

# Dell OptiPlex 990 Mini-Tower Service Manual

Regulatory Model D09M  
Regulatory Type D09M001



# Notes, Cautions, and Warnings



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



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



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

Information in this publication is subject to change without notice.

© 2011 Dell Inc. All rights reserved.

Reproduction of these materials in any manner whatsoever without the written permission of Dell Inc. is strictly forbidden.

Trademarks used in this text: Dell™, the DELL logo, Dell Precision™, Precision ON™, ExpressCharge™, Latitude™, Latitude ON™, OptiPlex™, Vostro™, and Wi-Fi Catcher™ are trademarks of Dell Inc. Intel®, Pentium®, Xeon®, Core™, Atom™, Centrino®, and Celeron® are registered trademarks or trademarks of Intel Corporation in the U.S. and other countries. AMD® is a registered trademark and AMD Opteron™, AMD Phenom™, AMD Sempron™, AMD Athlon™, ATI Radeon™, and ATI FirePro™ are trademarks of Advanced Micro Devices, Inc. Microsoft®, Windows®, MS-DOS®, Windows Vista®, the Windows Vista start button, and Office Outlook® are either trademarks or registered trademarks of Microsoft Corporation in the United States and/or other countries. Blu-ray Disc™ is a trademark owned by the Blu-ray Disc Association (BDA) and licensed for use on discs and players. The Bluetooth® word mark is a registered trademark and owned by the Bluetooth® SIG, Inc. and any use of such mark by Dell Inc. is under license. Wi-Fi® is a registered trademark of Wireless Ethernet Compatibility Alliance, Inc.

Other trademarks and trade names may be used in this publication to refer to either the entities claiming the marks and names or their products, Dell Inc. disclaims any proprietary interest in trademarks and trade names other than its own.

2011 — 06

Rev. A00

# Contents

<b>Notes, Cautions, and Warnings</b> .....	<b>2</b>
<b>1 Working on Your Computer</b> .....	<b>7</b>
Before Working Inside Your Computer.....	7
Recommended Tools.....	8
Turning Off Your Computer.....	9
After Working Inside Your Computer.....	9
<b>2 Cover</b> .....	<b>11</b>
Removing the Cover.....	11
Installing the Cover.....	12
<b>3 Front Bezel</b> .....	<b>13</b>
Removing the Front Bezel.....	13
Installing The Front Bezel.....	14
<b>4 Expansion Card Tab</b> .....	<b>15</b>
Removing the Expansion Card.....	15
Installing The Expansion Card.....	17
<b>5 Optical Drive</b> .....	<b>19</b>
Removing the Optical Drive.....	19
Installing The Optical Drive.....	20
<b>6 Hard Drive</b> .....	<b>21</b>
Removing the Hard Drive.....	21
Installing The Hard Drive .....	22
<b>7 Memory</b> .....	<b>23</b>
Removing the Memory.....	23

Installing the Memory.....	24
<b>8 Chassis Intrusion Switch.....</b>	<b>25</b>
Removing The Chassis Intrusion Switch.....	25
Installing the Intrusion Switch.....	26
<b>9 Speaker.....</b>	<b>27</b>
Removing The Speaker.....	27
Installing the Speaker.....	28
<b>10 Heat Sink.....</b>	<b>29</b>
Removing the Heat Sink and Processor.....	29
Installing the Heat Sink and Processor.....	31
<b>11 Coin-Cell Battery.....</b>	<b>33</b>
Removing The Coin-Cell Battery.....	33
Installing The Coin-Cell Battery.....	34
<b>12 Power-Switch Cable.....</b>	<b>35</b>
Removing the Power-Switch Cable.....	35
Installing the Power-Switch Cable.....	36
<b>13 Front Thermal Sensor.....</b>	<b>39</b>
Removing the Front Thermal Sensor.....	39
Installing the Front Thermal Sensor.....	40
<b>14 Chassis Fan.....</b>	<b>41</b>
Removing The System Fan.....	41
Installing the System Fan.....	42
<b>15 Input/Output Panel.....</b>	<b>43</b>
Removing the Input/Output Panel.....	43
Installing the Input/Output Panel.....	44

<b>16 Power Supply</b> .....	<b>47</b>
Removing The Power Supply.....	47
Installing the Power Supply.....	49
<b>17 System Board</b> .....	<b>51</b>
Removing The System Board.....	51
Installing the System Board.....	52
<b>18 System Setup</b> .....	<b>53</b>
System Setup.....	53
Boot Menu.....	53
Boot Menu Enhancements.....	53
Timing Key Sequences.....	54
Beep Codes and Text Error Messages.....	55
Navigation.....	55
System Setup Options.....	55
<b>19 Troubleshooting</b> .....	<b>67</b>
Diagnostic LEDs.....	67
Beep Codes.....	74
Error Messages.....	77
<b>20 Specifications</b> .....	<b>87</b>
Technical Specifications.....	87
<b>21 Contacting Dell</b> .....	<b>97</b>
Contacting Dell .....	97



# Working on Your Computer

## Before Working Inside Your Computer

Use the following safety guidelines to help protect your computer from potential damage and to help 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:** 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, such as 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.

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

1. Ensure that your work surface is flat and clean to prevent the computer cover from being scratched.
2. Turn off your computer (see Turning Off Your Computer).

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

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

 **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.


## Recommended Tools

The procedures in this document may require the following tools:

- Small flat-blade screwdriver
- Phillips screwdriver
- Small plastic scribe
- Flash BIOS update program media




# Turning Off Your Computer


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

1. Shut down the operating system:

- In Windows 7:

Click **Start** , then click **Shut Down**.

- In Windows Vista:

Click **Start** , then click the arrow in the lower-right corner of the **Start** menu as shown below, and then click **Shut Down**.



- In Windows XP:


Click **Start** → **Turn Off Computer** → **Turn Off**. The computer turns off after the operating system shutdown process is complete.

2. 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 you connect any external devices, cards, and cables before turning on your computer.

1. Replace the cover.

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

2. Connect any telephone or network cables to your computer.

3. Connect your computer and all attached devices to their electrical outlets.

4. Turn on your computer.

5. Verify that the computer works correctly by running the Dell Diagnostics.



# Cover

## Removing the Cover

1. Follow the procedures in *Before Working Inside Your Computer*.
2. Pull up the cover-release-latch at the side of the computer.



3. Lift the cover upward to a 45-degree angle and remove it from the computer.



# Installing the Cover

1. Place the cover on the computer.
2. Press down on the cover till it clicks into place.
3. Follow the procedures in *After Working Inside Your Computer*.

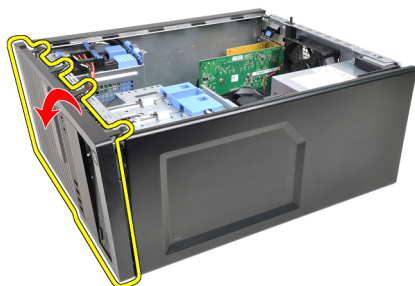
# Front Bezel

## Removing the Front Bezel

1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove the *cover*.
3. Pry the front bezel retention clips away from the chassis located at the side edge of front bezel.



4. Rotate the bezel away from the computer to release the hooks on the opposite edge of the bezel from the chassis.



## Installing The Front Bezel

1. Insert the hooks along the bottom edge of the front bezel into the slots on the chassis front.
2. Rotate the bezel toward the computer to engage the four front-bezel retention clips until they click into place.
3. Install the *cover*.
4. Follow the procedures in *After Working Inside Your Computer*.

# Expansion Card Tab

## Removing the Expansion Card

1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove the *cover*.
3. Push the release tab on the card-retention latch outward.



4. Pull the release lever away from the PCIe x16 card to release the securing tab from the dent in the card. Then, ease the card up and out of its connector and remove it from the computer.



5. Lift the PCIe x1 expansion card (if any) up and out of its connector and remove it from the computer.



6. Lift the PCI expansion card (if any) up and out of its connector and remove it from the computer.



7. Lift the PCI x4 expansion card (if any) up and out of its connector and remove it from the computer.





# Installing The Expansion Card

1. Insert the PCIe x4 card into the connector on the system board and press down to secure it in place.
2. Insert the PCIe card (if any) into the connector on the system board and press down to secure it in place.
3. Insert the PCIe x1 card (if any) into the connector on the system board and press down to secure it in place.
4. Insert the PCIe x16 card (if any) into the connector on the system board and press down to secure it in place.
5. Press the retention tab on the card-retention latch downwards.
6. Install the *cover*.
7. Follow the procedures in *After Working Inside Your Computer*.



