# Dell Pro Precision 5 14S

PW514260

Re-imaging Guide for Windows

Regulatory Model: P207G
Regulatory Type: P207G001/P207G003/P207G004
September 2026
Rev. A01

## 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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# 1

# Installation overview

**CAUTION: This section covers driver installation and updates as part of the re-imaging process. It is intended for system administrators. Proceed only if you have administrative privileges and are familiar with the required procedures. Incorrect installation or updates can result in permanent data loss.**

**NOTE:** This guide is applicable only to computers shipped with Windows 11.

**NOTE:** Dell Technologies recommends that you download and install the device drivers from the Dell Drivers & Downloads website. Using third-party sources may lead to performance issues, operating system instability, unexpected shutdowns, or security risks.

Update device drivers after reinstalling the operating system (using CD, DVD, or USB media), or when you experience issues with networking, graphics, audio, or other hardware components. Dell Technologies also recommends updating drivers after performing a factory reset to ensure optimal device functionality.

Updating device drivers can provide the following benefits:

- Improved system performance
- Security updates and risk mitigation
- Enhanced compatibility
- Resolution of device-related issues
- Support for new features

However, if your system is functioning normally and no driver updates are recommended by the operating system, updating drivers may not be necessary and can potentially introduce issues.

Review the details of each driver on the Drivers & Downloads page before proceeding with an update.

# 2

# Introduction

**CAUTION: This re-imaging guide is designed for system administrators. Do not attempt to re-image 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:** This guide is applicable only to computers shipped with Windows 11.

Re-imaging is the process of removing all existing software from a computer and reinstalling the operating system, drivers, and applications. It is typically performed when the system is corrupted, unstable, or affected by malicious software.

This guide provides the steps that are required to re-image your computer using a validated software stack from Dell Technologies. It includes recommended drivers, applications, and system settings to ensure optimal performance and compatibility.

In addition to the components included with the operating system, Dell provides required drivers for certain hardware configurations, such as:

- 1 TB PCIe SSD
- 2 TB PCIe SSD

For best results:

1. Perform re-imaging on a clean operating system installation, not on a previously used image.
2. Ensure BIOS settings (including SATA configuration and modes) are correctly configured.
3. Install the latest available drivers and applications.

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# Order of reinstallation

**NOTE:** This chapter defines the required installation sequence for drivers and applications after a reimage of your computer. Follow this order to ensure that hardware dependencies are met and the computer operates optimally.

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

1. **BIOS**: Enables the operating system to load into memory and handles the initial setup process.
2. **Windows operating system**: Controls the hardware of the computer, providing a base for all other software to operate.
3. **Intel chipset driver**: Allows Windows to communicate and adjust settings on components on the system board which includes:
   - Intel Chipset Device Software Driver
   - Intel Management Engine Components Installer
   - Intel Serial I/O Driver
   - Intel HID Event Filter Driver
   - Intel Dynamic Tuning Driver
   - Intel Integrated Sensor Solution Driver
   - Intel Platform Monitoring Technology Driver (PMT)
   - Intel Innovation Platform Framework
   - Intel Processor Power Management Utility
   - Intel NPU Driver

   **NOTE:** The **Intel Software Integrated Package** available on the Dell support site bundles the following industry-standard drivers into a single package:
   - Intel Serial IO driver
   - Intel Platform Monitoring Technology Driver
   - Intel Dynamic Tuning Driver
   - Intel Chipset Device Software
   - Intel HID Event Filter Driver
   - Intel Innovation Platform Framework 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. **Latest updates and drivers**: Install using Dell Command Updates (DCU).

