



Dell Reference - OptiPlex 3020



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Essential Knowledge

This page identifies critical information presented in this document. Most of the materials contained here involve updates from previous products or important information that technicians should be aware of. A brief description to each subject is provided along with a link to the complete documentation.



NOTE:

This section includes supplemental information that's critical for support of this product. It's not intended as a substitute for reviewing the training documentation.

- 1. System will not power on or takes a long time to power on.
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System will not power on or takes a long time to power on.

System will not power on or takes a long time to power on, there is also an error code displayed on the power LED code of 2-1.

Solution:

Do NOT replace any hardware. Instead change the Sleep settings in the BIOS.

- 1. Disconnect power supply from the system, then press and hold the power button for 15 seconds to discharge power from the system.
- 2. Reconnect power supply, power on system and access BIOS on startup to make changes.
- 3. Set Block Sleep to Enabled.



NOTE:

Block Sleep option lets you block the system entering to sleep (S3 state) mode in OS environment. When enabled, the system won't go to sleep mode, Intel Rapid Start will be disabled automatically and OS Power option will be blank if it was set to Sleep earlier. Default setting: Disabled.

- 4. Set Deep Sleep to Disabled.



NOTE:

Deep Sleep controls where deep sleep is enabled. The options are Disabled, Enabled in S5 only and Enabled in S4 and S5. Default setting: Enabled in S4 and S5.

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Identifying Wyse in Delta

Apart from the physical sticker label that identifies a system supports for Wyse solution, the Technical Support can also identify the Wyse items from the orders in Delta, as shown in the image below:

Line #	Product #	Product Description
1	182-2673	No Reserve DVD for Dell OptiPlex, Latitude, Precision
1	340-483V	Shipping Manual, Direct
1	309-303U	Shipping label for AIO, DIO
1	689-406F	Business MSFT COA, No OS, Designed for Dell Wyse Cloud Desktop
1	340-483J	Dell Wyse Cloud Desktop License
1	340-483G	Dell Wyse Cloud Desktop Guide
1	340-423D	Dell Wyse 3-year Subscription Advantage
1	210-2227	Pilot Unit/Needs Attention
1	210-2239	Build and Ship

For more information search for [Wyse Cloud Desktop Solution](#) course in EducateDell.

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Cloud Desktop Label

The Cloud Desktop label sticker can be located on the front of the chassis, next to the processor label. The images below are some examples of Cloud Desktop label sticker on Precision Workstation T1700 (SFF) and OptiPlex 9020 AIO.



For more information search for **Wyse Cloud Desktop Solution** course in DTT.

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Removal of 4 LED Diagnostics Light

The OptiPlex 3020 will utilize the beep codes and error messages prompted during POST to troubleshooting on issues. This platform will not be shipped with the legacy 4 LED Diagnostic light. It is now relying on the **Power LED** light blinking amber pattern to determine failures.

For more information, click [Power LEDs](#) page.

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Memory Beep Codes

Starting from D4 generation OptiPlex onwards (7010/9010/9010 AIO), the beep codes will be eliminated, replaced by a single memory error pattern. As of now, only **NO memory failure** conditions generate the beep code, the beep pattern is 1-3-2 (1 beep, then 3 beeps, then 2 beeps). This beep code tells you that the computer encountered a memory problem.

The previous D3 generation OptiPlex (For example the 390/790/990/3010 series) maintains the common beep codes as published on originating training page.

The new beep codes emit only memory failure symptoms. Occasionally, reseating the memory modules may fix the beep code errors.

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USB 3.0 Support

USB 3.0 utilizes a dual-bus architecture that provides backward compatibility with USB 2.0. It provides for simultaneously operation of SuperSpeed and non-SuperSpeed (USB 2.0 speeds) information exchanges.

USB 3.0 orange icon is now changed to white color similar with USB 2.0 icon(white)



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System Fan

OptiPlex 3020 MT and SFF chassis utilize rubber grommets instead of screws for the system fan mounting. During the system fan removal, do not pull the system fan vigorously to avoid damage to the rubber grommets.

For more information, click on the following:

- [MT system fan disassembly](#)
- [SFF system fan disassembly](#)

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Enhanced Pre-boot System Assessment (ePSA)

OptiPlex 3020 are shipped with edition of Dell Enhanced Pre-boot System Assessment. ePSA has been significantly improved with a view to streamlining the entire diagnostic process. Enhancements include simultaneous testing on multiple devices, automatic execution that can be interrupted to allow interactive test selection and an intuitive graphical user interface. Diagnostic executional intensity can be maximized by selecting **Thorough_Mode**. There are enhancements affecting all diagnostic programs within **ePSA** and include:

- Graphical User Interface.
- Automatic Default Operation- runs test on all devices, allowing a user to interrupt and select any device.
- Checks the Master Boot Record for readiness to boot into a full OS environment.
- Video memory test
- Fan test
- Event log scan
- Multi processor cache test
- Configuration - displaying cable connectivity and Bluetooth, WLAN, WWAN devices installation status.
- System Health - displaying fan, battery, thermal, connectivity indicators

For more information, click [ePSA](#) page.

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