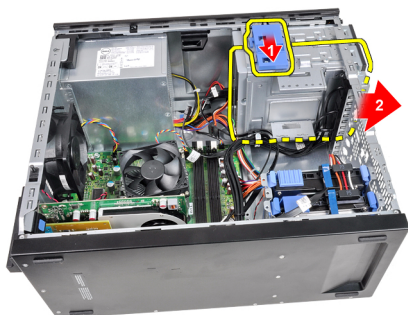
# Optical Drive

## Removing the Optical Drive

1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove the *cover*.
3. Remove the *front bezel*.
4. Remove the data cable and power cable from the back of the optical drive.



5. Slide down the optical-drive latch and then push the optical drive from the back towards the front of the computer.



6. Repeat steps 4 and 5 to remove the second optical drive (if available).

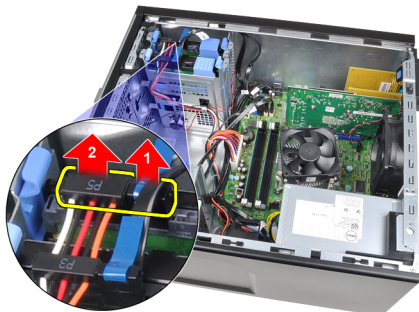
## Installing The Optical Drive

1. Slide up the optical-drive latch and push the optical drive from the front towards the back of the computer.
2. Connect the data cable and power cable to the optical drive.
3. Install the *front bezel*.
4. Install the *cover*.
5. Follow the procedures in *After Working Inside Your Computer*.

# Hard Drive

## Removing the Hard Drive

1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove the *cover*.
3. Remove the data cable and power cable from the back of the hard drive.



4. Press both blue securing-bracket tabs inwards and lift the hard-drive bracket out of the bay.



5. Flex the hard-drive bracket and then remove the hard drive from the bracket.



6. Repeat the above steps for the second hard drive, if available.

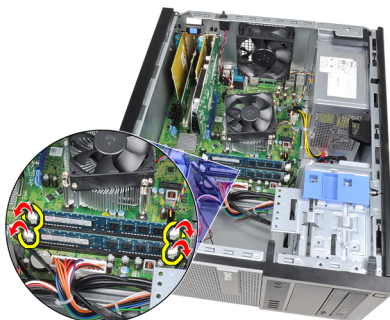
## Installing The Hard Drive

1. Flex the hard-drive bracket and then insert the hard drive into the bracket.
2. Press both blue securing-bracket tabs inward and slide the hard-drive bracket into the bay in the chassis.
3. Connect the data cable and power cable to the back of the hard drive.
4. Install the *cover*.
5. Follow the procedures in *After Working Inside Your Computer*.

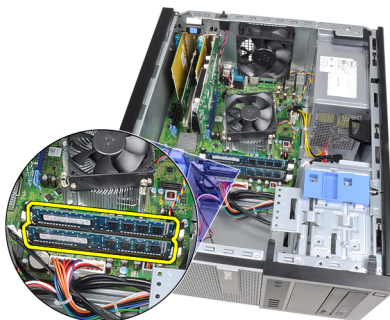
# Memory

## Removing the Memory

1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove the *cover*.
3. Release the memory-retention clips on each side of the memory modules.



4. Lift the memory modules out of the connectors on the system board.



# Installing the Memory

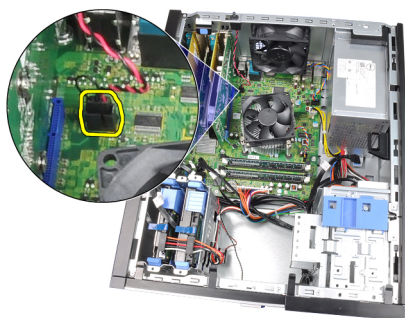
1. Insert the memory modules into the connectors on the system board. Install the memory module in the order of A1 > B1 > A2 > B2.
2. Press down on the memory modules until the retention clips spring back to secure them in place.
3. Install the *cover*.
4. Follow the procedures in *After Working Inside Your Computer*.



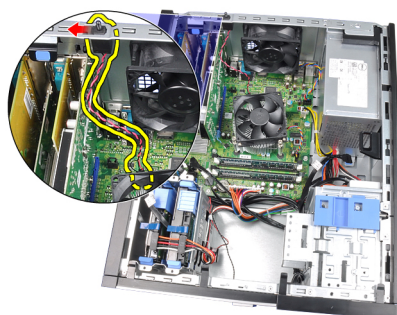
# Chassis Intrusion Switch

## Removing The Chassis Intrusion Switch

1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove the *cover*.
3. Disconnect the intrusion switch-cable from system board.



4. Slide the intrusion switch toward the chassis bottom and remove it from the system board.



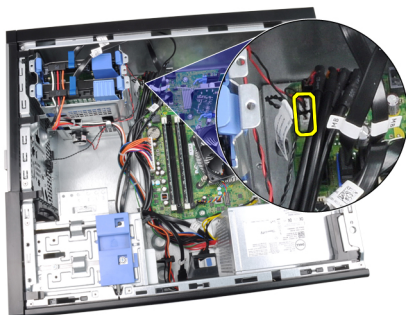
## Installing the Intrusion Switch

1. Insert the intrusion switch into the chassis rear and slide it toward the chassis top to secure it.
2. Connect the intrusion switch-cable to the system board.
3. Install the *cover*.
4. Follow the procedures in *After Working Inside Your Computer*.

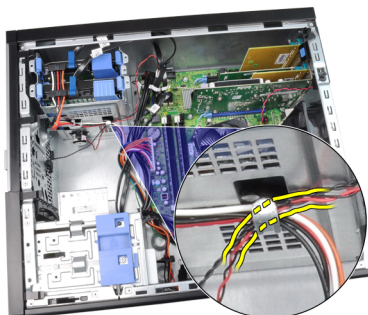
# Speaker

## Removing The Speaker

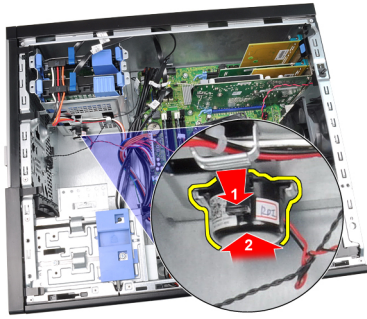
1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove the *cover*.
3. Disconnect the speaker cable from the system board.



4. Unthread the speaker cable from the chassis clip.



5. Press down the speaker-securing tab and slide the speaker upwards to remove it.



## Installing the Speaker

1. Press the speaker-securing tab and slide the speaker downward to secure it.
2. Thread the speaker cable into the chassis clip.
3. Connect the speaker cable to the system board.
4. Install the *cover*.
5. Follow the procedures in *After Working Inside Your Computer*.

# Heat Sink

## Removing the Heat Sink and Processor

1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove the *cover*.
3. Disconnect the heat sink assembly cable from the system board.



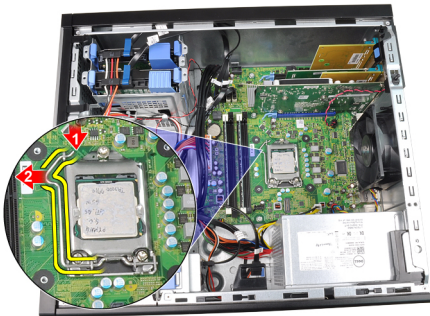
4. Loosen the captive screws that secure the heat sink assembly to the system board.



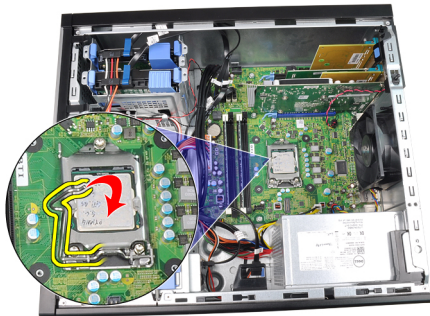
5. Lift the heat sink assembly upwards and remove it from the computer. Lay the assembly with the fan facing downwards, and with the thermal grease facing upwards.



6. Press the release lever down and then move it outwards to release it from the retention hook that secures it.



7. Lift the processor cover.



8. Lift the processor to remove it from the socket and place it in an antistatic package.



## Installing the Heat Sink and Processor

1. Insert the processor into the processor socket. Ensure the processor is properly seated.
2. Lower the processor cover.
3. Press the release lever down and then move it inward to secure it with the retention hook.
4. Place the heat sink assembly into the chassis.
5. Tighten the captive screws to secure the heat sink assembly to the system board.
6. Connect the heat sink assembly cable to the system board.
7. Install the *cover*.
8. Follow the procedures in *After Working Inside Your Computer*.





