

# Dell EMC PowerEdge R7425

Technical specifications

## Notes, cautions, and warnings

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

 **CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

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

© 2017 - 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.

# Contents

<b>1 PowerEdge R7425 system overview.....</b>	<b>4</b>
<b>2 Technical specifications.....</b>	<b>5</b>
System dimensions.....	5
Chassis weight.....	6
Processor specifications.....	7
PSU specifications.....	7
System battery specifications.....	8
Expansion card riser specifications.....	8
Memory specifications.....	8
Storage controller specifications.....	9
Drive specifications.....	9
Drives.....	9
Optical drive.....	10
Ports and connectors specifications.....	10
USB ports.....	10
NIC ports.....	10
VGA ports.....	11
Serial connector.....	11
IDSDM or vFlash module.....	11
Video specifications.....	11
Environmental specifications.....	12
Standard operating temperature.....	13
Expanded operating temperature.....	13
Particulate and gaseous contamination specifications.....	15
<b>3 Documentation resources.....</b>	<b>17</b>
<b>4 Getting help.....</b>	<b>19</b>
Contacting Dell.....	19
Documentation feedback.....	19
Accessing system information by using QRL.....	19
Quick Resource Locator for PowerEdge R7425 system.....	20
Receiving automated support with SupportAssist .....	20

# PowerEdge R7425 system overview

The PowerEdge R7425 is a 2U rack server that supports up to:

- Two AMD EPYC™ processors
- 32 DIMM slots
- Two AC or DC power supply units
- 32 SAS, SATA, Nearline SAS hard drives or SSDs, and up to 24 NVMe drives. For more information about supported drives, see the [Technical specifications](#) section.

**NOTE:** Hot swap for the NVMe drives is supported for your system. For more information on correct usage and technical specifications, see the *Dell PowerEdge Express Flash NVMe PCIe SSD 2.5 inch Small Form Factor User's Guide* at [Dell.com/support/manuals](https://Dell.com/support/manuals) > All Products > Server, Storage, & Networking > Dell Adapters page.

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

# Technical specifications

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

Topics:

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

## System dimensions

This section describes the physical dimensions of the system.

