Dell EMC PowerEdge R340

Technical Specifications Guide



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

© 2018 Dell Inc. or its subsidiaries. All rights reserved. Dell, EMC, and other trademarks are trademarks of Dell Inc. or its subsidiaries. Other trademarks may be trademarks of their respective owners.

2018 - 12

Contents

| 1 Dell EMC PowerEdge R340 system overview | 4 |
|---|----|
| Front view of the system | 4 |
| Control panels | 5 |
| Rear view of the system | |
| 2 Technical specifications | 7 |
| Chassis dimensions | 8 |
| System weight | 9 |
| Processor specifications | |
| PSU specifications | 9 |
| Cooling fans specifications | 9 |
| System battery specifications | 10 |
| Expansion card riser specifications | 10 |
| Memory specifications | |
| Storage controller specifications | |
| Drive specifications | 11 |
| Drives | |
| Optical drives | 11 |
| Ports and connectors specifications | |
| USB ports specifications | 11 |
| NIC ports specifications | 12 |
| Serial connector specifications | |
| VGA ports specifications | |
| Video specifications | 12 |
| Environmental specifications | 12 |
| Standard operating temperature | 14 |
| Expanded operating temperature | |
| Particulate and gaseous contamination specifications | 15 |
| 3 System diagnostics and indicator codes | |
| System health and system ID indicator codes | |
| iDRAC Direct LED indicator codes | |
| NIC indicator codes | |
| Power supply unit indicator codes | 18 |
| Drive indicator codes | 19 |
| 4 Getting help | |
| Recycling or End-of-Life service information | |
| Contacting Dell | |
| Accessing system information by using QRL | |
| Quick Resource Locator for Dell EMC PowerEdge R340 system | |
| Receiving automated support with SupportAssist | 21 |

Dell EMC PowerEdge R340 system overview

The Dell EMC PowerEdge R340 system is a 1U server that supports:

- · One Intel Xeon Scalable processor
- Four DIMM slots
- Two AC power supply units
- Up to eight 2.5-inch or four 3.5-inch SAS, SATA drives

For more information about supported drives, see the Drive specifications section.

() NOTE: All instances of SAS, SATA drives, and SSDs are referred to as drives in this document, unless specified otherwise.

Topics:

- · Front view of the system
- · Rear view of the system

Front view of the system

() NOTE: The 8 x 2.5-inch configuration is shorter than the 4 x 3.5-inch configuration.



Figure 1. Front view of the 8 × 2.5-inch drive system

- 1 Left control panel
- 3 Right control panel
- 5 Drives (8)

- 2 Optical drive (optional)
- 4 Information tag



Figure 2. Front view of the 4×3.5 -inch drive system

- 1 Left control panel
- 3 Right control panel
- 5 Drives (4)

2 Optical drive (optional)

4 Information tag

For more information about the ports, see the Technical Specifications section.

Control panels

Left control panel



Figure 3. Left control panel view

1 System health and system ID indicator

Right control panel



Figure 4. Right control panel view

- 1 Power button
- 3 iDRAC direct Micro USB port

2 USB 2.0-compliant port

(i) NOTE: For more information on the ports, see the Ports and connectors specifications section.

Rear view of the system

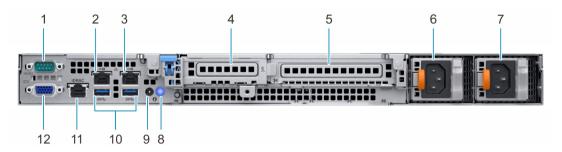


Figure 5. Rear view of the system

- 1 Serial port
- 3 NIC port (GB 2)
- 5 Full-height PCIe expansion card slot
- 7 Power supply unit 2
- 9 System status indicator cable port (CMA)
- 11 iDRAC9 dedicated network port

- 2 NIC port (GB 1)
- 4 Half-height PCIe expansion card slot
- 6 Power supply unit 1
- 8 System identification button
- 10 USB 3.0 port (2)
- 12 VGA port

() NOTE: For more information about the ports and connectors, see the Ports and connectors specifications section.

