Dell
Business Client
Re-Image “How-To” Guide
Latitude Ultrabook, E-Family &
Mobile Precision Notebook

Revision 19.0
A19

Aug. 1st, 2016
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## 1 Overview

The purpose of this document is for reimagining Dell Latitude Ultrabook, E-Family & Mobile Precision notebooks. Dell Latitude Ultrabook, E-Family & Mobile Precision notebooks systems ship with Microsoft operating systems (see Chapter 2.1 for detail). These images include the Dell recommended software stack and settings, drivers, and applications which are tested and validated with the system.

Drivers and applications must be installed on Dell Latitude E-Family & Mobile Precision systems in a prescribed order to ensure optimal performance. Failure to install drivers and applications in this document may result in undesirable performance.

Dell provides drivers and applications that are not included in Microsoft Operating Systems. These drivers are required to enable the new technologies and features of Dell Latitude E-Family & Mobile Precision products (e.g., including the 512e Advanced Format HDD (See appendix –B). Reinstalled images should be built from a clean hand installed OS load and following the steps in this guide. Dell does not recommend starting from an image built on previous generations of products or other computer systems.

Dell recommends ensuring BIOS settings (including SATA configurations modes) are correctly set and using the latest device drivers and applications when imaging their systems.

This “How-To” guide applies to the following Latitude systems:

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| **Precision Mobile Workstations** |                 |                |                | M2800                       |                            |                            | 3510/5510                  |
| M2400            | -              | -              |                | M2800                      |                            |                            |                            |
| M4400            | M4500          | M4600          | M4700          | M4800                      |                            |                            | M7510                      |
| M6400            | M6500          | M6600          | M6700          | M6800                      |                            |                            | M7710                      |
2 “How-To”

2.1 Supported Operating Systems
The following Microsoft operating systems have been validated for use on Dell Latitude E-Family & Mobile Precision notebook computers:

   **Note:** Not all generation notebook computers can ship with below Microsoft operating systems. XP only available via CFI service on 3rd and 4th Generation systems except Latitude 3330

- Microsoft Windows XP 32 Bit: Validated on 1st, 2nd, 3rd and 4th Generation systems.
- Vista 32 & 64-Bit: Validated on 1st, 2nd, and 3rd Generation systems.
- Windows 7 32 & 64-Bit: Validated on 2nd, 3rd, 4th, 5th, 6th and 7th Generation systems except 7370(only support 64-Bit).
- Windows 8 32 -Bit: Validated on 3rd, 4th Generation systems
- Windows 8 64-Bit: Validated on 2nd, 3rd, 4th and 5th Generation systems except E6440/E6540
- Windows 8.1 64-Bit: Validated on 6th and 7th Generation systems
- Windows 10 64-Bit: Validated on 7th Generation systems
2.2 Latitude E-Family & Mobile Precision New Features & Image Impact

Dell Latitude E-Family & Mobile Precision systems feature new hardware technologies which require a new software stack, drivers, and / or applications. These products are not compatible with previous images built or installed on none Latitude E-Family, Mobile Precision or previous Dell products. Images between 1st, 2nd, 3rd, 4th, 5th, 6th and 7th generations Latitude E-Family & Mobile Precision are also not compatible.

Among these new hardware and technologies are:

**2.2.1 New Features Offered on Latitude E-Family & Mobile Precision systems**

*Note: Not all features are available on all systems*

- New BIOS architecture – Latitude E-Family & Mobile Precision
- Chipset
  1. Intel Core i3, i5 & i7 Dual Core CPUs that include updated integrated graphics
  2. 1st ~ 7th Generation Intel Core i3, i5, i7 CPUs that include updated integrated graphics
- eSATA/SATA3
- Intel Turbo Boost
- 512e / 4KBe Sector HDDs
- NVMe SSD on 7th generation Latitude E-Family & Mobile Precision
- Intel AMT (Intel Active Management Technology) & vPRO
- Intel RAID Functionality – only for Mobile Precision
- Graphics controller (Intel, nVidia and AMD)
- HDMI Audio
- Network LoM (Intel and Broadcom)
- Wireless LAN
- Wireless WAN
- WiMAX
- Bluetooth
- UWB - *Latitude E-Family & Mobile Precision 1st & 2nd generation*
- Dell Control Vault
- Contactless smartcard / RFID
- Webcam
- USB 3.0
- Free Fall Sensor on the mother board
- Multi-touch Touchpad
- Dell Control Point, 1st and 2nd generation Latitude E-Family & Mobile Precision
- Dell Feature Enhancement Package(DFEP) - *Latitude E-Family & Mobile Precision 3rd & 4th generation*
- Dell Quickset - *Latitude 3440, 3540*
Dell Data Protection | Access (DDPA) - Latitude E-Family & Mobile Precision 3rd & 4th generation

Dell Data Protection | Security Tool (DDPST) - Latitude E-Family & Mobile Precision 5th, 6th and 7th generation except Latitude 3440, 3540

Dell Data Protection | Encryption (DDPE) - Latitude E-Family & Mobile Precision 3rd, 4th, 5th, 6th and 7th generation except Latitude 3440, 3540

Privacy Panel

Touch Screen Digitizer - Four Fingers touch with Stylus support on Latitude E-Family & Mobile Precision 3rd generation. Ten fingers touch support on Mobile Precision 4th generation.

Latitude On / Precision On - Reader, Flash, and ARM - Latitude E-Family & Mobile Precision 1st & 2nd generation

WiDi display - Latitude E-Family & Mobile Precision 4th generation

Intel® Responsiveness Technologies – Latitude E-Family & Mobile Precision 4th and 5th generation

Dell Battery Management – Latitude E-Family & Mobile Precision 4th generation

Dell Power Management – Latitude E-Family & Mobile Precision 5th generation

Dell Command | Power Manager - Latitude E-Family & Mobile Precision 6th and 7th generation

Type C connector, support Dell Dock (WD15) and Dell Thunderbolt Dock (TB15) – Latitude E-Family & Mobile Precision 7th generation
2.3 Latest Drivers / Applications and Utilities

Dell recommends always obtaining the latest and most updated BIOS, drivers, firmware, and applications. Dell validated and tested drivers and applications are located on Dell’s support web site http://www.dell.com/support

- Enter the Service Tag or select the product model and the model number
- Select Operating System (32-Bit or 64-Bit version must be selected)
- Choose drivers and downloads
2.4 Installation Sequence

The list below is a general overview of drivers and applications that should be installed on Dell Latitude E-Family & Mobile Precision systems in a prescribed order to ensure optimal performance. Actual system configurations may vary.

**Note:** Dell Alienware, Inspiron, Studio, XPS and Vostro Laptops may have different installation sequence. Please refer to Dell Support Website for these Laptops.

2.4.1 Installation Sequence Overview
2.4.2 Installation Sequence & Features at a Glance:

2.4.2.1 BIOS, Drivers and Firmware:

- BIOS
- Intel Chipset - Helps Windows control system board components and controllers.
- Integrated Wired Network Controller & Intel PROSet Utility / Application - Enables and enhances the network controller
- Microsoft Windows Update for critical Microsoft QFE or Dell Desktop System Software - A compilation of critical Microsoft QFEs updates
- Graphics:
  1. Enhances and optimizes video performance
  2. Enables & provides additional functionality that are not included in MS native VGA driver
     - User customizable Power Management features
     - Portability & behavioral profiles
     - Multiple monitor support
- Audio - Enables and enhances the audio controller
- Intel Storage controller
  1. 
  2.
- Intel Turbo Boost (only for E-Family 2nd generation systems. 3rd/4th generation systems do not need this driver)
  1. A driver-based power management mechanism for Intel i3, i5 and i7 processors
  2. Intelligent power sharing across cores
  3. Budgets power limits available to Processor or graphics turbo Processor
- Control Point Security Driver pack- only for E-Family 1st generation systems
  1. Installs and enables the security devices & controllers
  2. Even if you do not install the Control Point managers you should install the Control Point security driver as it contains needed drivers
- Networking & Communication
  1. Wireless Local Area Network Adapters (WLAN) - Enables and enhances the Wireless LAN network adapter
  2. Dell WLAN Radio Switch Driver
  3. Dell Airplane Mode Switch Driver
  4. Wireless Personal Area Network Adapter (UWB / WPAN) - Enables and enhances the UWB or Bluetooth Adapter
  5. Mobile Broadband Wireless Wide Area Network Adapter (WWAN) - Enables and enhances the Broadband wireless Adapter
- Intel vPro/AMT
 Intel DPTF
- Intel USB3.0/3.1
- Media Memory Card / SmartCard controller - Enables and enhances the Media Memory / SmartCard controller
- Driver set for Dell Dock (WD15) and Dell Thunderbolt Dock(TB15) – Latitude E-Family & Mobile Precision 7th generation
- Touch Pad / Track Stick / Pointer - Enhances the pointing device features
- Free Fall Sensor
- Modem - Enables and enhances the modem
- Touch Screen Digitizer
- Control Vault Driver Update (FingerPrint Reader, Contactless Smart Card reader tied in DDPA package on E-Family 3rd & 4th generation systems)

2.4.2.2 Applications:
- Dell Control Point (DCP)- 1st & 2nd generations Latitude E-Family & Mobile Precision
  1. Control Point System Manager
     - DCP Extended Battery Life – EBL
       - Requires Dell DCP System Manager (for all System Manager release)
       - Requires Security driver (for System Manager version 1.0 & 1.1 only)
     - DCP – Ambient Light Sensor
       - Requires Dell DCP-SM or ALS utility in case DCP-SM is not desired and under Microsoft Windows Vista only
  2. Control Point Connection Manager
  3. Control Point Security Manager (Requires Dell Control Point security driver pack)
- Dell Feature Enhance Package (DFEP) - 2nd, 3rd & 4th generations Latitude E-Family & Mobile Precision
- Dell Quickset – Latitude 3440, 3540
- Dell Data Protection | Access - 3rd & 4th generations Latitude E-Family & Mobile Precision
- Dell Data Protection | Security Tool – 5th, 6th and 7th generations Latitude E-Family & Mobile Precision except Latitude 3440, 3540
- Dell Data Protection | Encryption - 3rd, 4th, 5th, 6th and 7th generations Latitude E-Family & Mobile Precision
- Latitude On / Precision On – Reader, Flash, and ARM – 1st & 2nd generations Latitude E-Family & Mobile Precision
  1. Communication solution that is designed to provide quick access to business critical data
- Intel Responsiveness Technology - 4th, 5th, 6th and 7th generation Latitude E-Family & Mobile Precision
  1. Intel® Smart Response Technology
  2. Intel® Rapid Start Technology
  3. Intel® Smart Connect Technology
- Dell Premier Color application - 3rd, 4th, 5th, 6th and 7th generation Latitude Mobile Precision
2.5 BIOS
Dell recommends flashing the latest BIOS available to the system. This is posted on Dell’s driver & downloads support web site (dell.com/support) under the “BIOS” section.