# Coin-Cell Battery

## Removing The Coin-Cell Battery

1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove the *cover*.
3. Press the release latch away from the coin-cell battery to allow the battery to pop-up from the socket.



4. Lift the coin-cell battery out of the computer.



## Installing The Coin-Cell Battery

1. Place the coin-cell battery into its slot on the system board.
2. Press the coin-cell battery downwards until it is secured.
3. Install the *cover*.
4. Follow the procedures in *After Working Inside Your Computer*.

# Power-Switch Cable

## Removing the Power-Switch Cable

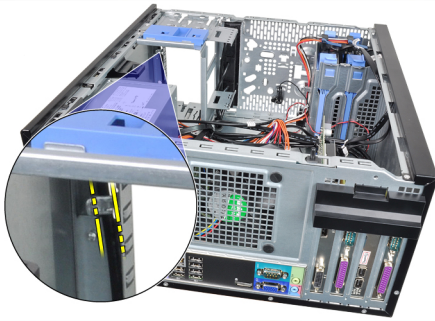
1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove the *cover*.
3. Remove the *front bezel*.
4. Remove the *optical drive*.
5. Disconnect the power-switch cable from the system board.



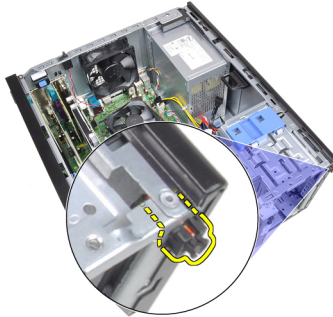
6. Unthread the power-switch cable from the chassis clips.



7. Unthread the power-switch cable from the chassis clip.



8. Pry the power-switch cable free.



9. Slide the power-switch cable out through the front of the computer.



## Installing the Power-Switch Cable

1. Slide the power-switch cable in through the front of the computer.
2. Secure the power-switch cable to the chassis.
3. Thread the power-switch cable into the chassis clips.
4. Connect the power-switch cable to the system board.

5. Install the *optical drive*.
6. Install the *front bezel*.
7. Install the *cover*.
8. Follow the procedures in *After Working Inside Your Computer*.



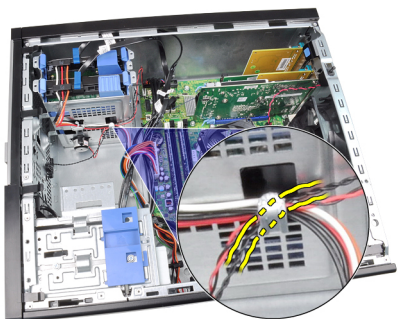
# Front Thermal Sensor

## Removing the Front Thermal Sensor

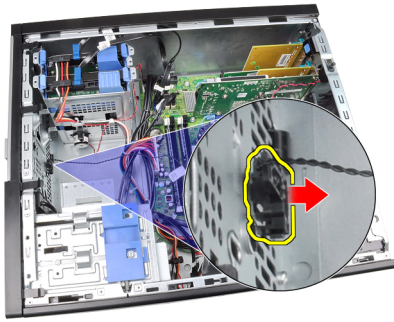
1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove the *cover*.
3. Disconnect the thermal-sensor cable from the system board.



4. Unthread the thermal-sensor cable from the chassis clip.



5. Pry the thermal sensor away from the chassis front and remove.



## Installing the Front Thermal Sensor

1. Secure the thermal sensor to the chassis front.
2. Thread the thermal sensor cable into the chassis clips.
3. Connect the thermal sensor cable to the system board.
4. Install the *cover*.
5. Follow the procedures in *After Working Inside Your Computer*.



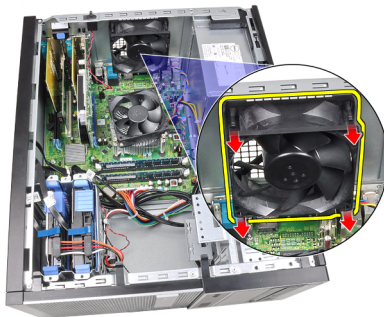
# Chassis Fan

## Removing The System Fan

1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove the *cover*.
3. Disconnect the system fan cable from the system board.



4. Pry and remove the system fan away from the four grommets securing it to the back of the computer.



# Installing the System Fan

1. Place the system fan in the chassis.
2. Pass the four grommets through the chassis and slide outward along the grooves to secure them in place.
3. Connect the fan cable to the system board.
4. Install the *cover*.
5. Follow the procedures in *After Working Inside Your Computer*.

# Input/Output Panel

## Removing the Input/Output Panel

1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove the *cover*.
3. Remove the *front bezel*.
4. Disconnect the Input/Output Panel and FlyWire cable from the system board.



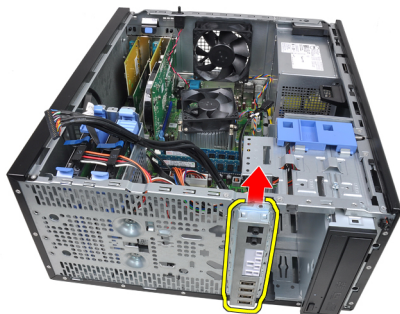
5. Unthread the Input/Output Panel and FlyWire cable from the clip on the computer.



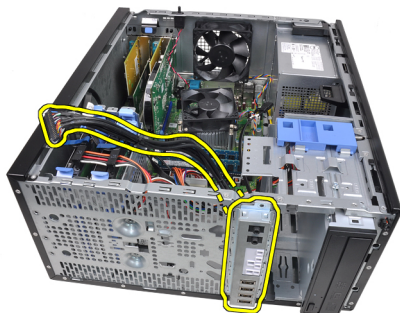
6. Remove the screw that secures the Input/Output panel to the computer.



7. Slide the Input/Output panel towards the left of the computer to release it.



8. Remove the Input/Output panel by routing the cable through the front of the computer.



## Installing the Input/Output Panel

1. Insert the Input/Output panel into the slot on the chassis front.
2. Slide the Input/Output panel towards the right of the computer to secure to the chassis.

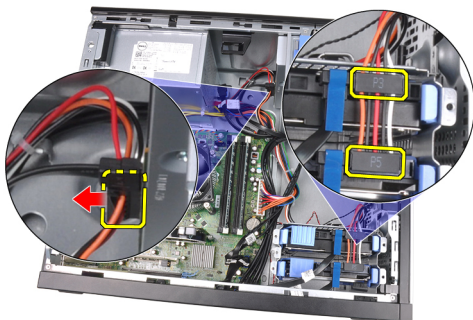
3. Tighten the single screw to secure the Input/Output panel to the chassis.
4. Thread the Input/Output panel or the FlyWire cable into the chassis clip.
5. Connect the Input/Output panel or the FlyWire cable to the system board.
6. Install the *front bezel*.
7. Install the *cover*.
8. Follow the procedures in *After Working Inside Your Computer*.



# Power Supply

## Removing The Power Supply

1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove the *cover*.
3. Disconnect the power cables connected to the hard drive(s) and optical drive(s).



4. Unthread the power cables from the clips in the computer.



5. Disconnect the 24-pin power cable from the system board.



6. Disconnect the 4-pin power cable from the system board.



7. Remove the screws that secure the power supply to the back of the computer.



8. Push in on the blue release tab beside the power supply, and slide the power supply towards the front of the computer.





9. Lift the power supply out of the computer.



## Installing the Power Supply

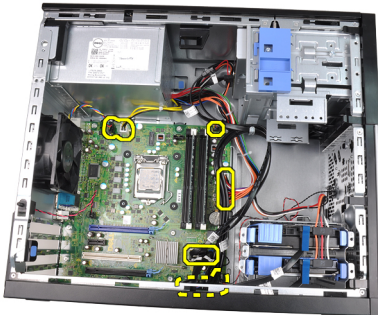
1. Place the power supply in the chassis and slide towards the back of the computer to secure it.
2. Tighten the screws securing the power supply to the back of the computer.
3. Connect the 4-pin power cable to the system board.
4. Connect the 24-pin power cable to the system board.
5. Thread the power cables into the chassis clips.
6. Connect the power cables connected to the hard drives(s) and optical drive(s).
7. Install the *cover*.
8. Follow the procedures in *After Working Inside Your Computer*.