Technical specifications

The technical and environmental specifications of your system are outlined in this section.

Topics:

- · Chassis dimensions
- System weight
- Processor specifications
- PSU specifications
- Cooling fans specifications
- System battery specifications
- Expansion card riser specifications
- Memory specifications
- Storage controller specifications
- Drive specifications
- Ports and connectors specifications
- Video specifications
- Environmental specifications

Chassis dimensions

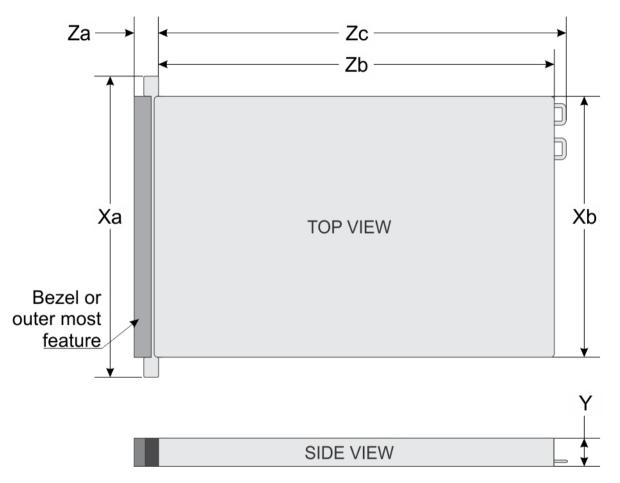


Figure 6. Chassis dimensions

| Xa | Xb | Y | Za | Zb | | Zc | |
|----------------------------|----------------------------|--------------------------|---|----------------------------|-----------------------------|----------------------------|-----------------------------|
| 482.0 mm (18.98 inches) | 434.0 mm (17.08 inches) | 42.8 mm (1.68 inches) | With bezel: 35.64 mm (1.4 inches) | 8 x 2.5 inch configuration | 483.72 mm (19.04 inches) | 8 x 2.5 inch configuration | 522.85 mm (20.58 inches) |
| | | | Without bezel: 22.0 mm (0.87 inches) | 4 x 3.5 inch configuration | 534.5 mm (21.04 inches) | 4 x 3.5 inch configuration | 573.6 mm (22.58 inches) |

System weight

Table 2. Dell EMC PowerEdge R340 system weight

| System configuration | Maximum weight (with all drives/SSDs) |
|----------------------------|---------------------------------------|
| 8 x 2.5-inch configuration | 12 kg (26.5 lb) |
| 4 x 3.5-inch configuration | 13.2 kg (29.10 lb) |

Processor specifications

Table 3. Dell EMC PowerEdge R340 processor specifications

| Supported processor | Number of processors supported |
|-------------------------------|--------------------------------|
| Intel Xeon Scalable Processor | One |

PSU specifications

The Dell EMC PowerEdge R340 system supports up to two AC power supply units (PSUs).

Table 4. Dell EMC PowerEdge R340 PSU specifications

| PSU | Class | | | Frequency | Voltage | AC | | Current |
|----------|----------|--------------------------------|-----------|------------------------------|-------------------------|------------------------|-------------|---------|
| | | dissipation (maximum) | | | High line 100– 240 V | Low line 100– 120 V | | |
| 350 W AC | Platinum | Non-redundant - 1531 BTU/hr | 50/60 Hz | 100–240 V AC, autoranging | 350 W | NA | 4.8 A-2.4 A | |
| | | Redundant - 1356 BTU/hr | 307 00 HZ | | | | | |
| 550 W AC | Platinum | 2107 BTU/hr | 50/60 Hz | 100–240 V AC, autoranging | 550 W | NA | 7.4 A-3.7 A | |

() NOTE: This system is also designed to connect to the IT power systems with a phase-to-phase voltage not exceeding 230 V.

Cooling fans specifications

The Dell EMC PowerEdge R340 system supports the following cooling fans.

