

Precision 7865 Tower

Setup and Specifications

Notes, cautions, and warnings

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

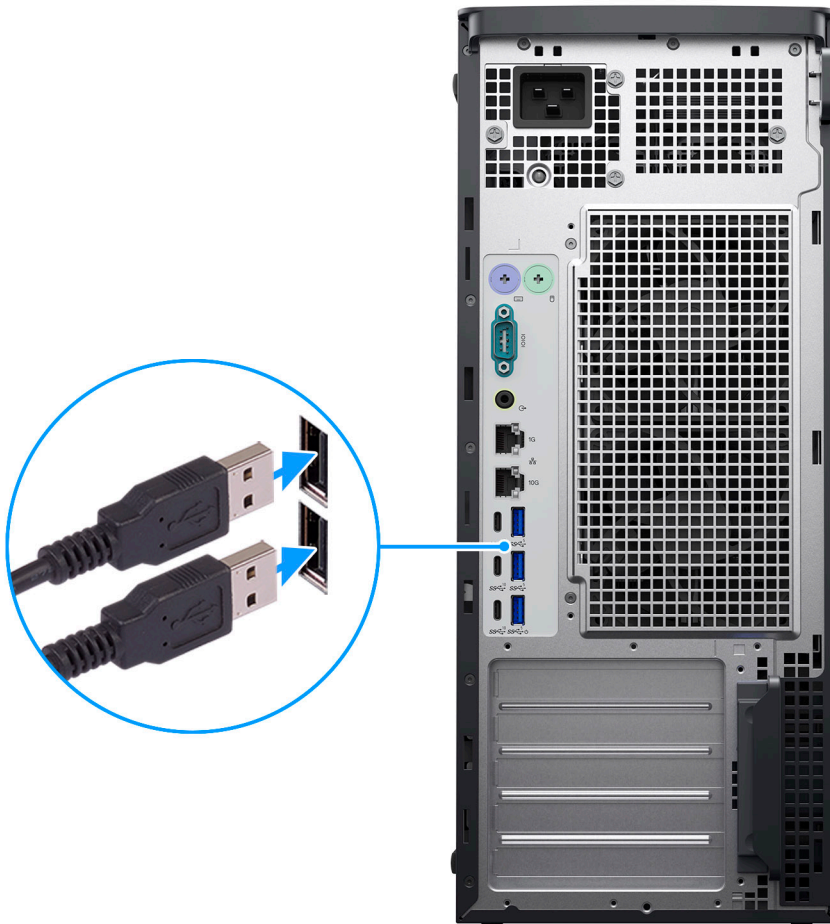
 **CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

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

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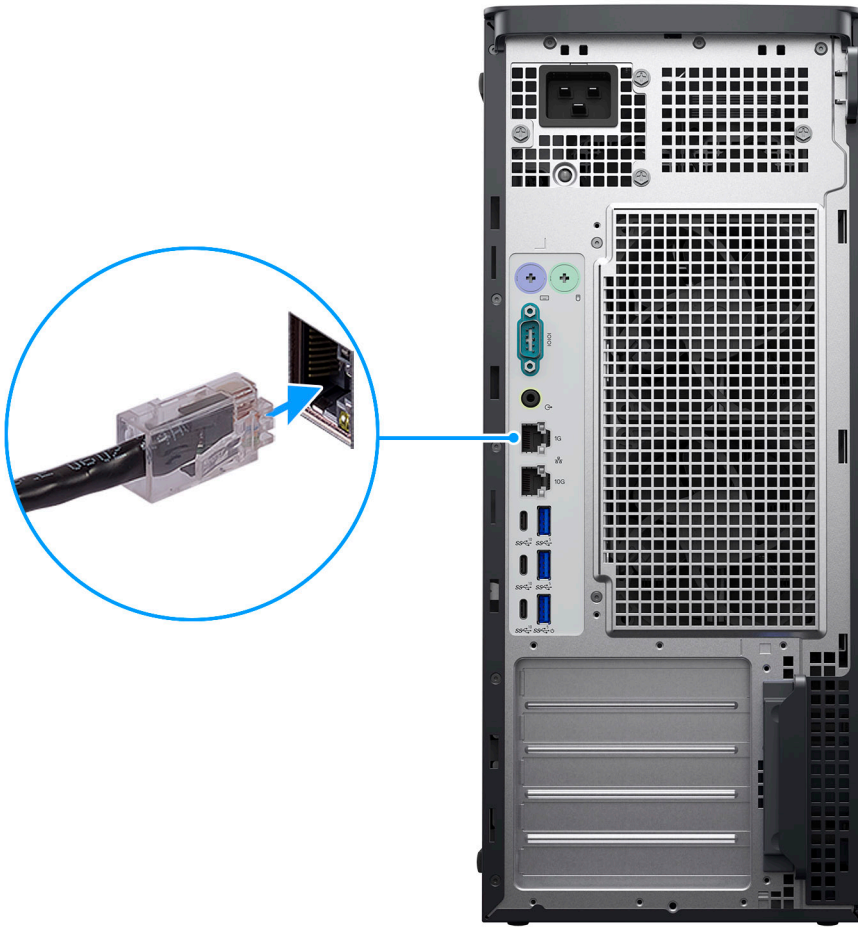
Set up your computer