Some of the BIOS settings are critical to Operating System performance and installation. These are as follows:

Settings → System Configuration → SATA Operation
- Disabled: SATA Controllers are hidden
- ATA, Basic Disk Operation mode, does not require additional storage driver.
  **Note:** eSATA is not functional in this mode
- AHCI, SATA bus is configured for AHCI mode (Advanced Disk Operation mode) which offers faster performance, eSATA support, and increased battery life. This mode requires an additional storage driver provided by Dell
- IRRT / RAID On, SATA bus is configured to support IRRT (Intel’s Rapid Recovery Technology). This mode supports AHCI mode features as well as disk mirroring (RAID-1). IRRT allows data backup and restoration. This mode requires an additional storage driver provided by Dell
- RAID, SATA bus is configured to support RAID. This mode supports AHCI mode features as well as disk mirroring (RAID-1). RAID allows data backup and restoration. This mode requires an additional storage driver provided by Dell.
  **Note:**
  - RAID support requires second hard disk drive.
  - For NVMe PCIe SSD support on 7th Generation, see “2.6.6 Intel Storage” of this document

- If AHCI, IRRT, RAID On, or RAID modes are selected, Intel’s Matrix Storage Manager / Intel Rapid Storage Technology driver must be installed in conjunction with the installation of the Operating System. See section “2.6.6 Intel Storage” of this document

TPM Security:

These options enable and configure the Trusted Platform Module (TPM). If TPM is to be deployed, TPM must be enabled in the BIOS Setup program

1. Security → TPM Security
   - TPM Security:
     - Disabled *(Default)*: The BIOS will not turn on the TPM during POST. The TPM will be non-functional and invisible to the Operating System
     - Enabled: The BIOS will turn the TPM during POST so that it can be used by the Operating System
     - Deactivate *(Default)* = The TPM will be deactivated
     - Activate = The TPM will be enabled and activated
     - Clear = The BIOS clears the information stored in the TPM
**Note:** This setting is not available for Non-TPM configuration of 4th generations Latitude E-Family & Mobile Precision.

**Intel Responsiveness Technology:**
Please refer to [Intel Responsiveness Technologies Guide](#) for detail settings of these features.
2.6 Recommended Drivers / Applications Installation Order

For best results, Dell recommends installing drivers / applications in the following order:

2.6.1 Intel Mobile Chipset Software Installation Utility
Microsoft Operating Systems might not include the updated Intel Chipset Mobile driver for Dell Latitude E-Family & Mobile Precision notebooks, Ultrabook. The Intel Mobile Chipset driver is available on Dell’s driver & downloads support web site (dell.com/support) under the “Chipset” section.

2.6.2 Integrated Wired Network Controller (Ethernet)
Microsoft Operating Systems either do not provide native support or do not include the driver recommended by Dell. Install the following Dell driver for network connectivity.

Network Controller drivers are available on Dell’s driver & downloads support web site (dell.com/support) under the “Network” section.

Note: To ensure full functionality of the Intel Gigabit Network adapter, Dell recommends that you install the Intel PROSet available on Dell’s driver & downloads support web site (dell.com/support) under the “Network” section.

2.6.3 Dell System Software for critical Microsoft QFEs
Dell recommends installing all of the latest available fixes specific to the systems.

For 1st, 2nd, & 3rd generation Latitude E-Family & Mobile Precision, these are available through the Dell System Software utility posted on Dell’s driver & downloads support web site (dell.com/support) under the “System Utilities” section.

For 4th, 5th, 6th and 7th generation Latitude E-Family & Mobile Precision, please enable the Windows Update and connect to Internet once install the driver of Integrated Wired Network Controller.

2.6.4 Windows Update
Dell recommends performing Microsoft Windows updates to ensure the latest security, reliability, and compatibility updates are installed. These updates can be downloaded from Windowsupdate.Microsoft.com.
2.6.5 Graphics:
- Microsoft Operating Systems include the VGA graphics drivers only. Therefore for optimum graphics performance, Dell recommends installing the Dell graphics driver applicable to their system available on Dell’s driver & downloads support web site (dell.com/support) under the “Video” section

**Note:**
For the nVidia Discrete Graphics solution on Latitude E-Family & Mobile Precision 3rd above Generation platforms, the following should be followed:
1. First, install the Intel Media adapter Graphics driver that applies to the system
2. Second, install the nVidia Discrete Graphics driver that applies to the system

**Note:**
For the AMD Discrete Graphics solution on Latitude E-Family & Mobile Precision 5th above Generation platforms, the following should be followed:
1. First, install the Intel Media adapter Graphics driver that applies to the system
2. Second, install the AMD Discrete Graphics driver that applies to the system

**Note:**
Both 2nd & 3rd Generation Intel® Core™ CPUs are available on 4th generation Latitude E-Family & Mobile Precision. Please re-install the Graphics driver when exchange CPU from 2nd Generation CPU to 3rd Generation CPU and vice versa.

**Note:**
Both 3rd & 4th Generation Intel® Core™ CPUs are available on 5th generation Latitude E-Family & Mobile Precision except Latitude 3440/3540. Please re-install the Graphics driver when exchange CPU from 3rd Generation CPU to 4th Generation CPU and vice versa.

Under XP 32-Bit with service packs earlier than Service pack-3 and for Latitude E-Family & Mobile Precision 1st generation only, the Audio driver must be installed prior to installing the graphics driver. This applies to Intel graphics solution only. Please refer to the section 2.6.6 Audio in this document.

2.6.6 Audio:
Microsoft Operating Systems do not include the Audio driver recommended by Dell. The HD Audio driver is available on Dell’s driver & downloads support web site (dell.com/support) under the “Audio” section

**Note:** Under XP 32-Bit only with service packs earlier than Service pack-3 and for Latitude E-Family & mobile Precision 1st generation only, the Audio driver must be installed prior to installing the graphics driver. This applies to Intel graphics solution only
2.6.7 Intel Storage - Intel Matrix Storage Manager / Intel Rapid Storage Technology

The Intel Matrix Storage Manager (IMSM) driver on Dell 1st generation Latitude E-Family & Mobile Precision or Intel Rapid Storage Technology (IRST) driver on following generations of Latitude E-Family & Mobile Precision is required to be installed on Operating Systems in AHCI, IRRT, RAID On, and RAID SATA modes.

The Intel IMSM or IRST application must also be installed.

The SATA operation modes are configured in the BIOS. Refer to the BIOS section 2.5.

If the SATA mode is configured in AHCI, IRRT, RAID On, or RAID mode, the IMSM / IRST driver must be installed during the initial Operating System installation stages. The IMSM / IRST driver is only available from Dell.

If SATA configuration mode in the BIOS is set to either AHCI, IRRT, RAID On, or RAID, install the Dell IMSM / IRST driver and application available on Dell’s driver & downloads support web site (dell.com/support) under the “Serial ATA” section.

Follow these steps to install the IMSM / IRST driver:

3. For Microsoft XP 32 & 64-Bit Operating Systems:
   - Installing the Intel IMSM driver using the Floppy Drive
     - Boot to the Dell Recovery DVD (RDVD) and select the Create RAID driver from the list of items. You will need Floppy Disk Drive and a diskette for this selection. The IMSM / IRST driver must be on the root of the A:\.
       Note: the latest IMSM / IRST driver can also be obtained from dell.com/support under the “SATA Drivers” section.
     - Once the driver is extracted and stored on the target diskette, boot to the operating system CD and start the installation.
     - In the initial stage of Windows Setup, press <F6> to install the third-party IMSM SCSI or RAID drivers.
     - When prompted, insert the floppy disk containing the IMSM driver and follow the instructions provided by Windows Setup.
     - After reading the floppy disk, either choose “Intel(R) ICH9M-E/M SATA AHCI Controller” if in AHCI mode or “Intel(R) ICH8M-E/ICH9M-eSATA RAID Controller” if in IRRT mode – select the appropriate driver to install.

4. For Microsoft Vista / Windows 7 / Windows 8.1 / Windows 10 (32 & 64-Bit) Operating Systems:
   - Installing the Intel IMSM / IRST driver after the installation of the Operating System
     - Boot to the Operating System DVD or Boot from PXE, then start the OS installation.
     - After completing the OS installation, insert the Dell RDVD.
     - Select the IMSM / IRST driver and follow the installation procedure.
Note: the latest IMSM / IRST driver can also be obtained from dell.com/support under the "SATA Drivers" section

Table: NVMe PCIe SSD support mode on 7th Generation

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<td>OS</td>
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<tr>
<td>Boot Mode</td>
<td>UEFI RAID on</td>
<td>Legacy AHCI</td>
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<tr>
<td>Solution</td>
<td>IRST required</td>
<td>NOT install IRST</td>
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2.6.8 Wireless Local Network Adapters (WLAN)

- Microsoft Operating Systems do not provide native device driver support for WLAN controllers featured in Dell Latitude E-Family & Mobile Precision systems. To obtain wireless network functionality, install the Wireless LAN device driver applicable to the WLAN devices installed in the notebook computer found under the "Network" section posted on Dell’s driver & downloads support web site (dell.com/support). The installer also provides WLAN application support which provides additional features including enterprise authentication enhancements.

  Note: Airplane mode is a setting to suspend radio signal transmitting that potentially impact aircraft avionics or interfere with ground communication. Install Dell Airplane Mode Switch Driver to support this mode, under the “Network” section posted on Dell’s driver & downloads support web site (dell.com/support).

  Note: With Intel Wireless Display (WiDi) you can quickly connect your laptop to your TV and projector using the Intel® Centrino® wireless solution that’s already built into your laptop. Because it’s based on Wi-Fi*, there are no cables between the laptop and TV/Projector. To obtain Wireless Display (ONLY applied to Intel WLAN) functionality, install the Wireless Display Application found under the "Network" section posted on Dell’s driver & downloads support web site (dell.com/support).

- Microsoft Windows Operating Systems do not provide native device driver support for WiMAX controllers featured in Dell E-Family systems. To obtain WiMAX functionality, install the WiMAX software applicable to the WiMAX device installed in the notebook computer. This is available on Dell’s driver & downloads support web site (dell.com/support) under the ‘Network’ section.

- Customers choosing to utilize the Dell Wireless (DW) WLAN Card Utility or Intel PROSet / Wireless should not install Control Point Connection Manager. If Control Point Connection Manager is installed, uninstall the existing Intel PROSet / Wireless or Dell Wireless WLAN entries in Add / Remove Programs (or Programs and Features) before installing this software.
Customers may also choose to uninstall Dell Control Point Connection manager or uncheck the Wi-Fi control within Dell Control Point Connection Manager.

**Note**: With Wireless on 7th Gen platforms, there is a **Dell WLAN Radio Switch Driver** that package provides the driver for the Dell WLAN Hot Key and is supported to auto-disable WLAN/WWAN when LAN cable attached. This driver is under the "**Network**" section posted on Dell's driver & downloads support web site (dell.com/support).