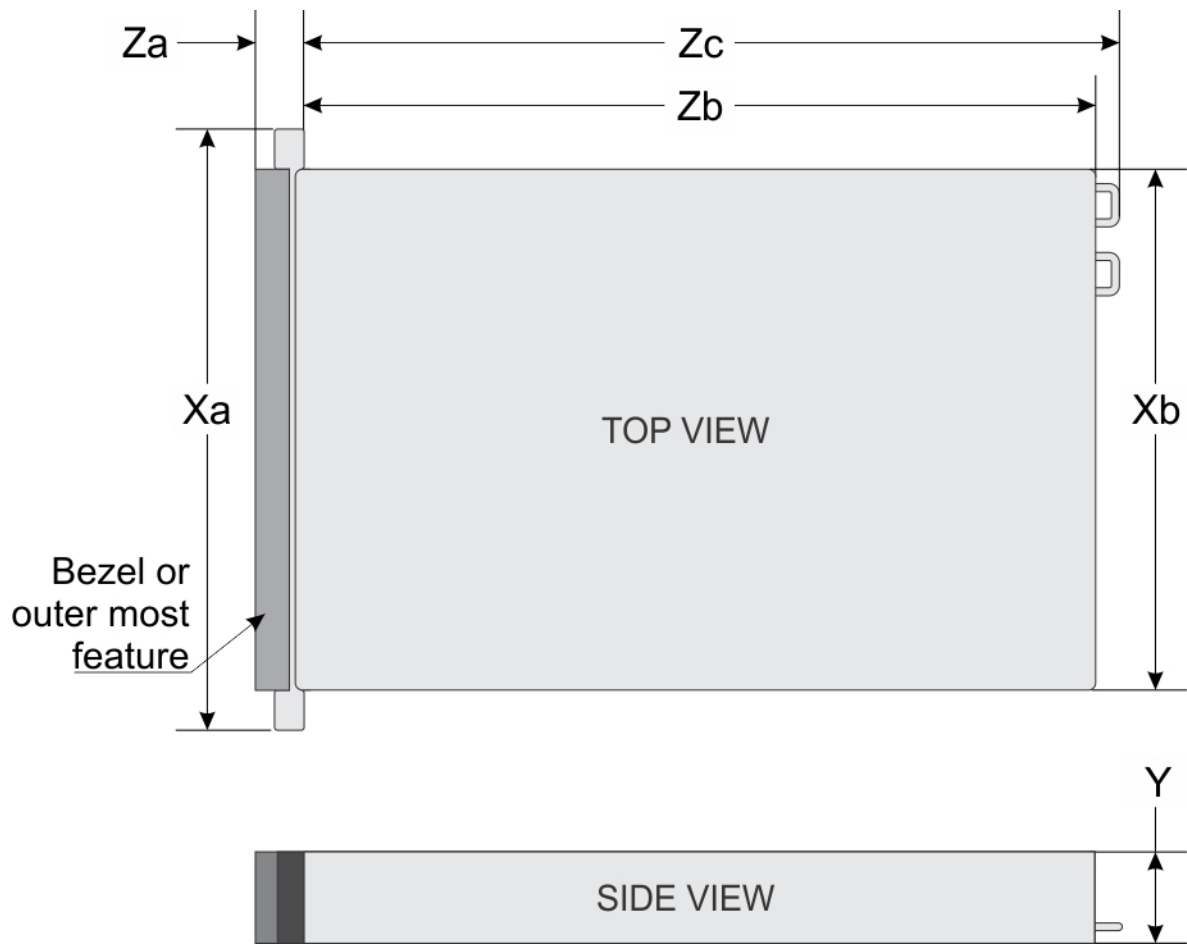


Figure 1. System dimensions of PowerEdge R7425 system

Table 1. Dimensions

System	Xa	Xb	Y	Za (with bezel)	Za (without bezel)	Zb	Zc
PowerEdge R7425	482.0 mm (18.98 inches)	434.0 mm (17.09 inches)	86.8 mm (3.42 inches)	35.84 mm (1.41 inches)	22.0 mm (0.87 inches)	677.3 mm (26.66 inches)	715.63 mm (28.17 inches)

## Chassis weight

Table 2. Chassis weight

System	Maximum weight (with all drives/SSDs)
2.5 inch	28.4 kg (62.6 lb)
3.5 inch	33.4 kg (73.6 lb)

# Processor specifications

The PowerEdge R7425 system supports up to two AMD EPYC™ processors.

# PSU specifications

The PowerEdge R7425 system supports up to two AC or DC power supply units (PSUs).

**Table 3. PSU specifications**

PSU	Class	Heat dissipation (maximum)	Frequency	Voltage	High line 200v240 V	Low line 100– 140 V	DC	Current
495 W AC	Platinum	1908 BTU/hr	50/60 Hz	100–240 V AC, autoranging	495 W	495 W	N/A	6.5 A–3 A
750 W AC	Platinum	2891 BTU/hr	50/60 Hz	100–240 V AC, autoranging	750 W	750 W	N/A	10 A–5 A
750 W AC	Titanium	2843 BTU/hr	50/60 Hz	200–240 V AC, autoranging	750 W	N/A	N/A	5 A
750 W Mixed Mode HVDC (for China only)	Platinum N/A	2891 BTU/hr 2891 BTU/hr	50/60 Hz N/A	100–240 V AC, autoranging 240 V DC, autoranging	750 W N/A	750 W N/A	N/A 750 W	10 A–5 A 4.5 A
1100 W AC	Platinum	4100 BTU/hr	50/60 Hz	100–240 V AC, autoranging	1100 W	1050 W	N/A	12 A–6.5 A
1100 W DC	N/A	4416 BTU/hr	N/A	–(48–60) V DC, autoranging	N/A	N/A	1100 W	32 A
1100 W Mixed Mode HVDC (for China and Japan only)	Platinum N/A	4100 BTU/hr 4100 BTU/hr	50/60 Hz N/A	100–240 V AC, autoranging 200–380 V DC, autoranging	1100 W N/A	1050 W N/A	N/A 1100 W	12 A–6.5 A 6.4 A–3.2 A
1600 W AC	Platinum	6000 BTU/hr	50/60 Hz	100–240 V AC, autoranging	1600 W	800 W	N/A	10 A
2000 W AC	Platinum	7500 BTU/hr	50/60 Hz	100–240 V AC, autoranging	2000 W	1000 W	N/A	11.5 A
2400 W AC	Platinum	9000 BTU/hr	50/60 Hz	100–240 V AC, autoranging	2400 W	1400 W	N/A	16 A

**NOTE:** Heat dissipation is calculated using the PSU wattage rating.

**NOTE:** This system is also designed to connect to the IT power systems with a phase to phase voltage not exceeding 240 V.

