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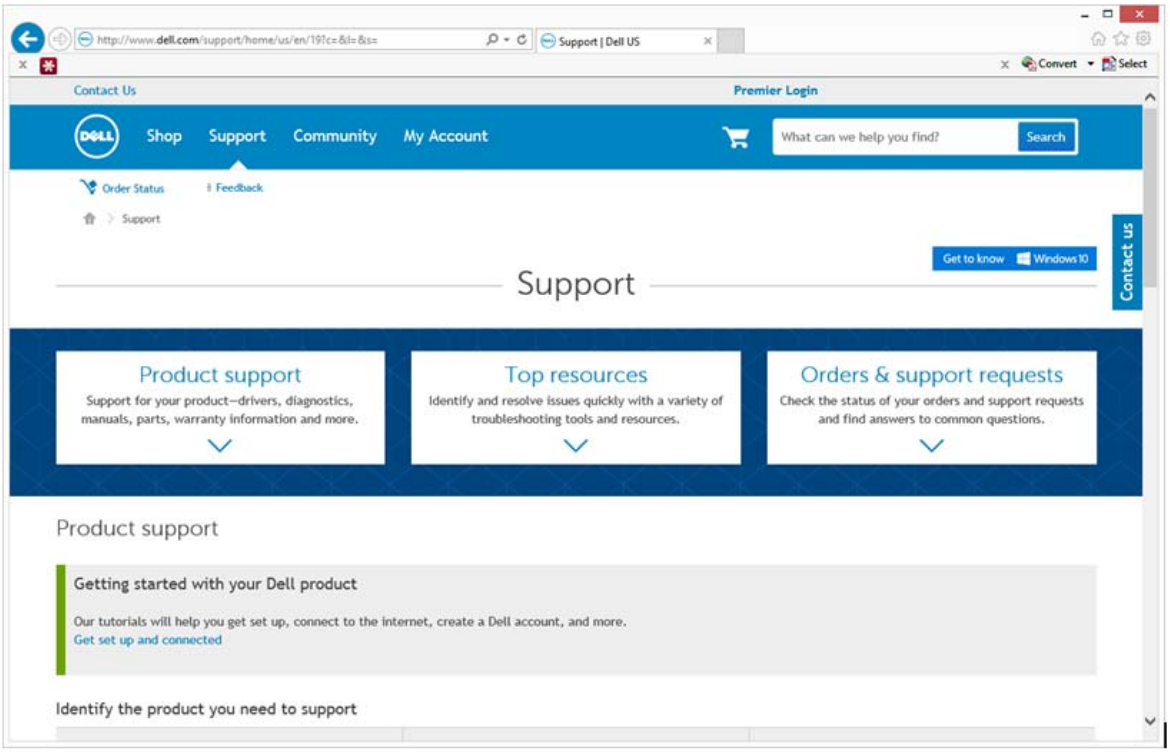
Update Dell ControlVault Drivers and Firmware

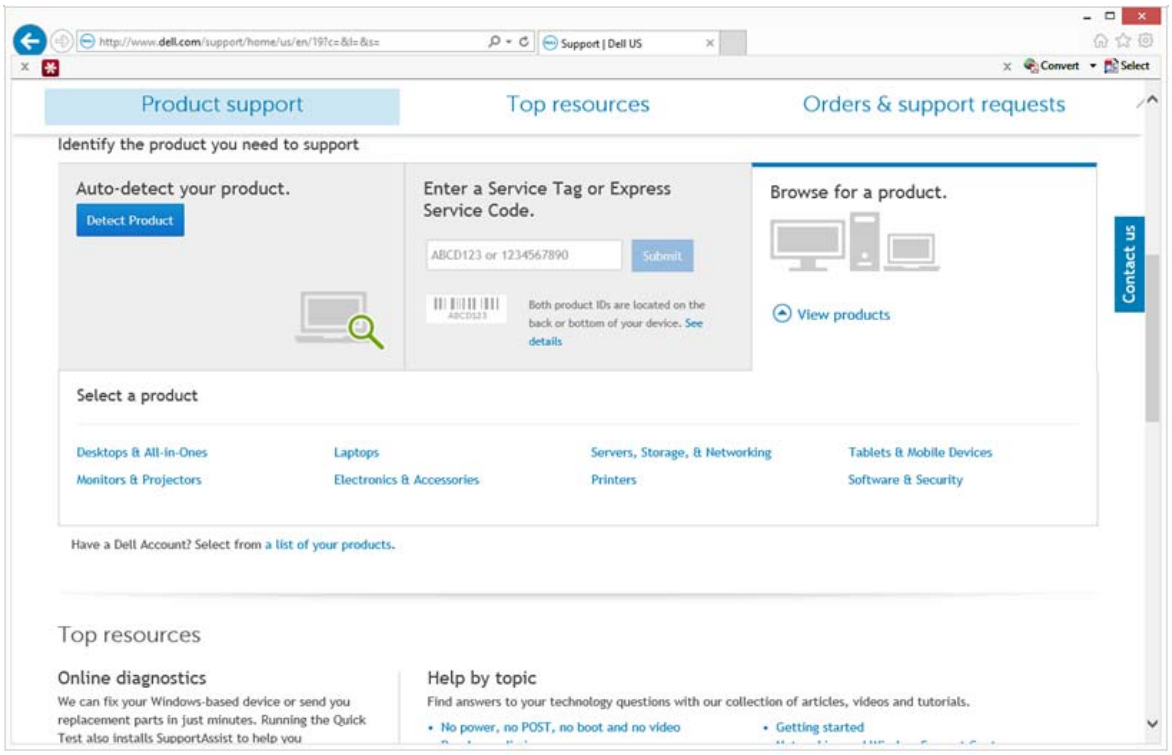
- Dell ControlVault drivers and firmware that are installed on Dell computers at the factory are outdated and should be updated by following this procedure, in this order.
- If an error message is received during DDP|EE or DDP|ESS installation prompting you to exit the installer to update Dell ControlVault drivers, the message may be safely dismissed to continue with the installation of DDP|EE or DDP|ESS. The Dell ControlVault drivers (and firmware) can be updated after DDP|EE or DDP|ESS installation is complete.