() NOTE: When selecting or upgrading the system configuration, to ensure optimum power utilization, verify the system power consumption with the Dell Energy Smart Solution Advisor available at Dell.com/ESSA.

| Front storage | PSU type | Fan 1 | Fan 2 | Fan 3 | Fan 4 |
|------------------------------|--------------------|--|----------|----------|----------|
| 8 x 2.5-inch 4 x 3.5-inch | Redundant 350 W | Required, if the PERC card and/or expansion riser is installed | Required | Required | Required |

Table 5. Dell EMC PowerEdge R340 fan support matrix

| Front storage | PSU type | Fan 1 | Fan 2 | Fan 3 | Fan 4 |
|------------------------------|--------------------|--|----------|----------|----------|
| 8 x 2.5-inch 4 x 3.5-inch | Redundant 550 W | Required, if the PERC card and/or expansion riser is installed | Required | Required | Required |

Optional - .

System battery specifications

The Dell EMC PowerEdge R340 system supports CR 2032 3.0-V lithium coin cell system battery.

Expansion card riser specifications

The Dell EMC PowerEdge R340 system supports up to two PCI express (PCIe) generation 3.

Table 6. Expansion card slots supported on the system board

| PCIe slot | Riser | PCIe slot height | PCIe slot length | Link width | Slot width |
|---------------|----------|-------------------------|------------------|------------|------------|
| Slot 1 | x8 PCle | Low-profile | Half-length | x4 | x8 |
| Slot 2 | x16 PCle | Low-profile/Full-height | Half-length | x8 | x16 |
| Internal PERC | x8 PCle | Low-profile | Half-length | x8 | x8 |

Memory specifications

The PowerEdge R340 system supports the following memory specifications for optimized operation.

Table 7. Memory specifications

| DIMM type | DIMM rank | DIMM capacity | Minimum RAM | Maximum RAM |
|-----------|-------------|---------------|-------------|-------------|
| UDIMM | Single rank | 8 GB | 8 GB | 32 GB |
| | | 16 GB | 16 GB | 64 GB |
| ODIIVIIVI | | 8 GB | 8 GB | 32 GB |
| | | 16 GB | 16 GB | 64 GB |

Table 8. Memory module sockets

| Memory module sockets | Speed |
|-----------------------|-----------|
| Four 288-pin | 2666 MT/s |

Storage controller specifications

The Dell EMC PowerEdge R340 system supports the following controller cards:

Table 9. Dell EMC PowerEdge R340 system controller cards

| Internal controllers | External controllers |
|----------------------|---|
| • PERC H730P | 12Gbps SAS Ext. HBA |

| Internal controllers | External controllers |
|---|----------------------|
| PERC H330 S140 HBA330 | |

Drive specifications

Drives

() NOTE: The 8 x 2.5-inch configuration is shorter than the 4 x 3.5-inch configuration.

The Dell EMC PowerEdge R340 system supports:

- 8 x 2.5-inch hot-swappable SAS, SATA, or SSD
- 4 x 3.5-inch hot-swappable SAS, SATA, or SSD
- 4 x 2.5-inch hot-swappable SAS, SATA, or SSD in 3.5-inch adapters

Backplane:

- Up to 8 x 2.5-inch SAS, SATA, or SSD drives
- Up to 4 x 3.5-inch SAS, SATA, or SSD drives

Optical drives

The Dell EMC PowerEdge R340 system supports the following optical drives.

Table 10. Supported optical drive type

| Supported drive type | Supported number of drives |
|---|----------------------------|
| Dedicated SATA DVD-ROM drive or DVD +/-RW drive | One |

Ports and connectors specifications

USB ports specifications

Table 11. Dell EMC PowerEdge R340 system USB specifications

| Fre | ont | | Rear | li | nternal |
|--|--------------|-------------------------|--------------|-------------------------------------|--------------|
| USB port type | No. of ports | USB port type | No. of ports | USB port type | No. of ports |
| USB 2.0-compliant port | One | USB 3.0-compliant ports | Two | Internal USB 3.0- compliant port | One |
| Micro USB 2.0- compliant port for iDRAC Direct | One | | | | |

() NOTE: The micro USB 2.0 compliant port can only be used as an iDRAC Direct or a management port.