   **NOTE:** You can also download and install drivers manually from the Drivers & Downloads.
6. **Critical Microsoft Knowledge Base (KB) updates**: Run Windows Update to download and install critical patches that fix and optimize the operating system.Windows release information.
7. **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
8. **Audio driver**: Enables and enhances the audio controller.
9. **Dell applications**, which include:
   - Dell Command Update application

- Dell Optimizer

10. **Security device**, which includes:
    - Fingerprint Sensor Driver
    - Dell ControlVault3 Plus Driver and Firmware
    - Intel Total Storage Encryption Driver(TSE)
11. **Microsoft Windows Studio Effects Driver**

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# Updating the BIOS and configuring TPM security

Updating the BIOS ensures system stability, compatibility with hardware changes, and proper functionality of security features such as the Trusted Platform Module (TPM).

## Updating the BIOS in Windows

Dell recommends updating the BIOS when a new version is available or after replacing 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 know the Service Tag or other system details, use SupportAssist to automatically identify your computer. You can also click **Browse all products** to locate the system manually.

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**.
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 Dell Support Site.

## Configure Trusted Platform Module (TPM) security

TPM provides hardware-based security by storing encryption keys and sensitive system data. TPM must be enabled in the BIOS setup program before it can be used by the operating system.

1. Turn on or restart your computer.
2. When the Dell logo appears, press F2 to enter the BIOS setup program.
   The BIOS setup program is displayed.
3. On the left pane, select **Security**.
4. Configure the TPM settings as required:
   - **TPM 2.0 security On**: Enables and activates the TPM.
   - **Clear**: Clears all information that is 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 Dell Support Site.

You can use Dell BIOSConnect to recover the operating system of your computer. See the knowledge base article 000177771 at Dell Support Site.

Before attempting a reinstall of your operating system, Dell Technologies recommends that you backup all data as described in the Microsoft Knowledge Base article.

**NOTE:** If you are removing the factory-installed operating system to deploy the image for your organization, make sure to use DiskPart or a similar tool to create an EFI partition larger than 384 MB. The characteristics of the EFI partition should be file system of FAT32 and disk type should be GPT (GUID Partition Table).

After you reinstall the operating system on this computer, Dell Technologies recommends that you update the System BIOS to the latest version.

**NOTE:** Execute command `bios.exe /f` to enforce a consistent BIOS update across deployments.

## Downloading the latest System BIOS

1. Go to the 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 **Category** drop-down list, select BIOS.
5. Click **Download** to download the system BIOS for your computer.
6. Follow the accompanying instructions and release notes to complete the update.

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# Overview of drivers and applications

Drivers and applications are software that enables the Windows operating system to communicate with the hardware devices and software that is installed on your computer. Hardware components such as video cards, sound cards, and network adapters require the correct drivers to function properly and to allow configuration of hardware settings.

Windows includes generic drivers for many devices; however, device-specific drivers may need to be installed separately for optimal performance. Dell Technologies recommends downloading drivers from the Drivers & Downloads and applications from the Dell Download Center to ensure compatibility with your system.

## Displaying available drivers and applications for 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 know the Service Tag or other system details, use SupportAssist to automatically identify your computer. You can also click **Browse all products** to locate the system manually.

4. Click **Drivers & Downloads**.
5. From the **Operating system** drop-down list, select the version of Windows installed on your computer. A list of compatible drivers and available applications for your system is displayed.

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# Reinstalling drivers and applications

Installing drivers in the correct sequence is critical after reinstalling the Windows operating system on your Dell computer. The correct order ensures that devices are detected properly and function as expected. In certain scenarios, you may also need to reinstall or update a specific device driver to resolve hardware or performance issues.

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

**NOTE:** The Windows operating system includes touchpad drivers; additional touchpad driver installation is not required.

**NOTE:** The Windows operating system includes the webcam driver. For video capture or streaming features, install third-party webcam software if required.

Dell Technologies recommends installing drivers and applications in the sequence outlined in the following sections.

## 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 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 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.

# 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.

# Download and install 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.

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# .NET Framework

The .NET Framework is a Microsoft software framework that is bundled with the Windows operating system. It provides a runtime environment and libraries required for applications developed 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.<br>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.<br>2. On the menu bar at the top of the Support page, select **Support** > **Support Library**.<br>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 | May 2026 | Original publish date. |