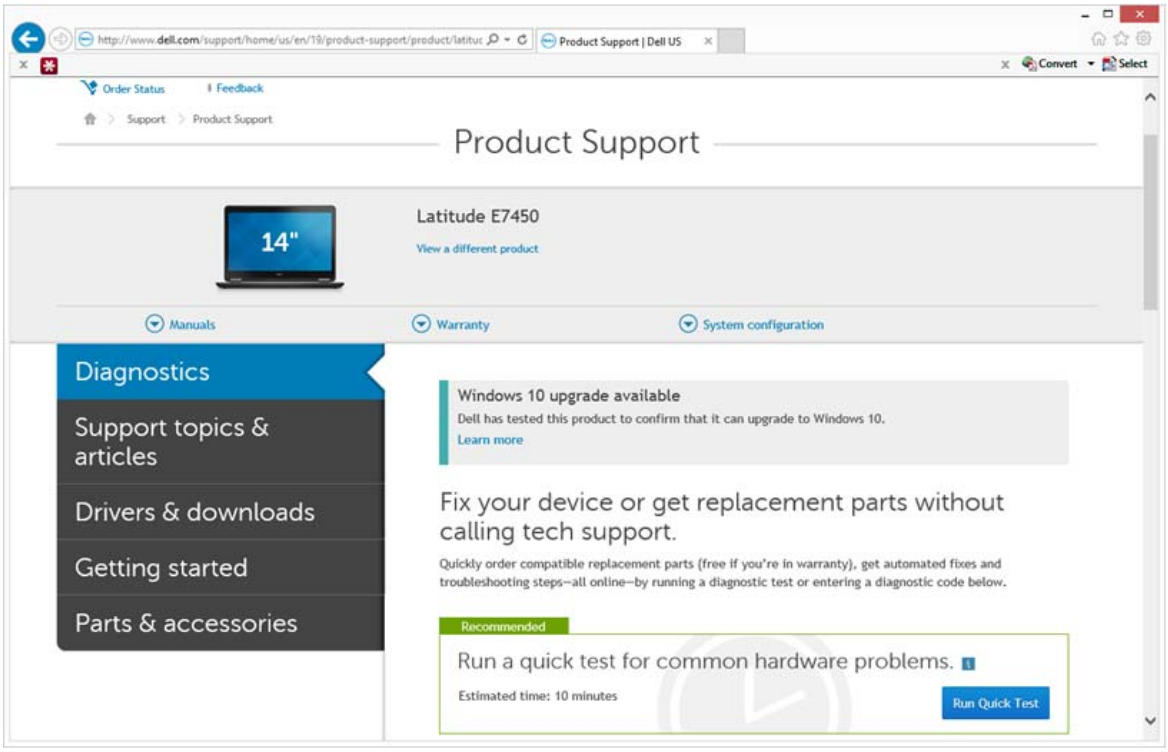
Download Latest Drivers

1 Go to www.support.dell.com.

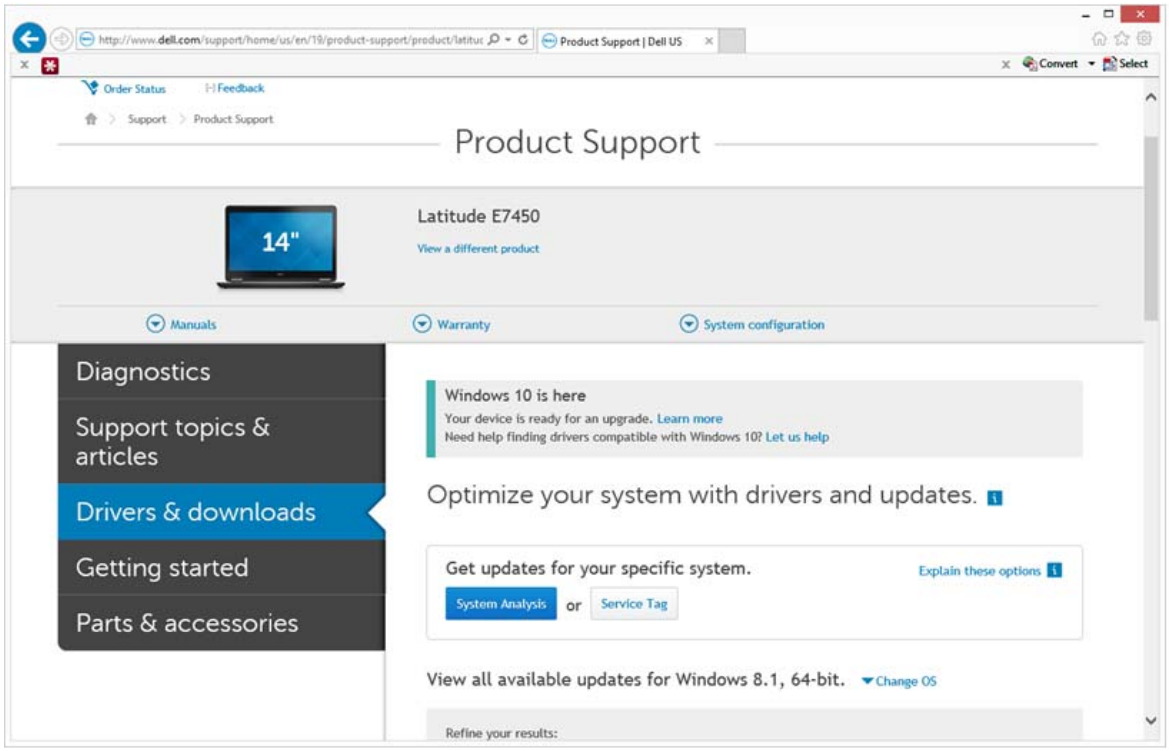


2 Select your computer model.

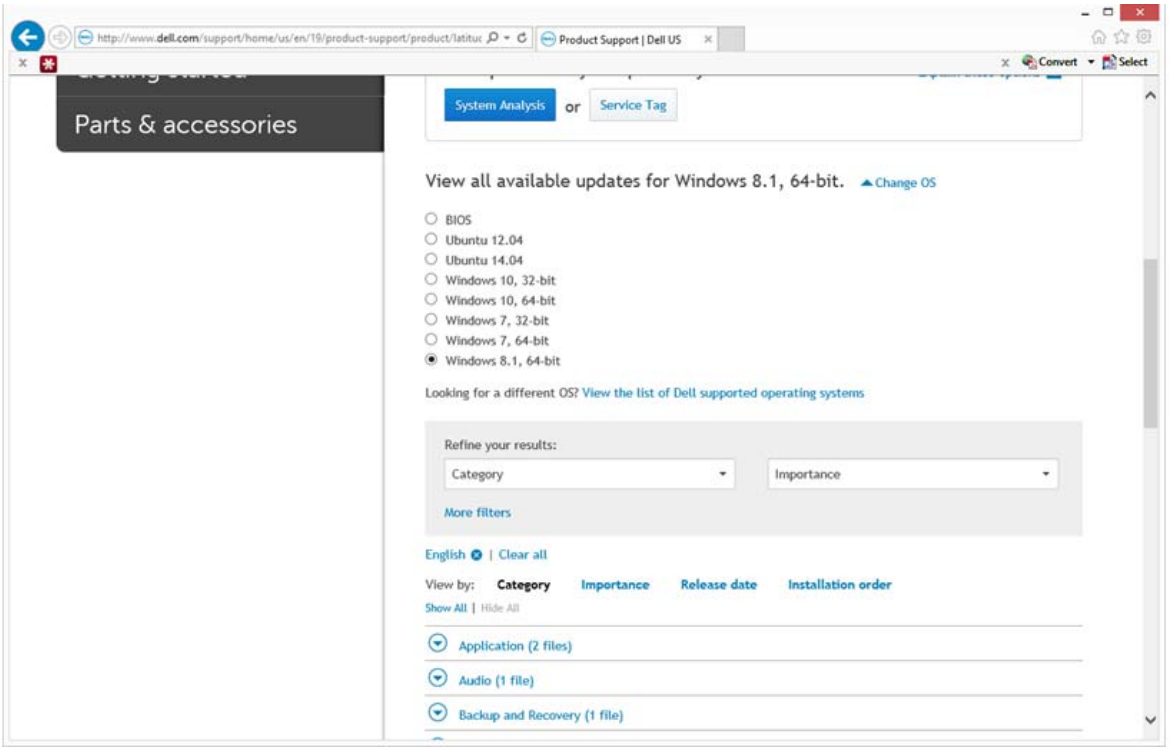




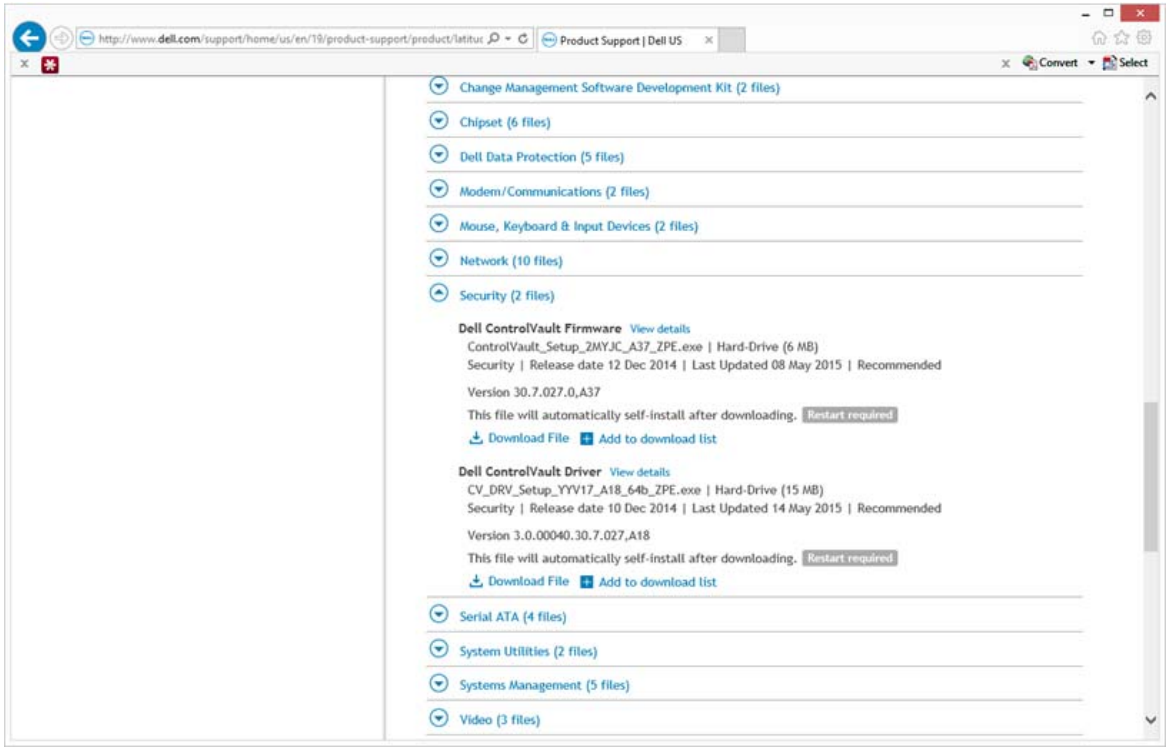
3 Select **Drivers & Downloads**.