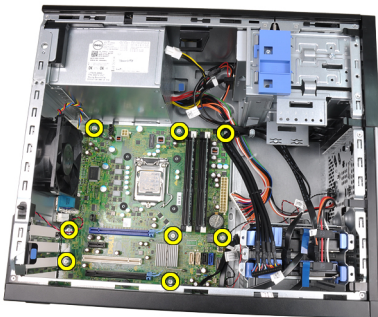
# System Board

## Removing The System Board

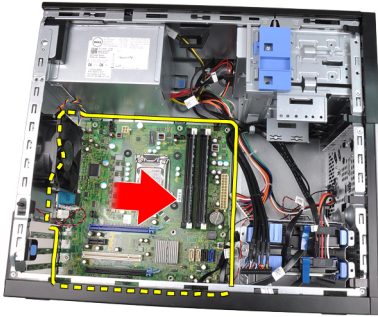
1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove the *cover*.
3. Remove the *front bezel*.
4. Remove the *expansion card*.
5. Remove the *heat sink and processor*.
6. Disconnect all the cables connected to the system board.



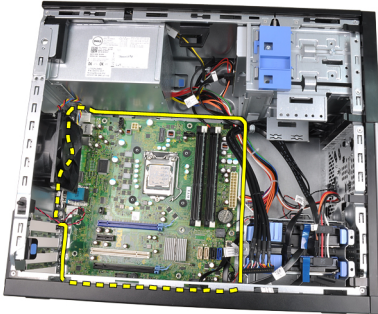
7. Remove the screws that secure the system board to the computer.



8. Slide the system board towards the front of the computer.



9. Tilt the system board to 45–degrees, and then lift the system board out of the computer.



## Installing the System Board

1. Align the system board to the port connectors on the back of the chassis and place the system board in the chassis.
2. Tighten the screws securing the system board to the chassis.
3. Connect the cables to the system board.
4. Install the *heatsink and processor*.
5. Install the *expansion card*.
6. Install the *front bezel*.
7. Install the *cover*.
8. Follow the procedures in *After Working Inside Your Computer*.

# System Setup

## System Setup

This computer offers you the following options:

- Access System Setup by pressing <F2>
- Bring up a one-time boot menu by pressing <F12>

Press <F2> to enter System Setup and make changes to the user-definable settings. If you have trouble entering System Setup using this key, press <F2> when the keyboard LEDs first flash.

## Boot Menu

This feature gives users a quick and convenient mechanism to bypass the System Setup-defined boot device order and boot directly to a specific device (for example: floppy, CD-ROM, or hard drive).


Keystroke	Function
<Ctrl><Alt><F8>	one-time boot and diagnostics utility menu
<F12>	one-time boot and diagnostics utility menu

## Boot Menu Enhancements

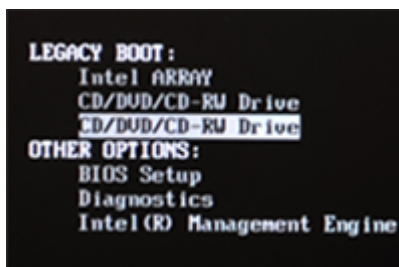
The boot menu enhancements are as follows:

- **Easier access** — Although the <Ctrl><Alt><F8> keystroke still exists and can be used to call up the menu, simply press <F12> during system boot to access the menu.
- **User prompting** — Not only is the menu easy to access, when you are prompted to use the keystroke on the BIOS splash screen (see image below). The keystroke is not "hidden".
- **Diagnostics options** — The boot menu includes two diagnostic options, **IDE Drive Diagnostics** (90/90 Hard Drive Diagnostics) and **Boot to the Utility**

**Partition.** The benefit here is that you do not have to remember the <Ctrl><Alt><D> and <Ctrl><Alt><F10> keystrokes (although they still work).

 **NOTE:** The BIOS features an option to disable either or both of the keystroke prompts under the System Security / Post Hotkeys submenu.

When you enter the <F12> or <Ctrl><Alt><F8> keystroke correctly, the computer beeps. The key sequence invokes the **Boot Device Menu**.



Since the one-time boot menu only affects the current boot, it has the added benefit of not requiring the technician to restore the customer's boot order after completing troubleshooting.

## Timing Key Sequences

The keyboard is not the first device initialized by Setup. As a result, if you press a keystroke too early, you lock out the keyboard. When this happens, a keyboard error message appears on the monitor, and you cannot restart the system with the <Ctrl><Alt><Del> keys.

To avoid this scenario, wait until the keyboard is initialized before pressing the keystroke. There are two ways to know that this has happened:

- The keyboard lights flash.
- The "F2=Setup" prompt appears in the top right-hand corner of the screen during boot.

The second method is good if the monitor is already warmed up. If it is not, the system often passes the window of opportunity before the video signal is visible. If this is the case, rely on the first method—the keyboard lights—to know the keyboard is initialized.

# Beep Codes and Text Error Messages

The OptiPlex BIOS is capable of displaying error messages in plain English, along with beep codes. If the BIOS determine the previous boot was unsuccessful, it displays an error message similar to the following:

Previous attempts at booting the system have failed at checkpoint \_\_\_\_\_. For help resolving this problem, please note this checkpoint and contact Dell Technical Support.

## Navigation

The computer setup can be navigated by either the keyboard or the mouse. Use the following keystrokes to navigate the BIOS screens:

Action	Keystroke
Expand and collapse field	<Enter>, left- or right-arrow key, or +/-
Expand or collapse all fields	< >
Exit BIOS	<Esc> — Remain in Setup, Save/Exit, Discard/Exit
Change a setting	Left or right-arrow key
Select field to change	<Enter>
Cancel modification	<Esc>
Reset defaults	<Alt><F> or <b>Load Defaults</b> menu option

## System Setup Options



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

### General

System Information	Displays the following information: <ul style="list-style-type: none"><li>• System Information: Displays <b>BIOS Version, Service Tag, Asset 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 Channels Mode</b>,</li></ul>
--------------------	--

## General

---

### **Memory Technology, DIMM 1 Size, DIMM 2 Size, DIMM 3 Size, and DIMM 4 Size.**

- Processor Information: Displays **Processor Type, Core Count, Processor ID, Current Clock Speed, Minimum Clock Speed, Maximum Clock Speed, Processor L2 Cache, Processor L3 Cache, HT Capable,** and **64-Bit Technology.**
- PCI Information: Displays **SLOT1, SLOT2, SLOT3, SLOT4**
- Device Information: Displays **SATA-0, SATA-1, SATA-2, SATA-3,** and **LOM MAC Address.**

### Boot Sequence

Allows you to specify the order in which the computer attempts to find an operating system. The options are:

- Diskette drive
- USB Storage Device
- CD/DVD/CD-RW Drive
- Onboard NIC
- SATA
- CD/DVD/CD-RW Drive

### Boot List Option

- Legacy
- UEFI

### Date/Time

Allows you to set the date and time. Changes to the system date and time take effect immediately.

## System Configuration

---

### Integrated NIC

Allows you to enable or disable the integrated network card. You can set the integrated NIC to:

- Disabled
- Enabled (default)
- Enabled w/PXE
- Enabled w/ImageServer




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



## System Configuration

---

Serial Port	<p>Allows you to define the serial port settings. You can set the serial port to:</p> <ul style="list-style-type: none"><li>• Disabled</li><li>• Auto</li><li>• COM1</li><li>• COM2</li><li>• COM3</li><li>• COM4</li></ul> <p> <b>NOTE:</b> The operating system may allocate resources even though the setting is disabled.</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>• AHCI = SATA is configured for AHCI mode</li><li>• ATA = SATA is configured for ATA mode</li><li>• RAID ON = SATA is configured to support RAID mode</li><li>• Disabled = The SATA controller is hidden</li></ul>
Drives	<p>Allows you to enable or disable the various on-board drives:</p> <ul style="list-style-type: none"><li>• SATA-0</li><li>• SATA-1</li><li>• SATA-2</li><li>• SATA-3</li></ul>
Smart Reporting	<p>This field controls whether hard drive errors for integrated drives are reported during system startup. This technology is part of the SMART (Self Monitoring Analysis and Reporting Technology) specification. This option is disabled by default.</p>
USB Configuration	<p>This field configures the integrated USB controller. If Boot Support is enabled, the system is allowed to boot any type of USB Mass Storage Devices (HDD, memory key, floppy). USB-aware OS always see USB Mass Storage devices irrespective of this setting, provided the port is enabled.</p> <p>If USB port is enabled, device attached to this port is enabled and available for OS.</p>

## System Configuration

---

If USB port is disabled, the OS cannot see any device attached to this port.

- Enable USB Controller
- Disable USB Mass Storage Dev
- Disable USB Controller



**NOTE:** USB keyboard and mouse always work in the BIOS setup irrespective of these settings.

Miscellaneous  
Devices

Allows you to enable or disable various on-board devices.  
Enable PCI Slot — This option is enabled by default.

## Video

---

Multi-Display

Allows you to enable or disable Multi-Display. It should be enabled for Windows 7 32/64-bit only. .

