

XPS 13

Re-imaging guide for Microsoft Windows

Computer Model: XPS 13-9370
Regulatory Model: P82G
Regulatory Type: P82G001



Notes, cautions, and warnings



NOTE: A NOTE indicates important information that helps you make better use of your product.



CAUTION: A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.



WARNING: A WARNING indicates a potential for property damage, personal injury, or death.

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Installation overview



NOTE: Dell recommends that you download and install the device drivers from the Dell [Drivers & Downloads](#) website. Installing device drivers from a non-Dell website can cause system performance issues, corrupt operating system files, blue screen errors, unexpected shutdown, or infect your computer with malicious software.

Device drivers must be updated when you reinstall the operating system using either CD, DVD, USB key, or when you are facing networking, graphics, sound or other hardware-related problems. Dell recommends that you install or update device drivers if you have performed a factory reset of your Dell computer using the Dell Backup and Recovery application or other factory-reset methods. This ensures that you have the latest device drivers installed on your computer and that the devices function optimally.

Installing or updating device drivers may lead to the following improvements:

- Increase system performance
- Patch security risks
- Expand compatibility
- Fix device issues and support new features

However, if your computer is operating normally and there are no driver issues listed in Windows Device Manager and Windows is not suggesting urgent or recommended driver updates, driver updates are unnecessary. Updating drivers unnecessarily may create new problems. Review the importance of each driver update on the Dell driver downloads page before assessing the need to continue with an update.

Introduction

Re-imaging is the process of removing all software on the computer and reinstalling the removed software. Re-imaging is required when software in the computer is corrupted or damaged and can also be used as a means of removing harmful and malicious software in your computer. This re-imaging guide provides the steps required for re-imaging your computer.



CAUTION: This re-imaging guide is designed for system administrators. Do not attempt to re-image the system if you are not an administrator or are unsure of the procedures. Failure to follow instructions may result in permanent data loss.



NOTE: Information provided in this guide is applicable to computers with Microsoft Windows only.

This guide assists you in installing Dell-recommended software stack and settings, drivers, and applications, which are tested and validated on the XPS 13-9370. The installation of the listed drivers and applications as described in the guide enhances the optimal performance of your computer.

Dell also provides drivers and applications that are not included with the Windows operating system. These drivers are required to enable the following Solid State Drives (SSD):

- 128 GB SSD
- 256 GB PCIe SSD
- 512 GB PCIe SSD
- 1024 GB PCIe SSD

It is always recommended to re-image on a newly-installed operating system and not from any previous image-build. Ensure BIOS settings, including SATA configurations and modes, are appropriately set and the latest drivers and applications are used when re-imaging the computer.

Order of reinstallation

 **NOTE: Some drivers and application installation steps may not be applicable, depending on the configuration of the computer you have ordered.**

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

- 1 BIOS: Allows the operating system to be loaded into the memory and enables the initial startup process on your computer.
- 2 Windows operating system: The operating system controls the system's hardware to be a base on which other software can operate on.
- 3 Intel Chipset driver: Allows Windows to communicate and adjust settings on components on the system board.
- 4 Critical Microsoft Quick Fix Engineering (QFE) updates: Microsoft updates that fix and optimize the operating system.
- 5 Media-card reader driver: Enables and enhances the media-card reader.
- 6 Intel Rapid Storage Technology (IRST): Enables and enhances data storage virtualization for the storage drives installed in the computer.
- 7 Graphics:
 - Enhances and optimizes video performance
 - Enables and provides additional functionality not included in the native Microsoft VGA driver, including:
 - User-customizable power management features
 - Portability and behavioral profiles
 - Multiple-monitor support
- 8 Audio: Enables and enhances the audio controller.
- 9 Security, which includes:
 - Intel Software Guard Extensions Platform Package (SGX PSW)
 - Goodix Fingerprint Sensor
 - Realtek IR camera: Enables and enhances the infrared camera
- 10 Dell applications, which includes:
 - Dell Update application

- Dell Command | Power Manager (DCPM)
 - Dell Power Manager (DPM)
- 11 Networking and Communication, which includes:
- Wireless Local Area Network Adapters (WLAN): Enables and enhances the wireless adapter
 - Bluetooth: Enables and enhances the Bluetooth adapter

Updating or Resetting the BIOS

Flashing the BIOS

It is recommended to flash BIOS when an update is available or when you replace the system board. To flash the BIOS:

- 1 Turn on your computer.
- 2 Go to www.dell.com/support.
- 3 Click **Product support**, enter the Service Tag of your computer, and then click **Submit**.



