Dell OEM Solutions
Service and Support Guide
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Introduction
Welcome to Dell OEM Solutions and thank you very much for choosing us to fulfill your solution. We want to provide you and your customers with consistent, high-quality service and support.

Service Offerings
By choosing to work with Dell to build your solution, you can take advantage of our unique ability to customize, fulfill and support your solution globally. The following service offers and tools are available on Dell OEM products:

- ProSupport
- ProSupport Plus for Enterprise
- ProSupport Flex for Data Center
- ProSupport Flex for Client
- SupportAssist (on Dell Enterprise OEM products only; refer to the Dell SupportAssist FAQ)
- TechDirect

For an overview of the support services available for OEM customers, please visit any of the following webpages:

- North America: www.dell.com/oemservices
- Europe
  - United Kingdom: www.dell.co.uk/oemservices
  - Germany: www.dell.de/oemservices
  - France: www.dell.fr/oemservices
- Asia
  - Japan: www.dell.jp/oemservices
  - China: www.dell.com.cn/oemservices
- If you need more information about our services and support capabilities, please contact your Account Executive or submit a request form here.

A complete list of the Service Descriptions for each service can also be found here (scroll down to select your region and country).

Dell TechDirect
Dell TechDirect is a global, comprehensive part dispatch program designed to support efficient hardware resolution through an intuitive online portal. With Dell TechDirect, your support staff or appointed service provider is empowered to self-service hardware related issues through self-diagnosis, efficient online part ordering and installation. It helps minimize time otherwise spent doing phone based troubleshooting, by allowing your resources—who receive Dell technical training and certification—to get parts for Dell products, while skipping the traditional phone script. For a streamlined support experience, it also includes the ability to request an Onsite Technician via the website. Availability varies by country. Please see https://techdirect.dell.com/Portal/Login.aspx for more information.
Service Availability

Basic Hardware Support, ProSupport and ProSupport Plus (and Dell TechDirect) are available in the countries listed below. ProSupport Flex is available in a subset of the countries listed below. Availability of ProSupport options and response times vary by location.

*Availability and terms of Dell Services vary by region. For more information, visit www.dell.com/servicedescriptions/global. For Partner-distributed countries please contact your Dell representative for the optional services beyond Dell ProSupport Core Service Models. Remote Diagnosis is determination by online/phone technician of cause of issue; may involve customer access to inside of system and multiple or extended sessions. If issue is covered by Limited Hardware Warranty and not resolved remotely, technician and/or part will be dispatched, usually within 1 business day following completion of Remote Diagnosis. Availability varies. Other conditions apply.

Service in countries not listed above

In many other countries, a limited “Parts Only, Return to Distributor Service” is available through local Dell service partners. It is recommended that troubleshooting/diagnosis be performed by Dell in the OEM customer’s home country – and then the local Dell service partner is contacted by the customer to request any replacement parts required. For a complete list of service partners by country, please click on either Europe, Middle East, and Africa or Asia Pacific.

The “Parts Only, Return to Distributor Service” is defined as:

- Customer is responsible for contacting the in-country Dell service partner in order to get replacement parts. Customer is responsible for delivery and collection of the system to/from the partner’s repair facility (where needed).
- There will be no charge to customer for the cost of the part, however the in-country Dell service partner will charge for labour and administrative costs associated with the repair and/or the part exchange.
- In-country Dell service partner may offer, for a fee, additional services such as collect and return service or on-site service. The fee to uplift from the standard Parts Only service is payable by the customer to the in-country Dell service partner / distributor and the service will be delivered by the in-country Dell service partner.
- The repair time or exchange time is not guaranteed.

If you require a higher level of service in these partner-led countries, we strongly recommend you contact the local service partner to check what services are available at the specific end-user location.
Ensuring Warranty Entitlement

Warranty is valid in the country where the product was purchased. If the product is shipped or moved to another country, you will need to complete the warranty transfer process to receive in-warranty support services.

In order to minimize delays to service, whenever a product is exported from the country of purchase, a tag transfer request should be submitted using the online form at www.dell.com/globaltagtransfer.

For transfers of 10 service tags or more, please contact your Dell OEM Account Executive for Bulk Tag Transfer Template and guidance. You may also use the U.S. Bulk Transfer and International Bulk Transfer templates found at the bottom of the webpage here: www.dell.com/globaltagtransfer.

Some services are only available in the country they were purchased and do not transfer. If required, a detailed guide for OEM customers describing how to submit tag transfers is available from your OEM Account Executive or you can submit a request form here.

OEM Queue

The OEM Queue is a regional point of contact for pre-authorized OEM customers who require support on their ProSupport enabled products. The criteria for access to the OEM Queue are:

- OEM customer must purchase ProSupport service for the products;
- OEM customer must take first call from the end-user;
- OEM customer must contact the OEM Queue on behalf of the end-user (no direct calls from end-user to Dell); and
- All assets are registered in the OEM customer’s name.