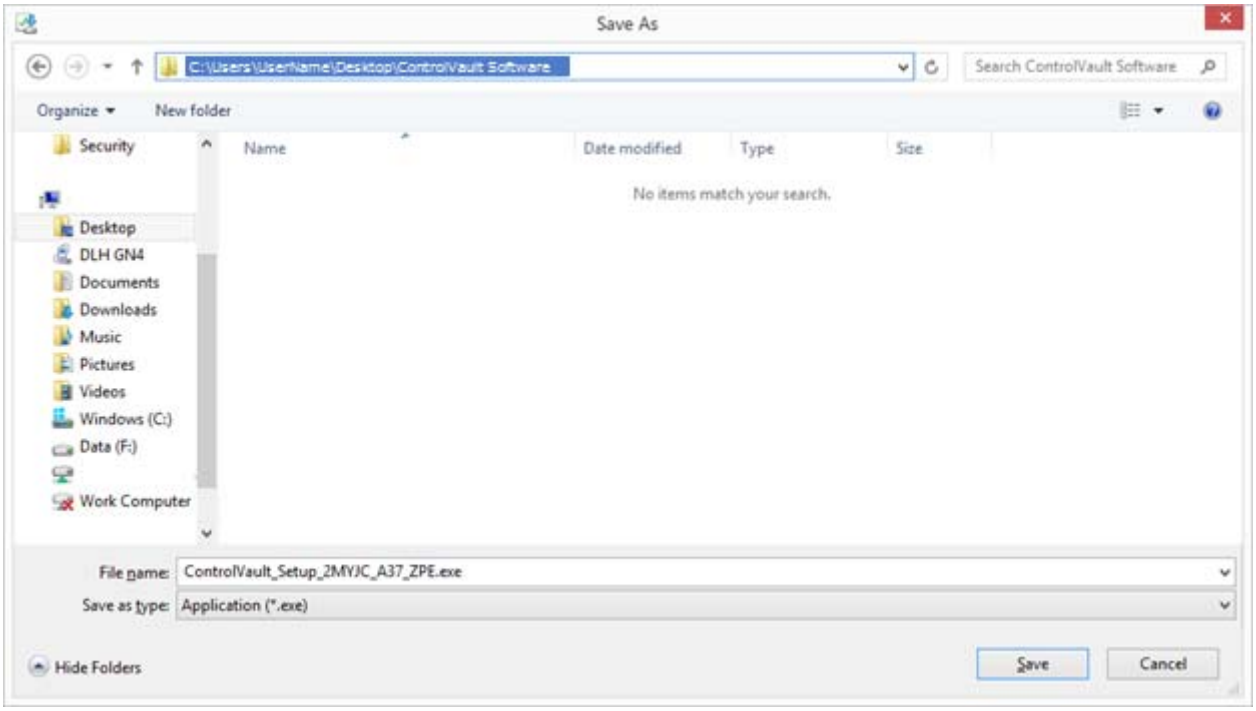
4 Select the **Operating System** of the target computer.



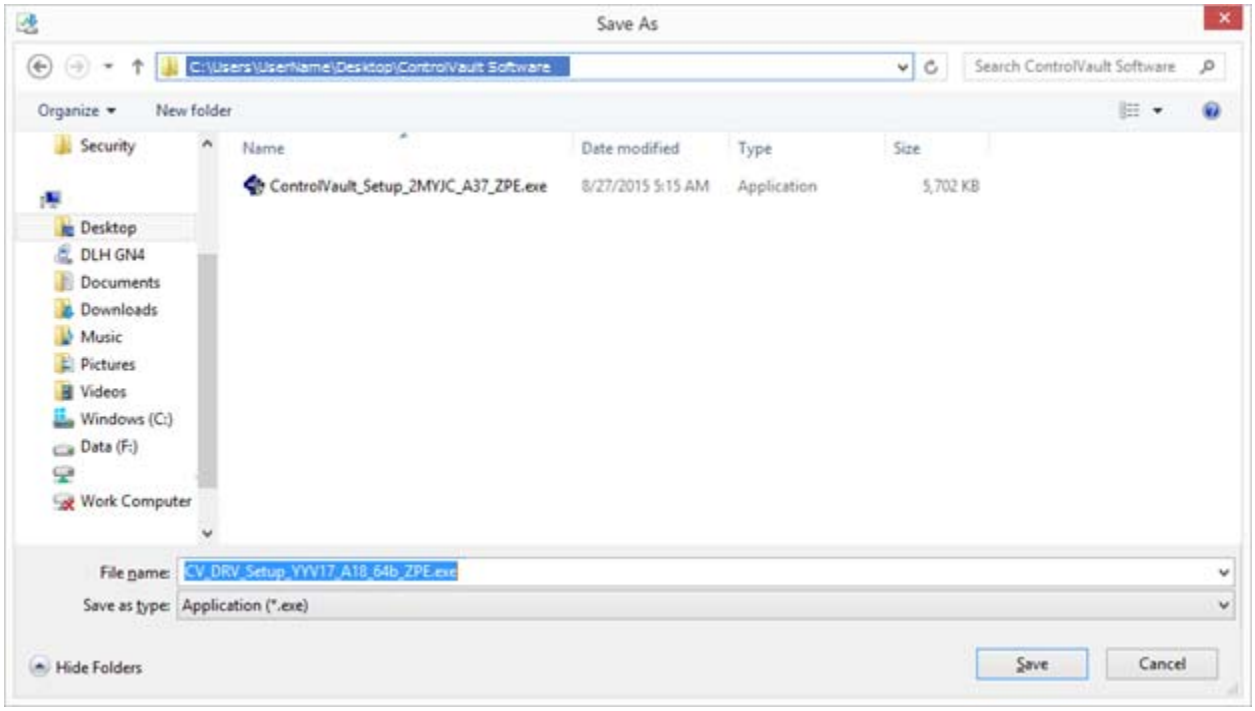
5 Expand the **Security** category.



6 Download and save the Dell ControlVault Drivers.



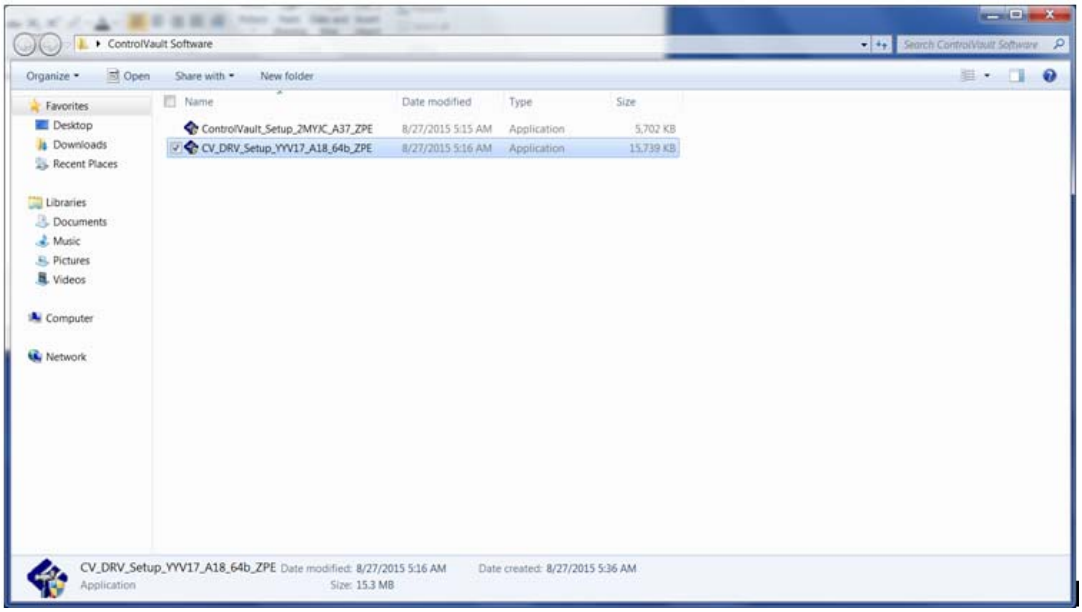
7 Download and save the Dell ControlVault Firmware.



