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Re-imaging Guide for Windows

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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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Installation overview

CAUTION: This section of the re-imaging guide covers driver installation and driver updates and is designed for system administrators. Do not attempt to install or update drivers on the computer if you are not an administrator or if you are unsure of the procedures. Failure to follow instructions may result in permanent data loss.

NOTE: The information that is provided in this guide is only applicable to computers shipped with the Windows 11 operating system.

NOTE: Dell Technologies recommends that you download and install the device drivers from the Dell Drivers & Downloads website. Installing device drivers from a non-Dell website can cause system performance issues, corrupt operating system files, blue screen errors, unexpected shutdowns, or infect your computer with malicious software.

Device drivers must be updated when you reinstall the operating system using either a CD, DVD, USB drive, or when you are facing networking, graphics, sound or other hardware-related problems. Dell Technologies recommends that you install or update device drivers if you have performed a factory reset of your Dell computer. The driver installation ensures that you have the latest device drivers that are installed on your computer and that the devices function optimally.

Installing or updating device drivers may lead to the following improvements:

- Increases in computer performance
- Patched security risks
- Expanded compatibility
- Fixed device issues
- Support for new features

However, if your computer is operating normally and there are no driver issues or Windows prompted updates, driver updates may be unnecessary. Updating drivers unnecessarily may create problems.

Review the importance of each driver update on the Dell Drivers & Downloads page before assessing the need to continue with an update.

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Introduction

CAUTION: This re-imaging guide is designed for system administrators. Do not attempt to reimage the computer if you are not an administrator or are unsure of the procedures. Failure to follow instructions may result in permanent data loss.

NOTE: The information that is provided in this guide is only applicable to computers shipped with the Windows 11 operating system.

re-imaging is the process of removing all software on the computer and reinstalling the removed software. re-imaging is required when software in the computer is corrupted or damaged and it can also be used as a means of removing harmful and malicious software in your computer. This re-imaging guide provides the steps that are required for re-imaging your computer.

This guide assists you in installing Dell-recommended software stack and settings, drivers, and applications, which are tested and validated on your computer. The installation of the listed drivers and applications as described in the guide enhances the optimal performance of your computer.

Dell also provides drivers and applications that are not included with the Windows operating system. These drivers are required to enable the following solid state drives (SSDs):

- 256 GB, SSD, TLC
- 512 GB, SSD
- 512 GB, SSD, TLC
- 512 GB, TLC, SED Ready
- 1 TB, SSD
- 1 TB, Performance SSD, TLC, SED Ready
- 2 TB, Performance SSD, TLC, SED Ready

It is always recommended to reimage on a newly installed operating system and not from any previous image-build. Ensure that the BIOS settings, including SATA configurations and modes, are appropriately set and the latest drivers and applications are used when re-imaging the computer.

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Order of reinstallation

NOTE: Some drivers and application installation steps may not be applicable, depending on the configuration of the computer you have ordered.

To achieve optimal performance, install the drivers and applications in the following sequence:

1. **BIOS**: The BIOS enables the operating system to be loaded into the memory and enables the initial setup process on your computer.
2. **Windows operating system**: The operating system controls the computer's hardware to be a base on which other software can operate on.
3. **Intel chipset driver**: Allows Windows to communicate and adjust settings on components on the system board which includes:
   - Intel Wi-Fi Driver
   - Intel Bluetooth Driver
   - Intel Graphics Driver
   - Intel Graphics Software Application
   - Intel Integrated Sensor Solution Driver
   - Intel Management Engine Components Installer
   - Intel NPU Driver
   - Intel PCIe Dock Ethernet Controller Driver
   - Intel PPM Provisioning Package
   - Intel Total Storage Encryption Driver
   - Intel Software Integrated Package