1. Connect the keyboard and mouse.



Connect the keyboard and mouse

2. Connect to your network using a cable, or connect to a wireless network.



connect to a network

3. Connect the display.



Connect the

display

4. Connect the power cable.



5. Press the power button.



6. Finish operating system setup.

For Ubuntu:

Follow the on-screen instructions to complete the setup. For more information about installing and configuring Ubuntu, search in the Knowledge Base Resource at www.dell.com/support.

For Windows:

Follow the on-screen instructions to complete the setup. When setting up, Dell recommends that you:

- Connect to a network for Windows updates.
 - NOTE:** If connecting to a secured wireless network, enter the password for the wireless network access when prompted.
- If connected to the internet, sign-in with or create a Microsoft account. If not connected to the internet, create an offline account.
- On the **Support and Protection** screen, enter your contact details.

7. Locate and use Dell apps from the Windows Start menu—Recommended

Table 1. Locate Dell apps






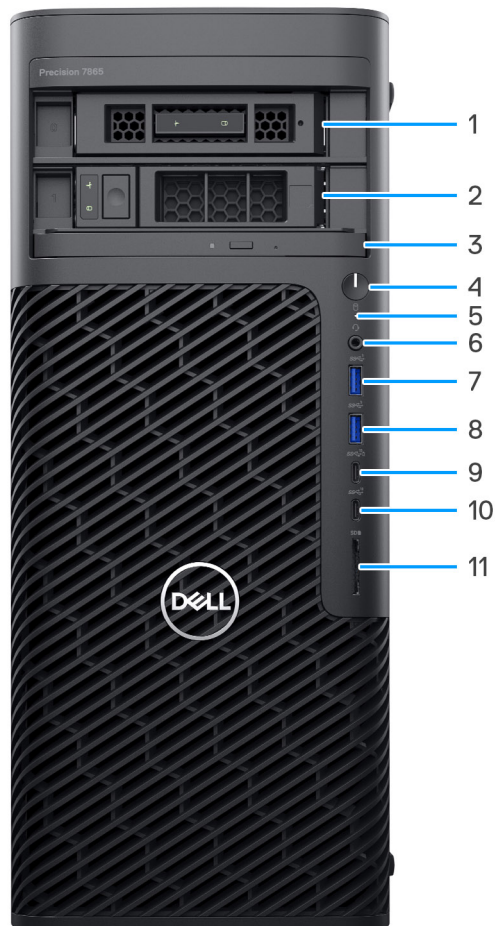
Resources	Description
	My Dell Centralized location for key Dell applications, help articles, and other important information about your computer. It also notifies you about the warranty status, recommended accessories, and software updates if available.