8 Copy the drivers and firmware to the target computers, if needed.

Install Dell ControlVault Driver

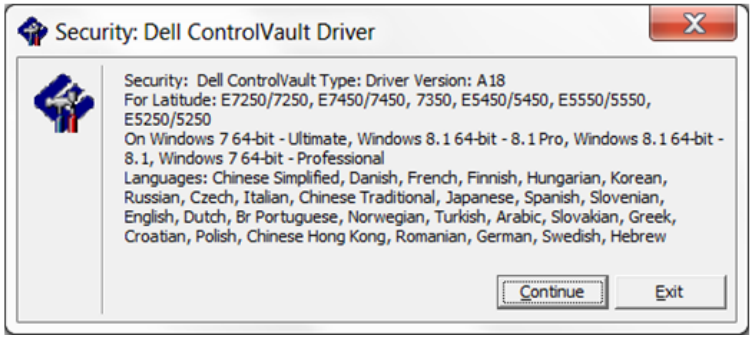
1 Navigate to the folder which you downloaded the driver installation file.



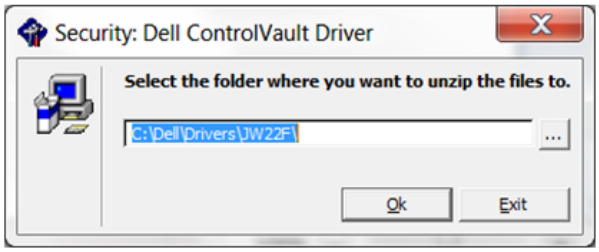
2 Double-click the Dell ControlVault driver to launch the self-extracting executable file.

TIP: Be sure to install the driver first. The filename of the driver *at the time of this document creation* is ControlVault_Setup_2MYJC_A37_ZPE.exe.

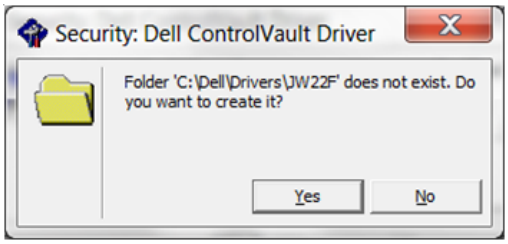
3 Click **Continue** to begin.



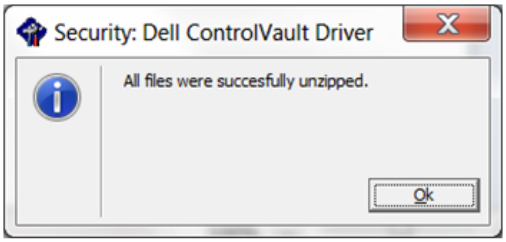
4 Click **Ok** to unzip the driver files in the default location of C:\Dell\Drivers\<New Folder>.



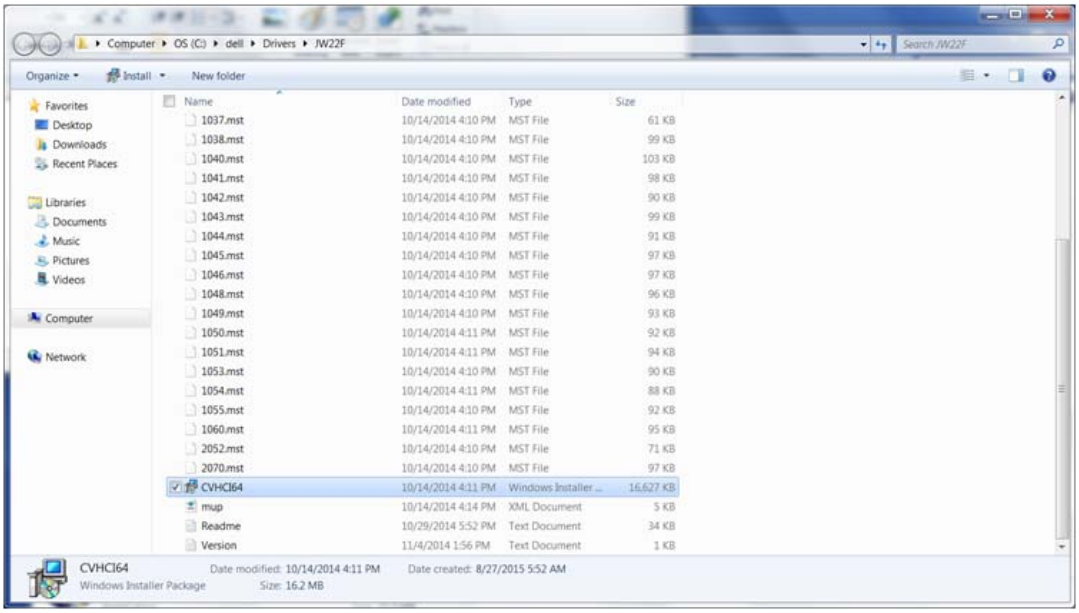
5 Click **Yes** to allow the creation of a new folder.



6 Click **Ok** when the successfully unzipped message displays.



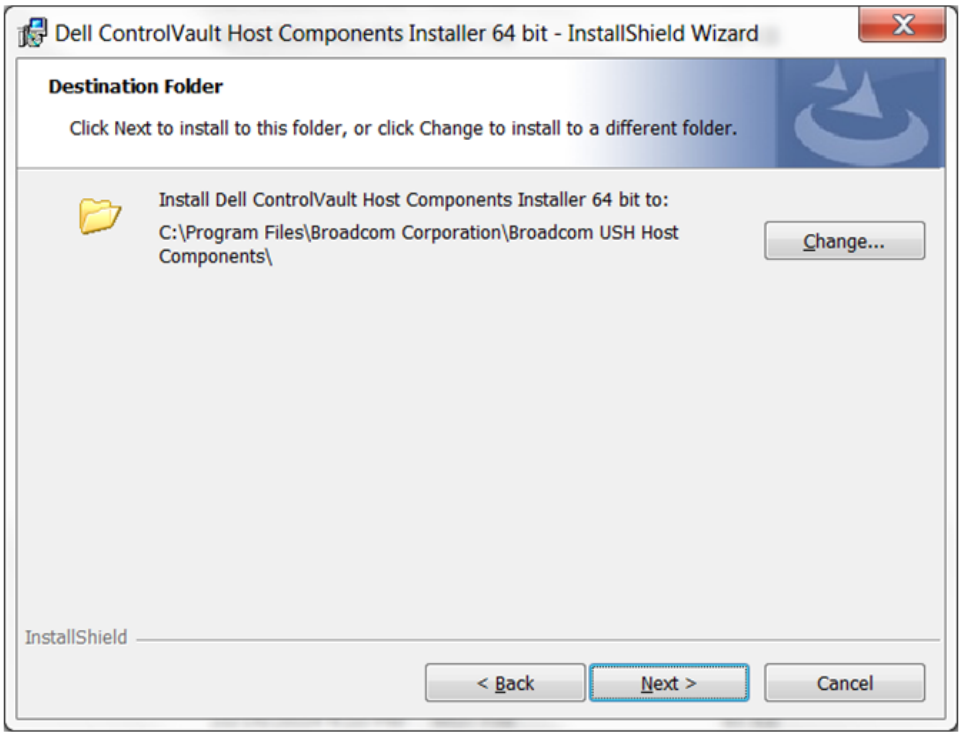
7 The folder which contains the files should display after extraction. If not, navigate to the folder to which you extracted the files. In this case, the folder is **JW22F**.