     NOTE: The Intel Software Integrated Package includes the following drivers:
     - Intel Chipset Device Software
     - Intel Dynamic Tuning Driver
     - Intel HID Event Filter Driver
     - Intel Innovation Platform Framework Driver
     - Intel Platform Monitoring Technology Driver
     - Intel Serial IO driver
4. **Networking and communication drivers**, which include:
   - Wireless Local Area Network (WLAN) adapter driver: Enables and enhances the wireless adapter.
   - Bluetooth driver: Enables and enhances the Bluetooth adapter.
   - For computers shipped with 4G WWAN configuration: Dell Wireless DW5826e and Qualcomm Snapdragon X12 Firmware and GNSS/GPS IOT Driver.
   - For computers shipped with 5G WWAN configuration: Dell Wireless 5933e and MediaTek T700 and GNSS/GPS Driver.
   - Realtek USB GBE Ethernet Controller Driver.
5. **Critical Microsoft Knowledge Base (KB) updates**: Microsoft updates that fix and optimize the operating system. For more information, see Windows release information.
6. **Graphics driver**:
   - Enhances and optimizes video performance.
   - Enables and provides additional functionality not included in the native Microsoft VGA driver, including:
     - User-customizable power management features
     - Portability and behavioral profiles
     - Multiple-monitor support
7. **Audio driver**: Enables and enhances the audio controller.
8. **Dell applications**, which include:
   - Dell Optimizer
   - Dell Command Update application
9. **Security device**, which include:

- Fingerprint Sensor Driver
- Dell ControlVault3 Plus Driver and Firmware
- Intel Total Storage Encryption Driver (TSE)

10. **Microsoft Windows Studio Effects Driver**

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Updating or resetting the BIOS

Updating the BIOS in Windows

It is recommended to update the BIOS in Windows when an update is available or when you replace the system board.

1. Go to Dell Support Site.
2. In the **Search support** field, enter the Service Tag, Serial Number, Service Request, Model, or Keyword of your computer, and then click **Search**.

   NOTE: If you do not have the Service Tag, Serial Number, Service Request, Model, or Keyword, use the SupportAssist feature to automatically identify your computer. You can also click **Browse all products** to manually browse for your computer.

3. Click **Drivers & Downloads**.
4. From the **Operating system** drop-down list, select the operating system that is installed on your computer.
5. From the **Category** drop-down list, select **BIOS**.
6. Select the latest version of BIOS, and click **Download** to download the BIOS file for your computer.
7. After the download is complete, browse the folder where you saved the BIOS update file.
8. Double-click the BIOS update file icon and follow the on-screen instructions.
   For more information, see the Knowledge Base 000124211 at Dell Support Site.

Trusted Platform Module (TPM) security

TPM must be enabled in the BIOS setup program for it to be deployed on the computer. Follow these steps to enable and configure the TPM:

1. Turn on or restart your computer.
2. Press F2 when the Dell logo is displayed on the screen to enter the BIOS setup program.
   The BIOS setup program is displayed.
3. On the left pane, select **Security**.
4. Select or clear any of the following options to enable or disable it, respectively:
   - **TPM 2.0 security On**: The TPM is enabled and activated.
   - **Clear**: The BIOS clears the information stored in the TPM.
5. Save the settings and exit.

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Reinstalling the operating system

The Windows operating system is validated for use on this computer. You can reset or reinstall the operating system under different scenarios. For more information about reinstalling the operating system, see the knowledge base article 000192698 at the Dell Support Site.

Before attempting a reinstall of your operating system, Dell Technologies recommends that you backup all the data on your computer. Search for more information about Windows backup at the Microsoft Knowledge Base article.

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Reinstalling drivers and applications

Drivers and applications are software that enables the Windows operating system to communicate with the hardware devices and software in your computer. Devices such as video and sound cards require drivers to function correctly within the Windows operating system, and enable you to adjust hardware settings.

The Windows operating system includes drivers for most devices, but device-specific drivers may have to be downloaded and installed separately. Dell Technologies recommends that you download the device drivers for your computer from Drivers & Downloads.

Applications must be downloaded and installed separately. Dell Technologies recommends that you download the required applications for your Dell computer from the Dell Download Center.

Displaying drivers and applications on your computer

1. Turn on your computer.
2. Go to the Dell Support Site.
3. In the **Search support** field, enter the Service Tag, Serial Number, Service Request, Model, or Keyword of your computer, and then click **Search**.