Table 1. Locate Dell apps (continued)

Resources	Description
	<p>SupportAssist</p> <p>SupportAssist proactively and predictively identifies hardware and software issues on your computer and automates the engagement process with Dell Technical support. It addresses performance and stabilization issues, prevents security threats, monitors, and detects hardware failures. For more information, see <i>SupportAssist for Home PCs User's Guide</i> at www.dell.com/serviceabilitytools. Click SupportAssist and then, click SupportAssist for Home PCs.</p> <p> NOTE: In SupportAssist, click the warranty expiry date to renew or upgrade your warranty.</p>
	<p>Dell Update</p> <p>Updates your computer with critical fixes and latest device drivers as they become available. For more information on using Dell Update, search in the Knowledge Base Resource at www.dell.com/support.</p>
	<p>Dell Digital Delivery</p> <p>Download software applications, which are purchased but not preinstalled on your computer. For more information on using Dell Digital Delivery, search in the Knowledge Base Resource at www.dell.com/support.</p>

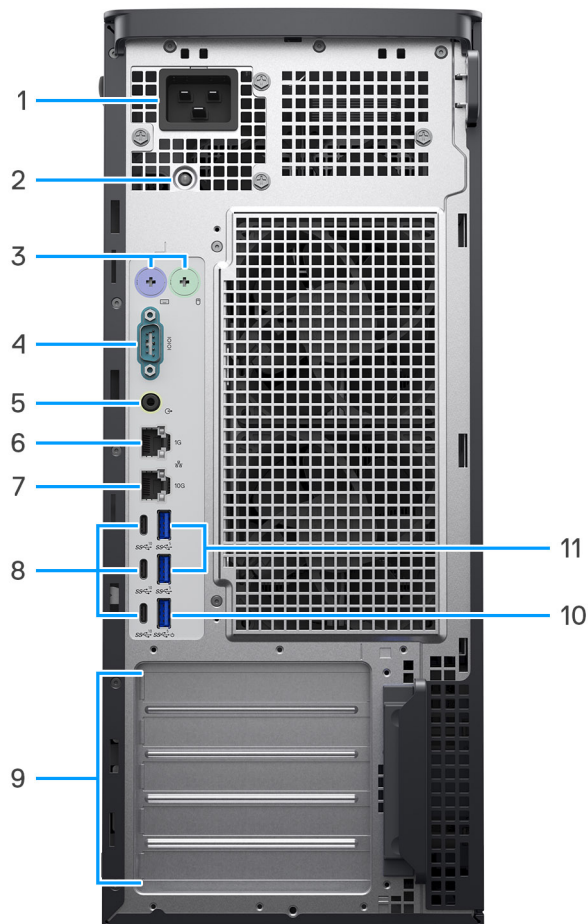
Views of Precision 7865 Tower

Front



1. Externally facing M.2 flexbay (optional)
2. Externally facing SATA flexbay (optional)
3. Slim optical-drive (optional)
4. Power button
5. Hard-drive activity light
6. Universal audio port
7. USB 3.2 Gen 1 port
8. USB 3.2 Gen 1 port
9. USB 3.2 Gen 2 Type-C port with PowerShare
10. USB 3.2 Gen 2 Type-C port
11. SD-card reader

Back




1. Power port
i **NOTE:** This is a C20 inlet port.
2. Power-supply diagnostics light
3. PS2 port (optional)
4. Serial port (optional)
5. Line-out audio port
6. RJ45 Ethernet port (1 Gbps)
7. RJ45 Ethernet port (10 Gbps)
8. Three USB 3.2 Gen 2 Type-C ports
9. Five PCIe Gen4 expansion slots
10. USB 3.2 Gen 1 port with Smart Power On
11. Two USB 3.2 Gen 1 ports

Specifications of Precision 7865 Tower

Dimensions and weight

The following table lists the height, width, depth, and weight of your Precision 7865 Tower.

Table 2. Dimensions and weight

Description	Values
Height	<ul style="list-style-type: none"> 414.00 mm (16.29 in.) 417.90 mm (16.45 in.) with rubber foot protruding
Width	<ul style="list-style-type: none"> 172.60 mm (6.79 in.) 176.50 mm (6.94 in.) with rubber foot protruding
Depth	<ul style="list-style-type: none"> 429.60 mm (16.90 in.) 452.10 mm (17.79) with lock structure protruding
Weight  NOTE: The weight of your computer depends on the configuration ordered and manufacturing variability.	<ul style="list-style-type: none"> Minimum: 16.10 kg (35.5 lbs.) Maximum: 21.90 kg (48.28 lbs.)

Processor

The following table lists the details of the processors supported by your Precision 7865 Tower.