NIC ports specifications

The Dell EMC PowerEdge R340 system supports up to two 10/100/1000 Mbps Network Interface Controller (NIC) ports that are located on the back panel.

Serial connector specifications

The Dell EMC PowerEdge R340 system supports one serial connector on the back panel, which is a 9-pin connector, Data Terminal Equipment (DTE), 16550-compliant.

VGA ports specifications

The PowerEdge R340 system supports one DB-15 VGA port located on the back panel of the system.

Video specifications

The Dell EMC PowerEdge R340 system supports integrated Matrox G200 graphics controller with 16 MB of video frame buffer.

Table 12. Supported video resolution options

| Resolution | Refresh rate (Hz) | Color depth (bits) |
|-------------|-------------------|--------------------|
| 640 x 480 | 60, 72 | 8, 16, 24 |
| 800 x 600 | 60, 75, 85 | 8, 16, 24 |
| 1024 x 768 | 60, 75, 85 | 8, 16, 24 |
| 1152 x 864 | 60, 75, 85 | 8, 16, 24 |
| 1280 x 1024 | 60, 75 | 8, 16, 24 |

Environmental specifications

(i) NOTE: For additional information about environmental certifications, refer to the *Product Environmental Datasheet* located with the Manuals & Documents on Dell.com/support/home.

Table 13. Temperature specifications

| Temperature | Specifications |
|--|--|
| Storage | -40-65°C (-40-149°F) |
| Continuous operation (for altitude less than 950 m or 3117 ft) | 10–35°C (50–95°F) with no direct sunlight on the equipment |
| Fresh air | For information about fresh air, see the Expanded operating temperature section. |
| Maximum temperature gradient (operating and storage) | 20°C/h (36°F/h) |

Table 14. Relative humidity specifications

| Relative humidity | Specifications |
|-------------------|--|
| Ū. | 5% to 95% RH with 33°C (91°F) maximum dew point. Atmosphere must be noncondensing at all times. |
| Operating | 10% to 80% RH with 29°C (84.2°F) maximum dew point. |

Table 15. Maximum vibration specifications

| Maximum vibration | Specifications | |
|-------------------|--|--|
| Operating | 0.26 G _{rms} at 5 Hz to 350 Hz (all operation orientations) | |
| Storage | 1.88 G _{rms} at 10 Hz to 500 Hz for 15 minutes (all six sides tested) | |

Table 16. Maximum shock pulse specifications

| Maximum shock pulse | Specifications |
|---------------------|--|
| Operating | Six consecutively executed shock pulses in the positive and negative x, y, and z axis of 6 G for up to 11 ms. |
| Storage | Six consecutively executed shock pulses in the positive and negative x, y, and z axis (one pulse on each side of the system) of 71 G for up to 2 ms. |

Table 17. Maximum altitude specifications

| Maximum altitude | Specifications |
|------------------|----------------------|
| Operating | 3048 m (10,000 ft) |
| Storage | 12,000 m (39,370 ft) |

Table 18. Operating temperature derating specifications

| Operating temperature derating | Specifications |
|--------------------------------|---|
| Up to 35°C (95°F) | Maximum temperature is reduced by 1°C/300 m (1°F/547 ft), above 950 m (3,117 ft). |
| 35–40°C (95–104°F) | Maximum temperature is reduced by 1°C/175 m (1°F/319 ft), above 950 m (3,117 ft). |
| 40–45°C (104–113°F) | Maximum temperature is reduced by 1°C/125 m (1°F/228 ft), above 950 m (3,117 ft). |

Standard operating temperature

Table 19. Standard operating temperature specifications

| Standard operating temperature | Specifications |
|--|---|
| Continuous operation (for altitude less than 950 m or 3117 ft) | 10–35°C (50–95°F) with no direct sunlight on the equipment. |