   NOTE: If you do not have the Service Tag, Serial Number, Service Request, Model, or Keyword, use the SupportAssist feature to automatically identify your computer. You can also click **Browse all products** to manually browse for your computer.

4. Click **Drivers & Downloads**.
5. From the **Operating system** drop-down list, select the Windows operating system that is installed on your computer to get a list of the drivers and applications available for your computer.

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Reinstallation sequence for drivers and applications

Driver installation is critical after reinstalling the Windows operating system on your Dell computer. Install the drivers in the correct sequence for your computer to function correctly. In some scenarios, you may have to reinstall or update the device driver if you are encountering issues with a specific device.

For more information, see the Dell knowledge base article 000132394 at the Dell Support Site.

NOTE: The Windows operating system includes touchpad drivers; no other touchpad-driver installation is required.

NOTE: The Windows operating system includes the webcam driver; no additional webcam-driver installation is required. For video capture or streaming, users can install the webcam software available from third-party providers.

Dell Technologies recommends installing drivers or applications in the following sequence.

Intel chipset device software

The Windows operating system may not include the updated Intel chipset device software for Dell computers. The Intel chipset device software is available at the Dell Support Site.

Downloading and installing the chipset driver

1. Turn on the computer.
2. Go to the Dell Support Site.
3. In the **Search support** field, enter the Service Tag, Serial Number, Service Request, Model, or Keyword of your computer, and then click **Search**.

   NOTE: If you do not have the Service Tag, Serial Number, Service Request, Model, or Keyword, use the SupportAssist feature to automatically identify your computer. You can also click **Browse all products** to manually browse for your computer.

4. Click **Drivers & Downloads**.
5. From the **Category** drop-down list, select **Chipset**.
6. Click **Download** to download the chipset driver for your computer.
7. After the download is complete, go to the folder where you saved the chipset driver file.
8. Double-click the chipset driver file icon and follow the on-screen instructions.

Critical Microsoft Knowledge Base (KB) updates

Dell Technologies recommends installing all the latest available KB updates on your computer. KB updates are automatically downloaded and installed when Windows Updates are enabled and can also be manually downloaded and installed from the Microsoft support site. For more information, see Windows 11 - release information.

Graphics driver

The Windows operating system includes the VGA-graphics driver only. For optimal graphics performance, install the Dell graphics driver applicable to your computer from the Dell Support Site.

Downloading and installing the graphics driver

1. Turn on your computer.
2. Go to the Dell Support Site.
3. In the **Search support** field, enter the Service Tag, Serial Number, Service Request, Model, or Keyword of your computer, and then click **Search**.

   NOTE: If you do not have the Service Tag, Serial Number, Service Request, Model, or Keyword, use the SupportAssist feature to automatically identify your computer. You can also click **Browse all products** to manually browse for your computer.

4. Click **Drivers & Downloads**.
5. From the **Category** drop-down list, select **Video**.
6. Click **Download** to download the preferred graphics driver for your computer.
7. After the download is complete, go to the folder where you saved the graphics driver file.
8. Double-click the graphics driver file icon and follow the on-screen instructions.

Audio driver

The Windows operating system does not include the audio driver recommended by Dell. Install the HD audio driver available for download from the Dell Support Site.

Downloading and installing the audio driver

1. Turn on your computer.
2. Go to the Dell Support Site.
3. In the **Search support** field, enter the Service Tag, Serial Number, Service Request, Model, or Keyword of your computer, and then click **Search**.

   NOTE: If you do not have the Service Tag, Serial Number, Service Request, Model, or Keyword, use the SupportAssist feature to automatically identify your computer. You can also click **Browse all products** to manually browse for your computer.

4. Click **Drivers & Downloads**.
5. From the **Category** drop-down list, select **Audio**.
6. Click **Download** to download the preferred audio driver for your computer.
7. After the download is complete, go to the folder where you saved the audio driver file.
8. Double-click the audio driver file icon and follow the on-screen instructions.

Dell ControlVault3 Plus Driver and Firmware

Dell ControlVault3 Plus Driver and Firmware contain software that protects data in your computer from disclosure or modification. The software package is available at the Dell Support Site.