Enable Multi-Display — This option is disabled by default.



**NOTE:** The Video setting will only be visible when a video card is installed in the system.

## Security

---

Internal HDD-1  
Password

Allows you to set, change, or delete the password on the system's internal hard disk drive (HDD). Successful changes to this password take effect immediately.

By default, the drive will not have a password set

- Enter the old password
- Enter the new password
- Confirm new password

Strong Password

This field enforces strong passwords.

Enforce strong password - This option is disabled by default.



Password  
Configuration

These fields control the minimum and maximum number of characters allowed for Admin and System passwords.

- Admin Password Min
- Admin Password Max
- System Password Min

## Security

---

	<ul style="list-style-type: none"><li>• System Password Max</li></ul>
Password Bypass	<p>Allows you to 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:</b> 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.</p>
Password Change	<p>Allows you to 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>
Non-Admin Setup Changes	<p>This option lets you determine whether changes to the setup option are permitted when an administrator password is set.</p> <p><b>Allow Wireless Switch Changes</b> — This option is disabled by default.</p>
TPM Security	<p>This option lets you control whether the Trusted Platform Module (TPM) in the system is enabled and visible to the operating system.</p> <p><b>TPM Security</b> — This option is disabled by default.</p> <p> <b>NOTE:</b> Activation, deactivation, and clear options are not affected if you load the setup program's default values. Changes to this option take effect immediately.</p>
Computrace	<p>This field lets you Activate or Disable the BIOS module interface of the optional Computrace Service from Absolute Software.</p> <ul style="list-style-type: none"><li>• <b>Deactivate</b> — This option is disabled by default.</li><li>• Disable</li><li>• Activate</li></ul>

## Security

---

Chassis Intrusion	<p>Allows you to enable or disable the chassis intrusion feature. You can set this option to:</p> <ul style="list-style-type: none"><li>• <b>Clear Intrusion Warning</b> — Enabled by default if chassis intrusion is detected.</li><li>• Disable</li><li>• Enable</li><li>• <b>On-Silent</b> — Enabled by default if chassis intrusion is detected.</li></ul>
CPU XD Support	<p>Allows you to enable or disable the execute disable mode of the processor. This option is enabled by default.</p>
OROM Keyboard Access	<p>Allows you to determine whether you access the Option ROM Configuration screens via hotkeys during boot. Specifically, these settings are capable of preventing access to Intel RAID (CTRL+I) or Intel Management Engine BIOS Extension (CTRL+P/F12)</p> <ul style="list-style-type: none"><li>• <b>Enable</b> — User may enter OROM configuration screens via the hotkey.</li><li>• <b>One-Time Enable</b> — User may enter OROM configuration screens via the hotkeys on next boot only. After next boot, the setting will revert to disabled.</li><li>• <b>Disable</b> — User may not enter OROM configuration screens via the hotkey.</li></ul> <p>This option is set to <b>Enable</b> by default.</p>
Admin Setup Lockout	<p>Allows you to enable or disable the option to enter Setup when an Admin password is set. This option is not set by default.</p>

## Performance

---

Multi Core Support	<p>This field specifies whether the process will have one or all cores enabled. The performance of some applications will improve with the additional cores. This option is enabled by default.</p>
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	<p>Allows you to enable or disable the additional processor sleep states. This option is enabled by default.</p>



## Performance

---

- Intel® TurboBoost™ Allows you to enable or disable Intel TurboBoost mode of the processor.
- Disabled — Does not allow the TurboBoost driver to increase the performance state of the processor above the standard performance.
  - Enabled — Allows the Intel Turbo driver to increase the performance of the CPU or graphics processor.
- This option is enabled by default.
- Hyper-Thread Control Allows you to enable or disable the Hyper-Threading Technology. This option is enabled by default.

## Power Management

---

- AC Recovery Determines how the system responds when AC power is re-applied after a power loss. You can set the AC Recovery to:
- Power Off (default)
  - Power On
  - Last State
- Auto On Time Allows you to set the option 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.
-  **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**.
- Deep Sleep Control Allows you to define the controls when Deep Sleep is enabled.
- Disabled
  - Enabled in S5 only
  - Enabled in S4 and S5
- This option is Disabled by default.
- Fan Control Override Controls the speed of the system fan. This option is disabled by default.
-  **NOTE:** When enabled, the fan runs at full speed.

## Power Management

---

Wake on LAN	<p>This option allows the computer to power up from the off state when triggered by a special LAN signal. Wake-up from the Standby state is unaffected by this setting and must be enabled in the operating system. 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 allow 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 Only</b> — Allows the system to be powered on by special LAN signals.</li></ul> <p>This option is Disabled by default.</p>
-------------	---

## POST Behavior

---

Numlock LED	<p>Allows you to enable or disable the Numlock feature when your computer starts. This option is enabled by default.</p>
Keyboard Errors	<p>Allows you to enable or disable the keyboard error reporting when the computer starts. This option is enabled by default.</p>
POST Hotkeys	<p>Allows you to specify the function keys to display on the screen when the computer starts.</p> <p><b>Enable F12 — Boot menu</b> (enabled by default)</p>
Fast Boot	<p>This option can speed up the boot process by bypassing some compatibility steps:</p> <ul style="list-style-type: none"><li>• <b>Minimal</b> — The system boots quickly, unless the BIOS has been updated, memory changed, or the previous POST did not complete.</li><li>• <b>Thorough</b> — The system does not skip any steps in the boot process.</li><li>• <b>Auto</b> — 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>

## Virtualization Support

---

Virtualization	<p>This option specifies whether a Virtual Machine Monitor (VMM) can utilize the additional hardware capabilities</p>
----------------	---

## Virtualization Support

---

	provided by Intel® Virtualization Technology. <b>Enable Intel® Virtualization Technology</b> — This option is enabled by default.
VT for Direct I/O	Enables or disables the Virtual Machine Monitor (VMM) from utilizing the additional hardware capabilities provided by Intel® Virtualization technology for direct I/O. <b>Enable Intel® Virtualization Technology for Direct I/O</b> — This option is disabled by default.



## Maintenance

---

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 not set by default.
SERR Messages	Controls the SERR message mechanism. This option is not set by default. Some graphics cards require that the SERR message mechanism be disabled.


## Image Server

---

Lookup Method	<p>Specifies how the ImageServer looks up the server address.</p> <ul style="list-style-type: none"><li>• Static IP</li><li>• DNS (enabled by default)</li></ul> <p> <b>NOTE:</b> This field is only relevant when the "Integrated NIC" control in the "System Configuration" group is set to "Enabled with ImageServer".</p>
ImageServer IP	<p>Specifies the primary static IP address of the ImageServer with which the client software communicates. The default IP address is <b>255.255.255.255</b>.</p> <p> <b>NOTE:</b> This field is only relevant when the "Integrated NIC" control in the "System Configuration" group is set to "Enabled with ImageServer" and when "Lookup Method" is set to "Static IP".</p>
ImageServer Port	<p>Specifies the primary IP port of the ImageServer with which the client communicates. The default IP port is <b>06910</b>.</p>


## Image Server

---


 **NOTE:** This field is only relevant when the "Integrated NIC" control in the "System Configuration" group is set to "Enabled with ImageServer".

Client DHCP Specifies how the client obtains the IP address.


- Static IP
- DNS (enabled by default)

 **NOTE:** This field is only relevant when the "Integrated NIC" control in the "System Configuration" group is set to "Enabled with ImageServer".


Client IP Specifies the static IP address of the client. The default IP address is **255.255.255.255**.

 **NOTE:** This field is only relevant when the "Integrated NIC" control in the "System Configuration" group is set to "Enabled with ImageServer" and when "Client DHCP" is set to "Static IP".

Client Subnet Mask Specifies the subnet mask of the client. The default setting is **255.255.255.255**.

 **NOTE:** This field is only relevant when the "Integrated NIC" control in the "System Configuration" group is set to "Enabled with ImageServer" and when "Client DHCP" is set to "Static IP".

Client Gateway Specifies the gateway IP address for the client. The default setting is **255.255.255.255**.

 **NOTE:** This field is only relevant when the "Integrated NIC" control in the "System Configuration" group is set to "Enabled with ImageServer" and when "Client DHCP" is set to "Static IP".

License Status Displays the current license status.

## System Logs

---

BIOS Events Allows you to clear the system event logs.



## System Logs


---

- Clear Log
- DellDiag Events Displays the DellDiag event log.
- Thermal Events Displays the thermal event log and allows you to:
- Clear Log
- Power Events Allows you to clear the power event logs.
- Clear Log
- BIOS Progress Events Displays the BIOS Progress event log.