Expanded operating temperature

Table 20. Expanded operating temperature specifications

| Expanded operating temperature | Specifications |
|--------------------------------|---|
| Continuous operation | 5°C–40°C at 5% to 85% RH with 29°C dew point. |
| | (i) NOTE: Outside the standard operating temperature (10°C–35°C), the system can operate continuously in temperatures as low as 5°C and as high as 40°C. |
| | For temperatures 35°C– 40°C, derate maximum allowable temperature by 1°C per 175 m (1°F per 319 ft) above 950 m (3,1171 ft). |
| ≤ 1% of annual operating hours | -5°C–45°C at 5% to 90% RH with 29°C dew point. |
| | (i) NOTE: Outside the standard operating temperature (10°C-35°C), the system can operate down to -5°C or up to 45°C for a maximum of 1% of its annual operating hours. |
| | For temperatures 40°C– 45°C, derate maximum allowable temperature by 1°C per 125 m (1°F per 228 ft) above 950 m (3.117 ft). |

() NOTE: When operating in the expanded temperature range, the performance of the system may be impacted.

 NOTE: When operating in the expanded temperature range, ambient temperature warnings may be reported on the System Event Log.

Expanded operating temperature restrictions

- Do not perform a cold startup below 5°C.
- The operating temperature specified is for a maximum altitude of 950m for Fresh Air Cooling.
- Redundant power supply units are required.
- Four redundant system fans are required.
- · GPU is not supported.
- Support for up to 80W processor.
- · Non-Dell qualified peripheral cards and/or peripheral cards greater than 25 W are not supported.
- Tape backup unit is not supported.

Particulate and gaseous contamination specifications

The following table defines the limitations that help avoid any damages to the IT equipment and/or, or both failure from particulate and gaseous contamination. If the levels of particulate or gaseous pollution exceed the specified limitations and results in equipment damage or failure, you must rectify the environmental conditions. Remediation of environmental conditions is the responsibility of the customer.

Table 21. Particulate contamination specifications

| Particulate contamination | Specifications |
|---------------------------|---|
| Air filtration | Data center air filtration as defined by ISO Class 8 per ISO 14644-1 with a 95% upper confidence limit. |
| | NOTE: This condition applies to data center environments only. Air filtration requirements do not apply to IT equipment designed to be used outside a data center, in environments such as an office or factory floor. NOTE: Air entering the data center must have MERV11 or MERV13 filtration. |
| Conductive dust | Air must be free of conductive dust, zinc whiskers, or other conductive particles. (i) NOTE: This condition applies to data center and non-data center environments. |
| Corrosive dust | Air must be free of corrosive dust. Residual dust present in the air must have a deliquescent point less than 60% relative humidity. (i) NOTE: This condition applies to data center and non-data center environments. |

Table 22. Gaseous contamination specifications

| Gaseous contamination | Specifications |
|-------------------------|---|
| Copper Coupon Corrosion | <300 Å/month per Class G1 as defined by ANSI/ISA71.04-1985. |
| Silver Coupon Corrosion | <200 Å/month as defined by AHSRAE TC9.9. |

() NOTE: Maximum corrosive contaminant levels measured at <50% relative humidity.

System diagnostics and indicator codes

3

The diagnostic indicators on the system front panel display system status during system startup.

Topics:

- System health and system ID indicator codes
- · iDRAC Direct LED indicator codes
- NIC indicator codes
- Power supply unit indicator codes
- Drive indicator codes

System health and system ID indicator codes

The system health and system ID indicator is located on the left control panel of your system.



Figure 7. System health and system ID indicator

Table 23. System health and system ID indicator codes

| System health and system ID indicator code | Condition |
|--|---|
| Solid blue | Indicates that the system is turned on, system is healthy, and system ID mode is not active. Press the system health and system ID button to switch to system ID mode. |
| Blinking blue | Indicates that the system ID mode is active. Press the system health and system ID button to system health mode. |
| Solid amber | Indicates that the system is in fail-safe mode. If the problem persists, see the Getting help section. |
| Blinking amber | Indicates that the system is experiencing a fault. Check the System Event Log for specific error messages. For information about the event and error messages generated by the system firmware and agents that monitor system components, see the Error Code Lookup page, at qrl.dell.com |

iDRAC Direct LED indicator codes

The iDRAC Direct LED indicator lights up to indicate that the port is connected and is being used as a part of the iDRAC subsystem.