NOTE: If you do not have the Service Tag, use the auto-detect feature or manually browse for your computer model.

- 4 Click **Drivers & downloads** → **Find it myself**.
- 5 Select the operating system installed on your computer.
- 6 Scroll down the page and expand **BIOS**.
- 7 Click **Download** to download the latest version of the BIOS for your computer.
- 8 After the download is complete, navigate to the folder where you saved the BIOS update file.
- 9 Double-click the BIOS update file icon and follow the instructions on the screen.

Clearing CMOS settings

In the event that, flashing your computer with the latest BIOS update results in your computer being unable to boot, a BIOS reset is necessary. Clearing the CMOS settings will reset the BIOS to factory settings. For more information about clearing the CMOS settings, see your computer's *Service Manual*.

Trusted Platform Module (TPM) security

TPM must be enabled in the BIOS setup program for it to be deployed on the computer. Follow these steps to enable and configure the TPM:

- 1 Turn on or restart your computer.

- 2 Press F2 when the Dell logo is displayed on the screen to enter the BIOS setup program.

The BIOS setup program is displayed.

- 3 On the left pane, select **Security** → **TPM Security** → **Clear TPM**.

- 4 Select or clear any of the following options to enable or disable it, respectively:

- **Enabled (Default):** The BIOS enables the TPM during POST and it can be accessed by the operating system.
- **Disabled:** The BIOS will not enable the TPM during POST and it cannot be accessed by the operating system.
- **TPM On:** The TPM is enabled and activated.
- **Clear:** The BIOS clears the information stored in the TPM.

- 5 Save the settings and exit.

Reinstalling the operating system

The 64-bit Microsoft Windows 10 operating system is validated for use on this computer. You can reset or reinstall the operating system under different scenarios. For more information about reinstalling the operating system, see the knowledge base article [SLN297920](#) at www.dell.com/support.


Before attempting a reinstall of your operating system, Dell recommends that you backup all data as described in the Microsoft knowledge base article located [here](#).

Reinstalling drivers and applications

Drivers and applications are software that enables Windows (or another operating system) to communicate with the hardware devices and software in your computer. Devices such as video and sound cards require drivers to function correctly within Windows, and require applications to enable users to adjust hardware settings.

The Windows reinstallation includes drivers for most devices, but device-specific drivers may have to be downloaded and installed separately. Dell recommends that you download the device drivers for your Dell computer from [Drivers & Downloads](#). Applications must be downloaded and installed separately. Dell recommends that you download the required applications for your Dell computer from the [Dell Download Center](#).

Displaying drivers and applications on your computer

- 1 Turn on your computer.
- 2 Go to www.dell.com/support.
- 3 Click **Product support**, enter the Service Tag of your computer, and then click **Submit**.
 **NOTE: If you do not have the Service Tag, use the auto-detect feature or manually browse for your computer model.**
- 4 Click **Drivers & downloads** → **Find it myself**.
- 5 Select the Windows operating system installed on your computer to get a list of the drivers and applications available on your computer.

Reinstallation sequence for drivers and applications

Driver installation is critical if you have reinstalled the Windows operating system on your Dell computer. Install the drivers in the correct sequence for your computer to function correctly. In some scenarios, you may have to reinstall or update the device driver if you are encountering any issues with a specific device.

For more information, see the Dell knowledge-base article [SLN148687](https://www.dell.com/support/article/SLN148687) at www.dell.com/support.com.