Table 3. Processor

Description	Option one	Option two	Option three	Option four	Option five
Processor type	AMD Ryzen Threadripper PRO 5945WX	AMD Ryzen Threadripper PRO 5955WX	AMD Ryzen Threadripper PRO 5965WX	AMD Ryzen Threadripper PRO 5975WX	AMD Ryzen Threadripper PRO 5995WX
Processor wattage	280 W	280 W	280 W	280 W	280 W
Processor core count	12	16	24	32	64
Processor thread count	24	32	48	64	128
Processor speed	4.10 GHz to 4.55 GHz	4.00 GHz to 4.55 GHz	3.80 GHz to 4.55 GHz	3.60 GHz to 4.55 GHz	2.70 GHz to 4.55 GHz
Processor cache	64 MB	64 MB	128 MB	128 MB	256 MB
Integrated graphics	Not supported	Not supported	Not supported	Not supported	Not supported

Chipset

The following table lists the details of the chipset supported by your Precision 7865 Tower.

Table 4. Chipset

Description	Values
Chipset	AMD WRX80 Premium
Processor	AMD Ryzen Threadripper PRO 5000
DRAM bus width	64-bit
Flash EPROM	32 MB + 16 MB
PCIe bus	Up to Gen 4.0
Non-volatile memory	Yes
BIOS configuration Serial Peripheral Interface (SPI)	256 Mbit (32 MB) located at SPI_FLASH
Trusted Platform Module (TPM) 2.0 (Discrete TPM Enabled)	24 KB located at TPM 2.0 on chipset
Firmware-TPM (Discrete TPM disabled)	By default the Platform Trust Technology feature is visible to the operating system.
NIC EEPROM	LOM configuration contained within SPI flash ROM instead of LOM e-fuse

Operating system

Your Precision 7865 Tower supports the following operating systems:

- Windows 11 Pro, 64-bit
- Windows 11 Pro Downgrade (Windows 10 Pro Image-factory installed)
- Windows 11 CMIT Government Edition, 64-bit (China only)
- Red Hat Enterprise Linux 8.6
- Ubuntu Linux 20.04 LTS, 64-bit

Memory

The following table lists the memory specifications of your Precision 7865 Tower.

Table 5. Memory specifications

Description	Values
Memory slots	Eight DIMM slots
Memory type	DDR4
Memory speed	3200 MHz
Maximum memory configuration	1024 GB
Minimum memory configuration	8 GB

Table 5. Memory specifications (continued)

Description	Values
Memory size per slot	8 GB, 16 GB, 32 GB, 64 GB, 128 GB
Memory configurations supported	<ul style="list-style-type: none"> • 8 GB, 1 x 8 GB, DDR4, 3200 MHz, ECC • 16 GB, 1 x 16 GB, DDR4, 3200 MHz, ECC • 16 GB, 2 x 8 GB, DDR4, 3200 MHz, ECC • 32 GB, 1 x 32 GB, DDR4, 3200 MHz, ECC • 32 GB, 2 x 16 GB, DDR4, 3200 MHz, ECC • 32 GB, 4 x 8 GB, DDR4, 3200 MHz, ECC • 64 GB, 1 x 64 GB, DDR4, 3200 MHz, ECC • 64 GB, 2 x 32 GB, DDR4, 3200 MHz, ECC • 64 GB, 4 x 16 GB, DDR4, 3200 MHz, ECC • 64 GB, 8 x 8 GB, DDR4, 3200 MHz, ECC • 128 GB, 1 x 128 GB, DDR4, 3200 MHz, ECC • 128 GB, 2 x 64 GB, DDR4, 3200 MHz, ECC • 128 GB, 4 x 32 GB, DDR4, 3200 MHz, ECC • 128 GB, 8 x 16 GB, DDR4, 3200 MHz, ECC • 256 GB, 2 x 128 GB, DDR4, 3200 MHz, ECC • 256 GB, 4 x 64 GB, DDR4, 3200 MHz, ECC • 256 GB, 8 x 32 GB, DDR4, 3200 MHz, ECC • 512 GB, 4 x 128 GB, DDR4, 3200 MHz, ECC • 512 GB, 8 x 64 GB, DDR4, 3200 MHz, ECC • 1024 GB, 8 x 128 GB, DDR4, 3200 MHz, ECC

Memory matrix

The following table lists the memory configurations supported on your Precision 7865 Tower.