Downloading and installing the Dell ControlVault3 Plus Driver and Firmware

1. Turn on your computer.
2. Go to Dell Support Site.
3. In the **Search support** field, enter the Service Tag, Serial Number, Service Request, Model, or Keyword of your computer, and then click **Search**.

NOTE: If you do not have the Service Tag, Serial Number, Service Request, Model, or Keyword, use the SupportAssist feature to automatically identify your computer. You can also click **Browse all products** to manually browse for your computer.

4. Click **Drivers & Downloads**.
5. From the **Category** drop-down list, select **Security**.
6. Click **Download** to download the preferred software package for your computer.
7. After the download is complete, go to the folder where you have saved the Dell ControlVault3 Plus Driver and Firmware.
8. Double-click the Dell ControlVault3 Plus Driver and Firmware icon and follow the on-screen instructions.

Dell Optimizer

Dell Optimizer is an application that is designed to enhance computer performance and productivity by optimizing settings for power, battery, display, and presence detection. It also provides access to applications purchased with your new computer. For more information, see *Dell Optimizer User's Guide* at Dell Support Site.

Downloading and installing Dell applications

1. Turn on your computer.
2. Go to the Dell Support Site.
3. In the **Search support** field, enter the Service Tag, Serial Number, Service Request, Model, or Keyword of your computer, and then click **Search**.

   NOTE: If you do not have the Service Tag, Serial Number, Service Request, Model, or Keyword, use the SupportAssist feature to automatically identify your computer. You can also click **Browse all products** to manually browse for your computer.

4. Click **Drivers & Downloads**.
5. From the **Category** drop-down list, select **Application** to see the list of application drivers that you can download.
6. Select the required Dell application and click **Download**.
7. After the download is complete, go to the folder where you have saved the application file.
8. Double-click the application file icon and follow the on-screen instructions.

Wireless Local Network (WLAN) drivers

The Windows operating system does not provide native-device driver support for WLAN controllers on Dell computers. To obtain wireless network functionality, install the relevant WLAN drivers from the Dell Support Site.

Downloading and installing the Wi-Fi driver

1. Turn on the computer.
2. Go to the Dell Support Site.
3. In the **Search support** field, enter the Service Tag, Serial Number, Service Request, Model, or Keyword of your computer, and then click **Search**.

   NOTE: If you do not have the Service Tag, Serial Number, Service Request, Model, or Keyword, use the SupportAssist feature to automatically identify your computer. You can also click **Browse all products** to manually browse for your computer.

4. Click **Drivers & Downloads**.
5. From the **Category** drop-down list, select **Network, Ethernet & Wireless**.
6. Click **Download** to download the preferred Wi-Fi controller and Bluetooth drivers for your computer.
7. After the download is complete, go to the folder where you saved the driver files.

8. Double-click the file icon of each driver file, and follow the on-screen instructions.

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.NET Framework

The .NET Framework is a software framework from Microsoft, which is bundled with Windows operating systems. The .NET Framework is intended to be used by applications created for the Windows platform.

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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 1. Self-help resources

Self-help resources	Resource location
Information about Dell products and services	Dell Site
Tips	
Contact Support	In Windows search, type `Contact Support`, and press Enter.
Online help for operating system	Windows Support Site
Access top solutions, diagnostics, drivers and downloads, and learn more about your computer through videos, manuals, and documents.	Your Dell computer is uniquely identified using 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 Dell Support Site. For more information about how to find the Service Tag for your computer, see Locate the Service Tag on your computer.
Dell knowledge base articles	1. Go to Dell Support Site. 2. On the menu bar at the top of the Support page, select **Support** > **Support Library**. 3. In the Search field on the Support Library 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 Dell Support Site.

NOTE: Availability of the services may vary depending on the country or region, and product.

NOTE: If you do not have an active Internet connection, you can find contact information in your purchase invoice, packing slip, bill, or Dell product catalog.

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Revision history

Tracks all updates that are made to the document. It typically includes the date of change, version number, and a brief description of the modification. This log helps maintain transparency, accountability, and a clear timeline of progress.

Table 2. Revision history

Revision	Date	Description
A00	05-2026	Original publish date.