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2 Ways to Get Dell Service Tag on VMWare ESXi Server Virtual Machine

by Ramesh Natarajan on November 30, 2010

Tw eet



Question: How do I find out the DELL service tag and express code of a PowerEdge server that is running VMWare ESXi (or VMWare Server)?

Answer: Depending on what you are running (i.e VMWare ESXi or VMWare Server), use one of the methods shown below to identify the DELL service tag.

Method 1: Identify DELL Service TAG on VMWare Server

If you've installed VMWare server on a base OS, you can login to the base OS, and use dmidecode to get the service tag as shown below. This is just like how you identify service tag for DELL poweredge servers on a normal non-virtual server that is running a Linux OS.

dmidecode | more
Handle 0x0100, DMI type 1, 25 bytes.
System Information

Manufacturer: Dell Computer Corporation

Product Name: PowerEdge 2850 Serial Number: H234567

Refer to View DELL Service Tag and Express Service Code From Linux and Windows for more details.

Method 2: Identify DELL Service TAG on VMWare ESXi

If you've installed VMWare ESXi, there is no Base OS. If you do dmidecode on one of the virtual machine running on that ESXi, you'll not get the DELL Service TAG. Instead, you'll get information about the VMware as shown below.

To identify DELL service tag on this server, you should login to <u>vSphere client</u> -> click on the top level node in the left-hand tree structure (this is the vmware node) -> click on the "Configuration" tab -> On the left side, it will display "Hardware" and "Software" sections -> click on "Processors" link in the "Hardware" section -> under the "System", you'll see the DELL service tag as shown in the picture below.

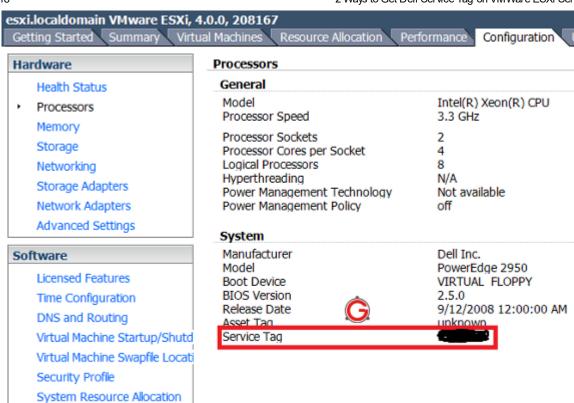


Fig: DELL Service Tag displayed from vSphere Client



Advanced Settings

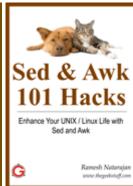


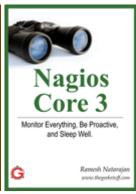
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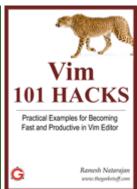
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{ 9 comments... add one }

• Rich November 30, 2010, 8:01 am

You can also access the ESXi host's serial number from the command line, if you have the maintenance console enabled. The command esxcfg-info -w

will give you hardware information for the server, including the Dell service tag (listed as "Serial Number".

Link

• Ulrich Hiller November 30, 2010, 9:54 am

Another way to find out the Service Tag is looking into the RAM using the strings command, e.g.: \sim strings /dev/mem | head -10000 > /tmp/file.temp

Somewhere in the file.temp you see something like this: _UUID_ DELLK

OZ1X _SM_

_DMI_g

Dell Inc.

11/05/2007

DELLK

OZ1X

Dell Inc.

OptiPlex 755

AB77J56

Dell Inc.

0GM819

..CN35K5BTPQJ3B6.

Dell Inc.

AB77J56

Intel

PARALLEL

SERIAL1

SERIAL2

KYBD

MOUSE

USB1

USB2

USB3

I admit, this is a very awful method to look for the service tag, but nethertheless looking into the RAM is sometimes interesting and may give some hints for debugging problems.

Link

• Anonymous January 28, 2011, 11:48 am

ace, this is exactly what i was looking for

Link

• John June 26, 2012, 9:31 am

Thank you very much for this info!

Link

• helper July 18, 2012, 7:52 am

For VMWare 5, to get the equivalent info run the /sbin/esxcli hardware platform get

Link

• liam November 8, 2012, 3:34 am

FWIW, in the esxi log files it's also in: /commands/smbiosDump.txt just grep "Serial"

hth

Link

• DC01 August 21, 2013, 8:05 am

To Helper

Thank you very much for this command as it is helping me a lot.

Thanks

Link

• Kathy February 26, 2015, 10:00 am

Thank you. So nice to quickly find the right answer.

<u>Link</u>

• Mike April 3, 2015, 1:12 pm

Out of 8 identical Dell VMware hosts, only ONE pulls the service code under Configuration/Processors!

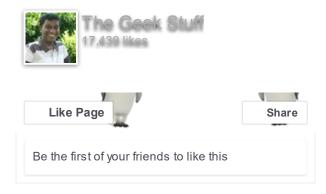
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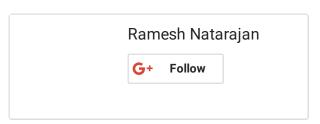
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My name is **Ramesh Natarajan**. I will be posting instruction guides, how-to, troubleshooting tips and tricks on Linux, database, hardware, security and web. My focus is to write articles that will either teach you or help you resolve a problem. Read more about <u>Ramesh Natarajan</u> and the blog.

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