You can configure iDRAC Direct by using a USB to micro USB (type AB) cable, which you can connect to your laptop or tablet. The following table describes iDRAC Direct activity when the iDRAC Direct port is active:

Table 24. iDRAC Direct LED indicator codes

| iDRAC Direct LED indicator code | Condition |
|---|--|
| Solid green for two seconds | Indicates that the laptop or tablet is connected. |
| Flashing green (on for two seconds and off for two seconds) | Indicates that the laptop or tablet connected is recognized. |
| Powers off | Indicates that the laptop or tablet is unplugged. |

NIC indicator codes

Each NIC on the back of the system has indicators that provide information about the activity and link status. The activity LED indicator indicates if data is flowing through the NIC, and the link LED indicator indicates the speed of the connected network.

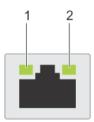


Figure 8. NIC indicator codes

1 Link LED indicator

2 Activity LED indicator

Table 25. NIC indicator codes

| Status | Condition |
|--|--|
| Link and activity indicators are off. | The NIC is not connected to the network. |
| Link indicator is green, and activity indicator is blinking green. | The NIC is connected to a valid network at its maximum port speed, and data is being sent or received. |
| Link indicator is amber, and activity indicator is blinking green. | The NIC is connected to a valid network at less than its maximum port speed, and data is being sent or received. |
| Link indicator is green, and activity indicator is off. | The NIC is connected to a valid network at its maximum port speed, and data is not being sent or received. |
| Link indicator is amber, and activity indicator is off. | The NIC is connected to a valid network at less than its maximum port speed, and data is not being sent or received. |
| Link indicator is blinking green, and activity is off. | NIC identify is enabled through the NIC configuration utility. |

Power supply unit indicator codes

AC power supply units (PSUs) have an illuminated translucent handle that serves as an indicator. The indicator shows whether power is present or if a power fault has occurred.



Figure 9. AC PSU status indicator

1 AC PSU status indicator/handle

Table 26. AC PSU status indicator codes

| Power indicator codes | Condition | |
|------------------------------|--|--|
| Green | A valid power source is connected to the PSU and the PSU is operational. | |
| Blinking amber | Indicates a problem with the PSU. | |
| Not illuminated | Power is not connected to the PSU. | |
| Blinking green | When the firmware of the PSU is being updated, the PSU handle blinks green. CAUTION: Do not disconnect the power cord or unplug the PSU when updating firmware. If firmware update is interrupted, the PSUs do not function. | |
| Blinking green and turns off | When hot-plugging a PSU, the PSU handle blinks green five times at a rate of 4 Hz and turns off. This indicates a PSU mismatch with respect to efficiency, feature set, health status, or supported voltage. | |
| | CAUTION: If two PSUs are installed, both the PSUs must have the same type of label; for example, Extended Power Performance (EPP) label. Mixing PSUs from previous generations of PowerEdge servers is not supported, even if the PSUs have the same power rating. This results in a PSU mismatch condition or failure to power on the system. | |

| Power indicator codes | Condition | |
|-----------------------|---|--|
| | CAUTION: When correcting a PSU mismatch, replace only the PSU with the blinking indicator. Swapping the PSU to make a matched pair can result in an error condition and unexpected system shutdown. To change from a high output configuration to a low output configuration or vice versa, you must power off the system. | |
| | CAUTION: AC PSUs support both 240 V and 120 V input voltages with the exception of Titanium PSUs, which support only 240 V. When two identical PSUs receive different input voltages, they can output different wattages, and trigger a mismatch. | |
| | CAUTION: If two PSUs are used, they must be of the same type and have the same maximum output power. | |

Drive indicator codes

The LEDs on the drive carrier indicates the state of each drive. Each drive carrier in your system has two LEDs: an activity LED (green) and a status LED (bicolor, green/amber). The activity LED flashes whenever the drive is accessed.