### 2.6.9 Intel vPro or AMT (Applicable ONLY to vPro Configurations)

- Intel Active Management Technology (Intel AMT) allows users to easily manage networked computers to:
  - Discover computing assets on a network
  - Remotely repair systems even after operating system failures
  - Protect networks from incoming threats while easily keeping software up to date

- Ensure that the following drivers provided by Dell are being installed prior to installing the AMT drivers:
  - Intel Mobile Chipset driver
  - Intel 825xx Gigabit Platform LAN Network Device
  - Intel Wireless WLAN driver for WLAN AMT manageability via Intel WLAN adapter

- Microsoft Operating Systems do not include the AMT drivers. The AMT drivers are available on Dell's driver & downloads support web site (dell.com/support) under the "**Chipset**" section
  - For E-Family 1st generation systems
    - Intel AMT HECI
    - Intel AMT SOL/ LMS
  - For E-Family 2nd generation systems
    - Intel AMT HECI (Unified AMT6 Driver)
  - For E-Family 3rd generation systems,
    - Intel Unified AMT 7 Management Interface Driver
    - Intel Identity Protection Technology (IPT) feature requires IPT Middleware to be installed after the AMT Unified driver
  - For E-Family 4th generation systems,
    - Intel Unified AMT 8 Management Interface Driver
    - Intel Identity Protection Technology (IPT) feature was included in Intel Unified AMT8 Management Interface Driver already.
  - For E-Family 5th generation systems,
    - Intel Unified AMT 9 Management Interface Driver
    - Intel Identity Protection Technology (IPT) feature was included in Intel Unified AMT9 Management Interface Driver already.
  - For E-Family 6th generation systems,
    - Intel(R) Management Engine Components Installer
  - For E-Family 7th generation systems,
    - Intel(R) Management Engine Components Installer
2.6.10 DPTF
Microsoft XP 32 & 64-Bit, Vista 32 & 64-Bit, and Win7/8/8.1 32 & 64-Bit Operating Systems do not include the Intel Dynamic Platform and Thermal Framework (DPTF) driver. Install the DPTF driver available on Dell’s driver & downloads support web site (dell.com/support) under the “Chipset” section.

2.6.11 USB 3.0/3.1
Microsoft XP 32 & 64-Bit, Vista 32 & 64-Bit, and Win7/8/8.1 32 & 64-Bit Operating Systems do not include the USB 3.0 driver. Install the Intel(R) USB 3.0 eXtensible Host Controller Driver and Intel(R) USB 3.1 eXtensible Host Controller and Hub Driver available on Dell’s driver & downloads support web site (dell.com/support) under the “Chipset” section.

2.6.12 Media Memory Card Controller
Microsoft Operating Systems do not include the Memory Card controller driver. Install the following driver provided by Dell:

- R5C8xx Ricoh driver is available on Dell’s driver & downloads support web site (dell.com/support) found under the “Chipset” section.

- PCI8412 TI driver (Applies only for M6500) is available on Dell’s driver & downloads support web site (dell.com/support) found under the “Chipset” section.

- O2 Micro driver (Applies for 3rd, 4th, 5th generation Latitude E-Family & Mobile Precision except Latitude 3440/3540) is available on Dell’s driver & downloads support web site (dell.com/support) found under the “Chipset” section.

- Realtek driver (Applies for Latitude 3440/3540 and 6th, 7th generation Latitude E-Family & Mobile Precision) is available on Dell’s driver & downloads support web site (dell.com/support) found under the “Chipset” section.
2.6.13 Dell Dock (WD15) and Dell Thunderbolt Dock (TB15) Driver Set  
– Applies to 7th generation Latitude E-Family & Mobile Precision only

To fully support new generation Dell Dock and Dell Thunderbolt Dock, DELL highly recommend installing the following BIOS/Drivers step by step on 64 bit Windows OS

1. Connect the AC adapter to the Dell Dock (WD15) or Dell Thunderbolt Dock (TB15), and then connect the USB Type-C connector to the system.
2. Flash the latest BIOS available to the system. This is posted on Dell’s driver & downloads support web site (dell.com/support) under the “BIOS” section. Restart system before next step.
3. Install Intel(R) Thunderbolt Controller Driver available to the system. This is posted on Dell’s driver & downloads support web site (dell.com/support) under the “Chipset” section.
4. Install Intel(R) Thunderbolt 3 Firmware Update available to the system. This is posted on Dell’s driver & downloads support web site (dell.com/support) under the ‘Docks/Stands’ section. Restart system before next step.
5. Install Intel® HD Graphics Driver available for the system. This is posted on Dell’s driver & downloads support web site (dell.com/support) under the “Video” section. Restart system before next step.
6. For Dell Thunderbolt Dock only, install ASMedia USB 3.0 Extended Host Controller Driver for Dell Thunderbolt Dock available to the system. This is posted on Dell’s driver & downloads support web site (dell.com/support) under the ‘Docks/Stands’ section.
7. For Dell Thunderbolt Dock only, install ASMedia USB 3.0 Extended Host Firmware Utility available to the system. This is posted on Dell’s driver & downloads support web site (dell.com/support) under the ‘Docks/Stands’ section. Restart system before next step.
8. Install Realtek USB GBE Ethernet Controller Driver for Dell Thunderbolt Dock and Dell Dock available to the system. This is posted on Dell’s driver & downloads support web site (dell.com/support) under the ‘Docks/Stands’ section.
9. Install Realtek USB Audio Driver for Dell Wireless Dock, Dell Thunderbolt Dock, and Dell Dock available to the system. This is posted on Dell’s driver & downloads support web site (dell.com/support) under the ‘Docks/Stands’ section. Restart system before next step.
10. Install the Dell Dock Firmware Update Tool available to the system. This is posted on Dell’s driver & downloads support web site (dell.com/support) under the ‘Docks/Stands’ section. Restart system before next step.

NOTE: After the update process completes, it’s desired to shut down the computer and perform below steps in order to make the new firmware take effect.
- Power off the system.
- Disconnect the Thunderbolt 3 (Type-C) cable from the computer and then remove the AC adapter of dock from the power outlet.
- Then follow the recommended steps of connecting the AC adapter to the dock first and then attaching the Thunderbolt cable to the computer.
- Power on the computer with the docking station connected.

Dell provides the **Dell Command I Update** Application on a business client supported platforms to simplify the BIOS, firmware & driver update experience. This application is located under the "**Systems Management**" section of the Dell Support website ([www.dell.com/support](http://www.dell.com/support)). Be sure to pick your system type from the list or enter your service tag to ensure you get the right version for your system.

**NOTE:** The **Dell Dock Firmware Update**, and **Intel HD Graphics Driver** are excluded in **Dell Command | Update v2.2.0**.

Dell also provides pre-packaged CAB pack for OS deployment through System Center Configuration Manager (SCCM) or other deployment services, which now contains prerequisite drivers for Dell Thunderbolt™ Dock. The CAB files can be downloaded from the "**Systems Management**" section of the Dell Support website ([www.dell.com/support](http://www.dell.com/support)).

**NOTE:** After image deployment process, users have to further complete **Intel Thunderbolt 3 Firmware Update** and **Dell Dock Firmware Update** prior to using the docking station properly.

---

**2.6.14 Wireless Personal Area Network Adapter (UWB / WPAN)**

Microsoft Operating Systems do not support the Bluetooth controllers featured on Latitude E-Family & Mobile Precision systems. To obtain Bluetooth or UWB functionality, install the associated Bluetooth or UWB device drivers available on Dell’s driver & downloads support web site ([dell.com/support](http://dell.com/support)) under the “**Network**” section.
2.6.15 Mobile Broadband Wireless Wide Area Network Adapter (WWAN)

- Microsoft Operating Systems do not provide native support for the broadband Wireless WAN controllers featured in Dell Latitude E-Family & Mobile Precision systems. To obtain broadband functionality, install the Broadband device driver applicable to the wireless WAN devices installed in the system, and to the service carrier you have a contract with available on Dell’s driver & downloads support web site (dell.com/support) under the “Modem/Communication” section.

- The Wireless 5600 EVDO-HSPA module (applies to 1st generation Latitude E-Family & Mobile Precision only) requires the installation of Dell Control Point Connection Manager. Install the driver and FW before installing the Dell Control Point Connection Manager. The latest versions of Dell Control Point Connection Manager (v1.3 and later) provide the WWAN drivers and FW in the Dell Control Point Connection Manager Driver Pack. Earlier versions provide the drivers and FW in one single Dell Control Point Connection Manager installer. The Dell Control Point Connection Manager application and Driver Packs can be found under the “Control Point” section posted on Dell’s driver & downloads support web site (dell.com/support). Individual driver and FW releases for the 5600 EVDO-HSPA module can be found under the “Modem/Communication” section posted on Dell’s driver & downloads support web site (dell.com/support). It is highly recommended to use the Driver Packs to ensure version compatibility.

2.6.16 Touchpad

- Microsoft Operating Systems do not include the Dell Touchpad drivers.

- The Microsoft native OS mouse driver only provides basic point and click functionality. No advanced features are available with the native driver and this may provide a less than optimal user experience.

- Dell recommends installing the appropriate Dell Touchpad driver for the following user experience benefits:
  1. The driver is tuned to the system characteristics to offer enhanced cursor acceleration and precision.
  2. The driver provides the core palm rejection features.
  3. Access to additional features and control setting (varies with system) including:
     - Enhanced scrolling and tapping.
     - Touch sensitivity control.
     - Multi-Touch Gestures (2nd Generation).
     - Jog Shuttle control (M6400 & M6500).

- Dell Touchpad drivers are found under the “Mouse, Keyboard & Input Device Drivers” section posted on Dell’s driver & downloads support web site (dell.com/support).
2.6.17 Free Fall Sensor
Microsoft Operating Systems do not include the Free Fall Sensor driver. Install the following driver provided by Dell: **ST Microelectronics Accelerometer Driver for Free Fall Data Protection** driver found under the “Applications” or “Chipset” section posted on Dell’s driver & downloads support web site (dell.com/support)

2.6.18 Modem – applies to limited systems
- Microsoft Operating Systems do not include the Conexant modem driver. Install the following driver provided by Dell:
  1. Conexant D330,HDA,MDC,v.92,modem available on Dell’s driver & downloads support web site (dell.com/support) under the “Modem/Communication” section
- If Dell Control Point Connection Manager module is installed, the Conexant modem driver does not need to be installed

2.6.19 Touch Screen Digitizer
Microsoft XP 32 & 64-Bit, Vista 32 & 64-Bit, and Win7 32 & 64-Bit Operating Systems do not include the digitizer driver and application. Install the appropriate Touchscreen driver and application available on Dell’s driver & downloads support web site (dell.com/support) under the “Mouse, Keyboard & Input Device Drivers” section

2.6.20 Webcam - applies to 1st generation Latitude E-Family & Mobile Precision only
- The Dell E-Family Webcam driver enables the built-in system digital camera. Install the following driver provided by Dell for Microsoft Windows XP 32 & 64 Bit only:
  1. Creative Labs Integrated Webcam driver available on Dell’s driver & downloads support web site (dell.com/support) under the “Mouse, Keyboard & Input Device Drivers” section
  2. For video capturing / streaming features, install webcam software available from a variety of third party providers and as freeware

