

Dell Precision Rack 7910

Information Update Tech Sheet

Information Update for Dell Precision Rack 7910

This section provides information on the possible error messages and the solutions on the Dell Precision Rack 7910.

NOTE: The information in this tech sheet supersedes the information available in the Owner's Manual.

Category	Issue/Error Message	Solution
Citrix	System halts during XenServer 6.2 OS installation.	Disable USB 3.0 in System setup. NOTE: Refer to the Owner's manual for System setup information on Precision Rack 7910 at dell.com/manuals
	On-board AHCI HDD controller is not supported.	Use PERC controller.
	AMD FirePro W5100 GPU is not supported.	Select nVIDIA GPU in the System setup.
	nVIDIA Quadro GPU is not supported.	Select other nVIDIA GPU in the System setup.
	System halts during XenServer 6.2 OS installation.	ATS must be disabled in the System setup.
	No disk is detected when installing XenServer 6.2 OS connected to H330 PERC controller.	The Megaraid driver must be loaded manually. Please consult with Citrix support website for latest drivers.
	Video interface freezes when running with Windows Media Player (WMP) after about 30 minutes.	Disable "Windows Media Redirection" in setting of Studio for WMP.
	SR-IOV is currently not supported by XenServer.	
	Only two virtual CPUs work when assigning more than 2 virtual CPUs to Windows Virtual Machine (VM) using nVIDIA GRID card.	Please reference nVIDIA documentation for workaround.
	UEFI BIOS mode is not supported.	Select Legacy BIOS mode in System setup.
Vmware	System halts during Host OS installation.	Disable USB 3.0 in System setup.
	On board AHCI HDD controller is not supported.	Use PERC controller.
	AMD FirePro W5100 GPU cannot be used.	Select nVIDIA GPU in System setup.
	More than two nVIDIA K4200 GPUs cannot be used.	Select only 1 or 2 nVIDIA K4200 GPUs.
	Windows 8.1 is not a supported Guest OS.	
	ESXi 5.5 U2 does not support 1 gigabit Netqueue feature.	
Windows	Unable to install Windows 7 64 bit - Halts at "Starting Windows" interface.	Windows 7 64 bit - In UEFI mode, load legacy video option ROM must be ENABLED in System setup.
	Unable to install Windows 7 32 bit - Halts at "Windows Setup" interface.	Windows 7 32 bit - Set MMIO to DISABLED in System setup.
	Windows 7 32 bit - Due to limited Memory-Mapped I/O (MMIO) space, only 2 GPU cards can be installed.	Windows 7 32 bit - Select maximum of 2 GPU cards to be installed.
	Win 8.1 32 bit is not supported.	Select Windows 7 32 bit if a 32 bit OS is desired.
RHEL7.0 Linux	Firewire 1394 is not supported in RHEL7.0 Linux.	Firewire 1394 is not supported in RHEL7.0 Linux.

	System halts and can't boot xWindows with W5100 driver installed.	Run aticonfig --initial -f after the install and before the boot. Refer to AMD documentation.
Management Tools	OS Deployment of Driver Packs is not supported. i NOTE: OSD is not supported on R7910.	Server Cab files are used for driver updates.
nVIDIA Tesla K20	IPMI is not supported on Windows 7.	
Intel 3120A	nVIDIA Tesla is not supported on Win7 x32 OS.	
Intel 3120A	Intel 3120A is not supported on Win7 x32 OS.	
nVIDIA GPU	VMware Host hangs running 3Dmark stress.	Use Unigine Heaven to replace 3DMark for benchmark loop test.
Intel RSTe	Only 4 drives can be configured as RAID.	Only 4 drives can be used in a RAID configuration. Drives 0-3. Drives 4-7 can be configured as JBOD (non-RAID, just a bunch of disks).
PCoIP	System cannot be remotely turned ON.	You must wait a minimum of 30 seconds from the time the system is remotely turned OFF to the time it is turned ON.
PXE	Not all NIC ports support Pre-boot Execution Environment (PXE).	Port 1 of the 4 port 1g Network Daughter Card (NDC) supports PXE. Port 3 of the 2+2 NDC supports PXE.
NDC 10G port	No function when plugging 10g NDC port to 100 Mbs switch.	10g NDC ports are incompatible with 100Mbps full duplex switch port.
PERC	RAID 6/50/60 are not supported.	
iSCSI	Cannot connect iSCSI device.	iSCSI is not supported on Precision R7910
SATA SSD	SATA SSD devices are recognized as external devices	SATA SSD devices are recognized as external devices under OS when using the onboard AHCI controller.
iSCSI	Cannot connect iSCSI boot device in UEFI mode.	iSCSI support for system.
WHQL Compliance	WHQL Sleep and PNP test will fail.	Install the Intel RSTe driver first, followed by the Intel chipset driver.

Finding More Information and Resources

See the safety and regulatory documents that shipped with your computer and the regulatory compliance website at www.dell.com/regulatory_compliance for more information on:

- Safety best practices
- Regulatory certification
- Ergonomics

See www.dell.com for additional information on:

- Warranty
- Terms and Conditions (U.S. only)
- End User License Agreement

Additional information on your product is available at <https://www.dell.com/support>.

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