Dell Systems Service and
Diagnostics Tools
Version 7.0

Quick Installation Guide

Notes and Cautions

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.

Contents

Using the Dell Systems Service and Diagnostics Tools

The Dell Systems Service and Diagnostics Tools delivers the latest Dell-optimized drivers, utilities, and online diagnostics (operating system-based) for Dell servers running on supported Windows, Red Hat Enterprise Linux, or SUSE Linux Enterprise Server operating systems.

System administrators can copy drivers and utilities to either a diskette or a hard drive to use them.

Files are delivered in one of the following compressed formats:

- **Self-Extracting Executable**—Run using the Windows operating system.
- **Application**—Run using the Windows operating system.
- **Tape Archive (TAR) or RPM Package Manager (RPM)**—Run using the Red Hat Enterprise Linux or SUSE Linux Enterprise Server operating systems.

NOTE: The Dell Systems Service and Diagnostics Tools 7.0 is no longer available in the *Dell Systems Management Tools and Documentation* DVD. You can download the installation file from **support.dell.com**.

Prerequisites

To run Dell Systems Service and Diagnostics Tools, you need:

- A system running on Windows or Linux operating systems that has enough hard disk space to download the driver files and utilities.

  NOTE: The Dell Systems Service and Diagnostics Tools is not supported on Microsoft Windows Preinstallation Environment (Windows PE.)

- To extract drivers or utilities for systems that are running Red Hat Enterprise Linux or SUSE Linux Enterprise Server, you must use the Dell Systems Service and Diagnostics Tools on a system running Windows and then copy or share the selected files to the final destination system.

Obtaining Dell Systems Service and Diagnostics Tools Software

To obtain Dell Systems Service and Diagnostics Tools as a bootable ISO image and burn the image on a DVD:

1 Go to **support.dell.com**.

2 Click **Support for Enterprise IT: Start Here**.

3 Click **Drivers & Downloads: Get it Here**.

4 Enter your Service Tag or Express Service Code or select one of the three options:

   • Automatically detect my Service Tag for me — Select this option if you want your service tag to be automatically detected. Go to step 8.

   • Choose from My Products and Services List — Select this option if you want to choose a product which is part of this list.

   • Choose from a list of all Dell products — Select this option if you want to choose a product from the list of available Dell products.

   > **NOTE:** If you have already entered the Service Tag or Express Service Code, go to step 8.

   > **NOTE:** If you have selected **Choose from My Products and Services List** or **Choose from a list of all Dell products**, continue with the steps below.

5 Click **Servers, Storage, Networking**.

6 Click **PowerEdge**.

7 Select a model by clicking on it.

8 Expand **System Management** by clicking the ⌃ symbol.

   > **NOTE:** Click **Select a Different Product** to select another product type, if different from the product type chosen by the default service tag.

9 Click **DVD ISO - Systems Service and Diagnostics Tools**.

10 Click **Download File** and save the ISO file in a location of your choice.

11 Burn the ISO file on a DVD using any third party software.

Updating Drivers And Utilities

You can use the drivers and utilities provided to update a working system.

The utilities provided are:

- **Network Utility**—Use this utility to run diagnostics of a network card.
- **Dell Online Diagnostics**—Use this utility to run operating system-based diagnostics for your Dell system. For more information, see Setting Up Dell Online Diagnostics.

Accessing Drivers and Utilities

To access the drivers and the utilities on the *Dell Systems Service and Diagnostics Tools* DVD:

1   Insert the DVD that you created into the DVD drive on a system running Windows.

    The setup program should start automatically. If it does not, at the command prompt type `x:\setup.exe` (where *x* is the drive letter of your DVD drive.)

    The **Dell Systems Service and Diagnostics Tools Home** page is displayed.

2   Select a server from the drop-down list.

3   From the **Select Drivers/Utilities Set**, select your operating system or system utilities and click **Continue**.

4   From the **Utilities and Drivers Page**, select the driver file or the utility that you want to update by clicking the link for the device name.

5   Save or run the file.

    NOTE: Files are delivered in compressed format.

6   Decompress the file.

For additional information about drivers and Dell OpenManage application versions, see the *Dell Systems Software Support Matrix*.

Setting Up Dell Online Diagnostics

⚠ **CAUTION: Installing srvadmin-hapi or srvadmin-omilcore using the rpm command fails on all SC platforms. Since SC platforms (for example, SC420 or SC430) do not support Intelligent Platform Management Interface (IPMI), Memory and DRAC diagnostics are not available on these systems.**

For information on setting up Dell Online Diagnostics, refer to the *Dell Online Diagnostics User's Guide.*

To access the *Dell Online Diagnostics User's Guide*, go to **support.dell.com/manuals** and click **Software→Serviceability Tools→ Dell Online Diagnostics**.

Setting Up Dell 32-bit Diagnostics and MP Memory Diagnostics Utility

1 Insert the DVD that you created into the DVD drive on a system running Windows.

The setup program should start automatically. If it does not, at the command prompt type `x:\setup.exe` (where *x* is the drive letter of your DVD drive).

The **Dell Systems Service and Diagnostics Tools Home** page is displayed.

2 Select a server from the drop-down list.

3 From the **Select Drivers/Utilities Set**, select **System Utilities**, and then click **Continue**.

4 From the **Utilities and Drivers Page,** select **Dell: 32 Bit Diagnostics (Diagnostics Utility)**. The system prompts you for a location in which to save the file.

5 Save the file on your system.

6 Double-click the executable file that you downloaded on your system.

7 Follow the instructions on the screen to extract the file.

8 Perform any of the following using the Diagnostic Distribution Package.

- Install to a USB flash drive.
- Create a bootable diskette set.
- Create a bootable image.
- Create a bootable CD.
- Update existing diagnostic partition.

9 Boot the system using the image you just created.

10 Follow the instructions on the screen to perform memory diagnostics for Dell 32-bit diagnostics.

Security Patches and Hotfixes

It is recommended that you download and install the latest security patches, hotfixes, and service or support packs for your operating system immediately after installation.

Downloads for your operating system are available at **microsoft.com**, **redhat.com**, or **suse.com**.

Obtaining Technical Assistance

Before contacting Dell for technical assistance, see the Dell Support website at **support.dell.com**.

If you need additional technical support, see "Getting Help" in your system's *Hardware Owner's Manual* for country/region-specific information about contacting Dell by using telephone, fax, and Internet services.

For Dell Enterprise Training and Certification programs, see **dell.com/training**.

NOTE: This service may not be offered in all locations.