Table 6. Memory matrix

Configuration	Slot							
	DIMM1	DIMM2	DIMM3	DIMM4	DIMM5	DIMM6	DIMM7	DIMM8
8 GB DDR4	8 GB							
16 GB DDR4	16 GB							
16 GB DDR4	8 GB	8 GB						
32 GB DDR4	32 GB							
32 GB DDR4	8 GB	8 GB	8 GB	8 GB				
32 GB DDR4	16 GB	16 GB						
64 GB DDR4	64 GB							

Table 6. Memory matrix (continued)

64 GB DDR4	32 GB	32 GB						
64 GB DDR4	16 GB	16 GB	16 GB	16 GB				
64 GB DDR4	8 GB	8 GB	8 GB	8 GB	8 GB	8 GB	8 GB	8 GB
128 GB DDR4	128 GB							
128 GB DDR4	64 GB	64 GB						
128 GB DDR4	32 GB	32 GB	32 GB	32 GB				
128 GB DDR4	16 GB	16 GB	16 GB	16 GB	16 GB	16 GB	16 GB	16 GB
256 GB DDR4	128 GB	128 GB						
256 GB DDR4	64 GB	64 GB	64 GB	64 GB				
256 GB DDR4	32 GB	32 GB	32 GB	32 GB	32 GB	32 GB	32 GB	32 GB
512 GB DDR4	128 GB	128 GB	128 GB	128 GB				
512 GB DDR4	64 GB	64 GB	64 GB	64 GB	64 GB	64 GB	64 GB	64 GB
1024 GB DDR4	128 GB	128 GB	128 GB	128 GB	128 GB	128 GB	128 GB	128 GB

External ports

The following table lists the external ports of your Precision 7865 Tower.

Table 7. External ports

Description	Values
Network port	<ul style="list-style-type: none"> One RJ45 Ethernet port, 1 GbE (rear) One RJ45 Ethernet port, 10 GbE (rear)
USB ports	<ul style="list-style-type: none"> Two USB 3.2 Gen 1 ports (front) One USB 3.2 Gen 2 Type-C port with PowerShare (front) One USB 3.2 Gen 2 Type-C port (front) Three USB 3.2 Gen 2 Type-C ports (rear) Two USB 3.2 Gen 1 ports (rear) One USB 3.2 Gen 1 port with Smart Power On (rear)
Audio port	<ul style="list-style-type: none"> One Universal audio port (front) One line-out audio port (rear)
Video port	via Discrete GPU
Media-card reader	One SD-card 6.0 slot (front)


Table 7. External ports (continued)

Description	Values
Power-adapter port	Not supported
Security-cable slot	<ul style="list-style-type: none"> One Kensington security-cable slot One Padlock ring

Internal slots

The following table lists the internal slots of your Precision 7865 Tower.

Table 8. Internal slots

Description	Values
SATA	<ul style="list-style-type: none"> Two SATA 3.0 slots for 3.5-inch/2.5-inch hard drive and slim optical drive Two SATA 3.0 slots for externally facing storage flexbay
PCIe Expansion	<ul style="list-style-type: none"> Two full-height Gen4 PCIe x16 slot Three full-height Gen4 PCIe x8 slot
M.2	<ul style="list-style-type: none"> Two M.2 2230/2280 slot for PCIe NVMe Gen4 solid-state drive Two M.2 2230/2280 slot for externally facing PCIe NVMe Gen4 storage flexbays <p> NOTE: To learn more about the features of different types of M.2 cards, see the knowledge base article 000144170 at www.dell.com/support.</p>

Ethernet

The following table lists the wired Ethernet Local Area Network (LAN) specifications of your Precision 7865 Tower.

Table 9. Ethernet specifications

Description	Values
Model number	<ul style="list-style-type: none"> Realtek RTL8111-EPP USB 2.0 for DASH Manageability Marvel AQC113CS
Transfer rate	<ul style="list-style-type: none"> 1 Gbps 10 Gbps


Wireless module

The following table lists the Wireless Local Area Network (WLAN) module supported on your Precision 7865 Tower.