Access to the OEM Queue is provided to qualified OEM customers at no additional charge. The OEM Queue technicians who provide support are specifically trained on the OEM customer’s environment. Each OEM customer is individually on-boarded to ensure a high level of support. If you buy products with ProSupport services and want to access the regional OEM Queue(s), please contact your OEM Account Executive. [Note: Basic Hardware Support customers need to contact Dell Technical Support in the country where the product is located – see section below].

Contacting Dell Technical Support

OEM Queue customers

Please contact the regional OEM Queue using the phone number provided either by your Account Executive or in the onboarding confirmation email.

All other OEM customers:

To request technical assistance, customers should contact Dell Technical Support directly in the end-use country. For a list of regional technical support numbers, please visit: http://www.dell.com/supportcontacts/

Call Logging Requirements

The Dell Service Tag Number, a 5-7 character alphanumeric digit located on the system bar coded label, identifies each Dell product and can be located as follows:
NOTE: If the Dell product has moved from the country of purchase, then before calling Dell Technical Support, you must complete the tag transfer process to reflect the current location of system. Reference the "Ensuring Warranty Entitlement" section above for more information on the international tag transfer process.

The summary table below is a guide to help you prepare before calling Dell Technical Support.

<table>
<thead>
<tr>
<th>Information Dell Tech Support will ask</th>
<th>What to expect on the call</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Service Tag number</td>
<td>• The Dell Technician will ask questions to help confirm diagnosis.</td>
</tr>
<tr>
<td>• Summary of what the problem is</td>
<td>• Troubleshooting efforts will require monitor and keyboard access to the system’s internal utilities and for diagnostic procedures and/or fixes.</td>
</tr>
<tr>
<td>• Troubleshooting steps taken</td>
<td>• You must ensure that the custom BIOS and troubleshooting diagnostics are accessible by Dell Technical Support and field service technicians.</td>
</tr>
<tr>
<td>• Any error codes from diagnostics</td>
<td>• If Dell Technician suspects there may be a fix to the issue that does not require a parts or labor dispatch he/she may request some or all of the following steps be taken:</td>
</tr>
<tr>
<td>• System Location</td>
<td>o You contact the end user to undertake further diagnosis.</td>
</tr>
<tr>
<td>• Your name and contact information</td>
<td>o You request end user's assistance with troubleshooting.</td>
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</tbody>
</table>

Dell and OEM customer will work together to arrive at an optimal solution for the end user.

If parts or labor need to be dispatched

<table>
<thead>
<tr>
<th>If parts or labor need to be dispatched</th>
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<tbody>
<tr>
<td>• Upon diagnosis of a hardware problem, the Dell Technician will initiate a dispatch electronically.</td>
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<tr>
<td>• If a delayed dispatch is required, please ensure the Dell Technician is made aware of this.</td>
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<tr>
<td>• The Dell Technician will ask for the destination location for service as well as a contact name and number at the repair site.</td>
<td></td>
</tr>
<tr>
<td>• The part(s) will generally ship to the DSP (Dell Service Provider) Field Technicians.</td>
<td></td>
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<tr>
<td>o In most cases the DSP will call the site contact with an estimated time of his/her arrival. The site contact may request the Technician to come at a later time if desired (during business days and hours).</td>
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</tbody>
</table>

The Dell Technician will provide the OEM Customer's technicians with a case number for the dispatch.

If a custom BIOS or custom Identity Module is required

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<tr>
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<tbody>
<tr>
<td>• If a motherboard is replaced during a service call, the system will be flashed with the standard BIOS and Identity Module for that product (whether it is Dell branded or OEM Ready system). If the product requires a custom BIOS or Identity Module to be flashed, please notify the Dell Technician and ensure that the end-user has the correct BIOS/ID module and instructions available for the onsite technician. It is the OEM customer’s responsibility to provide any custom BIOS/ID module to the Dell onsite engineer.</td>
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</tbody>
</table>

<table>
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<tr>
<th>If the Dell Tech Support cannot resolve the issue</th>
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<tbody>
<tr>
<td>If a complex issue cannot be resolved by the Dell Technician:</td>
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<tr>
<td>• Dell Technician will contact a Dell Level 2 Technician for assistance (Level 2 Technicians generally have a higher level of technical expertise and experience).</td>
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</table>

If appropriate, Dell Level 2 Technician will submit the issue to Dell's Server Escalation Group to help resolve issues.
Lifecycle Log

Dell PowerEdge system’s iDRAC with Lifecycle Controller provides a feature called Lifecycle Logs which records every action performed on the server. This information can be viewed locally or remotely through various GUI based consoles as well as iDRAC supported command line interfaces.

To access the Lifecycle Logs on a 12th and 13th generation PowerEdge servers, browse to the iDRAC web GUI and login. In the Tree view, click on Server, select the Logs tab then click on Lifecycle Log. From here, you can see the most recent server events. If you like, you can find particular entries by using the Log Filter feature.

Below are snapshots of the Lifecycle Log entries:

The types of information available in the Lifecycle Log are listed below:
1. Information about replaced parts;
2. Information about firmware changes due to an upgrade or downgrade;
3. Information about failed parts;
4. Temperature warnings; and
5. Configuration changes on the system hardware components.