# Troubleshooting

## Diagnostic LEDs

 **NOTE:** The diagnostic LEDs only serve as an indicator of the progress through the Power-on Self-Test (POST) process. These LEDs do not indicate the problem that caused the POST routine to stop.

The diagnostic LEDs are located on the front of the chassis next to the power button. These diagnostic LEDs are only active and visible during the POST process. Once the operating system starts to load, they turn off and are no longer visible.

The system now includes pre-POST and POST LEDs in an attempt to help identifying a possible problem with the system easier and more accurate.

 **NOTE:** The diagnostic lights will blink when the power button is amber or off, and will not blink when it is blue. This has no other significance.

## Diagnostic Light Patterns

LED



Power Button



**Problem  
Description**

The computer is either turned off or is not receiving power.

**Troubleshooting  
Steps**

- Re-seat the power cable in the power connector at the back of the computer and the electrical outlet.
- Bypass power strips, power extension cables, and other power protection devices to verify that the computer turns on properly.

- Ensure that any power strips being used are plugged into an electrical outlet and are turned on.
- Ensure that the electrical outlet is working by testing it with another device, such as a lamp.
- Ensure that the main power cable and front panel cable are securely connected to the system board.

**LED**



**Power Button**



**Problem Description** A possible system board failure has occurred.

**Troubleshooting Steps** Unplug the computer. Allow one minute for the power to drain. Plug the computer into a working electrical outlet and press the power button.

**LED**



**Power Button**



**Problem Description** A possible system board, power supply, or peripheral failure has occurred.

**Troubleshooting Steps**

- Power off computer, leaving the computer plugged in. Press and hold the power supply test button at the rear of the power supply unit. If the LED next to the switch illuminates, the problem may be with your system board.
- If the LED next to the switch does not illuminate, disconnect all internal and external peripherals, and press and hold the power supply test button. If it illuminates, there could be a problem with a peripheral.
- If the LED still does not illuminate, remove the PSU connections from the system board, then press and hold the power supply button. If it illuminates, there could be a problem with the system board.

- If the LED still does not illuminate, the problem is with the power supply.

**LED**



**Power Button**



**Problem Description**

Memory modules are detected, but a memory power failure has occurred.

**Troubleshooting Steps**

- If two or more memory modules are installed, remove the modules, then re-install one module and re-start the computer. If the computer starts normally, continue to install additional memory modules (one at a time) until you have identified a faulty module or reinstalled all modules without error. If only one memory module is installed, try moving it to a different DIMM connector and re-start the computer.
- If available, install verified working memory of the same type into your computer.

**LED**



**Power Button**



**Problem Description**

BIOS may be corrupt or missing.

**Troubleshooting Steps**

The computer hardware is operating normally but the BIOS may be corrupt or missing.

**LED**



**Power Button**



**Problem Description** A possible system board failure has occurred.

**Troubleshooting Steps** Remove all peripheral cards from the PCI and PCI-E slots and re-start the computer. If the computer boots, add the peripheral cards back one by one until you find the bad one.

**LED**



**Power Button**



**Problem Description** Power connector not installed properly.

**Troubleshooting Steps** Re-seat the 2x2 power connector from the power supply unit.

**LED**



**Power Button**



**Problem Description** Possible peripheral card or system board failure has occurred.

**Troubleshooting Steps** Remove all peripheral cards from the PCI and PCI-E slots and re-start the computer. If the computer boots, add the peripheral cards back one by one until you find the bad one.

**LED**



**Power Button**



**Problem Description** A possible system board failure has occurred.

**Troubleshooting Steps**

- Disconnect all internal and external peripherals, and re-start the computer. If the computer boots, add the peripheral cards back one by one until you find the bad one.

- If the problem persists, the system board is faulty.

**LED**



**Power Button**



**Problem Description** A possible coin cell battery failure has occurred.

**Troubleshooting Steps** Remove the coin cell battery for one minute, reinstall the battery, and restart.

**LED**



**Power Button**



**Problem Description** A possible processor failure has occurred.

**Troubleshooting Steps** Re-seat the processor.

**LED**



**Power Button**



**Problem Description** Memory modules are detected, but a memory failure has occurred.

**Troubleshooting Steps**

- If two or more memory modules are installed, remove the modules, then re-install one module and re-start the computer. If the computer starts normally, continue to install additional memory modules (one at a time) until you have identified a faulty module or reinstalled all modules without error.

- If available, install working memory of the same type into your computer.

**LED**



**Power Button**



**Problem Description**

A possible hard drive failure has occurred.

**Troubleshooting Steps**

Re-seat all power and data cables.

**LED**



**Power Button**



**Problem Description**

A possible USB failure has occurred.

**Troubleshooting Steps**

Re-install all USB devices and check all cable connections.

**LED**



**Power Button**



**Problem Description**

No memory modules are detected.

**Troubleshooting Steps**

- If two or more memory modules are installed, remove the modules, then reinstall one module and restart the computer. If the computer starts normally, continue to install additional memory modules (one at a time) until you have identified a faulty module or reinstalled all modules without error.
- If available, install working memory of the same type into your computer.



LED



Power Button



**Problem Description** Memory modules are detected, but a memory configuration or compatibility error has occurred.

**Troubleshooting Steps**

- Ensure that no special requirements for memory module/connector placement exist.
- Ensure that the memory you are using is supported by your computer.

LED



Power Button



**Problem Description** A possible expansion card failure has occurred.

**Troubleshooting Steps**

- Determine if a conflict exists by removing an expansion card (not a graphics card) and restarting the computer.
- If the problem persists, reinstall the card you removed, then remove a different card and restart the computer.
- Repeat this process for each expansion card installed. If the computer starts normally, troubleshoot the last card removed from the computer for resource conflicts.

LED



Power Button



**Problem Description** A possible system board resource and/or hardware failure has occurred.

**Troubleshooting Steps**

- Clear CMOS.
- Disconnect all internal and external peripherals, and restart the computer. If the computer boots, add the peripheral cards back one by one until you find the bad one.
- If the problem persists, the system board / system board component is faulty.

**LED**



**Power Button**



**Problem Description** Some other failure has occurred.

**Troubleshooting Steps**

- Ensure that the display/monitor is plugged into a discrete graphic card.
- Ensure that all hard drives and optical drive cables are properly connected to the system board.
- If there is an error message on the screen identifying a problem with a device ( hard drive), check the device to make sure it is functioning properly.
- If the operating system is attempting to boot from a device (optical drive), check system setup to ensure the boot sequence is correct for the devices installed on your computer.

## Beep Codes

The computer can emit a series of beeps during start-up if the display cannot show errors or problems. These series of beeps, called beep codes, identify various problems. The delay between each beep is 300 ms, the delay between each set of beeps is 3 sec, and the beep sound lasts 300 ms. After each beep and each set of beeps, the BIOS should detect if the user presses the power button. If so, BIOS will jump out from looping and execute the normal shutdown process and power system.

<b>Code</b>	1-1-2
<b>Cause</b>	Microprocessor register failure
<b>Code</b>	1-1-3
<b>Cause</b>	NVRAM
<b>Code</b>	1-1-4
<b>Cause</b>	ROM BIOS checksum failure
<b>Code</b>	1-2-1
<b>Cause</b>	Programmable interval timer
<b>Code</b>	1-2-2
<b>Cause</b>	DMA initialization failure
<b>Code</b>	1-2-3
<b>Cause</b>	DMA page register read/write failure
<b>Code</b>	1-3-1 through 2-4-4
<b>Cause</b>	DIMMs not being properly identified or used
<b>Code</b>	3-1-1
<b>Cause</b>	Slave DMA register failure
<b>Code</b>	3-1-2
<b>Cause</b>	Master DMA register failure
<b>Code</b>	3-1-3
<b>Cause</b>	Master interrupt mask register failure
<b>Code</b>	3-1-4
<b>Cause</b>	Slave interrupt mask register failure
<b>Code</b>	3-2-2
<b>Cause</b>	Interrupt vector loading failure

<b>Code</b>	3-2-4
<b>Cause</b>	Keyboard Controller Test failure
<b>Code</b>	3-3-1
<b>Cause</b>	NVRAM power loss
<b>Code</b>	3-3-2
<b>Cause</b>	NVRAM configuration
<b>Code</b>	3-3-4
<b>Cause</b>	Video Memory Test failure
<b>Code</b>	3-4-1
<b>Cause</b>	Screen initialization failure
<b>Code</b>	3-4-2
<b>Cause</b>	Screen retrace failure
<b>Code</b>	3-4-3
<b>Cause</b>	Search for video ROM failure
<b>Code</b>	4-2-1
<b>Cause</b>	No time tick
<b>Code</b>	4-2-2
<b>Cause</b>	Shutdown failure
<b>Code</b>	4-2-3
<b>Cause</b>	Gate A20 failure
<b>Code</b>	4-2-4
<b>Cause</b>	Unexpected interrupt in protected mode
<b>Code</b>	4-3-1
<b>Cause</b>	Memory failure above address 0FFFFh

