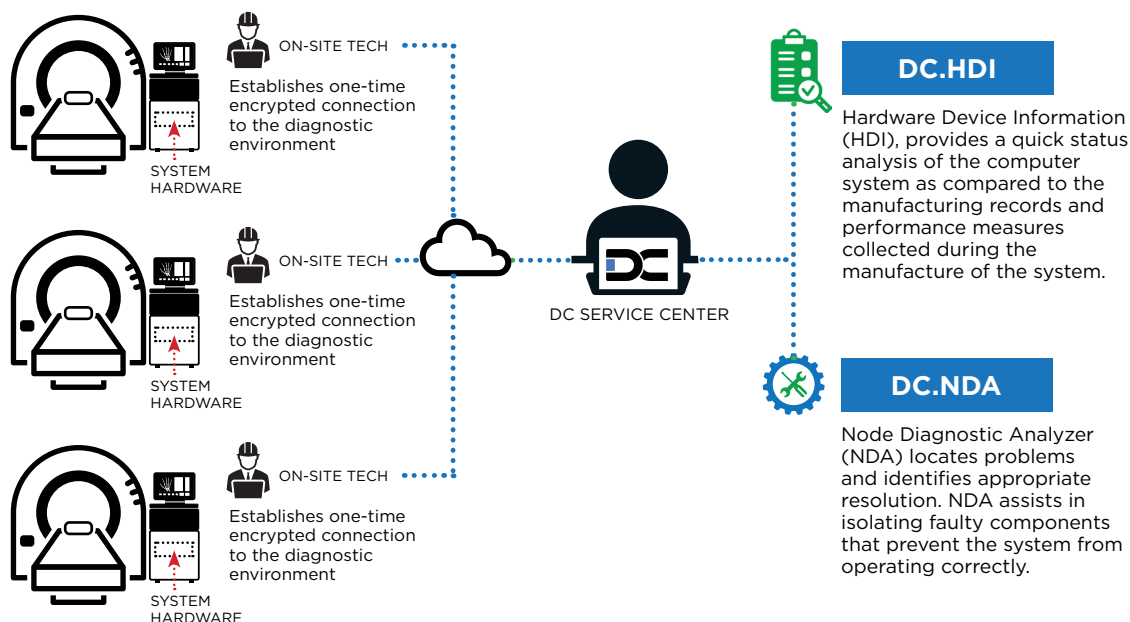@Dedicated

DC REMOTE DIAGNOSTICS

DC Remote Diagnostics provides comprehensive hardware diagnostics through remote connectivity to field systems or to the OEM's manufacturing repair center.

Troubleshooting systems can be time consuming and tedious without the proper tools. Utilizing trial and error methods such as swapping components is costly in terms of downtime, travel, and spare parts utilization. DC Remote Diagnostics provides system-level component analysis, hardware failure analysis, comprehensive benchmarking, and verification of proper operations of the system.

HOW IT WORKS

DC Remote Diagnostics contains two components: (1) DC's Remote Boot Operating System (RBOS), and (2) a cloud server in the DC Service Center. The small RBOS package is installed onto the system under test and booted. Once booted, the on-site technician will acquire a session key from the DC Service Desk, allowing a one-time encrypted connection to the diagnostic environment.

FIELD DEVICES

ON-SITE TECH
Establishes one-time encrypted connection to the diagnostic environment

SYSTEM HARDWARE

ON-SITE TECH
Establishes one-time encrypted connection to the diagnostic environment

SYSTEM HARDWARE

ON-SITE TECH
Establishes one-time encrypted connection to the diagnostic environment

SYSTEM HARDWARE

DC SERVICE CENTER

DC.HDI

Hardware Device Information (HDI), provides a quick status analysis of the computer system as compared to the manufacturing records and performance measures collected during the manufacture of the system.

DC.NDA

Node Diagnostic Analyzer (NDA) locates problems and identifies appropriate resolution. NDA assists in isolating faulty components that prevent the system from operating correctly.

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Once connected, Technical Support Specialists will run various tests on the device for verification. The system requires a session key for each instance of investigation. Access to the system is authorized by an individual associated with the OEM and encrypts the entire communication process. All data is encrypted and no data is observed, copied, stored or transmitted from any non-volatile storage devices within the system.

WHAT IT DOES

DC Remote Diagnostics provides a complete system assessment pinpointing defective hardware components. The analysis and capabilities include a Hardware Device Information (HDI) scan and Node Diagnostic Analyzer (NDA) which focus on health analysis, functional analysis, and non-destructive performance testing.

DC.HDI

Hardware Device Information (HDI) provides a quick status analysis of the computer system as compared to the manufacturing records and performance measures collected during the manufacture of the system. The analysis seeks to determine if all components are correct, in the correct location, with the correct firmware, and identifies any gaps between the current system and the records at manufacture.

DC.NDA

Node Diagnostic Analyzer (NDA) locates problems and identifies appropriate resolution. NDA assists in isolating faulty components that prevent the system from operating correctly. NDA can easily diagnose problems with malfunctioning systems that may not be able to be isolated from within the OS or other testing methods that required a functional system. NDA analyzes specific components and includes:

Nonvolatile Storage – Verify functionality and location, SMART analysis for run time, correct operation, and component level targets that could impact the performance or life of device.

CPU – Verify characteristics including speed, cache, core, voltage, and temperatures.

Memory – Verify size, speed, throughput, function, and temperature.

System Level – Verify all voltage rails are operating within specification, fans functioning at normal speeds, thermal profiles are correct, all temperature sensors are reporting within the appropriate range.

Any other components that may be included, such as HBA, USB, NIC, etc.

Upon completion of tests, an analysis report will be emailed to the support personnel to confirm all findings and current system status.

Remote Diagnostics Benefits:

- **Minimize downtime and the associated costs when your device is down**

- **Eliminate no-problem-found RMAs and associated costs**

- **Reduce warranty costs**

- **Increase effectiveness of the service organization**

- **Increase customer satisfaction**

- **Eliminate unnecessary field visits and related travel costs**

GETTING STARTED:

Schedule a 15-minute introductory call with one of our Technical Support Specialists to address your existing technical challenges first hand.

E-mail: **inquiry@dedicatedcomputing.com**

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