2.6.21 Intel Turbo Boost Driver (only for 2nd generation Latitude E-Family & Mobile Precision)
- Intel Turbo Boost driver is required to be installed on platforms meeting both of following criteria:
  1. nVidia or ATI discrete graphics cards
  2. Core i7 and i5 Dual Core CPUs
- Microsoft Operating Systems do not include the Intel Dual-Core Turbo Boost driver. Install the following driver provided by Dell:
- Dual-Core Turbo Boost driver is available on Dell's driver & downloads support web site (dell.com/support) found under the “CPU” section

2.6.22 Dell Control Point – DCP, (applies to 1st & 2nd generations Latitude E-Family & Mobile Precision only)

2.6.22.1 Control Point Security Device Driver

**Note:** For 2nd generation Latitude E-Family & Mobile Precision, the Control Point Security Device driver needs to be applied only if the Control Point Security Manager is used, it is not required for the Dell Data Protection | Access suite.
- Microsoft Operating System does not have the desired drivers and applications necessary for the security functions offered on Latitude E-Family & Mobile Precision
- The driver will install the device driver for the security devices installed in the Dell E-Family notebook computer. In addition, it will install Microsoft Net framework 2.0 SP1 and any relevant Microsoft QFEs required allowing these security devices to operate correctly
- The driver supports the following Security devices:
  1. Broadcom Trusted Platform Module
  2. Atmel Trusted Platform Module
  3. STMicroelectronics Trusted Platform Module
  4. Winbond Trusted Platform Module
  5. O2Micro Smart Card Reader
  6. Dell Smart Card Keyboard
  7. UPEK TouchChip Fingerprint Reader
  8. Authentec Fingerprint Reader
  10. Vista Storage driver Update (for ATAPI.SYS)
- The Control Point Security Device Driver is available on Dell’s driver & downloads support web site (dell.com/support) under the “Control Point” section

2.6.22.2 Control Point System Manager

- Dell Control Point System Manager module is a Dell developed modular application providing a complete set of power management configuring and alerting capabilities:
  - Battery Status
  - Power Scheme and Sleep Mode
  - Display and Devices
  - Keyboard Backlighting and Hotkeys Customization
  - Extended Battery Life / All Day Battery Life
The Control Point System Manager Application is available on Dell’s driver & downloads support web site (dell.com/support) under “Control Point” section

- Refer to Table B1 under Appendix-B for DCP System Manager features

- For Extended Battery Life feature (EBL), install the Dell Control Point components offered by Dell in addition to the System Manager Module (version 1.2 & 1.3)
  - Control Point System Security Manager driver (applies to Control Point System Manager 1.0 and 1.1)
  - Control Point System Manager XML file (applies to Control Point System Manager 1.0, 1.1, 1.2 and 1.3. Not required for 1.4 and beyond)

- For Ambient Light Sensor (ALS), install the Dell Ambient Light Sensor Utility component of Control Point in addition to the System Manager Module. This component is applicable to Vista 32 & 64-Bit only, and is not required for XP 32 & 64-Bit and Win7/8/8.1 32 & 64-Bit

  Note: Customers can obtain ALS feature by installing ALS utility in case Control Point System Manager is not desired and under Microsoft Windows Vista only

2.6.22.3 Control Point Security Manager

- Dell Control Point Security Manager module is a Dell developed modular application providing provides access to authentication, encryption, fingerprint readers, and smartcard technologies:
  1. Obtain Security Status
  2. Manage Logins and Passwords
  3. Manage Data Protection

- Security Software Stack:
  1. For these security devices to function and interface on E-Family notebooks, install the appropriate Software stack (Applications and Utilities)
  2. The security software stack can be obtained through one of the two options:
  3. Control Point Security Manager Application which is offered to E-Family Customers through Dell’s support website
  4. Third party security software specific to the customer’s environment. Dell does not provide 3rd party security software

- The Control Point Security Manager Application is available on Dell’s driver & downloads support web site (dell.com/support) under the “Control Point” section

- Refer to Table B2 under Appendix-B for DCP Security Manager features
2.6.22.4 **Control Point Connection Manager**, *(applies to 1st generation Latitude E-Family & Mobile Precision only)*

- Dell Control Point Connections Manager module is a Dell developed modular application providing a complete communications management environment:
  - Allows the user to create multiple mobile profile settings
  - Ability to create, export, and import user defined usage profiles
  - System custom configuration
  - Execute comprehensive diagnostics and troubleshooting
  - Provides the capability to enable or disable any of the radios on the notebook such as Wi-Fi, Bluetooth GPS, UWB, and mobile broadband

- The Control Point Connection Manager Application is available on Dell’s driver & downloads support web site ([dell.com/support](http://dell.com/support)) under the “Control Point” section

- Refer to Table B3 under Appendix-B for DCP Security Manager features

2.6.23 **Dell Digital Delivery Application**, *(applies to Latitude Precision 4th, 5th, 6th and 7th generation E-Family & Mobile Precision, except Latitude 3330/3340/3540)*

- Dell Digital Delivery allows you to purchase select software titles at the same time you purchase your computer. Then, when you receive your computer, you can automatically download and install the software
- The application is available on Dell’s driver & downloads support web site ([dell.com/support](http://dell.com/support)) under “Application” section

**Note**: There are additional driver deployment and management tools could be installed depends on IT environments and needs. E.g., Dell Update Application, Dell Command | Deploy WinPE 10.0 Driver Pack, Dell Command | Integration Suite for System Center 2012, Dell Command | Intel® vPro™ Out of Band, Dell Command | Configure, Dell Command | Update, Dell Command | Deploy Driver Pack.

These optional applications are available on Dell’s driver & downloads support web site ([dell.com/support](http://dell.com/support)) under “Application” or “Systems Management” section

2.6.24 **Dell Feature Enhancement Pack – DFEP**, *(applies to Latitude Precision 3rd & 4th generation E-Family & Mobile Precision, except Latitude 3330/3440/3550)*

- Dell Feature Enhancement Pack – DFEP is a Dell developed application providing a complete set of power management configuring and alerting capabilities
  - Support for hot keys and system events
  - Dell customized power plans and extensions
  - Battery Health Information
  - Touch Panel
  - Keyboard hotkey information, including backlighting
• Smart Settings
  
  o The DFEP Application is available on Dell’s driver & downloads support web site (dell.com/support) under “System Utilities” section

  **Note:** Supported for Windows7 only

  **Note:** Dell Feature Enhancement Pack will uninstall Dell System Manager if present on the systems

2.6.25 Dell Power Management – DPM, *(applies to Latitude Precision 5\(^{th}\) generation E-Family & Mobile Precision, except Latitude 3440/3540)*
  
  o DPM is a Dell developed application providing a advanced set of power management configuring and alerting capabilities
    - Dell customized power plans and extensions
    - Battery Health Information
    - Advanced Charge mode
  
  o The DPM Application is available on Dell’s driver & downloads support web site (dell.com/support) under “System Utilities” section

2.6.26 Dell Command |Power Manager – DCPM, *(applies to Latitude Precision 6\(^{th}\) and 7\(^{th}\) generation E-Family & Mobile Precision 3440/3540)*
  
  o DCPM is a Dell developed application providing a advanced set of power management configuring and alerting capabilities
    - Dell customized power plans and extensions
    - Battery Health Information
    - Advanced Charge mode
  
  o The DCPM Application is available on Dell’s driver & downloads support web site (dell.com/support) under “System Utilities” section

2.6.27 Dell Quickset *(applies to Latitude 3440/3540)*
  
  o Dell Quickset – Quickset is a Dell developed application providing a complete set of power management configuring and notifying capabilities
    - Support for hot keys and system events
    - Battery Health Information
    - Battery Warning Notification
    - Tiles of Mobility Center
  
  o The Quickset Application is available on Dell’s driver & downloads support web site (dell.com/support) under “System Utilities” section
2.6.28 Dell Data Protection | Access – DDPA, (for Latitude Precision 3rd & 4th generations E-Family & Mobile Precision, except Latitude 3330)

- Dell Data Protection Access Application is a Dell developed application providing access to authentication, encryption, fingerprint readers, and smartcard technologies:
  - Obtain Security Status
  - Manage Logins and Passwords
  - Manage Data Protection

- The Dell Data Protection | Access Application components are available on Dell’s driver & downloads support web site (dell.com/support) under the “Dell Data Protection” section

- The following components should be installed in order:
  - Prerequisites Installer
    - This installer contains Windows Installer 4.5 and Microsoft .NET Framework 3.5 SP1
    - Both of these are required in order for Dell Data Protection | Access to work on Windows XP and Vista

  - Drivers Installer
    - **Note:** The Dell Data Protection | Access application installer will not install if the DDPA Drivers installer is not on the platform FIRST
    - **Note:** Application Installer for 4th generations Latitude E-Family & Precision Mobile INCLUDED driver and middleware Installer already. Please ignore Drivers and Middleware Installer on 4th generations Latitude E-Family & Precision Mobile.

  - Middleware Installer
    - This installer contains certain relevant Microsoft QFEs
    - It also contains the NTRU Trusted Software Stack (TSS) that provides TPM access

  - Application Installer
    - This is the main application Dell Data Protection | Access
      - **Note:** It will only install if the Drivers Installer has already been installed on the system, so the installation order is important

- Refer to Table B3 under Appendix-B for DDPA – Data Protection Access

2.6.29 Dell Data Protection | Security Tool – DDP|ST, (for Latitude Precision 5th, 6th and 7th generations E-Family & Mobile Precision, except Latitude 3440/3540)

- DDP|ST Application is a Dell developed application providing access to authentication, encryption, fingerprint readers, and smartcard technologies:
  - Obtain Security Status
  - Manage Logins and Passwords
- Manage Data Protection
  - DDP|ST Application is available on Dell’s driver & downloads support web site (dell.com/support) under the “Dell Data Protection” section.
  - DDP|ST Application is also available via DELL Digital Delivery Application. Please refer to below link for more detail about Dell Digital Delivery Application.

http://www.dell.com/content/topics/segtopic.aspx/config/cirrus_software?c=us&l=en&cs=19
2.6.30 Latitude ON / Precision ON - applies to 1st generation Latitude E-Family & Mobile Precision only

- Microsoft XP 32 & 64-Bit, Vista 32 & 64-Bit, and Win7 32 & 64-Bit Operating Systems do not include the Latitude ON / Precision ON driver and application

- The following table lists which products supports the Latitude ON / Precision ON feature

<table>
<thead>
<tr>
<th>Solution</th>
<th>1st Generation</th>
<th>2nd Generation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Latitude ON Reader</td>
<td>X X</td>
<td>X X X X X</td>
</tr>
<tr>
<td>Latitude ON Flash</td>
<td>X X</td>
<td>X X X X X</td>
</tr>
<tr>
<td>Latitude ON</td>
<td>X X</td>
<td>X</td>
</tr>
<tr>
<td>Precision ON Reader</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Precision ON Flash</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

- In order to enable the Latitude ON / Precision ON button to hibernate Windows when switching to Latitude ON / Precision ON modes, Dell recommends installing the appropriate software. In order to determine the appropriate software to install, boot to the system BIOS and check the following:

  1. Under BIOS settings -> system configuration
     - Latitude ON – ARM module is installed:
       - Install the “Control Point Button Service” in Windows available on Dell’s driver & downloads support web site ([dell.com/support](http://dell.com/support)) under the “Control Point” section
         
         NOTE: If you installed the Dell Control Point Connection Manager, the “Control Point Button Service” is already installed

       - Latitude ON Flash / Precision ON Flash – Flash module is installed
         - Install the “Latitude ON Flash” in Windows available on Dell’s driver & downloads support web site ([dell.com/support](http://dell.com/support)) under the “Applications” section

     - Latitude ON Reader / Precision ON Reader
       - Install the “Reader 2.0” in Windows available on Dell’s driver & downloads support web site ([dell.com/support](http://dell.com/support)) under the “Applications” section
2.6.31 Intel® Responsiveness Technologies

- Intel® Responsiveness Technology include below three components
  - Intel® Smart Response Technology
    1. Smart response is a driver-based feature that emulates a hybrid drive using a traditional hard disk drive (HDD) and a small solid state drive (SSD). It stores frequently used files, data, and applications to a special partition on a small SSD device. It provides SSD-like read/write performance for the files used most frequently, while providing lower overall storage cost when used with the larger-sized traditional HDD.
    2. Install the Dell IMSM / IRST driver and application available on Dell’s driver & downloads support web site (dell.com/support) under the “SATA Drivers” section
  - Intel® Rapid Start Technology
    1. Rapid Start is a BIOS-based feature that replaces Windows® hibernate with a new low-power state; it can improve resume time vs. hibernate by ~2x.
    2. Install the “Rapid Start technology manager” in Windows available on Dell’s driver & downloads support web site (dell.com/support) under the “Applications” section.
  - Intel® Smart Connect Technology
    1. Smart Connect is a BIOS- and driver-based technology that periodically wakes the system from the Windows® sleep state to refresh email or social networking applications. When the system is equipped with specific wireless devices, it can detect the presence of known networks while asleep, waking only when connectivity is available. When properly equipped with specific wireless devices, Smart Connect can also provide quick internet connection readiness, by keeping wireless devices active in a low-power mode during sleep.
    2. Install the “Intel® Smart Connect Configuration Application and Driver package” in Windows available on Dell’s driver & downloads support web site (dell.com/support) under the “Applications” section.

Table of Storage configurations supported:

<table>
<thead>
<tr>
<th>Boot Disk (below)/Technology (right)</th>
<th>Smart Connect</th>
<th>Rapid Start</th>
<th>Smart Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>HDD only</td>
<td>Not supported</td>
<td>Not supported</td>
<td>Not supported</td>
</tr>
<tr>
<td>HDD + SSD</td>
<td>Not supported</td>
<td>Supported</td>
<td>Supported</td>
</tr>
<tr>
<td>HDD + mSATA</td>
<td>Not supported</td>
<td>Supported</td>
<td>Supported</td>
</tr>
<tr>
<td>SSD only</td>
<td>Supported</td>
<td>Supported</td>
<td>Not supported (Note: SSD performance achieved without Smart Response)</td>
</tr>
</tbody>
</table>
### Dell Latitude Ultrabook, E-Family & Mobile Precision Reimage “How-To” Guide

<table>
<thead>
<tr>
<th></th>
<th>mSATA only</th>
<th>Hybrid Drive</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supported</td>
<td>Supported</td>
<td>Supported on the 32GB flash version</td>
</tr>
<tr>
<td>Supported</td>
<td></td>
<td>Supported on the 32GB flash version</td>
</tr>
<tr>
<td>Not supported (Note: SSD performance achieved without Smart Response)</td>
<td></td>
<td>Supported on the 32GB flash version</td>
</tr>
</tbody>
</table>

**Note:** Supported for Windows7/8/8.1 only

**Note:** Please refer to [Intel Responsiveness Technologies Guide](#) for detail settings of these features.
Appendix
Appendix A

.NET Framework Requirements

What is .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 most applications created for the Microsoft Windows platform.
Appendix B

512e / 4KBe HDD Re-image Guidelines

1 What is Advanced Format HDD?

HDD industry is moving towards supporting higher drives capacity, to address the current limitations with the 512-byte sector HDDs, the industry is moving towards the Advanced Format with 4KB sector HDDs.

The transition to 4KB sector HDDs will allow storage devices to more easily adopt larger capacities in both the notebook and desktop space.

While hard drives will transition to 4KB sectors and to maintain backwards compatibility, current Advanced Format 4KB HDDs, also known as 512e HDDs, will emulate 512-byte SATA communications to hosts and will operate at 4KB.

2 How does an Advanced Format HDD impact OS Images?

Even though a 512e drive is designed to be backward compatible, most of current Operating Systems are not aware of the Advanced Format technology. Depending on the Operating System and its service pack, some extra steps may be required to optimize the performance of the Advanced Format (512e) HDDs and to maintain full Operating System and Application functionality.

These extra steps could require using alignment tools to fix any sector misalignment as a result of deploying a non-Advanced Format aware image on an Advanced Format HDD which may otherwise cause performance issues.
3 Re-imaging Requirements when using Advanced Format HDDs

The following are the re-imaging guidelines needed to support Advanced Format HDDs. These requirements are dependent on which Operating System will be installed and which method of deployment will be used.

3.1 Microsoft Operating Systems Advanced Format Aware Readiness

An Operating System is Advanced Format Aware if it meets the following criteria:

- It understands the concept of physical sector vs. logical sector
- It maximizes writes using multiples of 4k bytes
- Disk partition starts at the boundary of 4k sector

Not all current Microsoft Operating Systems are Advanced Format Aware (refer to the Table below). A system configured with an Advanced Format drive and an operating system that is not Advanced Format aware can experience sector misalignment, resulting in performance or compatibility issues.

- Some extra steps may be required for re-imaging even with Advanced Format Aware Microsoft Operating Systems, Install/upgrade to the latest Intel Storage driver
- Apply the applicable Microsoft KB article
- Partition alignment

such as (Please refer to section 3.2 for detailed instructions):

<table>
<thead>
<tr>
<th>Operating System</th>
<th>Advanced Format Aware</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft Windows 8</td>
<td>Yes</td>
</tr>
<tr>
<td>Microsoft Windows 7 SP1</td>
<td>Yes</td>
</tr>
<tr>
<td>Microsoft Windows 7</td>
<td>Yes</td>
</tr>
<tr>
<td>Microsoft Vista SP1</td>
<td>Yes</td>
</tr>
<tr>
<td>Microsoft Vista</td>
<td>No</td>
</tr>
<tr>
<td>Microsoft XP (all versions)</td>
<td>No</td>
</tr>
<tr>
<td>Microsoft Windows PE 3.0 or Later</td>
<td>Yes</td>
</tr>
<tr>
<td>Microsoft Windows PE older versions</td>
<td>No</td>
</tr>
</tbody>
</table>
3.2 Image Installation Guidelines

3.2.1 Clean Image Installation on an Advanced Format HDD

<table>
<thead>
<tr>
<th>Microsoft® OS Installation Method</th>
<th>Windows 7 SP1</th>
<th>Windows 7</th>
<th>Windows Vista SP1</th>
<th>Windows Vista</th>
<th>Windows XP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Using Dell Operating System Media</td>
<td>1. Install/Upgrade Intel RST Storage driver to 9.6 or later&lt;sup&gt;(1)&lt;/sup&gt;</td>
<td>1. Apply Microsoft KB article 982018&lt;sup&gt;(2)&lt;/sup&gt; 2. Install/Upgrade Intel RST Storage driver to 9.6 or later&lt;sup&gt;(1)&lt;/sup&gt;</td>
<td>1. Apply Microsoft KB article 2470478&lt;sup&gt;(1)&lt;/sup&gt; 2. Install/Upgrade Intel RST Storage driver to 9.6 or later&lt;sup&gt;(1)&lt;/sup&gt;</td>
<td>1. Use Alignment Tool&lt;sup&gt;(1)&lt;/sup&gt; to ensure Advanced Format drive partitions are properly aligned 2. Install/Upgrade Intel RST Storage driver to 9.6 or higher&lt;sup&gt;(1)&lt;/sup&gt;</td>
<td>Not Available</td>
</tr>
<tr>
<td>Using non-Dell off the shelf Operating System Media</td>
<td>1. Install/Upgrade Intel RST Storage driver to 9.6 or later&lt;sup&gt;(1)&lt;/sup&gt;</td>
<td>1. Apply Microsoft KB article 982018&lt;sup&gt;(2)&lt;/sup&gt; 2. Install/Upgrade Intel RST Storage driver to 9.6 or later&lt;sup&gt;(1)&lt;/sup&gt;</td>
<td>1. Apply Microsoft KB article 2470478&lt;sup&gt;(1)&lt;/sup&gt; 2. Install/Upgrade Intel RST Storage driver to 9.6 or later&lt;sup&gt;(1)&lt;/sup&gt;</td>
<td>1. Use Alignment Tool&lt;sup&gt;(1)&lt;/sup&gt; to ensure Advanced Format drive partitions are properly aligned 2. Install/Upgrade Intel RST Storage driver to 9.6 or higher&lt;sup&gt;(1)&lt;/sup&gt;</td>
<td>Not Available</td>
</tr>
<tr>
<td>Using Windows PE 3.0 or prior Note: If using a Win PE version earlier than 3.0, apply Windows Automated KIT</td>
<td>1. Install/Upgrade Intel RST Storage driver to 9.6 or later&lt;sup&gt;(1)&lt;/sup&gt;</td>
<td>1. Apply Microsoft KB article 982018&lt;sup&gt;(2)&lt;/sup&gt; 2. Install/Upgrade Intel RST Storage driver to 9.6 or later&lt;sup&gt;(1)&lt;/sup&gt;</td>
<td>1. Apply Microsoft KB article 2470478&lt;sup&gt;(1)&lt;/sup&gt; 2. Install/Upgrade Intel RST Storage driver to 9.6 or later&lt;sup&gt;(1)&lt;/sup&gt;</td>
<td>1. Install/Upgrade Intel RST Storage driver to 9.6 or higher&lt;sup&gt;(1)&lt;/sup&gt;</td>
<td>Not Available</td>
</tr>
<tr>
<td>Using Windows PE 3.1</td>
<td>1. Install/Upgrade Intel RST Storage driver to 9.6 or later&lt;sup&gt;(1)&lt;/sup&gt;</td>
<td>1. Use Alignment Tool&lt;sup&gt;(1)&lt;/sup&gt; to ensure Advanced Format drive partitions are properly aligned before re-imaging 2. Install/Upgrade Intel RST Storage driver to 9.6 or later&lt;sup&gt;(1)&lt;/sup&gt;</td>
<td>1. Use Alignment Tool&lt;sup&gt;(1)&lt;/sup&gt; to ensure Advanced Format drive partitions are properly aligned before re-imaging 2. Apply Microsoft KB article 982018 3. Install/Upgrade Intel RST Storage driver to 9.6 or later&lt;sup&gt;(1)&lt;/sup&gt;</td>
<td>1. Install/Upgrade Intel RST Storage driver to 9.6 or higher&lt;sup&gt;(1)&lt;/sup&gt;</td>
<td>Not Available</td>
</tr>
</tbody>
</table>

