Dell

Consumer, Small

& Medium Business

Re–Image "How–To" Guide

XPS laptop Ultrabook

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Contents

1 Overview

This document is a quick guidance for re-image OS on Dell XPS notebooks.
Failure to install drivers and applications in this document may result in undesirable performance. These drivers are required to enable new technologies and features.

Reinstalled images should be built from Windows clean installation then following steps in this guide. Dell does not recommend starting from an image built on previous generations of products or other computer systems.

This "How-To" guide applies to following Systems, and support Windows OS list in   below

	Windows 10 64bit	Windows 8.1 64bit	Windows 7 64bit	Windows 7 32bit
XPS 13 9365	Yes	No	No	No

NOTE: Dell *highly recommends* you turn on Windows Update after Windows OS clean installation. The best way to keep your computer current is to turn on automatic updates. With automatic updates via internet, you don't have to search for updates online or possibly miss critical fixes or device drivers for your Windows PC. Windows Update automatically installs important updates and latest drivers as they become available. Read here for more detail

NOTE: To enable internet access, please install Ethernet controller driver first.

Search for your system model name under Select a Product selection, or enter the service tag of your system to locate Drivers & Downloads page on the Dell Support Website. Change the Operating System to view all available updates for your system. Select *Intel I2xx/825xx Gigabit Ethernet Network Controller Drivers* under "Network" category.

2 "How–To"

2.1 Auto Installation Application

Dell *highly recommends* **Dell Command | Update application (DCU)** to automate the installation of BIOS, firmware, driver and critical updates specific to your system. The application is available to download on **Dell Support Website Driver & Downloads page**. Pick your system type from the list or enter the service tag of your system to get the right version for your computer.

The DCU is supported on Precision, XPS and Latitude notebooks. The Dell Command | Update tool allows you to keep your system up to date without you having to know every driver or update needed. It will automatically interrogate your system and compare it to the available updates on dell.com/support for your specific system.

Read here for more detail about How to use Dell Command | Update to update all drivers BIOS and firmware for your system

> **NOTE**: Older BIOS versions and drivers could result in your computer or not functioning optimally.

2.2 Manual Installation Order

Alternatively, Dell recommends installing the following BIOS, firmware and drivers step-by-step in the prescribed order to ensure optimal performance.

Search for your system model name under Select a Product selection, or enter the service tag of your system to locate Drivers & Downloads page on the Dell Support Website. Change the Operating System to view all available updates for your system.

> **NOTE**: Dell *highly recommends* that you install BIOS, firmware, driver and critical updates via Microsoft Windows Update (in session 1) and Dell Command I Update application (in session 2.1). Manual installation is only recommends when you have internet connection problem.

> **NOTE**: Dell recommends restarting your system between each driver, firmware installation.

Dell XPS Ultrabook Reimage "How–To" Guide

Title	Category	XPS 13 9365	Note
BIOS			
DELL System BIOS	BIOS	●	All config. required
Driver & Firmware - onboard Devices			
Intel Chipset Device Software Driver	Chipset	●	All config. required
Intel Dynamic Platform and Thermal Framework Driver	Chipset	●	All config. required
Intel HID Event Fi lter Driver	Chipset	●	All config. required
Intel HD Graphics - Driver	Video	●	All config. required
Intel Rapid Storage Technology Driver and	Serial ATA	●	All config. required
Realtek Audio ALC3271 Codec + ALC1309 Smart Amp	Audio	●	All config. required
Realtek PCI-E Memory Card Reader Driver	SD Card	●	All config. required
Intel Serial IO Driver	Chipset	●	All config. required
Intel(R) Management Engine Components Installer	Chipset	●	All config. required
Intel Virtual Button Driver	Chipset	●	All config. required
Intel(R) Thunderbolt(TM) Controller Driver	Chipset	●	All config. required
Intel Thunderbolt 3 Firmware Update	Chipset	●	All config. required
Intel Integrated Sensor Hub	Chipset	●	All config. required
Synaptics VFS7552 Touch Fingerprint Sensor Driver	Security	●	Required for FP device
Realtek IR camera	Input	●	All config. required
Driver & Firmware - Communication Devices			
Intel® Dual Band Wireless-AC 8265 (Windstorm Peak)	Network	●	All config. required
Intel 8265 Bluetooth® 4.2 Driver	Network	●	All config. required
Realtek USB GBE Ethernet Controller Driver	Network	○	Required for Lan device
Driver & Firmware - Dock Stands			
Realtek USB GBE Ethernet Controller Driver	Docks/Stands	○	Required for TB16 and WD15 dock
Realtek USB Audio Driver for Dell	Docks/Stands	○	Required for TB16 and WD15 dock
Dock Update Utility	Docks/Stands	○	Required for TB16 and WD15 dock
ASIX USB to Serial / Parallel Port Driver	Docks/Stands	○	Required for LD17 dock
Applications			
Dell Command	Power Manager (DCPM)	System Utilities	○	Option for IT management
Dell Command	Update (DCU)	System Utilities	○	All config. required
Dell Command	Configure (DCC)	System Utilities	○	Option for IT management
Dell Command	Integration Suite (DCIS)	System Utilities	○	Option for IT management
Dell Command	Intel vPro (DCIV) (Aurora)	System Utilities	○	Option for IT management
Dell Command	Monitor (DCM)	System Utilities	○	Option for IT management
DELL Data Protection	Encrytion	System Utilities	○	Required for storage encrytion and PBA features

