Setup Limitation While Installing Dell™ Drivers on Servers Without a Diskette Drive Running Microsoft® Windows®

You may encounter issues while installing the operating system and Dell mass storage device drivers using the F6 prompt on a server without a physical diskette drive (**A:**\). The text mode portion of the Windows Setup requires that additional mass storage drivers that are provided through the F6 prompt be located on the **A:**\ (where A represents the drive letter for the diskette drive).

This is a limitation on any server that is not configured with a diskette drive and occurs only while installing Windows 32-bit or 64-bit extended operating systems. You do not have to replace any hardware.

To fix this issue, add a physical or virtual diskette drive on your server. The following four options described in the sections below enable you to install Dell drivers on your server:

- Using the Dell PowerEdge Installation and Server Management CD
- Using the DRAC Diskette Image
- Using the Dell USBKeyPrepF6 Utility
- Adding Drivers to Windows Installation

Using the Dell PowerEdge Installation and Server Management CD

Use the *Dell PowerEdge™ Installation and Server Management* CD that shipped along with your server to ensure that all the supported drivers for the Windows operating system are installed.

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Using the DRAC Diskette Image

Install the Dell mass storage drivers using Dell Remote Access Card (DRAC) 4 or DRAC 5 diskette images located on the Dell Support website at **support.dell.com**. See the DRAC documentation that is shipped along with your server to set up virtual diskette drive media.

NOTE: You can install drivers using this procedure only if your server has a DRAC installed and configured.

Using the Dell USBKeyPrepF6 Utility

This section describes how to prepare a Universal Serial Bus (USB) key for use with the F6 prompt on Dell mass storage devices. The Dell USBKeyPrepF6 Utility helps you to prepare a USB key to use with the F6 prompt only during the installation of Microsoft Windows Server® 2003 operating systems.

NOTE: The Dell USBKeyPrepF6 Utility does not support installing drivers on servers running Windows 2000 Server operating systems.

1. Go to the Dell Support website located at **support.dell.com**.
2. Click **Drivers and Downloads**.
3. You can either enter your Service Tag or choose the Product Type and Product Model. After you enter this information, click **Go**.
4. From the **Choose Operating System Type** drop-down menu, select **Microsoft Windows Server 2003**.
5. Click **Find Downloads**.
6. Expand the group titled **System and Configuration Utilities**.
7. Click **Dell USBKeyPrepF6 Utility**.
8. Download the utility and unzip it.
9. Follow the instructions in the **readme.txt** file.

   NOTICE: All data on the USB key will be erased when you format it using this utility.

10. Go to the Dell Support website from which you downloaded the Dell USBKeyPrepF6 Utility. Expand the group for your controller type.

11 Select the type of controller for your system and download the Dell mass storage device driver to a location that you can access later.

Ensure that you choose the **Hard-Drive Package** option.(You will need this driver when using the Dell USBKeyPrepF6 Utility).

NOTE: After you successfully install the drivers, you must reformat the USB key using the Windows Disk Management application in order to get the USB key back to a normal usable state.

Adding Drivers to Windows Installation

Use an automated deployment method to add OEM Plug and Play drivers to your Windows installation. For more information on using this method refer to the following Microsoft Knowledge base articles:

- **http://support.microsoft.com/kb/254078/en-us**
- **http://support.microsoft.com/kb/816299/en-us**

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