- (1) The Intel RST Driver 9.6 or higher can be found on the Dell Support website in Dell Drivers and Downloads for your system under the SATA drivers section.
- (2) Please refer to the Partition Alignment Tools - Section 3.4

3.2.2 Deploying 512B pre-installed image to an Advanced Format drive

<table>
<thead>
<tr>
<th>Microsoft® OS Installation Method</th>
<th>Windows 7 SP1</th>
<th>Windows 7</th>
<th>Windows Vista SP1</th>
<th>Windows Vista</th>
<th>Windows XP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Using Dell Factory Installed Image</td>
<td>No actions required. Dell Factory Images include required components.</td>
<td>Not Available</td>
<td>Not Available</td>
<td>Not Available</td>
<td>Not Available</td>
</tr>
<tr>
<td>Using Sector-Based Utilities (Norton Ghost, Altiris, etc.)</td>
<td>1. Use Alignment Tool&lt;sup&gt;(2)&lt;/sup&gt; to ensure Advanced Format drive partitions are properly aligned before re-imaging 2. Install/Upgrade Intel RST Storage driver to 9.6 or later&lt;sup&gt;(1)&lt;/sup&gt;</td>
<td>1. Use Alignment Tool&lt;sup&gt;(2)&lt;/sup&gt; to ensure Advanced Format drive partitions are properly aligned before re-imaging 2. Apply Microsoft KB article 982018 3. Install/Upgrade Intel RST Storage driver to 9.6 or later&lt;sup&gt;(1)&lt;/sup&gt;</td>
<td>1. Use Alignment Tool&lt;sup&gt;(2)&lt;/sup&gt; to ensure Advanced Format drive partitions are properly aligned before re-imaging 2. Apply Microsoft KB article 2470478 3. Install/Upgrade Intel RST Storage driver to 9.6 or later&lt;sup&gt;(1)&lt;/sup&gt;</td>
<td>1. Use Alignment Tool&lt;sup&gt;(1)&lt;/sup&gt; to ensure Advanced Format drive partitions are properly aligned before re-imaging 2. Install/Upgrade Intel RST Storage driver to 9.6 or later&lt;sup&gt;(1)&lt;/sup&gt;</td>
<td>Not Available</td>
</tr>
</tbody>
</table>

- (1) The Intel RST Driver 9.6 or higher can be found on the Dell Support website in Dell Drivers and Downloads for your system under the SATA drivers section.
- (2) Please refer to the Partition Alignment Tools - Section 3.4
3.3 Other Partition Alignment Requirements

<table>
<thead>
<tr>
<th>Environment</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>IRRT / RAID 0.1 &amp; 5 Configuration</td>
<td>Use Alignment Tools(^{(1)}) to ensure Advanced Format drive partitions are properly aligned</td>
</tr>
<tr>
<td>Data Protection / Encryption</td>
<td>Use Alignment Tools(^{(1)}) to ensure Advanced Format drive partitions are properly aligned before encrypting the drive. (\text{Note: Misaligned encrypted Advanced Format drives need to be decrypted, then aligned and re-encrypted})</td>
</tr>
</tbody>
</table>

\(^{(1)}\) Please refer to the Partition Alignment Tools - Section 3.4

3.4 Partition Alignment Options

Partition alignment is required for older operating systems and is recommended for new operating systems in order to insure proper hard drive performance and imaging between drives of differing sector sizes. An aligned partition is when the starting offset of the partition is divisible by 4096 Bytes or by 8 for logical block addressing (LBA) numbers.

3.4.1 Pre-Installation of Operating System

This section lists a few options for partition alignment pre-installation of OS:

- **Using Ghost:**

  Ghost 11.5 will maintain the alignment state of the Gold/Master image. If the disk image is built and aligned on a 512e/Advanced Format drive, the clones of that image will remain aligned. If the image is built on a 512B, Ghost command line switch \{-align=1MB\} can be used to ensure alignment when deployed to any drive.

- **Using DISKPART:**
DISKPART may be used to enable storage configuration or create a partition at an explicit disk offset from a script, a remote session, or another command prompt.

Dell recommends using WinPE’s (3.0 or greater) Diskpart.exe from Windows Vista or Windows 7 to create the partitions for Windows XP installation. This will create a partition that is Advanced Format aligned. Without PE, starting with Windows Vista or Windows 7 DVD to create the partition for the Windows XP will create correct partitioning. On how to use DISKPART utility and how to divide the offset value of the selected partition, refer to Microsoft KB Article 300415

3.4.2 Post-Installation of Operating System

The Paragon Alignment Tool (PAT) is a hardware agnostic tool available for download from the Dell Support website in Dell Drivers and Downloads for your system under the SATA Drives section. This tool can be used after an Operating System is installed to align the partitions of an Advanced Format drive.
Appendix C

General Re-Imaging FAQs

1. How do I resolve a PCI Yellow Bang?
   a. After installing the drivers and you have this PCI yellow bang in device manager, you need to install the following drivers found in the Chipset folder:
   - PCI Serial Port
   - PCI Simple Communications Controller
   b. For E-Family 1st generation you need to install two drivers - AMT SOL / LMS and AMT HECI
   c. For E-Family 2nd generation you need to install one driver - AMT HECI

2. How do I resolve a Broadcom USH Yellow Bang?
   a. After installing the drivers and you have this USH yellow bang in device manager, you need to install the Control Point Security Device Driver Pack
   - Broadcom USH w/touch sensor

3. How do I resolve this Unknown Device yellow bang on E-Family 2nd generation?
   a. After installing the drivers and you have an unknown device yellow bang in device manager, you need to install the ST Micro Freefall Sensor driver found under Chipset
   - Unknown device

4. What drivers are in the Control Point Security Device Driver pack?
   a. The driver pack has the drivers for all security related hardware, including:
      1. Broadcom Trusted Platform Module
      2. Atmel Trusted Platform Module
      3. STMicroelectronics Trusted Platform Module
      4. Winbond Trusted Platform Module
      5. O2Micro Smart Card Reader
      6. Dell Smart Card Keyboard
      7. UPEK TouchChip Fingerprint Reader
      8. Authentec Fingerprint Reader
      10. Vista Storage Driver Update (for ATAPI.SYS)

5. Can I use WiMax and WiFi at the same time?
   a. No, the wireless adapter only supports one of them being active at one time

6. What is the Dell System Software utility and why do I need it?
a. The Dell System Software utility provides critical updates and patches for your operating system necessary for the correct operation of your system. It is important to install this utility first after re-imaging your system. It is found under the System Utilities folder on the Dell Drivers and Download page.

7. What is the Client System Update application?
   a. Located under System Management > Client System Update, this is primarily targeted at Customers who want to manage systems on their own. The tool is designed to allow users to specify their update preferences and apply updates based on the criticality. Alternatively, end users can use the scheduling option to keep their system up-to-date with the systems software released by Dell.

8. What is eSATA?

   One of the connectors on the system is a dual eSATA / USB combo port. It can interface with either an eSATA device or a USB device. eSATA is an industry standard interface. A few of the key benefits of eSATA technology are:
   
   o Data speeds up to six times faster than USB 2.0 and IEEE 1394
   o Robust and user friendly external connection
   o High performance, cost effective expansion storage
   o Up to 2 meter shielded cables and connectors
### Control Point System Manager Features - Table B1

<table>
<thead>
<tr>
<th>Category</th>
<th>Feature</th>
<th>DCP SM Release Version</th>
<th>Availability of Feature when DCP Installed?</th>
<th>Availability of Feature when Dell provides drivers/middleware, but No DCP</th>
<th>Availability of Feature when only Windows OS installed?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Power Manager</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>user profiles</td>
<td>v1.0</td>
<td>Yes</td>
<td>N/A</td>
<td>Only power schemes are available in the OS.</td>
</tr>
<tr>
<td></td>
<td>View battery manufacturer info.</td>
<td>v1.0</td>
<td>Yes</td>
<td>N/A</td>
<td>Yes, through BIOS</td>
</tr>
<tr>
<td></td>
<td>View battery health info.</td>
<td>v1.0</td>
<td>Yes</td>
<td>N/A</td>
<td>Yes, through BIOS</td>
</tr>
<tr>
<td></td>
<td>battery charge enable/disable status</td>
<td>v1.0</td>
<td>Yes</td>
<td>N/A</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Network card power management</td>
<td>v1.0</td>
<td>Yes</td>
<td>Yes (Intel LOM)</td>
<td>No (some Broadcom LOMs)</td>
</tr>
<tr>
<td></td>
<td>Extended Battery Life/ All Day Battery Life. (ADBL)</td>
<td>v1.0</td>
<td>Yes</td>
<td>N/A</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Dell Enhanced Performance Plans (User Selectable Thermal Tables for Performance, temperature and sound levels)</td>
<td>v1.4</td>
<td>Yes</td>
<td>N/A</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Digidesign Audio/Video mode</td>
<td>v1.3</td>
<td>Yes</td>
<td>N/A</td>
<td>Yes, thru individual settings in BIOS/OS</td>
</tr>
<tr>
<td><strong>Display settings</strong></td>
<td>Inactivate display and system timeouts when activating an external display using Fn+F8.</td>
<td>v1.0</td>
<td>Yes</td>
<td>N/A</td>
<td>No</td>
</tr>
<tr>
<td><strong>Function Keys</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Fn+F2 to enable Battery Charge disable</td>
<td>v1.0</td>
<td>Yes</td>
<td>N/A</td>
<td>Yes, but with No screen pop-up display</td>
</tr>
<tr>
<td></td>
<td>Fn+F3 to enable/disable DCP</td>
<td>v1.0</td>
<td>Yes</td>
<td>N/A</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Fn+F7 to switch between display settings</td>
<td>v1.0</td>
<td>Yes</td>
<td>N/A</td>
<td>Yes, but with No screen pop-up display</td>
</tr>
<tr>
<td><strong>Hot Key customization</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>User hot key customization ability (also Fn+D functionality which is set to toggle display by default)</td>
<td>v1.0</td>
<td>Yes</td>
<td>N/A</td>
<td>No</td>
</tr>
<tr>
<td><strong>Keyboard backlighting</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Keyboard backlighting options (to be able to set the intensity, inactivity timeout values and input triggers.)</td>
<td>v1.0</td>
<td>Yes</td>
<td>N/A</td>
<td>Yes, but with No screen pop-up display</td>
</tr>
<tr>
<td><strong>Brightness</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ability to Adjust Brightness Level</td>
<td>v1.0</td>
<td>Yes</td>
<td>N/A</td>
<td>Yes, but with No screen pop-up display</td>
</tr>
<tr>
<td></td>
<td>feedback through on screen display</td>
<td>v1.0</td>
<td>Yes</td>
<td>N/A</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Ability to enable/disable ALS</td>
<td>v1.0</td>
<td>Yes</td>
<td>N/A</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>ALS</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Feedback through on screen display</td>
<td>v1.0</td>
<td>Yes</td>
<td>N/A</td>
<td>No</td>
</tr>
<tr>
<td><strong>Hardware Monitoring for Desktops</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Reporting of Ambient Temp log information at OS presence (PWS only)</td>
<td>v1.2</td>
<td>Yes</td>
<td>N/A</td>
<td>Through BIOS</td>
</tr>
<tr>
<td></td>
<td>Reporting of CPU Temp log information at OS presence (PWS only)</td>
<td>v1.2</td>
<td>Yes</td>
<td>N/A</td>
<td>Through BIOS</td>
</tr>
<tr>
<td></td>
<td>Reporting of SMART Alerts log information at OS presence (PWS only)</td>
<td>v1.2</td>
<td>Yes</td>
<td>N/A</td>
<td>Through BIOS</td>
</tr>
<tr>
<td></td>
<td>Reporting of ECC Alerts log information at OS presence (PWS only)</td>
<td>v1.2</td>
<td>Yes</td>
<td>N/A</td>
<td>Through BIOS</td>
</tr>
<tr>
<td><strong>Privacy Screen - Discreet Graphics</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Fn+F to enable/disable Privacy screen</td>
<td>v1.0</td>
<td>Yes</td>
<td>N/A</td>
<td>No</td>
</tr>
<tr>
<td><strong>Privacy Screen - UMA Graphics</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Fn+F to enable/disable Privacy screen</td>
<td>v1.2.01</td>
<td>Yes</td>
<td>N/A</td>
<td>No</td>
</tr>
<tr>
<td><strong>&quot;Color Space&quot; Panel Settings for RGB LED Displays (17&quot; only)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Provides system level controls for NTSC, sRGB, Pro Photo RGB/Kodak or Adobe color settings (certain panels only)</td>
<td>v1.3</td>
<td>Yes</td>
<td>N/A</td>
<td>No</td>
</tr>
</tbody>
</table>
## Dell Latitude Ultrabook, E-Family & Mobile Precision Reimage “How-To” Guide