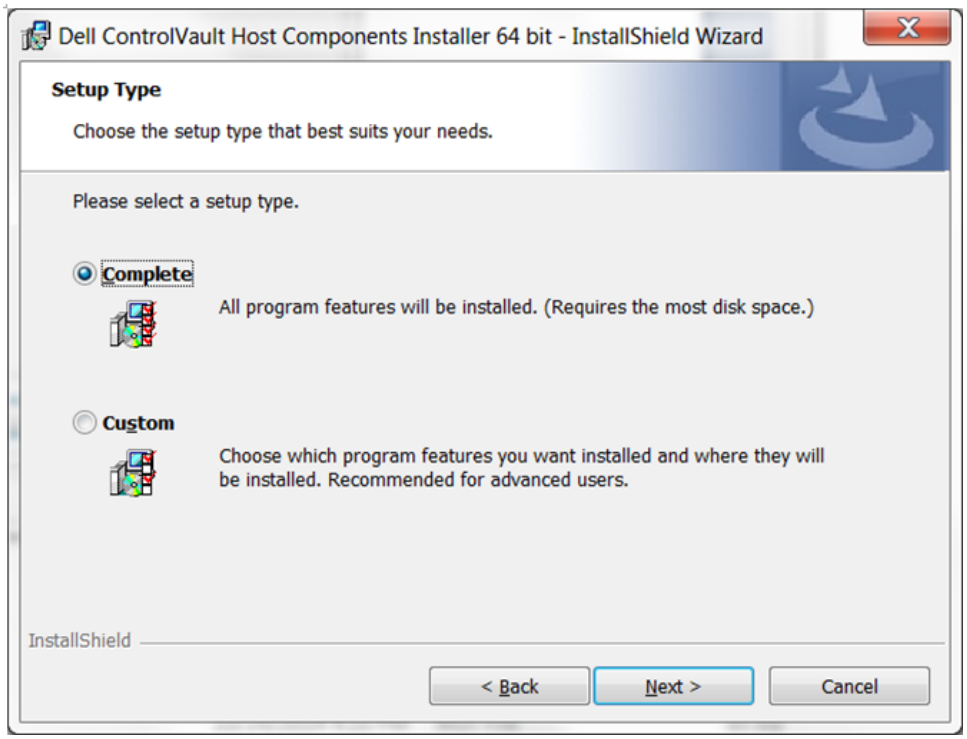
8 Double-click **CVHCI64.MSI** to launch the driver installer. [this example is **CVHCI64.MSI** in this example (CVHCI for a 32-bit computer)].

9 Click **Next** at the Welcome screen.

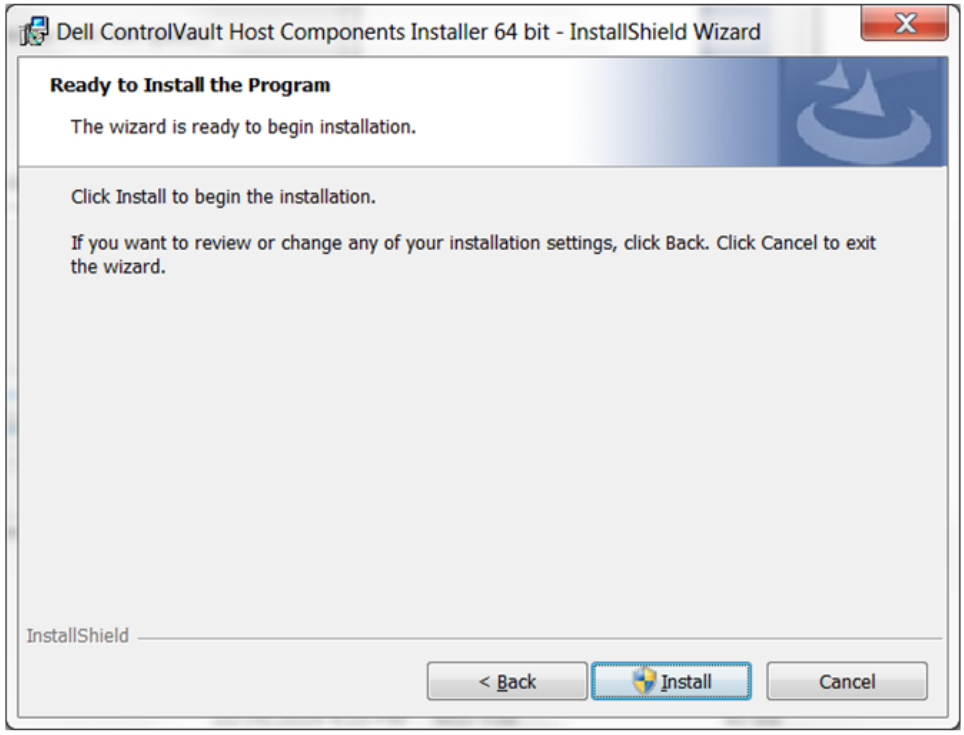
10 Click **Next** to install the drivers in the default location of C:\Program Files\Broadcom Corporation\Broadcom USH Host Components\.



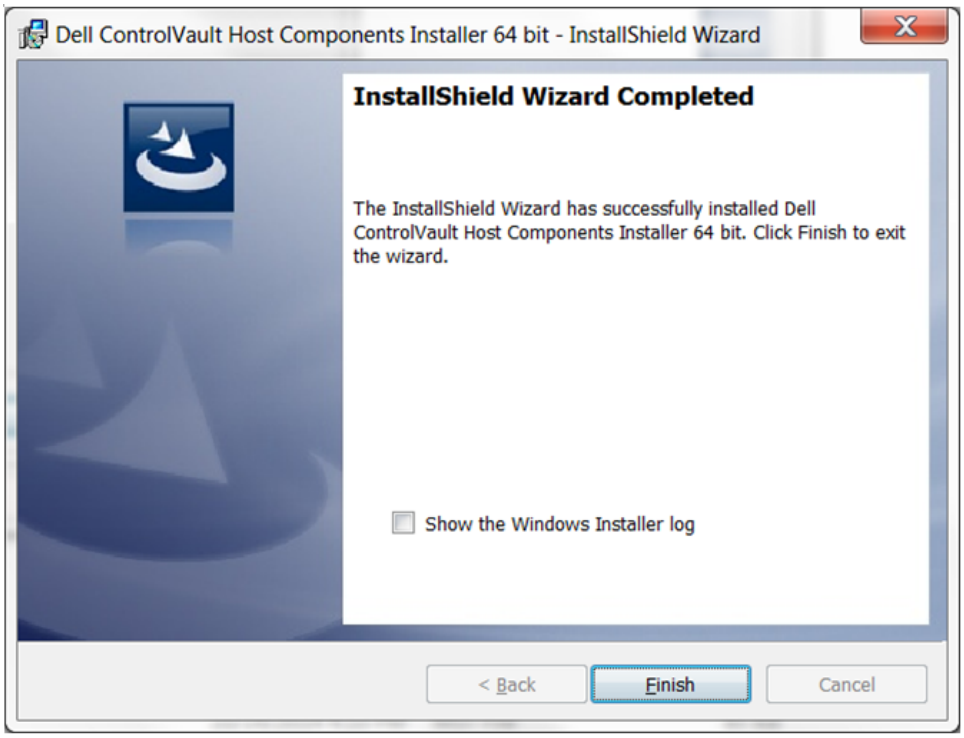
11 Select the **Complete** option and click **Next**.