**NOTE:** PSUs rated for 1100 W AC or 1100 W Mixed Mode HVDC and higher require high-line voltage (200–240 V AC) to supply their rated capacity.

# System battery specifications

The PowerEdge R7425 system supports CR 2032 3.0-V lithium coin cell system battery.

# Expansion card riser specifications

The PowerEdge R7425 system supports up to eight PCI express (PCIe) generation 3 expansion cards that can be installed on the system board using expansion card risers. The following table provides detailed information about the expansion card riser specifications:

**Table 4. Expansion card riser specifications**

PCIe slot	Riser	Processor connection	Height	Length	Slot width
1	1A	Processor 1	Full height	Full length	x16
	1D	Processor 1	Full height	Full length	x16
	1E	Processor 1	Full height	Full length	x16
2	1D	Processor 1	Full height	Full length	x8
	1E	Processor 1	Full height	Full length	x16
3	1A	Processor 1	Full height	Full length	x16
	1D	Processor 1	Full height	Full length	x8
4	2D	Processor 1	Full height	Full length	x16
	2A	Processor 2	Full height	Full length	x16
	2E	Processor 2	Full height	Full length	x16
5	2D	Processor 2	Full height	Full length	x16
6	2D	Processor 2	Low profile	Half length	x8
	2A	Processor 2	Low profile	Half length	x8
	2C	Processor 2	Low profile	Half length	x16
	2E	Processor 2	Low profile	Half length	x8
7	3A	Processor 2	Full height	Full length	x8
	3B	Processor 2	Full height	Full length	x16
8	3A	Processor 2	Full height	Full length	x16
	3B	Processor 2	Full height	Full length	x16

# Memory specifications

The PowerEdge R7425 system supports up to thirty two 288-pins RDIMMs, and LRDIMMs with speeds of 2666 MT/s, 2400 MT/s, 2133 MT/s, and 1866 MT/s with support for memory optimized operation.



**Table 5. Memory specifications**

DIMM type	DIMM rank	DIMM capacity	Single processor		Dual processors	
			Minimum RAM	Maximum RAM	Minimum RAM	Maximum RAM
LRDIMM	Octal rank	128 GB*	128 GB	2 TB	256 GB	4 TB
LRDIMM	Quad rank	64 GB	64 GB	1 TB	128 GB	2 TB
RDIMM	Single rank	8 GB	8 GB	128 GB	16 GB	256 GB
RDIMM	Dual rank	16 GB	16 GB	256 GB	32 GB	512 GB
RDIMM	Dual rank	32 GB	32 GB	512 GB	64 GB	1024 GB

\* - Maximum DIMM capacity of 128 GB will be available at a later time.

**NOTE:** For optimal performance, it is recommended to populate one DIMM per channel with DDR4, 2666 MT/s memory modules on the first slot of each memory channel. The first slot of each channel can be identified as the DIMM slots with white latches. For example, 64 GB system memory capacity can be divided into 8 x 8 GB DIMM slots.

## Storage controller specifications

The PowerEdge R7425 system supports:

- Internal storage controller cards: PowerEdge RAID Controller (PERC) H330+, PERC H730+, PERC H740P, HBA330, and Boot Optimized Server Storage (BOSS-S1).
- External storage controller cards: PERC H840 and 12Gbps SAS HBA.

## Drive specifications

### Drives

The PowerEdge R7425 system supports SAS, SATA, Nearline SAS hard drives/SSDs, or NVMe drives.