### Control Point Security Manager Features – Table B2

<table>
<thead>
<tr>
<th>Category</th>
<th>Feature</th>
<th>Release Version</th>
<th>Availability of Feature when DCP Installed?</th>
<th>Availability of Feature when Dell provides drivers/middleware, but No DCP App?</th>
<th>Availability of Feature when only Windows OS installed?</th>
</tr>
</thead>
<tbody>
<tr>
<td>ControlVault</td>
<td>Secure processing and storage of user security information</td>
<td>v1.0</td>
<td>Yes - USH platforms only</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Ability to locally backup and restore credentials in CV</td>
<td>v2.0</td>
<td>Yes - USH platforms only</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>TPM</td>
<td>TPM enablement and management</td>
<td>v1.0</td>
<td>Yes</td>
<td>Yes - with 3rd party software, including Windows Vista Bitlocker</td>
<td>No for XP</td>
</tr>
<tr>
<td>Pre-Boot Authentication (PBA)</td>
<td>Password and SSO</td>
<td>v1.0</td>
<td>Yes</td>
<td>Yes - with 3rd party software, does not include PBA</td>
<td>Password only, no SSO</td>
</tr>
<tr>
<td>Embedded Finger Print Reader</td>
<td>Full configuration and management for PBA and Windows Logon</td>
<td>v1.0</td>
<td>Yes</td>
<td>Yes - with 3rd party software, does not include PBA</td>
<td>No</td>
</tr>
<tr>
<td>External Dell Branded Finger Print Reader</td>
<td>Full configuration and management for Windows Logon</td>
<td>v1.0</td>
<td>Yes</td>
<td>Yes - with 3rd party software, does not include PBA</td>
<td>No</td>
</tr>
<tr>
<td>Contact Smart Card Reader</td>
<td>Full configuration and management for Windows Logon</td>
<td>v1.0</td>
<td>Yes</td>
<td>Yes - with 3rd party software, does not include PBA</td>
<td>No</td>
</tr>
<tr>
<td>Contactless Smart Card Reader</td>
<td>Full configuration and management for Windows Logon</td>
<td>v1.0</td>
<td>Yes</td>
<td>Yes - with 3rd party software, does not include PBA</td>
<td>No</td>
</tr>
<tr>
<td>Contactless Smart Card Reader</td>
<td>Full configuration and management for PBA</td>
<td>v1.0</td>
<td>Yes</td>
<td>Yes - with 3rd party software, does not include PBA</td>
<td>No</td>
</tr>
<tr>
<td>Full Disked Encrypted Drives (FDE)</td>
<td>Support for S400 and T260 FDE’s</td>
<td>v2.0</td>
<td>Yes</td>
<td>Yes - with 3rd party software, does not include PBA</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Support for SSD FDE’s</td>
<td>v2.0</td>
<td>Yes</td>
<td>Yes - with 3rd party software, does not include PBA</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Support for dual FDE’s (non-RAID)</td>
<td>v2.0</td>
<td>Yes</td>
<td>Yes - with 3rd party software, does not include PBA</td>
<td>No</td>
</tr>
<tr>
<td>RSA SecurID</td>
<td>RSA SecurID storage in ControlVault</td>
<td>v1.1</td>
<td>Yes - USH platforms only</td>
<td>Yes - USH platforms only</td>
<td>No</td>
</tr>
<tr>
<td>BitLocker (Vista Only)</td>
<td>DCP does not interact with Bitlocker</td>
<td>v2.0</td>
<td>Yes</td>
<td>N/A</td>
<td>Yes</td>
</tr>
</tbody>
</table>

### Dell Data Protection | Access, DDPA – Table B3

<table>
<thead>
<tr>
<th>Category</th>
<th>Feature</th>
<th>Release Version</th>
<th>Availability of Feature when DDPA Installed?</th>
<th>Availability of Feature when Dell provides drivers/middleware, but No DDPA App?</th>
<th>Availability of Feature when only Windows OS installed?</th>
</tr>
</thead>
<tbody>
<tr>
<td>ControlVault</td>
<td>Secure processing and storage of user security information</td>
<td>v2.0</td>
<td>Yes - USH platforms only</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Ability to locally backup and restore credentials in CV</td>
<td>v2.0</td>
<td>Yes - USH platforms only</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>TPM</td>
<td>TPM enablement and management</td>
<td>v2.0</td>
<td>Yes</td>
<td>Yes - with 3rd party software, including Windows Vista Bitlocker</td>
<td>No</td>
</tr>
<tr>
<td>Pre-Boot Authentication (PBA)</td>
<td>Password and SSO</td>
<td>v2.0</td>
<td>Yes</td>
<td>Password only, no SSO</td>
<td>Password only, no SSO</td>
</tr>
<tr>
<td>Embedded Finger Print Reader</td>
<td>Full configuration and management for PBA and Windows Logon</td>
<td>v2.0</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>External Dell Branded Finger Print Reader</td>
<td>Full configuration and management for Windows Logon</td>
<td>v2.0</td>
<td>Yes (No PBA SUPPORT)</td>
<td>Yes - with 3rd party software, does not include PBA</td>
<td>No</td>
</tr>
<tr>
<td>Contact Smart Card Reader</td>
<td>Full configuration and management for Windows Logon</td>
<td>v2.0</td>
<td>Yes</td>
<td>Yes - with 3rd party software, does not include PBA</td>
<td>No</td>
</tr>
<tr>
<td>Contactless Smart Card Reader</td>
<td>Full configuration and management for Windows Logon</td>
<td>v2.0</td>
<td>Yes</td>
<td>Yes - with 3rd party software, does not include PBA</td>
<td>No</td>
</tr>
<tr>
<td>Contactless Smart Card Reader</td>
<td>Full configuration and management for PBA</td>
<td>v2.0</td>
<td>Yes</td>
<td>Yes - with 3rd party software, does not include PBA</td>
<td>No</td>
</tr>
<tr>
<td>Full Disked Encrypted Drives (FDE)</td>
<td>Support for S400 and T260 FDE’s</td>
<td>v2.0</td>
<td>Yes (No PBA SUPPORT)</td>
<td>Yes - with 3rd party software, does not include PBA</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Support for SSD FDE’s</td>
<td>v2.0</td>
<td>Yes</td>
<td>Yes - with 3rd party software, does not include PBA</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Support for dual FDE’s (non-RAID)</td>
<td>v2.0</td>
<td>Yes</td>
<td>Yes - with 3rd party software, does not include PBA</td>
<td>No</td>
</tr>
<tr>
<td>RSA SecurID</td>
<td>RSA SecurID storage in ControlVault</td>
<td>v2.0</td>
<td>Yes - USH platforms only</td>
<td>Yes - USH platforms only</td>
<td>No</td>
</tr>
<tr>
<td>BitLocker (Vista Only)</td>
<td>DCP does not interact with Bitlocker</td>
<td>v2.0</td>
<td>Yes</td>
<td>N/A</td>
<td>Yes</td>
</tr>
</tbody>
</table>
## Control Point Connection Manager Features – Table B4