12 Click **Install** to begin the installation of the drivers.



13 Optionally check the box to display the installer log file. Click **Finish** to exit the wizard.

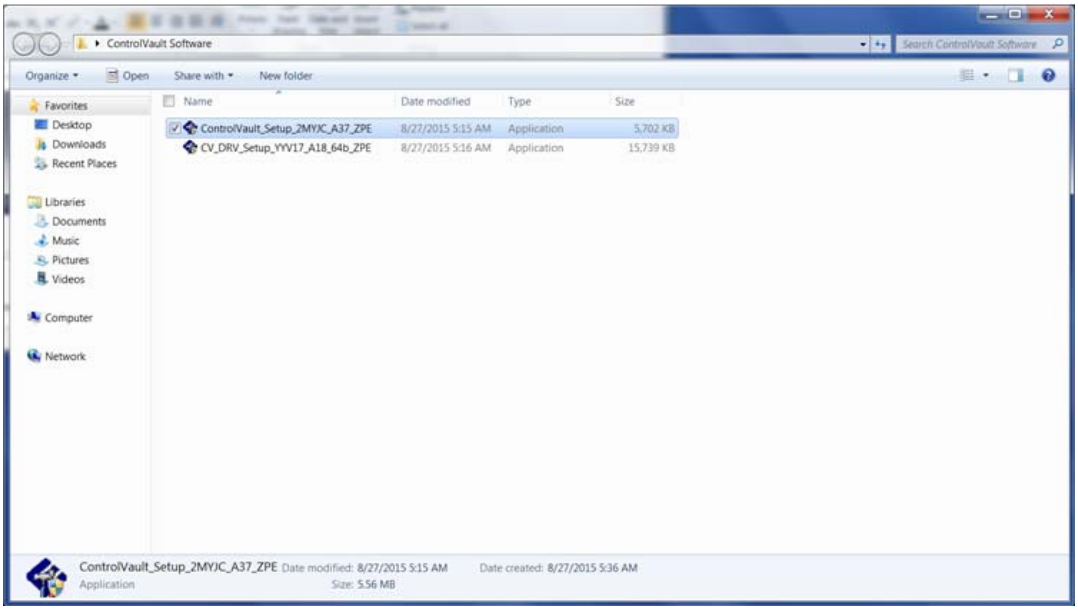


Verify Driver Installation

- The Device Manager will have a Dell ControlVault device (and other devices) depending on the operating system and hardware configuration.

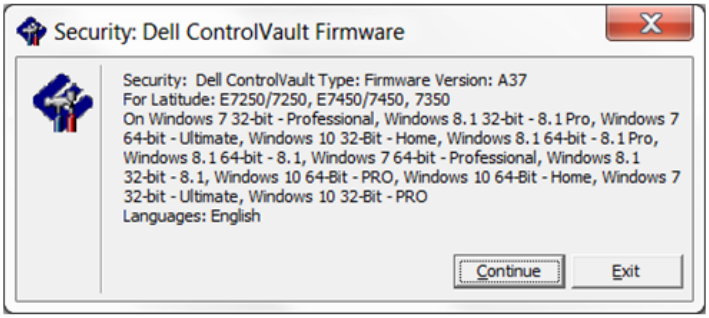
Install Dell ControlVault Firmware

1 Navigate to the folder which you downloaded the firmware installation file.

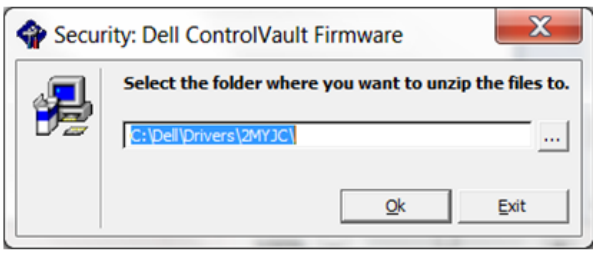


2 Double-click the Dell ControlVault firmware to launch the self-extracting executable file.

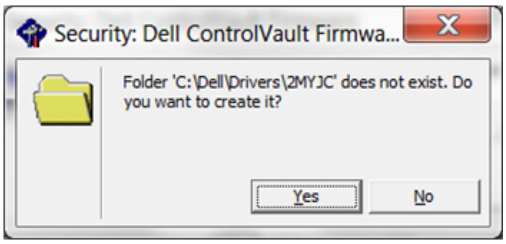
3 Click **Continue** to begin.



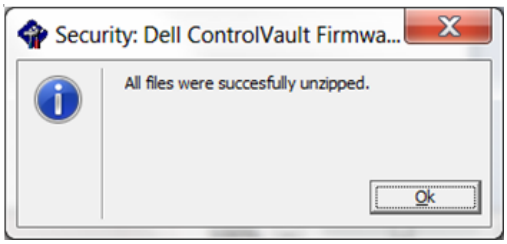
4 Click **Ok** to unzip the driver files in the default location of C:\Dell\Drivers\<New Folder>.



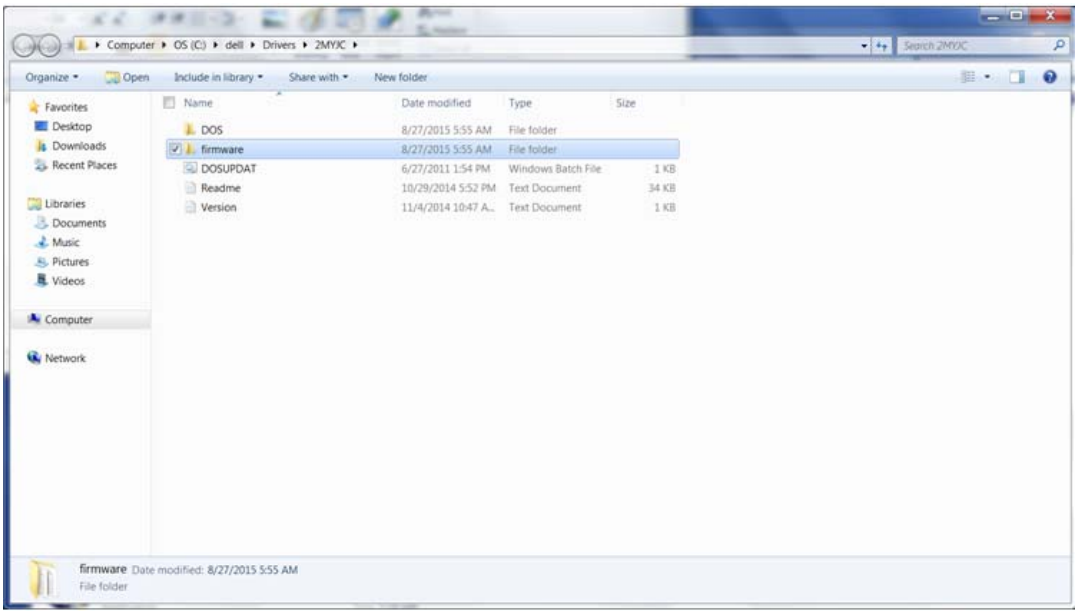
5 Click **Yes** to allow the creation of a new folder.