**Table 6. Supported drive options for the PowerEdge R7425 system**

8 drives system	<ul style="list-style-type: none"> <li>Up to eight 3.5 inch or 2.5 inch (SAS, SATA or Nearline SAS) front accessible drives in slots 0 through 7</li> </ul>
12 drives system	<ul style="list-style-type: none"> <li>Up to 12 3.5 inch (SAS, SATA or Nearline SAS) front accessible drives in slots 0 to 11</li> </ul>
18 drives system	<ul style="list-style-type: none"> <li>Up to 12 3.5 inch (SAS, SATA or Nearline SAS) front accessible drives in slots 0 to 11</li> <li>up to four 3.5 inch (SAS, SATA or Nearline SAS) mid drives in slots 14 to 17</li> <li>up to two 3.5 inch (SAS, SATA or Nearline SAS) rear accessible drives in slots 12 to 13</li> </ul>
24 drives system	<ul style="list-style-type: none"> <li>Up to 24 2.5 inch (SAS, SATA or Nearline SAS) front accessible drives in slots 0 to 23</li> </ul>
24 drives system	<ul style="list-style-type: none"> <li>Up to 16 2.5 inch (SAS, SATA or Nearline SAS) front accessible drives in slots 0 to 15</li> <li>Up to 12 2.5 inch NVMe drives in 8 universal slots 16 to 23</li> </ul>
24 drives system	<ul style="list-style-type: none"> <li>Up to 24 2.5 inch NVMe drives in bay 1 (slots 0 to 11) and bay 2 (slots 0 to 11)</li> </ul>

32 drives system

- Up to 8 2.5 inch (SAS, SATA or Nearline SAS) in 8 universal slots (bay 1 slot 0 to 7) and 16 2.5 inch NVMe drives in bay 1 (slots 8 to 11) and bay 2 (slot 0 to 11)
- Up to 24 2.5 inch (SAS, SATA or Nearline SAS) front accessible drives in slots 0 to 23
- up to four 3.5 inch (SAS, SATA or Nearline SAS) mid drives in slots 28 to 31
- up to four 2.5 inch (SAS, SATA or Nearline SAS) rear accessible drives in slots 24 to 27

**NOTE:** Universal slots are slots that support SAS, SATA hard drives/SSDs, or NVMe drives in the same slot.

**NOTE:** Hot swap for the NVMe drives is supported for your system. For more information on correct usage and technical specifications, see the *Dell PowerEdge Express Flash NVMe PCIe SSD 2.5 inch Small Form Factor User's Guide* at [Dell.com/support/manuals](https://www.dell.com/support/manuals) > All Products > Server, Storage, & Networking > Dell Adapters page.

## Optical drive

The PowerEdge R7425 system supports one optional slim SATA DVD-ROM drive or DVD +/-RW drive.

# Ports and connectors specifications

## USB ports

The PowerEdge R7425 system supports:

- Two USB 2.0-compliant ports on the front of the system
- One internal USB 3.0-compliant port
- One optional USB 3.0-compliant port on the front of the system
- One micro USB 2.0-compliant port in the front of the system for iDRAC Direct

**NOTE:** The micro USB 2.0 compliant port on the front of the system can only be used as an iDRAC Direct or a management port.

- Two USB 3.0-compliant ports on the back of the system

## NIC ports

The PowerEdge R7425 system supports up to four Network Interface Controller (NIC) ports that are integrated on the network daughter card (NDC), and are available in the following configurations:

- Four RJ-45 ports that support 10, 100 and 1000 Mbps
- Four RJ-45 ports that support 100 M, 1 G and 10 Gbps
- Four RJ-45 ports, where two ports support maximum of 10 G and the other two ports maximum of 1 G
- Two RJ-45 ports that support up to 1 Gbps and 2 SFP+ ports that support up to 10 Gbps
- Four SFP+ ports that support up to 10 Gbps
- Two SFP28 ports that support up to 25 Gbps

**NOTE:** You can install up to eight PCIe add-on NIC cards.

**NOTE:** For information about Linux network settings, see the *Linux® Network Tuning Guide for AMD EPYC™ Processor Based Servers* AMD tuning guide.

## VGA ports

The Video Graphic Array (VGA) port enables you to connect the system to a VGA display. The PowerEdge R7425 system supports two 15-pin VGA ports on the front and back panels.

## Serial connector

The PowerEdge R7425 system supports one serial connector on the back panel, which is a 9-pin connector, Data Terminal Equipment (DTE), 16550-compliant.

## IDSDM or vFlash module

The PowerEdge R7425 system supports optional Internal Dual SD module (IDSDM) or vFlash module. In 14th generation of PowerEdge servers, IDSDM or vFlash module are combined into a single card module, and are available in these configurations:

- vFlash or
- vFlash and IDSDM

The IDSDM or vFlash module sits in the back of the system, in a Dell-proprietary slot. IDSDM or vFlash module supports three micro SD cards (two cards for IDSDM and one card for vFlash). Micro SD cards capacity for IDSDM are 16, 32, 64 GB while for vFlash the microSD card capacity is 16 GB.

