGA port</li> <li>· P/S2 keyboard and mouse</li> </ul>



- Serial port

## Power supply specifications

Feature	Specification
Type	65W power adapter (EPS)
Frequency	47 Hz - 63 Hz
Voltage	90 VAC - 264 VAC
Input current	1.7A /1.0A
Coin cell battery	3 V CR2032 lithium coin cell

## Physical dimension specifications

Feature	Specification
Height	182 mm (7.2 inches)
Width	360 mm (1.4 inches)
Depth	178 mm (7 inches)
Weight	1.18 kg (2.60 lb)

## Controls and lights specifications

Feature	Specification
Power button light	White light — Solid white light indicates power-on state; blinking white light indicates sleep state of the computer.
Hard Drive activity light	White light — Blinking white light indicates that the computer is reading data from or writing data to the hard drive.
Back panel:	
Link integrity light on integrated network adapter :	Green — a good 10 Mbps or 100 Mbps connection exists between the network and the computer. Orange — a good 1000 Mbps connection exists between the network and the computer. Off (no light) — the computer is not detecting a physical connection to the network.
Network activity light on integrated network adapter	Yellow light — A blinking yellow light indicates that network activity is present.
Power supply diagnostic light	Green light — The power supply is turned on and is functional. The power cable must be connected to the power connector (at the back of the computer) and the electrical outlet.

## Environmental specifications

Temperature	Specifications
Operating	0°C to 35°C (32°F to 95°F)
Storage	-40°C to 65°C (-40°F to 149°F)



**Relative humidity (maximum) Specifications**

**Operating** 10 % to 90 % (non condensing)

**Storage** 5 % to 95 % (non condensing)

**Maximum vibration: Specifications**

**Operating** 0.66 GRMS

**Storage** 1.30 GRMS

**Maximum shock: Specifications**

**Operating** 110 G

**Storage** 160 G

**Altitude (maximum) Specifications**

**Operating** -15.2 m to 3048 m (-50 to 10,000 ft)

**Storage** -15.20 m to 10,668 m (-50 ft to 35,000 ft)

**Airborne contaminant level** G2 or lower as defined by ANSI/ISA-S71.04-1985



# Contacting Dell

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

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

- 1 Go to **Dell.com/support**.
- 2 Select your support category.
- 3 Verify your country or region in the **Choose a Country/Region** drop-down list at the bottom of the page.
- 4 Select the appropriate service or support link based on your need.