Figure 10. Drive indicators

1 Drive activity LED indicator

2 Drive status LED indicator

3 Drive capacity label

() NOTE: If the drive is in the Advanced Host Controller Interface (AHCI) mode, the status LED indicator does not turn on.

Table 27. Drive indicator codes

| Drive status indicator code | Condition |
|--|---|
| Flashes green twice per second | Identifying drive or preparing for removal. |
| Off | Drive ready for removal. |
| | (i) NOTE: The drive status indicator remains off until all drives are initialized after the system is turned on. Drives are not ready for removal during this time. |
| Flashes green, amber, and then turns off | Predicted drive failure. |
| Flashes amber four times per second | Drive failed. |
| Flashes green slowly | Drive rebuilding. |
| Solid green | Drive online. |
| Flashes green for three seconds, amber for three seconds, and then turns off after six seconds | Rebuild stopped. |

Getting help

Topics:

- Recycling or End-of-Life service information
- Contacting Dell
- · Accessing system information by using QRL
- · Receiving automated support with SupportAssist

Recycling or End-of-Life service information

Take back and recycling services are offered for this product in certain countries. If you want to dispose of system components, visit Dell.com/recyclingworldwide and select the relevant country.

Contacting Dell

Dell provides several online and telephone based support and service options. If you do not have an active internet connection, you can find contact information about your purchase invoice, packing slip, bill, or Dell product catalog. Availability varies by country and product, and some services may not be available in your area. To contact Dell for sales, technical assistance, or customer service issues:

1 Go to Dell.com/support/home

- 2 Select your country from the drop-down menu on the lower right corner of the page.
- 3 For customized support:
 - a Enter your system Service Tag in the Enter your Service Tag field.
 - b Click Submit.

The support page that lists the various support categories is displayed.

- 4 For general support:
 - a Select your product category.
 - b Select your product segment.
 - c Select your product.

The support page that lists the various support categories is displayed.

- For contact details of Dell Global Technical Support:
 - a Click Global Technical Support
 - b The Contact Technical Support page is displayed with details to call, chat, or e-mail the Dell Global Technical Support team.

Accessing system information by using QRL

Prerequisites

5

Ensure that your smartphone or tablet has the QR code scanner installed. The QRL includes the following information about your system:

- · How-to videos
- · Reference materials, including the Installtion and Service Manual, and mechanical overview
- · Your system service tag to quickly access your specific hardware configuration and warranty information
- · A direct link to Dell to contact technical assistance and sales teams

Steps

- 1 Go to Dell.com/qrl and navigate to your specific product or
- 2 Use your smartphone or tablet to scan the model-specific Quick Resource (QR) code on your system or in the Quick Resource Locator section.

Quick Resource Locator for Dell EMC PowerEdge R340 system



Figure 11. Quick Resource Locator for Dell EMC PowerEdge R340 system

Receiving automated support with SupportAssist

Dell EMC SupportAssist is an optional Dell EMC Services offering that automates technical support for your Dell EMC server, storage, and networking devices. By installing and setting up a SupportAssist application in your IT environment, you can receive the following benefits:

- Automated issue detection SupportAssist monitors your Dell EMC devices and automatically detects hardware issues, both proactively and predictively.
- Automated case creation When an issue is detected, SupportAssist automatically opens a support case with Dell EMC Technical Support.
- Automated diagnostic collection SupportAssist automatically collects system state information from your devices and uploads it securely to Dell EMC. This information is used by Dell EMC Technical Support to troubleshoot the issue.
- Proactive contact A Dell EMC Technical Support agent contacts you about the support case and helps you resolve the issue.

The available benefits vary depending on the Dell EMC Service entitlement purchased for your device. For more information about SupportAssist, go to Dell.com/supportassist.