**NOTE:** There are two dip switches on the IDSDM or vFlash module for write-protection.

**NOTE:** One IDSDM card slot is dedicated for redundancy.

**NOTE:** It is recommended to use Dell branded MicroSD cards associated with the IDSDM or vFlash configured systems.

## Video specifications

The PowerEdge R7425 system supports integrated Matrox G200eW3 graphics controller with 16 MB of video frame buffer.

**Table 7. Supported video resolution options**

Resolution	Refresh rate (Hz)	Color depth (bits)
1024 x 768	60	8, 16, 32
1280 x 800	60	8, 16, 32
1280 x 1024	60	8, 16, 32
1360 x 768	60	8, 16, 32
1440 x 900	60	8, 16, 32
1600 x 900	60	8, 16, 32
1600 x 1200	60	8, 16, 32
1680 x 1050	60	8, 16, 32
1920 x 1080	60	8, 16, 32
1920 x 1200	60	8, 16, 32

**NOTE:** 1920 x 1080 and 1920 x 1200 resolutions are only supported in reduced blanking mode.

## Environmental specifications

**NOTE:** For additional information about environmental measurements for specific system configurations, see [Dell.com/environmental\\_datasheets](http://Dell.com/environmental_datasheets).

**Table 8. Temperature specifications**

Temperature	Specifications
Storage	–40°C to 65°C (–40°F to 149°F)
Continuous operation (for altitude less than 950 m or 3117 ft)	10°C to 35°C (50°F to 95°F) with no direct sunlight on the equipment.
Maximum temperature gradient (operating and storage)	20°C/h (68°F/h)

**Table 9. Relative humidity specifications**

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

**Table 10. Maximum vibration specifications**

Maximum vibration	Specifications
Operating	0.26 G <sub>rms</sub> at 5 Hz to 350 Hz (all three axes).
Storage	1.88 G <sub>rms</sub> at 10 Hz to 500 Hz for 15 min (all six sides tested).

**Table 11. Maximum shock specifications**

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

**Table 12. Maximum altitude specifications**

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

**Table 13. Operating temperature de-rating specifications**

Operating temperature de-rating	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°C to 40°C (95°F to 104°F)	Maximum temperature is reduced by 1°C/175 m (1°F/319 ft) above 950 m (3,117 ft).
40°C to 45°C (104°F to 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 14. Standard operating temperature specifications**

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

## Expanded operating temperature

**Table 15. Expanded operating temperature specifications**

Expanded operating temperature	Specifications
Continuous operation	<p>5°C to 40°C at 5% to 85% RH with 29°C dew point.</p> <p><b>i</b> <b>NOTE: Outside the standard operating temperature (10°C to 35°C), the system can operate continuously in temperatures as low as 5°C and as high as 40°C.</b></p> <p>For temperatures between 35°C to 40°C, de-rate maximum allowable temperature by 1°C per 175 m above 950 m (1°F per 319 ft).</p>
≤ 1% of annual operating hours	<p>–5°C to 45°C at 5% to 90% RH with 29°C dew point.</p> <p><b>i</b> <b>NOTE: Outside the standard operating temperature (10°C to 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.</b></p> <p>For temperatures between 40°C and 45°C, de-rate maximum allowable temperature by 1°C per 125 m above 950 m (1°F per 228 ft).</p>

**i** **NOTE: When operating in the expanded temperature range, system performance may be impacted.**

**i** **NOTE: When operating in the expanded temperature range, ambient temperature warnings may be reported in 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 3050 m (10,000 ft).
- 180 W/200 W CPUs are not supported.
- Redundant power supply unit is required.
- Non-Dell qualified peripheral cards and/or peripheral cards greater than 25 W are not supported.
- PCIe SSD is not supported.
- Mid drive tray is not supported.
- Rear storage devices or drives are not supported.

## Thermal restrictions

Following table lists the configuration required for efficient cooling.