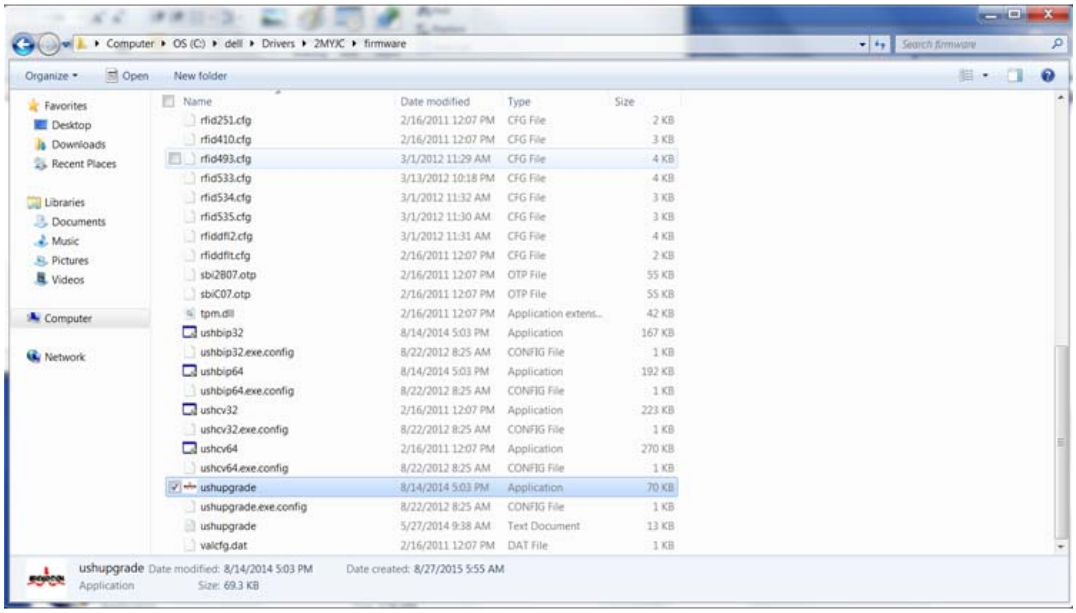


6 Click **Ok** when the successfully unzipped message displays.



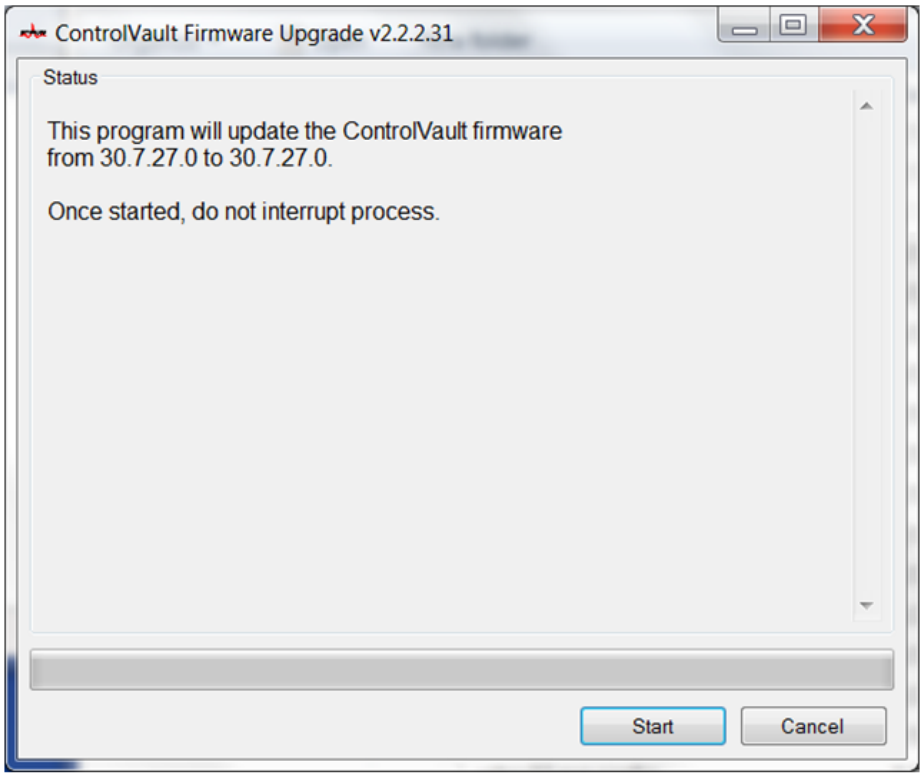
7 The folder which contains the files should display after extraction. If not, navigate to the folder to which you extracted the files. Select the **firmware** folder.





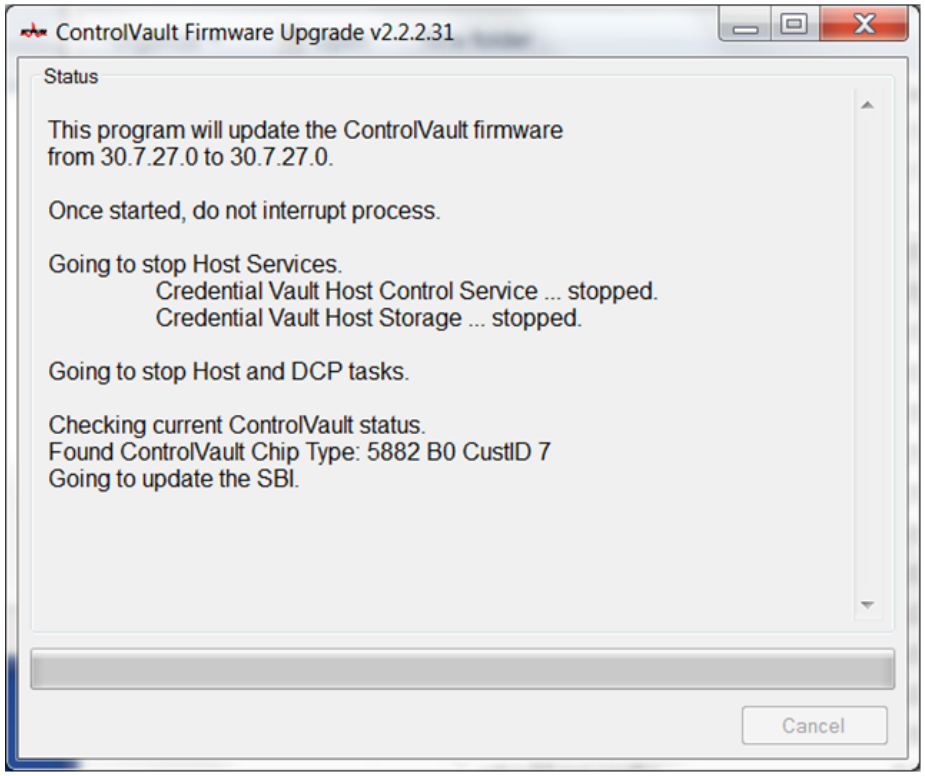
8 Double-click **ushupgrade.exe** to launch the firmware installer.

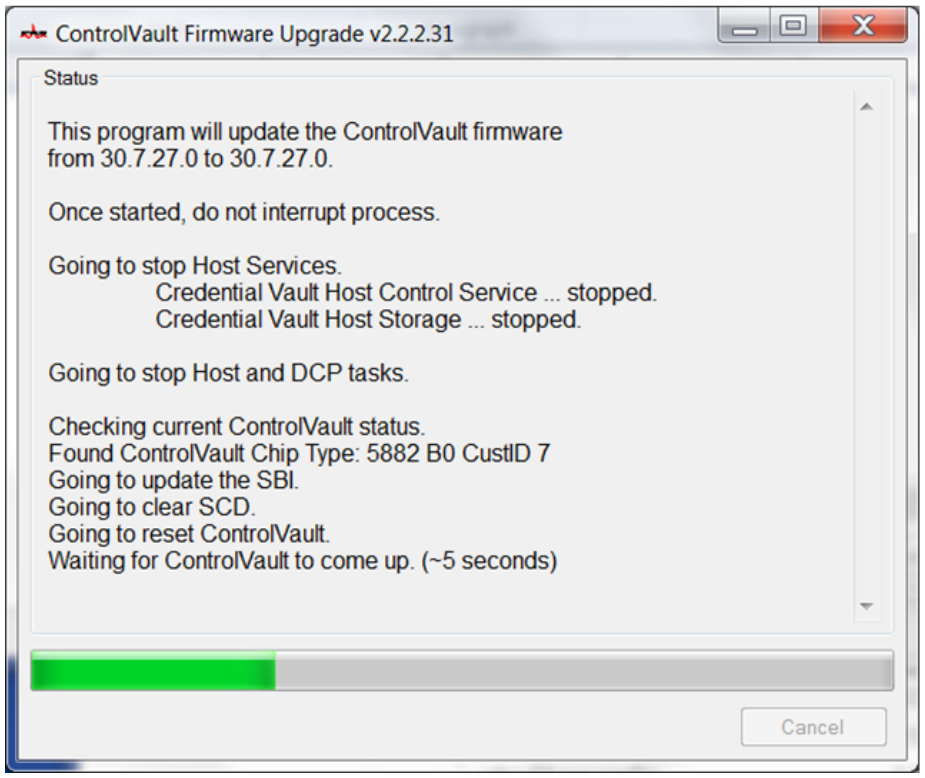
9 Click **Start** to begin the firmware upgrade.