Appendix

Appendix A

How to create and use the Dell Windows recovery image

After you download the Windows recovery image <u>file</u>, follow these instructions to create a bootable USB drive or DVD, copy the recovery image onto your bootable media, and then use the media to reinstall Windows on your Dell device.

Warning: These advanced steps are intended primarily for system administrators and those familiar with command line and/or comfortable following technical tutorials.

Note: To print this document, expand the required section before you click the printer icon at the top of this document.

How to create Windows 10 installation media

Create USB installation media

Step 1: Format your USB drive as a bootable drive

Make sure that you use 8 GB or larger USB drive (32 GB Maximum) and backup any important data on it. When the drive is formatted, all existing data will be deleted.

1. Connect the USB drive to the PC where you'll be creating the installation media.
2. Open the Command Prompt window by right-clicking the **Start** button and then select **Command Prompt (Admin)** to run in administrator mode.
3. At the command prompt, type **diskpart** and press **Enter**.
4. Next, type **list volume** and press **Enter**.
5. From the list, determine which volume number is the connected USB drive. The volume type should be marked as Removable.
6. Type **select volume X**, where X is the number obtained in the previous step. For example, **select volume 9**.
7. Type **clean** and press **Enter**.
8. Type **create partition primary** and press **Enter**.
9. Type **format fs=fat32 label='OS install' quick** and press **Enter**.
10. Type **active** and press **Enter**.
11. To close the Command Prompt window, type **exit** and press **Enter**.

Step 2: Copy the recovery image to your bootable USB drive

1. Go to the location where you saved the recovery image.
2. Right-click the recovery image file (.iso) and on the options menu, select **Mount**.
3. Windows will open the contents of the image in File Explorer.
4. Copy the contents of the image to your bootable device.

Create DVD installation media

1. Insert the DVD into the disc drive of the PC where you'll be copying the recovery image to DVD. Make sure that the disc drive has burning capabilities.

2. Navigate to the folder where you saved the recovery image and double-click the iso file.
3. Either the Windows ISO media creation tool or installed third-party disc burning software will open.
4. Follow the on-screen instruction to burn the ISO to the DVD. When the process completes, you will have created bootable installation media.

Using the USB or DVD installation media to reinstall Windows 10

1. Connect the installation media you created to the Dell system where you want to install Windows.
2. Restart the system and when the Dell logo screen appears, tap the **F12** key until you see **Preparing one time boot menu** in the top-right corner of the screen.
3. On the boot menu, under UEFI boot, select your media type (USB or DVD) and enter your language.
4. On the Choose an option screen, select **Troubleshoot**, and then select **Recover from a drive**.
5. Follow the on-screen instructions to finish installing Windows. The installation process will take some time and your computer will restart.