**Table 16. Thermal restrictions support matrix**

Configuration number	Mid/rear configuration	Number of processors	Heatsink		Fan type	Shroud	DIMM blank	Processor/DIMM blank	Fan blank
			180 W/200 W processor	155 W/170 W/120 W processor					
1 (8 x 3.5 inch)	8 PCIe	1	2U	1U standard performance	Four standard	Standard	N/A	Yes	Yes
1 (8 x 3.5 inch)	8 PCIe	2	2U	1U standard performance	Six standard	Standard	N/A	N/A	N/A
2A (24 x 2.5 inch)	8 PCIe	2	2U	1U standard performance	Six standard	Standard	N/A	N/A	N/A
2B (16 x 2.5 inch + 8 NVMe)	7 PCIe	2	2U	1U standard performance	Six standard	Standard	N/A	N/A	N/A
2D (32 x 2.5 inch)	Mid 4 x 2.5 inch + rear 4 x 2.5 inch	2	1U high performance	1U standard performance	Six high performance	N/A	Yes	N/A	N/A
3A (12 x 3.5 inch)	8 PCIe	2	2U	1U standard performance	Six standard	Standard	N/A	N/A	N/A
3B (18 x 3.5 inch)	Mid 4 x 3.5 inch + rear 2 x 3.5 inch	2	1U high performance	1U standard performance	Six high performance	N/A	Yes	N/A	N/A
4 (24 NVMe)	7 PCIe	2	2U	1U standard performance	Six standard	Standard	N/A	N/A	N/A
4 (24 NVMe)	3 GPUs	2	1U high performance	1U standard performance	Six high performance	GPU	N/A	N/A	N/A

## Other thermal restrictions

The list below are other thermal restrictions:

- 1 128GB LRDIMM only support up to 30°C ambient
  - ① **NOTE: Maximum DIMM capacity of 128GB will be available on a later time.**
- 2 Mellanox CX5 only support up to 35°C ambient with limited slots 1, 7, and 8

## Ambient temperature limitations

The following table lists configurations that require ambient temperature less than 35°C.

① **NOTE: The ambient temperature limit must be adhered to ensure proper cooling and to avoid excess CPU throttling, which may impact system performance.**

**Table 17. Configuration based ambient temperature restrictions**

Storage configuration	Chassis or hardware configuration	CPU Thermal Design Power (TDP)	CPU heat sink	Fan type	Ambient restriction
12 x 3.5 inch	Mid (SAS) and rear drive	200 W/180 W	1U high performance	High performance	30°C
12 x 3.5 inch	Mid (SAS) and rear drive	120-170 W	1U standard	High performance	35°C
24 x 2.5 inch	Mid (SAS) and rear drive	All	1U high performance for 180/200W 1U standard for 120-170W	High performance	35°C
24 x 2.5 inch	All PCIe cards	200 W/180 W	2U	Standard	35°C
12 x 3.5 inch	All PCIe cards	200 W/180 W	2U	Standard	35°C
8 x 3.5 inch	All PCIe cards	200 W/180 W	2U	Standard	35°C
24 NVMe	All PCIe cards	200 W/180 W	2U	Standard	35°C
16 x 2.5 inch SAS + 8 NVMe + 24 NVMe	All PCIe cards	120-170 W	1U standard	Standard	35°C

## Particulate and gaseous contamination specifications

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

**Table 18. 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. <ul style="list-style-type: none"> <li>① <b>NOTE: The ISO Class 8 condition applies to data center environments only. This air filtration requirement does not apply to IT equipment designed to be used outside a data center, in environments such as an office or factory floor.</b></li> </ul>

## Particulate contamination

## Specifications

Conductive dust

**NOTE:** Air entering the data center must have MERV11 or MERV13 filtration.

Air must be free of conductive dust, zinc whiskers, or other conductive particles.

**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.

**NOTE:** This condition applies to data center and non-data center environments.

**Table 19. Gaseous contamination specifications**

## Gaseous contamination

## Specifications

Copper coupon corrosion rate

<300 Å/month per Class G1 as defined by ANSI/ISA71.04-2013.

Silver coupon corrosion rate

<200 Å/month as defined by ANSI/ISA71.04-2013.

**NOTE:** Maximum corrosive contaminant levels measured at ≤50% relative humidity.



## Documentation resources

This section provides information about the documentation resources for your system.