As shown in the snapshots above, the Lifecycle logs also provide detailed timestamps, severity, recommended actions and some other technical information that could come handy for tracking or alert purposes. To learn more about different types of messages that are logged as part of Lifecycle Logs, refer here.
Performing Firmware updates

Dell recommends that the firmware running on your PowerEdge server be kept up-to-date to make sure that the server delivers peak performance. Dell’s embedded iDRAC and Lifecycle Controller technology provides a simple and easy method to update the firmware running on the various components installed on your server including BIOS, CPLD, RAID, NIC, iDRAC, PSU, Diagnostics and OS Driver Pack. iDRAC and Lifecycle Controller support a variety of interfaces to perform firmware updates. All supported firmware update methods are listed below. You can choose the method that best suits your need and environment.

- Executing the Dell Update Package (DUP) from within the operating system.
- Using the Lifecycle Controller Platform Update option (F10).
- Using the Update and Rollback feature in iDRAC web GUI.
- Using the WS-MAN based 1: many Remote Update methods (Remote Enablement)

Refer to the link below for additional information on performing firmware updates on Dell PowerEdge Server. [Link](http://en.community.dell.com/techcenter/systems-management/w/wiki/4317.white-papers-for-идrac-with-lifecycle-controller-technology#update)

Call Status

To find the status of an open or recently logged call, please contact the appropriate Dell Technical Support contact.

Alternatively, for calls in the Americas and EMEA, you may check online:

- For the Americas: [http://support.dell.com/support](http://support.dell.com/support)
- For Europe, Middle East and Africa: [http://support.euro.dell.com/support/](http://support.euro.dell.com/support/)

Both sites require registration. Once logged in, there are a number of options - one of which, on the right-hand side of the screen, is "Service Call Status". Click on this and type in the appropriate service tag.

Escalations

All escalations relating to support issues should be raised in the first instance to Dell Technical Support. If the technician is not able to resolve the issue, please ask for their Manager/Team Leader. If the Manager/Team Leader does not resolve the issue satisfactorily, please contact your account team immediately.

OEM customer may also escalate directly to its Technical Account Manager, if one has been assigned to the customer.

Purchasing upgraded or extended Warranty

Customers may purchase service upgrades or extensions through the After Point of Sale (APOS) process outlined below.

1. **Gather the required information.** Dell requires the following information to process a quote for upgraded or extended warranty service:
   - Customer Name
   - Service Tag Number(s)
   - Service Level(s) Required (Next Business Day or 4Hr 7X24)
   - Desired Contract Length (maximum of 5 years from ship date)
   - Location(s) of service tag.

2. **Send the request to your Account Executive or Inside Sales Representative.** They will provide you with a quote for the requested service. Please note that pricing and service options vary by country.
3. Submit a purchase order (which must reference the Dell quote number) to your Dell contact in the local country. The contact information will be contained in the quote.

For Dell Channel-Only Countries, customers must contact the local Dell channel partner for warranty renewals. Please contact your OEM Account Executive or a TAM for more information.

Important Note: If required, a tag transfer request must be completed before a quote can be provided.

Customer Care
Dell’s Customer Care organization is the primary resource for OEM customers to find assistance and resolutions with issues related to Order Status or product deliveries.

For product ordered/manufactured in EMEA or Asia Pacific, please contact your account team to identify the correct web or phone contact for your country.

Missing, wrong or damaged (MWD)
Dell’s policy for missing, wrong, or damaged parts replacement covers issues which may occur within the first 30 days after shipment from Dell. Please note that all MWD issues with OEM Ready or custom products must be reported to Dell in the country the product was purchased. MWD issues must be reported within the first 30 days of the original invoice date.

MWD covers:
- You did not receive an item listed on your packing slip or order confirmation.
- You received an item that is different from item listed on your packing slip or order confirmation.
- The part or system is dented, scratched, or broken, and it appears to be from damage during transit.

MWD does not cover:
Systems with dead-on-arrival (DOA) parts or part failures. In these situations, you should contact Dell Technical Support pursuant to the support service contract that was purchased with the system.

How to proceed with MWD issues:
- For systems originally manufactured in the US, customers can access Dell’s MWD support service via the online form or call Dell Customer Care directly at 1-800-999-3355 Extension 726-9404.
  https://support.dell.com/support/topics/global.aspx/support/dellcare/missing_wrong_damaged?c=us&cs=555&l=en&s=biz
- For systems originally manufactured in EMEA, customers should contact Dell Customer Care using the link here.
- For systems originally manufactured in APJ, customers should contact Dell Customer Care using the link here.
  http://supportapj.dell.com/support/topics/topic.aspx/ap/shared/support/contactus/zh/cn/CC_MWD?c=cn&l=zh&s=gen&%7EcK=anavml

In Dell Channel-Only Countries, Customer Care team supports the in-country Dell channel partner only.
Customer are advised to involve its assigned TAM (if any) and the in-country Dell channel partner for any Customer Care claims.
Other Questions
If you have any other questions relating to how or what Services Dell can provide, please contact your Account Executive or submit a request form here.

Thank you again for choosing Dell OEM Solutions.

If you have further questions, please contact your local OEM services team member.