Table 10. Wireless module specifications

Description	Values
Model number	Qualcomm WCN6856-DBS
Transfer rate	Up to 3571 Mbps

Table 10. Wireless module specifications (continued)

Description	Values
Frequency bands supported	2.4 GHz/5 GHz /6 GHz  NOTE: The 6 GHz frequency is supported on computers installed with Windows 11 operating system only.
Wireless standards	<ul style="list-style-type: none">• WiFi 802.11a/b/g• Wi-Fi 4 (WiFi 802.11n)• Wi-Fi 5 (WiFi 802.11ac)• Wi-Fi 6E (WiFi 802.11ax)
Encryption	<ul style="list-style-type: none">• 64-bit and 128-bit WEP• AES-CCMP• TKIP
Bluetooth	5.3

Audio

The following table lists the audio specifications of your Precision 7865 Tower.

Table 11. Audio specifications

Description		Values
Audio controller		Realtek Audio Controller ALC4050-CG
Stereo conversion		24-bit DAC (Digital-to-Analog) and ADC (Analog-to-Digital)
Internal audio interface		USB
External audio interface		<ul style="list-style-type: none">• One Universal audio port (front)• One line-out audio port (rear)
Number of speakers		One (internal)
Internal-speaker amplifier		Not supported
External volume controls		Not supported
Speaker output:		
	Average speaker output	2 W
	Peak speaker output	2.5 W
Subwoofer output		Not supported
Microphone		Via Universal audio port

Storage

This section lists the storage options on your Precision 7865 Tower.

Your system supports one or more of the following storage drives:

- Two 2.5-inch hard drives (internal)
- Two 2.5-inch hard drive (via externally facing storage flexbays)

- Two 3.5-inch hard drives, internal
- Two 3.5-inch hard drive (via externally facing storage flexbays)
- Two M.2 solid-state drives, internal
- Two M.2 solid-state drive (via externally facing storage flexbays)


 **NOTE:** The system supports a maximum of two externally facing storage flexbay slots.

Table 12. Storage specifications

Storage type	Interface type	Capacity
2.5-inch, 7200 RPM, hard-disk drive	SATA 3.0	500 GB
3.5-inch, 7200 RPM, hard-disk drive	SATA 3.0	1 TB
3.5-inch, 7200 RPM, Enterprise hard-disk drive	SATA 3.0	Up to 8 TB
M.2 2230, SSD, Class 35	PCIe NVMe Gen4 x4	256 GB
M.2 2280, SSD, Class 40	PCIe NVMe Gen4 x4	Up to 4 TB
M.2 2280, SSD, Class 40, Opal Self-Encrypting Opal 2.0, FIPS	PCIe NVMe Gen4 x4	Up to 1 TB

RAID

For optimal performance when configuring drives as a RAID volume, Dell recommends drive models that are identical.

Table 13. RAID (Redundant Array of Independent Disks)

Type	Supported
RAID 0	Yes
RAID 1	Yes
RAID 5	Yes
RAID 10	Yes

Precision 7865 Tower supports RAID with more than one hard drive configuration.

Care must be taken to match not only the drive vendor, capacity, and class, but also the specific model. Drives from the same vendor, with the same capacity, and even within the same class, can have very different performance characteristics for certain types of IO operations. Thus, matching by model ensures that the RAID volumes are comprised of an homogeneous array of drives that will deliver all the benefits of a RAID volume without incurring the additional penalties when one or more drives in the volume are lower performing.

Media-card reader

The following table lists the media cards supported by your Precision 7865 Tower.

Table 14. Media-card reader specifications

Description	Values
Media-card type	One SD-card 6.0 slot

Table 14. Media-card reader specifications (continued)

Description	Values
Media-cards supported	<ul style="list-style-type: none"> Secure Digital (mSD) Secure Digital High Capacity (mSDHC) Secure Digital Extended Capacity (mSDXC)
NOTE: The maximum capacity supported by the media-card reader varies depending on the standard of the media card installed in your computer.	

Power ratings

The following table lists the power rating specifications of Precision 7865 Tower.