**Table 20. Additional documentation resources for your system**

Task	Document	Location
Setting up your system	For more information about installing and securing the system into a rack, see the rack documentation included with your rack solution.	<a href="https://dell.com/poweredge/manuals">Dell.com/poweredgemanuals</a>
	For information about setting up and turning on the system, see the <i>Getting Started Guide</i> document that is shipped with your system.	<a href="https://dell.com/poweredge/manuals">Dell.com/poweredgemanuals</a>
Configuring your system	For information about the iDRAC features, configuring and logging in to iDRAC, and managing your system remotely, see the Integrated Dell Remote Access Controller User's Guide.	<a href="https://dell.com/idrac/manuals">Dell.com/idracmanuals</a>
	For information about installing the operating system, see the operating system documentation.	<a href="https://dell.com/operatingsystem/manuals">Dell.com/operatingsystemmanuals</a>
	For information about understanding Remote Access Controller Admin (RACADM) subcommands and supported RACADM interfaces, see the RACADM Command Line Reference Guide for iDRAC.	<a href="https://dell.com/idrac/manuals">Dell.com/idracmanuals</a>
	For information about updating drivers and firmware, see the Methods to download firmware and drivers section in this document.	To download drivers: <a href="https://dell.com/support/drivers">Dell.com/support/drivers</a>
Managing your system	For information about systems management software offered by Dell, see the Dell OpenManage Systems Management Overview Guide.	<a href="https://dell.com/openmanage/manuals">Dell.com/openmanagemanuals</a>
	For information about setting up, using, and troubleshooting OpenManage, see the Dell OpenManage Server Administrator User's Guide.	<a href="https://dell.com/openmanage/manuals">Dell.com/openmanagemanuals</a>
	For information about installing, using, and troubleshooting Dell OpenManage Essentials, see the Dell OpenManage Essentials User's Guide.	<a href="https://dell.com/openmanage/manuals">Dell.com/openmanagemanuals</a>
	For information about installing and using Dell SupportAssist, see the Dell EMC SupportAssist Enterprise User's Guide.	<a href="https://dell.com/serviceability/tools">Dell.com/serviceabilitytools</a>
	For understanding the features of Dell Lifecycle Controller, see the Dell Lifecycle Controller User's Guide.	<a href="https://dell.com/idrac/manuals">Dell.com/idracmanuals</a>

Task	Document	Location
	For information about partner programs enterprise systems management, see the OpenManage Connections Enterprise Systems Management documents.	<a href="https://dell.com/openmanagemanuals">Dell.com/openmanagemanuals</a>
Working with the Dell PowerEdge RAID controllers	For information about understanding the features of the Dell PowerEdge RAID controllers (PERC), Software RAID controllers, or BOSS card and deploying the cards, see the Storage controller documentation.	<a href="https://dell.com/storagecontrollermanuals">Dell.com/storagecontrollermanuals</a>
Understanding event and error messages	For information about checking the event and error messages generated by the system firmware and agents that monitor system components, see the Dell Event and Error Messages Reference Guide.	<a href="https://dell.com/openmanagemanuals">Dell.com/openmanagemanuals</a> > <a href="#">OpenManage software</a>
Troubleshooting your system	For information about identifying and troubleshooting the PowerEdge server issues, see the Server Troubleshooting Guide.	<a href="https://dell.com/poweredgemanuals">Dell.com/poweredgemanuals</a>

# Getting help

Topics:

- [Contacting Dell](#)
- [Documentation feedback](#)
- [Accessing system information by using QRL](#)
- [Receiving automated support with SupportAssist](#)

## 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](https://Dell.com/support).
- 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.
- 5 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.

## Documentation feedback

You can rate the documentation or write your feedback on any of our Dell EMC documentation pages and click **Send Feedback** to send your feedback.

## Accessing system information by using QRL

You can use the Quick Resource Locator (QRL) to get immediate access to the information about your system. The QRL is located on the top of the system cover and provides access to generic information about your system. If you want to access information specific to the system service tag, such as configuration and warranty, you can access QR code located on the system Information tag. Ensure that your smart phone or tablet has the QR code scanner installed.

The QRL includes the following information about your system:

- How-to videos
- Reference materials, including the Owner's Manual, LCD diagnostics, and mechanical overview

- A direct link to Dell to contact technical assistance and sales teams
- 1 Go to **Dell.com/QRL** and navigate to your specific product or
  - 2 Use your smart phone or tablet to scan the model-specific Quick Resource (QR) code on your PowerEdge system or in the Quick Resource Locator section.

## Quick Resource Locator for PowerEdge R7425 system



Figure 2. Quick Resource Locator for PowerEdge R7425 system

## Receiving automated support with SupportAssist

Dell EMC SupportAssist is an optional Dell EMC 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 EMC.com/SupportAssist](http://Dell EMC.com/SupportAssist).