<b>Code</b>	4-3-3
<b>Cause</b>	Timer-chip counter 2 failure
<b>Code</b>	4-3-4
<b>Cause</b>	Time-of-day clock stopped
<b>Code</b>	4-4-1
<b>Cause</b>	Serial or parallel port test failure
<b>Code</b>	4-4-2
<b>Cause</b>	Failure to decompress code to shadowed memory
<b>Code</b>	4-4-3
<b>Cause</b>	Math coprocessor test failure
<b>Code</b>	4-4-4
<b>Cause</b>	Cache test failure

## Error Messages

### Address mark not found

**Description** The BIOS found a faulty disk sector or could not find a particular disk sector.

**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.**

**Description** The computer failed to complete the boot routine three consecutive times for the same error. Contact Dell and report the checkpoint code (nnnn) to the support technician

## **Alert! Security override Jumper is installed.**

**Description** The MFG\_MODE jumper has been set and AMT Management features are disabled until it is removed.

## **Attachment failed to respond**

**Description** The floppy or hard drive controller cannot send data to the associated drive.

## **Bad command or file name**

**Description** Ensure that you have spelled the command correctly, put spaces in the proper place, and used the correct pathname.

## **Bad error-correction code (ECC) on disk read**

**Description** The floppy or hard drive controller detected an uncorrectable read error.

## **Controller has failed**

**Description** The hard drive or the associated controller is defective.

## **Data error**

**Description** The floppy or hard drive cannot read the data. For the Windows operating system, run the chkdsk utility to check the file structure of the floppy or hard drive. For any other operating system, run the appropriate corresponding utility.

## Decreasing available memory

**Description** One or more memory modules may be faulty or improperly seated. Reinstall the memory modules and, if necessary, replace them.

## Diskette drive 0 seek failure

**Description** A cable may be loose or the computer configuration information may not match the hardware configuration.

## Diskette read failure

**Description** The floppy disk may be defective or a cable may be loose. If the drive access light turns on, try a different disk.

## Diskette subsystem reset failed

**Description** The floppy drive controller may be faulty.

## Gate A20 failure

**Description** One or more memory modules may be faulty or improperly seated. Reinstall the memory modules and, if necessary, replace them.

## General failure

**Description** The operating system is unable to carry out the command. This message is usually followed by specific information—for example, **Printer out of paper**. Take the appropriate action to resolve the problem.

## Hard-disk drive configuration error

**Description** The hard drive failed initialization.

## Hard-disk drive controller failure

**Description** The hard drive failed initialization.

## Hard-disk drive failure

**Description** The hard drive failed initialization.

## Hard-disk drive read failure

**Description** The hard drive failed initialization.

## Invalid configuration information-please run SETUP program

**Description** The computer configuration information does not match the hardware configuration.

## Invalid Memory configuration, please populate DIMM1

**Description** DIMM1 slot does not recognize a memory module. The module should be re-seated or installed.

## Keyboard failure

**Description** A cable or connector may be loose, or the keyboard or keyboard/mouse controller may be faulty.

## Memory address line failure at address, read value expecting value

**Description** A memory module may be faulty or improperly seated. Reinstall the memory modules and, if necessary, replace them.



## Memory allocation error

**Description** The software you are attempting to run is conflicting with the operating system, another program, or a utility.

## Memory data line failure at address, read value expecting value

**Description** A memory module may be faulty or improperly seated. Reinstall the memory modules and, if necessary, replace them.

## Memory double word logic failure at address, read value expecting value

**Description** A memory module may be faulty or improperly seated. Reinstall the memory modules and, if necessary, replace them.

## Memory odd/even logic failure at address, read value expecting value

**Description** A memory module may be faulty or improperly seated. Reinstall the memory modules and, if necessary, replace them.

## Memory write/read failure at address, read value expecting value

**Description** A memory module may be faulty or improperly seated. Reinstall the memory modules and, if necessary, replace them.

## Memory size in CMOS invalid

**Description** The amount of memory recorded in the computer configuration information does not match the memory installed in the computer.

## Memory tests terminated by keystroke

**Description** A keystroke interrupted the memory test.

## No boot device available

**Description** The computer cannot find the floppy disk or hard drive.

## No boot sector on hard-disk drive

**Description** The computer configuration information in System Setup may be incorrect.

## No timer tick interrupt

**Description** A chip on the system board might be malfunctioning.

## Non-system disk or disk error

**Description** The floppy disk in drive A does not have a bootable operating system installed on it. Either replace the floppy disk with one that has a bootable operating system, or remove the floppy disk from drive A and restart the computer.

## Not a boot diskette

**Description** The operating system is trying to boot to a floppy disk that does not have a bootable operating system installed on it. Insert a bootable floppy disk.

## Plug and play configuration error

**Description** The computer encountered a problem while trying to configure one or more cards.

## Read fault

**Description** The operating system cannot read from the floppy or hard drive, the computer could not find a particular sector on the disk, or the requested sector is defective.

## Requested sector not found

**Description** The operating system cannot read from the floppy or hard drive, the computer could not find a particular sector on the disk, or the requested sector is defective.

## Reset failed

**Description** The disk re-set operation failed.

## Sector not found

**Description** The operating system cannot locate a sector on the floppy or hard drive.

## Seek error

**Description** The operating system cannot find a specific track on the floppy disk or hard drive.

## Shutdown failure

**Description** A chip on the system board might be malfunctioning.

## Time-of-day clock stopped

**Description** The battery might be dead.

## Time-of-day not set-please run the System Setup program

**Description** The time or date stored in System Setup does not match the computer clock.

## Timer chip counter 2 failed

**Description** A chip on the system board may be malfunctioning.

## Unexpected interrupt in protected mode

**Description** The keyboard controller may be malfunctioning or a memory module may be loose.

**WARNING: Dell's Disk Monitoring System has detected that drive [0/1] on the [primary/secondary] EIDE controller is operating outside of normal specifications. It is advisable to immediately back up your data and replace your hard drive by calling your support desk or Dell.**

**Description** During initial startup, the drive detected possible error conditions. When your computer finishes booting, immediately back up your data and replace your hard drive (for installation procedures, see "Adding and Removing Parts" for your computer type). If no replacement drive is immediately available and the drive is not the only bootable drive, enter System Setup and change the appropriate drive setting to **None**. Then remove the drive from the computer.

## Write fault

**Description** The operating system cannot write to the floppy or hard drive.

## **Write fault on selected drive**

**Description** The operating system cannot write to the floppy or hard drive.



## **X:\ is not accessible. The device is not ready**

**Description** The floppy drive cannot read the disk. Insert a floppy disk into the drive and try again.



# Specifications

## Technical Specifications

 **NOTE:** Offerings may vary by region. For more information regarding the configuration of your computer, click Start  (or Start in Windows XP) Help and Support, and then select the option to view information about your computer.

### Processor

---

Processor type	<ul style="list-style-type: none"> <li>• Intel Core i3 series</li> <li>• Intel Core i5 series</li> <li>• Intel Core i7 series</li> <li>• Intel Pentium series</li> <li>• Intel Celeron series</li> </ul>
Total Cache	Up to 8 MB cache depending on processor type

### Memory

---

Type	DDR3
Speed	1333 MHz
Connectors	
Desktop, Mini-Tower, Small Form Factor	four DIMM slots
Ultra Small Form Factor	two DIMM slots
Capacity	1 GB, 2 GB, and 4 GB
Minimum Memory	1 GB
Maximum memory	

## Memory

---

Desktop, Mini-Tower, Small Form Factor	16 GB
Ultra Small Form Factor	8 GB

## Video

---

Integrated	<ul style="list-style-type: none"><li>• Intel HD Graphics (with Intel Celeron/Pentium-class CPU-GPU combo)</li><li>• Intel HD Graphics 2000 (with Intel Core i3 DC 65 W and Intel Core i5/i7 QC vPRO 95 W-class CPU-GPU combo)</li></ul>
Discrete	PCI Express x16 graphics adapter

## Audio

---

Integrated	four Channel High Definition Audio
------------	------------------------------------

## Network

---

Integrated	Intel 82579LM Ethernet capable of 10/100/1000 Mb/s communication
------------	--