Appendix B
Dell Client Command Suite

The Dell Client Command Suite is the new name of our industry leading Client Systems Management tools. These tools make Dell commercial client systems the world's most manageable client devices. Click on a link below for more details

Dell Command | Monitor

Dell Command | Configure

Dell Command | Deploy

Dell Command | Update Catalog

Dell Command | Update

Dell Command | Power Manager

Appendix C

Dell Dock (WD15) & Dell Thunderbolt Dock (TB16) information and specifications

Dell Dock WD15	
Display Ports	VGA, mDP, HDMI
Number Displays Supported	2 [1]
Max Resolution	3840 x 2160 @ 30 Hz, 2560 x 1600 @ 60Hz
USB Ports	USB 2.0 - (2), USB 3.0 - (3)
Thunderbolt 3 Port	None
Audio/Headphone	3.5 mm Combo - (1), 3.5 mm Speaker Out (1)
Network	RJ-45 Gigabit Ethernet
LED Indicators	Power Adapter LED
	Docking Cable Connector LED
	RJ-45 LEDs
Dock Connector	Proprietary Docking Connector to USB Type-C
AC Adapter	130W/180W
Dimensions	155 x 110 x 21 mm
	6.1 x 4.3 x 0.83 inches
Weight	0.93 lbs
	420 g
System Requirements	PC equipped with DisplayPort over USB-Type-C or Thunderbolt 3
Operating Systems	Windows 7/8/8.1/10
Systems Management [2]	Wireless vPro Supported by the Notebook, Tablet or Workstation
Docking Cable Type	DisplayPort over USB Type-C (0.8m)
MAC Address [3]	Pass Thru MAC Address (Dell Systems ONLY)
Warranty	If purchased as a tied laptop accessory the dock shares the system warranty
	If purchased APOS, 1 yr warranty. Advanced Exchange (DAO/APJ), Next business day exchange EMEA

[1]A 3rd display can be connected with the VGA port. The image will be in clone mode vs. Extended Desktop.

[2]Dell Dock WD15 does not support wired vPro. If vPro is needed, then the system host Ethernet port may be used or WiFI vPro within the system.

[3]The dock has the capability to pass through the system MAC address to the network.

Dell Thunderbolt Dock TB16	
Display Ports	VGA, mDP, HDMI, DP, Thunderbolt
Number Displays Supported	3 @ 60Hz [4]
Max Resolution	5120 x 2880 @ 60Hz
USB Ports	USB 2.0 - (2), USB 3.0 - (3)
Thunderbolt 3 Port	USB Type-C
Audio/Headphone	3.5 mm Combo - (1), 3.5 mm Speaker Out (1)
Network	RJ-45 Gigabit Ethernet
LED Indicators	Power Adapter LED
	Docking Cable Connector LED
	RJ-45 LEDs
Dock Connector	Proprietary Docking Connector to USB Type-C
AC Adapter	180W/240W
Dimensions	145 x 145 x 52 mm
	5.7 x 5.7 x 2.05 inches
Weight	1.63 lbs
	740 g
System Requirements	PC equipped with DisplayPort over USB-C or Thunderbolt
Operating Systems	Windows 7/8/8.1/10
Systems Management [2]	Wireless vPro supported by the notebook, tablet, or workstation
Docking Cable Type	USB Type-C Thunderbolt (0.5m)
MAC Address [3]	Pass Thru MAC Address (Dell Systems ONLY)
Warranty	If purchased as a tied laptop accessory the dock shares the system warranty
	If purchased APOS, 1 yr warranty. Advanced Exchange (DAO/APJ), Next business day exchange EMEA

[1] USB-Type C Non-Thunderbolt™ or USB Type-C Universal cable required. The host device must support Thunderbolt™ 3 for Thunderbolt speeds to be supported on the Dell Thunderbolt™ Dock.

[2] Dell Dock and Dell TBT Dock do not support wired vPro. If vPro is needed, the host Ethernet port can be used, or WiFi vPro within the host.

[3] The dock will pass through the NB/Tablet MAC address

[4] With Intel HD Integrated graphics. Some systems with Discrete Graphics (NVidia/AMD) may be able to display additional displays, but due to bandwidth limitations of the Thunderbolt bus, the refresh rate may have to be reduced to 30 Hz. See the TB16 user guide pg 22

The Dell Thunderbolt Dock TB16 is a device that links all your electronic devices to your laptop computer using Thunderbolt™ 3 (Type-C) cable interface. When you connect the laptop to the docking station, you can gain access to all your peripherals such as the mouse, keyboard, stereo speakers, external hard drive, and large-screen displays without having to plug each one into the laptop.

Key Features:

- Supports up to three FHD displays or two 4K displays @ 60Hz

- Supports faster data transfer of up to 40 Gbps, ideal for large files.
- Common docking experience across platforms with USB-C port(s) having data, video, and power capabilities.
- Single cable for power and data (up to 130w on supported computers only).

For more information about USB Type-C, refer to the knowledgebase article [USB Type-C - Frequently Asked Questions](#).