Table 15. Power ratings

Description	Values
Type	1350 W Platinum internal power supply
Input voltage	90 VAC-264 VAC
Input frequency	47 Hz-63 Hz
Input current (maximum)	16 A
Output current (continuous)	Operating: <ul style="list-style-type: none"> 12 VA / 42 A 12 VB / 36 A 12 VC / 72 A Standby mode: <ul style="list-style-type: none"> 12 VA / 1.5 A 12 VB / 5 A
Rated output voltage	<ul style="list-style-type: none"> +12 VA +12 VB +12 VC
Temperature range	
Operating	5°C to 45°C (41°F to 113°F)
Storage	-40°C to 70°C (-40°F to 158°F)

Power supply connector

The following table lists the Power supply connector specifications of your Precision 7865 Tower.

Table 16. Power supply connector

1350 W (Platinum)	<ul style="list-style-type: none"> Three 4-pin connectors for processor One 12-pin connector for system board Four 8-pin (6 + 2) auxiliary connectors for expansion cards
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NOTE: This workstation uses high wattage power supply unit and has to be connected to a PDU (Power Distribution Unit) at all times for protection of equipment.

GPU—Discrete

The following table lists the specifications of the discrete Graphics Processing Unit (GPU) supported by your Precision 7865 Tower.

Table 17. GPU—Discrete

Controller	Memory size	Memory type
NVIDIA GeForce RTX 3090	24 GB	GDDR6
NVIDIA GeForce RTX 3080	10 GB	GDDR6
NVIDIA RTX A6000	48 GB	GDDR6
NVIDIA RTX A5500	24 GB	GDDR6
NVIDIA RTX A4500	20 GB	GDDR6
NVIDIA RTX A4000	16 GB	GDDR6
NVIDIA RTX A2000	12 GB	GDDR6
NVIDIA T1000	8 GB	GDDR6
NVIDIA T400	4 GB	GDDR6
NVIDIA Quadro GV100	32 GB	HBM2
AMD Radeon RX 6900 XT	16 GB	GDDR6
AMD Radeon Pro W6800	32 GB	GDDR6
AMD Radeon Pro W6600	8 GB	GDDR6
AMD Radeon Pro W6400	4 GB	GDDR6

Video port resolution

The following table lists the video port resolution for your Precision 7865 Tower.

Table 18. Video port resolution












Graphics card	Video ports	Maximum supported resolution
NVIDIA GeForce RTX 3090	<ul style="list-style-type: none">Three DP 1.4 portsOne HDMI 2.1 port	7680 x 4320 @60 Hz  NOTE: Requires DSC
NVIDIA GeForce RTX 3080	<ul style="list-style-type: none">Three DP 1.4 portsOne HDMI 2.1 port	7680 x 4320 @60 Hz  NOTE: Requires DSC
NVIDIA RTX A6000	Four DP 1.2 ports	7680 x 4320 @ 24 bpp at 120Hz  NOTE: Requires two DPs 1.4a and DSC
NVIDIA RTX A5500	Four DP 1.2 ports	7680 x 4320 @ 24 bpp at 120Hz  NOTE: Requires two DPs 1.4a and DSC

Table 18. Video port resolution (continued)

Graphics card	Video ports	Maximum supported resolution
NVIDIA RTX A4500	Four DP 1.2 ports	7680 x 4320 @ 24 bpp at 120Hz  NOTE: Requires two DPs 1.4a and DSC
NVIDIA RTX A4000	Four DP 1.2 ports	7680 x 4320 @ 24 bpp at 120Hz  NOTE: Requires two DPs 1.4a and DSC
NVIDIA RTX A2000	Four mini-DP 1.2 ports	7680 x 4320 @ 24 bpp at 120Hz  NOTE: Requires two DPs 1.4a and DSC
NVIDIA T1000	Four mini-DP 1.2 ports	7680 x 4320 @ 24 bpp at 120Hz  NOTE: Requires two DPs 1.4a and DSC
NVIDIA T400	Three mini-DP 1.2 ports	7680 x 4320 @ 24 bpp at 120Hz  NOTE: Requires two DPs 1.4a and DSC
NVIDIA Quadro GV100	Four mini-DP 1.2 ports	7680 x 4320 @ 24 bpp at 120Hz  NOTE: Requires four DP 1.3 links
AMD Radeon RX 6900 XT	Three DP 1.4 ports	7680 x 4320 @60 Hz  NOTE: Requires DSC
AMD Radeon Pro W6800	Six mini-DP 1.4 ports	7680 x 4320 @60 Hz
AMD Radeon Pro W6600	Four DP 1.4 ports	7680 x 4320 @60 Hz
AMD Radeon Pro W6400	Two DP 1.4 ports	7680 x 4320 @60 Hz

Hardware security

The following table lists the hardware security of your Precision 7865 Tower.