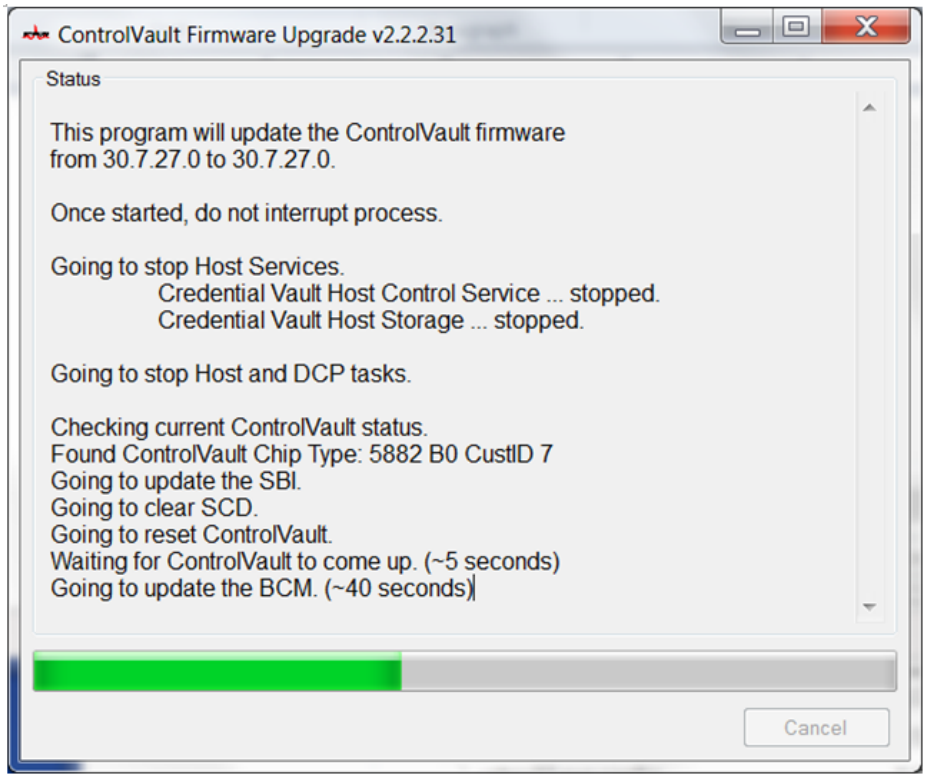


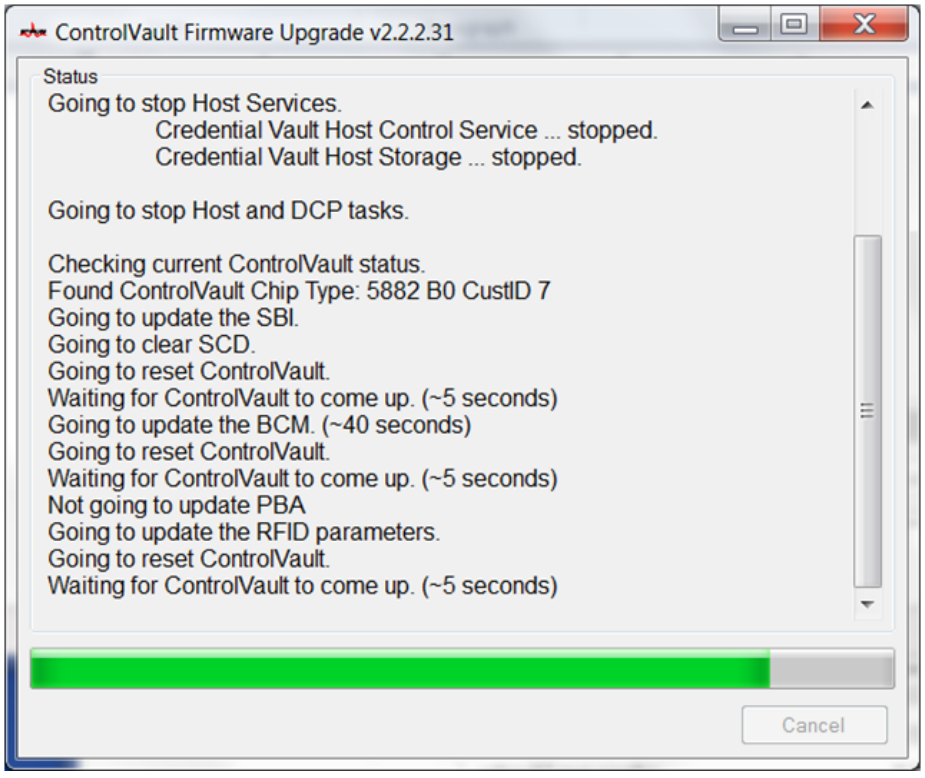
IMPORTANT: You may be asked to enter the admin password if upgrading from an older version of firmware. Enter **Broadcom** as the password and click **Enter** if presented with this dialog.

Several status messages display.

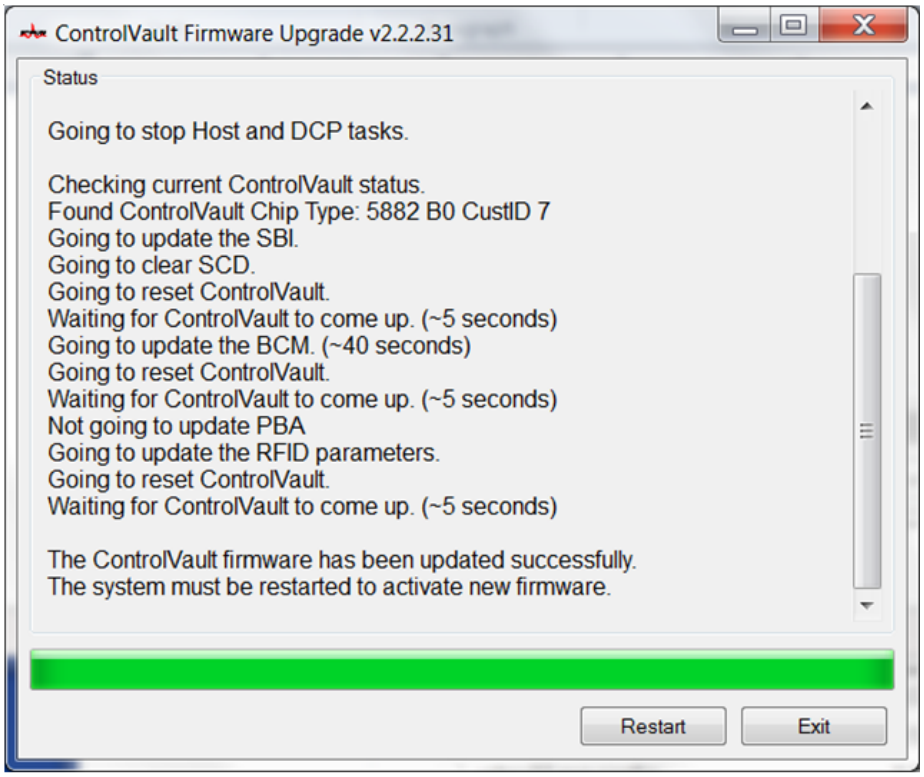





ControlVault Firmware Upgrade v2.2.2.31
Status
This program will update the ControlVault firmware
from 30.7.27.0 to 30.7.27.0.
Once started, do not interrupt process.
Going to stop Host Services.
Credential Vault Host Control Service ... stopped.
Credential Vault Host Storage ... stopped.
Going to stop Host and DCP tasks.
Checking current ControlVault status.
Found ControlVault Chip Type: 5882 B0 CustID 7
Going to update the SBI.
Going to clear SCD.
Going to reset ControlVault.
Waiting for ControlVault to come up. (~5 seconds)
Going to update the BCM. (~40 seconds)
Cancel


ControlVault Firmware Upgrade v2.2.2.31
Status
Going to stop Host Services.
Credential Vault Host Control Service ... stopped.
Credential Vault Host Storage ... stopped.
Going to stop Host and DCP tasks.
Checking current ControlVault status.
Found ControlVault Chip Type: 5882 B0 CustID 7
Going to update the SBI.
Going to clear SCD.
Going to reset ControlVault.
Waiting for ControlVault to come up. (~5 seconds)
Going to update the BCM. (~40 seconds)
Going to reset ControlVault.
Waiting for ControlVault to come up. (~5 seconds)
Not going to update PBA
Going to update the RFID parameters.
Going to reset ControlVault.
Waiting for ControlVault to come up. (~5 seconds)
Cancel

10 Click **Restart** to complete the firmware upgrade.



The update of the Dell ControlVault drivers and firmware is complete.