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

by Ramesh Natarajan on November 30, 2010



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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.

```
# dmidecode | more
Handle 0x0001, DMI type 1, 27 bytes
System Information
  Manufacturer: VMware, Inc.
  Product Name: VMware Virtual Platform
  Serial Number: VMware-11 aa bb cc dd ee ff gg-hh ii jj
```

To identify DELL service tag on this server, you should login to [vSphere client](#) -> 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.

esxi.localdomain VMware ESXi, 4.0.0, 208167

Getting Started Summary Virtual Machines Resource Allocation Performance Configuration Us

Hardware

- Health Status
- Processors
- Memory
- Storage
- Networking
- Storage Adapters
- Network Adapters
- Advanced Settings

Software

- Licensed Features
- Time Configuration
- DNS and Routing
- Virtual Machine Startup/Shutdown
- Virtual Machine Swapfile Location
- Security Profile
- System Resource Allocation
- Advanced Settings

Processors

General

Model	Intel(R) Xeon(R) CPU
Processor Speed	3.3 GHz
Processor Sockets	2
Processor Cores per Socket	4
Logical Processors	8
Hyperthreading	N/A
Power Management Technology	Not available
Power Management Policy	off

System

Manufacturer	Dell Inc.
Model	PowerEdge 2950
Boot Device	VIRTUAL_FLOPPY
BIOS Version	2.5.0
Release Date	9/12/2008 12:00:00 AM
Asset Tag	unknown
Service Tag	

Fig: DELL Service Tag displayed from vSphere Client



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- 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.:

```
~> 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.

[Link](#)

- Mike April 3, 2015, 1:12 pm

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

[Link](#)

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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 [Ramesh Natarajan](#) and the blog.

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