Table 19. Hardware security

Hardware security
Kensington security-cable slot
Padlock loop
Chassis lock support - Coin locker
Chassis intrusion switch
Lockable bezel for externally-facing storage flexbay (included with M.2 NVMe drives, optional with SATA drives)
TPM 2.0 Discrete Hardware

Environmental

The following table lists the environmental specifications of your Precision 7865 Tower.

Table 20. Environmental

Feature	Values
Recyclable packaging	Yes
BFR/PVC—free chassis	No
Vertical orientation packaging support	Yes
Multi-Pack packaging	No
Energy-Efficient Power Supply	Standard
ENV0424 compliant	Yes

NOTE: Wood-based fiber packaging contains a minimum of 35% recycled content by total weight of wood-based fiber. Packaging that contains without wood-based fiber can be claimed as Not Applicable. The anticipated required criteria for EPEAT 2018.

Regulatory compliance

The following table lists the regulatory compliance of your Precision 7865 Tower.

Table 21. Regulatory compliance

Regulatory compliance
EPEAT registered configurations available
ENERGY STAR compliant configurations available
TCO 8.0 certified configurations available
US CEC MEPS compliant configurations available
Australia and New Zealand MEPS compliant configurations available
CEL
WEEE
Japan Energy Law
South Korea E-standby
EU RoHS
China RoHS

Operating and storage environment


This table lists the operating and storage specifications of your Precision 7865 Tower.

Airborne contaminant level: G1 as defined by ISA-S71.04-1985

Table 22. Computer environment

Description	Operating	Storage
Temperature range	10°C – 35°C (50°F – 95°F)	-40°C-65°C (-40°F-149°F)

Table 22. Computer environment (continued)

Description	Operating	Storage
Relative humidity (maximum)	20% to 80% (non-condensing, Max dew point temperature = 26°C)	5% to 95% (non-condensing, Max dew point temperature = 33°C)
Vibration (maximum)*	0.52 GRMS random at 5 Hz to 350 Hz	2.00 GRMS random at 5 Hz to 350 Hz
Shock (maximum)	Bottom half-sine pulse with a change in velocity of 40G, 2.5ms	105G half-sine pulse with a change in velocity of 105G, 2.5ms
Altitude range	-15.2 m to 3048 m (-49 ft to 10,000 ft)	-15.2 m to 10,668 m (-49 ft to 35,000 ft)
 CAUTION: Operating and storage temperature ranges may differ among components, so operating or storing the device outside these ranges may impact the performance of specific components.		

* Measured using a random vibration spectrum that simulates user environment.


† Measured using a 2 ms half-sine pulse.

Getting help and contacting Dell

Self-help resources


You can get information and help on Dell products and services using these self-help resources:


Table 23. Self-help resources

Self-help resources	Resource location
Information about Dell products and services	www.dell.com
Tips	
Contact Support	In Windows search, type <code>Contact Support</code> , and press Enter.
Online help for operating system	www.dell.com/support/windows www.dell.com/support/linux
Access top solutions, diagnostics, drivers and downloads, and learn more about your computer through videos, manuals and documents.	Your Dell computer is uniquely identified by a Service Tag or Express Service Code. To view relevant support resources for your Dell computer, enter the Service Tag or Express Service Code at www.dell.com/support . For more information on how to find the Service Tag for your computer, see Locate the Service Tag on your computer .
Dell knowledge base articles for a variety of computer concerns	<ol style="list-style-type: none"> 1. Go to www.dell.com/support. 2. On the menu bar at the top of the Support page, select Support > Knowledge Base. 3. In the Search field on the Knowledge Base page, type the keyword, topic, or model number, and then click or tap the search icon to view the related articles.

Contacting Dell

To contact Dell for sales, technical support, or customer service issues, see www.dell.com/contactdell.

 **NOTE:** Availability varies by country/region and product, and some services may not be available in your country/region.

 **NOTE:** 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.