<table>
<thead>
<tr>
<th>Category</th>
<th>Feature</th>
<th>Release Version</th>
<th>Availability of Feature when DCP Installed?</th>
<th>Availability of Feature when Dell provides drivers/middleware, but No DCP App?</th>
<th>Availability of Feature when only Windows OS installed?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>WLAN</strong></td>
<td>Dell Wireless LAN 1397, 1510 (Broadcom)</td>
<td>v1.1</td>
<td>Yes</td>
<td>Yes, WITH Dell Wireless Client Utility (DCLU)</td>
<td>No for XP</td>
</tr>
<tr>
<td></td>
<td>Dell Wireless LAN 1520 (Broadcom TGV - no enterprise extension)</td>
<td>v1.3.01</td>
<td>Yes</td>
<td>Yes, with Dell Wireless Client Utility (DCLU)</td>
<td>No for XP</td>
</tr>
<tr>
<td></td>
<td>Intel Wireless LAN 5100, 5300</td>
<td>v1.2</td>
<td>Yes</td>
<td>Yes, with Intel Proset</td>
<td>No for XP</td>
</tr>
<tr>
<td></td>
<td>• Intel® Centrino® Ultimate-N 6300 Wi-Fi card</td>
<td>v1.4</td>
<td>Yes</td>
<td>Yes, with Intel Proset</td>
<td>Yes for Vista &amp; Win 7, with WLAN AutoConfig, but in box driver has not been Dell validated</td>
</tr>
<tr>
<td></td>
<td>• Intel® Centrino® Advanced-N 6200 Wi-Fi card</td>
<td>v1.4</td>
<td>Yes</td>
<td>Yes, with Intel Proset</td>
<td>Yes for Vista &amp; Win 7, with WLAN AutoConfig, but in box driver has not been Dell validated</td>
</tr>
<tr>
<td></td>
<td>Disconnect on Ethernet WLAN</td>
<td>v1.2</td>
<td>Yes</td>
<td>Yes, with Intel Proset or Dell Wireless Client Utility (DCLU)</td>
<td>Yes, except CCX and TTLS</td>
</tr>
<tr>
<td></td>
<td>View available networks &amp; Site Monitors</td>
<td>v1.0</td>
<td>Yes</td>
<td>Yes, with Intel Proset or Dell Wireless Client Utility (DCLU)</td>
<td>WZC/WLAN AutoConfig for available networks</td>
</tr>
<tr>
<td></td>
<td>WIFI - Catcher</td>
<td>v1.0</td>
<td>Yes</td>
<td>Basic Mode Only</td>
<td>Basic Mode Only</td>
</tr>
<tr>
<td></td>
<td>Hardware Radio Switch</td>
<td>v1.0</td>
<td>Yes</td>
<td>Yes, in BIOS</td>
<td>Yes, in BIOS</td>
</tr>
<tr>
<td></td>
<td>Enterprise Extension for WLAN - 802.1x, WPA-Enterprise/WPA2-Enterprise, CCKM (CCX5, TTLS not available for Win 7)</td>
<td>v1.2</td>
<td>Yes</td>
<td>Yes, with Intel PROSet or Dell Wireless Client Utility (DCLU)</td>
<td>Yes, except CCX and TTLS</td>
</tr>
<tr>
<td></td>
<td>Dell Wireless Mobile Broadband 5720 Minicard</td>
<td>v1.0</td>
<td>Yes</td>
<td>Yes, with Dell Mobile Broadband Client Utility (DMBCU) for 5720 EVDO (novatel)</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Dell Wireless 5600 EV/HSMA (GOB8)</td>
<td>v1.2</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Dell Wireless 5510 HSMA Minicard (Helmsley)</td>
<td>v1.0</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Dell Wireless 5620 EV/HSMA (GOBI2)</td>
<td>v1.4</td>
<td>Yes</td>
<td>Yes, planned alternative connection manager</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Dell Wireless 5540 HSMA Minicard (H2)</td>
<td>v1.4</td>
<td>Yes</td>
<td>Yes, planned alternative connection manager</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>GPS Novatel/Ericsson</td>
<td>v1.0</td>
<td>Yes</td>
<td>Yes, with Dell Mobile Broadband Client Utility (DMBCU) for 5720 EVDO (novatel)</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Disconnect on Ethernet WWAN</td>
<td>v1.0</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
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<tr>
<td></td>
<td>SMS Text Messaging</td>
<td>v1.0</td>
<td>Yes</td>
<td>Yes, with Dell Mobile Broadband Client Utility (DMBCU) for 5720 EVDO (novatel)</td>
<td>No</td>
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<tr>
<td></td>
<td>Broadcom Gigabit LAN</td>
<td>v1.0</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
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<tr>
<td></td>
<td>Intel 825x Gigabit</td>
<td>v1.0</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Conexant HAD D334/MDC V.5.3 modem</td>
<td>v1.0</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
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<td><strong>WWAN</strong></td>
<td>Location Profiles</td>
<td>v1.0</td>
<td>Yes</td>
<td>N/A</td>
<td>Yes, limited attributes through Vista and Windows 7 (Network and Sharing Center)</td>
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<tr>
<td></td>
<td>Import/Export Profiles</td>
<td>v1.0</td>
<td>Yes</td>
<td>Yes, with Intel Proset or Dell Wireless Client Utility (DCLU)</td>
<td>Yes, limited to WiFi profiles (netsih)</td>
</tr>
<tr>
<td></td>
<td>Profile Management Wizard</td>
<td>v1.0</td>
<td>Yes</td>
<td>Yes, with Intel Proset or Dell Wireless Client Utility (DCLU)</td>
<td>No</td>
</tr>
<tr>
<td><strong>LAN/ Modem/other connections</strong></td>
<td>Airplane Mode</td>
<td>v1.0</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
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<tr>
<td></td>
<td>Connection Logs</td>
<td>v1.0</td>
<td>Yes</td>
<td>Yes, with Intel Proset or Dell Wireless Client Utility (DCLU)</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Connection Status</td>
<td>v1.0</td>
<td>Yes</td>
<td>Yes, with Intel Proset or Dell Wireless Client Utility (DCLU)</td>
<td>Yes</td>
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<td></td>
<td>Device Status</td>
<td>v1.0</td>
<td>Yes</td>
<td>Yes, with Intel Proset or Dell Wireless Client Utility (DCLU)</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Network Status Details</td>
<td>v1.0</td>
<td>Yes</td>
<td>Yes, with Intel Proset or Dell Wireless Client Utility (DCLU)</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Status Logs</td>
<td>v1.0</td>
<td>Yes</td>
<td>Yes, with Intel Proset or Dell Wireless Client Utility (DCLU)</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Diagnostics Connection base/ Hardware based</td>
<td>v1.0</td>
<td>Yes</td>
<td>Yes, with Intel Proset or Dell Wireless Client Utility (DCLU)</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Troubleshooting FAQ's/Web links</td>
<td>v1.0</td>
<td>Yes</td>
<td>Yes, with Intel Proset or Dell Wireless Client Utility (DCLU)</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Location Profiles</strong></td>
<td>Location Profiles</td>
<td>v1.0</td>
<td>Yes</td>
<td>N/A</td>
<td>Yes, limited attributes through Vista and Windows 7 (Network and Sharing Center)</td>
</tr>
<tr>
<td><strong>Radio Management</strong></td>
<td>Import/Export Profiles</td>
<td>v1.0</td>
<td>Yes</td>
<td>Yes, with Intel Proset or Dell Wireless Client Utility (DCLU)</td>
<td>Yes, limited to WiFi profiles (netsih)</td>
</tr>
<tr>
<td><strong>Airplane Mode</strong></td>
<td>Profile Management Wizard</td>
<td>v1.0</td>
<td>Yes</td>
<td>Yes, with Intel Proset or Dell Wireless Client Utility (DCLU)</td>
<td>No</td>
</tr>
<tr>
<td><strong>connection/device/status</strong></td>
<td>Airplane Mode</td>
<td>v1.0</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
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<tr>
<td><strong>Information</strong></td>
<td>Connection Logs</td>
<td>v1.0</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Connection Status</td>
<td>v1.0</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Device Status</td>
<td>v1.0</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Network Status Details</td>
<td>v1.0</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Status Logs</td>
<td>v1.0</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Log-on Features</strong></td>
<td>SSO Pre-logon (Windows XP only)</td>
<td>v1.0</td>
<td>Yes</td>
<td>Yes, with Dell Mobile Broadband Client Utility (DMBCU) for 5720 EVDO (novatel)</td>
<td>No, for 5530 HSPA (Ericsson)</td>
</tr>
<tr>
<td></td>
<td>VPN Enforcement</td>
<td>v1.0</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>
Appendix E

E-Docks

- Dell E-Docks (E-Family Docking Stations)

  o Dell E-Family docking stations are architected differently than previous generations of Dell docking stations.

  o To enhance Plug And Play performance E-Family products no longer require a docking profile

  **Note:** USB devices might be malfunction after docking/undocking. It’s a known issue on Windows XP. Please refer to [http://support.microsoft.com/kb/871233](http://support.microsoft.com/kb/871233) to get workaround.

  o The following are the list of features and expected behavior differences between D-Docks and E-Docks:
<table>
<thead>
<tr>
<th>Features &amp; Expected Behavior Differences - D-Docks Vs E-Docks</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Latitude DDock</strong></td>
</tr>
<tr>
<td>---</td>
</tr>
<tr>
<td><strong>Video Ports</strong></td>
</tr>
<tr>
<td>VGA</td>
</tr>
<tr>
<td>S-Video</td>
</tr>
<tr>
<td>Composite Video</td>
</tr>
<tr>
<td>DVI</td>
</tr>
<tr>
<td>Display Port</td>
</tr>
<tr>
<td><strong>Legacy Ports</strong></td>
</tr>
<tr>
<td>Serial</td>
</tr>
<tr>
<td>Parallel</td>
</tr>
<tr>
<td>IEEE 1394</td>
</tr>
<tr>
<td>USB</td>
</tr>
<tr>
<td>Powered USB</td>
</tr>
<tr>
<td>Powered eSATA</td>
</tr>
<tr>
<td>ExpressCard Slot</td>
</tr>
<tr>
<td>Media Card Reader</td>
</tr>
<tr>
<td>RJ-11</td>
</tr>
<tr>
<td>Audio</td>
</tr>
<tr>
<td>Mic</td>
</tr>
<tr>
<td>S/PDIF</td>
</tr>
<tr>
<td>Lock</td>
</tr>
<tr>
<td><strong>Power Supply</strong></td>
</tr>
<tr>
<td>Internal AC Power</td>
</tr>
<tr>
<td>External AC Adapter</td>
</tr>
<tr>
<td><strong>Others</strong></td>
</tr>
<tr>
<td>Modular Bay</td>
</tr>
<tr>
<td>PCI Slot</td>
</tr>
<tr>
<td>Monitor Stand Port</td>
</tr>
<tr>
<td>190GB HDD</td>
</tr>
<tr>
<td>Network USB Dimension (HDxW)</td>
</tr>
<tr>
<td><strong>Docking and Undocking Behavior</strong></td>
</tr>
<tr>
<td>Hot Docking Profiles</td>
</tr>
<tr>
<td>Hot Docking (uninformed)</td>
</tr>
<tr>
<td>Hot Undocking (informed)</td>
</tr>
<tr>
<td>Hot Undocking (uninformed)</td>
</tr>
<tr>
<td>Warm Docking (informed)</td>
</tr>
<tr>
<td>Warm Undocking (informed)</td>
</tr>
<tr>
<td><strong>Networking Behavior when Docked</strong></td>
</tr>
<tr>
<td>LOM (RJ-45) cable attached</td>
</tr>
<tr>
<td>LOM (RJ-45) no cable</td>
</tr>
<tr>
<td>Wireless (WiFi)</td>
</tr>
<tr>
<td>WWAN</td>
</tr>
<tr>
<td>WPAN (Bluetooth)</td>
</tr>
<tr>
<td><strong>Storage</strong></td>
</tr>
<tr>
<td>eSATA attached HDD</td>
</tr>
<tr>
<td><strong>Dual Display Video Persistence Supported when Docked</strong></td>
</tr>
<tr>
<td>LCD plus VGA</td>
</tr>
<tr>
<td>LCD plus S-Video</td>
</tr>
<tr>
<td>LCD plus Display Port</td>
</tr>
<tr>
<td>VGA plus S-Video</td>
</tr>
<tr>
<td>VGA plus Display Port</td>
</tr>
<tr>
<td>VGA plus VGA</td>
</tr>
<tr>
<td>Display Port plus Display Port</td>
</tr>
<tr>
<td>Display Port plus Display Port plus Display Port</td>
</tr>
<tr>
<td>Display Port plus Display Port plus Display Port plus VGA</td>
</tr>
</tbody>
</table>

**Notes:**

The term "uninformed" means the user does not have to inform the system ahead of time of an action.
The term "informed" means the user has to inform the system ahead of time of an action (e.g., Pressing the "Undock Request" button on a D-Family dock before undock).

The term "hot docking" means the act of docking the system when the system is fully on.
The term "hot undocking" means the act of undocking the system when the system is fully on.
The term "warm docking" means the act of docking the system when the system is in Stand by.
The term "warm undocking" means the act of undocking the system when the system is in Stand by.

Video Persistence is defined as the preservation of the dual display settings when the system is docked.