## System Information

---

System Chipset	Intel 6 Series Express Chipset
DMA Channels	two 82C37 DMA controllers with seven independently programmable channels
Interrupt Levels	Integrated I/O APIC capability with 24 interrupts
BIOS Chip (NVRAM)	80 MB (10 MB)

## Expansion Bus

---

Bus Type	PCI 2.3, PCI Express 2.0, SATA 3.0 and 2.0, USB 2.0
Bus Speed:	PCI Express: <ul style="list-style-type: none"><li>• x1-slot bidirectional speed – 500 MB/s</li></ul>



## Expansion Bus

---

- x16-slot bidirectional speed – 16 GB/s
- SATA: 1.5 Gbps, 3.0 Gbps, and 6 Gbps

## Cards

---

### PCI

Mini-Tower	up to one full-height card
Desktop	up to one low-profile card
Small Form Factor	none
Ultra Small Form Factor	none

### PCI Express x1

Mini-Tower	up to three full-height cards
Desktop	up to three low-profile cards
Small Form Factor	up to two low-profile cards
Ultra Small Form Factor	none

### PCI-Express x16

Mini-Tower	up to two full-height cards
Desktop	up to two low-profile cards
Small Form Factor	up to two low-profile cards
Ultra Small Form Factor	none

### Mini PCI Express

Mini-Tower	none
Desktop	none
Small Form Factor	none
Ultra Small Form Factor	up to one half-height card

## Drives

---

Externally Accessible (5.25-inch drive bays)

## Drives

---

Mini-Tower	two
Desktop	one
Small Form Factor	one slim optical drive bay
Ultra Small Form Factor	one slim optical drive bay

### Internally Accessible:

#### 3.5-inch SATA drive bays

Mini-Tower	two
Desktop	one
Small Form Factor	one
Ultra Small Form Factor	none

#### 2.5-inch SATA drive bays

Mini-Tower	two
Desktop	one
Small Form Factor	one
Ultra Small Form Factor	one

## External Connectors

---

### Audio:

Back Panel	two connectors for line-out and line-in/ microphone
Front Panel	two connectors for microphone and headphone
Network Adapter	one RJ45 connector
Serial	one 9-pin connector; 16550C compatible
Parallel	one 25-pin connector (optional for mini- tower)
USB 2.0	

## External Connectors

---

Mini-Tower, Desktop, Small Form Factor	Front Panel: 4  Back Panel: 6
Ultra Small Form Factor	Front Panel: 2  Back Panel: 5
Video	15-pin VGA connector, 20-pin DisplayPort connector



**NOTE:** Available video connectors may vary based on the graphics card selected.

## System Board Connectors

---

PCI 2.3 data width (maximum) — 32 bits

Mini-Tower, Desktop	one 120-pin connector
Small Form Factor, Ultra Small Form Factor	none

PCI Express x1 data width (maximum) — one PCI Express lane

Mini-Tower, Desktop	one 36-pin connector
Small Form Factor, Ultra Small Form Factor	none

PCI Express x16 (wired as x4) data width (maximum) — four PCI Express lanes

Mini-Tower, Desktop, Small Form Factor	one 164-pin connector
Ultra Small Form Factor	none

PCI Express x16 data width (maximum) — 16 PCI Express lanes

Mini-Tower, Desktop, Small Form Factor	one 164-pin connector
Ultra Small Form Factor	none

## System Board Connectors

---

Mini PCI Express data width (maximum) —  
one PCI Express lane and one USB  
interface

Mini-Tower, Desktop,  
Small Form Factor      none

Ultra Small Form Factor      one 52-pin connector

### Serial ATA

Mini-Tower      four 7-pin connectors

Desktop      three 7-pin connectors

Small Form Factor      three 7-pin connectors

Ultra Small Form Factor      two 7-pin connectors

### Memory

Mini-Tower, Desktop,  
Small Form Factor      four 240-pin connectors

Ultra Small Form Factor      two 240-pin connectors

### Internal USB

Mini-Tower, Desktop      one 10-pin connector

Small Form Factor, Ultra  
Small Form Factor      none

System Fan      one 5-pin connector

### Front panel control

Mini-Tower, Desktop,  
Small Form Factor      one 34-pin and one 5-pin connector

Ultra Small Form Factor      one 20-pin and one 14-pin connector

Thermal  
Sensor      Mini-Tower      one 2-pin connector

Desktop, Small Form  
Factor, Ultra Small Form  
Factor      two 2-pin connectors

## System Board Connectors

---

Processor	one 1155-pin connector
Processor Fan	one 5-pin connector
Service mode jumper	one 2-pin connector
Password clear jumper	one 2-pin connector
RTC reset jumper	one 2-pin connector
Internal speaker	one 5-pin connector
Intruder connector	one 3-pin connector
Power connector	
Mini-Tower, Desktop, Small Form Factor	one 24-pin and one 4-pin connector
Ultra Small Form Factor	one 8-pin, one 6-pin, and one 4-pin connector

## Controls and Lights

---

Front of the computer:

Power button light	<p>Blue light — Solid blue light indicates power-on state; blinking blue light indicates sleep state of the computer.</p> <p>Amber light — Solid amber light when the computer does not start indicates a problem with the system board or power supply. Blinking amber light indicates a problem with the system board.</p>
Drive activity light	Blue light — Blinking blue light indicates that the computer is reading data from or writing data to the hard drive.
Diagnostic lights	Four lights located on the front panel of the computer. For more information on the diagnostic lights,

see the Service Manual at [support.dell.com/manuals](http://support.dell.com/manuals).

Back of the computer:

Link integrity light on integrated network adapter

Green — a good 10 Mbps connection exists between the network and the computer.

Orange — a good 100 Mbps connection exists between the network and the computer.

Yellow — 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.



**NOTE:** You can test the health of the power system by pressing the test button. When the system power supply voltage is within specification, the self-test LED lights up. If the LED does not light up, the power supply may be defective. AC power must be connected during this test.

<b>Power</b>	<b>Wattage</b>	<b>Maximum Heat Dissipation</b>	<b>Voltage</b>
Mini-Tower	265 W	1390 BTU/hr	100 VAC to 240 VAC, 50 Hz to 60 Hz, 5.0 A
Desktop	250 W	1312 BTU/hr	100 VAC to 240 VAC, 50 Hz to 60 Hz, 4.4 A
Small Form Factor	240 W	1259 BTU/hr	100 VAC to 240 VAC, 50 Hz to 60 Hz, 3.6 A; 100 VAC to 240 VAC, 50 Hz to 60 Hz, 4.0 A
Ultra Small Form Factor	200 W	758 BTU/hr	100 VAC to 240 VAC, 50 Hz to 60 Hz, 2.9 A
Coin-cell battery	3 V CR2032 lithium coin cell		

 **NOTE:** Heat dissipation is calculated by using the power supply wattage rating.

<b>Physical</b>	<b>Height</b>	<b>Width</b>	<b>Depth</b>	<b>Weight</b>
Mini-Tower	36.00 cm (14.17 inches)	17.50 cm (6.89 inches)	41.70 cm (16.42 inches)	8.87 kg (19.55 lb)
Desktop	36.00 cm (14.17 inches)	10.20 cm (4.01 inches)	41.00 cm (16.14 inches)	7.56 kg (16.67 lb)
Small Form Factor	29.00 cm (11.42 inches)	9.26 cm (3.65 inches)	31.20 cm (12.28 inches)	5.70 kg (12.57 lb)
Ultra Small Form Factor	23.70 cm (9.33 inches)	6.50 cm (2.56 inches)	24.00 cm (9.45 inches)	3.27 kg (7.20 lb)

### **Environmental**

Temperature range:

Operating	10 °C to 35 °C (50 °F to 95 °F)
Storage	-40 °C to 65 °C (-40 °F to 149 °F)

Relative humidity (maximum):

Operating	20% to 80% (non-condensing)
Storage	5% to 95% (non-condensing)

Maximum vibration:

Operating	0.26 GRMS
-----------	-----------

## Environmental

---

	Storage	2.2 GRMS
Maximum shock:		
	Operating	40 G
	Storage	105 G
Altitude:		
	Operating	-15.2 m to 3048 m (-50 ft to 10,000 ft)
	Storage	-15.2 m to 10,668 m (-50 ft to 35,000 ft)
Airborne contaminant level		G1 or lower as defined by ANSI/ISA-S71.04-1985



# Contacting Dell

## Contacting Dell

To contact Dell for sales, technical support, or customer service issues:

1. Visit [support.dell.com](https://support.dell.com).
2. Verify your country or region in the **Choose a Country/Region** drop-down menu at the bottom of the page.
3. Click **Contact Us** on the left side of the page.
4. Select the appropriate service or support link based on your need.
5. Choose the method of contacting Dell that is convenient for you.