NOTE: Windows 10 operating system includes the touchpad drivers— no other touchpad driver installation is required.



NOTE: Windows 10 operating system includes the webcam drivers—no additional webcam driver installation is required. For video capture or streaming, users can install webcam software available from third-party providers.

Dell recommends installing drivers or applications in the following sequence.

1 Intel chipset device software

The Windows operating system may not include the updated Intel chipset device software for Dell computers. The Intel chipset device software is available on Dell's support site www.dell.com/support.

Downloading and installing the chipset driver

- 1 Turn on your computer.
- 2 Go to www.dell.com/support.
- 3 Click **Product support**, enter the Service Tag of your computer, and then click **Submit**.



NOTE: If you do not have the Service Tag, use the auto-detect feature or manually browse for your computer model.

- 4 Click **Drivers & downloads** → **Find it myself**.
- 5 Scroll down the page and expand **Chipset**.

- 6 Click **Download** to download the chipset driver for your computer.
- 7 After the download is complete, navigate to the folder where you saved the chipset driver file.
- 8 Double-click the chipset driver file icon and follow the instructions on the screen.

2 Critical Microsoft Quick Fix Engineering (QFE) updates

Dell recommends installing all the latest available QFE updates from the latest Service Pack from Microsoft. Service packs are automatically downloaded and installed when Windows Updates is enabled and can be manually downloaded and installed from the Microsoft support site.

3 Media-card reader driver

The Windows operating system does not include the media-card reader driver. Install the Realtek driver, that is available for download on the Dell support site.

Downloading and installing the media-card reader driver

- 1 Turn on your computer.
- 2 Go to www.dell.com/support.
- 3 Click **Product support**, enter the Service Tag of your computer, and then click **Submit**.



NOTE: If you do not have the Service Tag, use the auto-detect feature or manually browse for your computer model.

- 4 Click **Drivers & downloads** → **Find it myself**.
- 5 Scroll down the page and expand **Chipset**.
- 6 Click **Download** to download the media-card reader driver for your computer.
- 7 After the download is complete, navigate to the folder where you saved the card reader driver file.
- 8 Double-click the card reader driver file icon and follow the instructions on the screen.

4 Intel Rapid Storage Technology (IRST)

The IRST software package enables and enhances high-performance Serial ATA (SATA) and SATA RAID capabilities for supported operating systems. The IRST software package provides an added protection against data loss in the event of a hard drive failure.



NOTE: The following conditions must be met before you can install IRST on your computer.

- Your computer has a RAID I/O controller hub (ICH). If your computer does not have a RAID ICH you cannot install IRST unless a third-party RAID controller card is installed.
- Your RAID controller is enabled by default.



CAUTION: If a SATA hard drive is already installed, enabling the RAID controller might cause your computer to display a blue screen and an error code followed by a system reboot. To enable RAID, reinstall the operating system.

Downloading and installing the IRST driver

- 1 Turn on your computer.
- 2 Go to www.dell.com/support.
- 3 Click **Product support**, enter the Service Tag of your computer, and then click **Submit**.



NOTE: If you do not have the Service Tag, use the auto-detect feature or manually browse for your computer model.

- 4 Click **Drivers & downloads** → **Find it myself**.
- 5 Scroll down the page and expand **Serial ATA**.
- 6 Click **Download** to download the IRST driver for your computer.
- 7 After the download is complete, navigate to the folder where you saved the IRST driver file.
- 8 Double-click the driver file icon and follow the instructions on the screen.

5 Graphics

The Windows operating system includes the VGA graphics driver only. For optimal-graphics performance, install the Dell graphics driver applicable to your computer that is available for download on the Dell support site.

Downloading and installing the Dell graphics driver

- 1 Turn on your computer.
- 2 Go to www.dell.com/support.
- 3 Click **Product support**, enter the Service Tag of your computer, and then click **Submit**.



NOTE: If you do not have the Service Tag, use the auto-detect feature or manually browse for your computer model.

- 4 Click **Drivers & downloads** → **Find it myself**.
- 5 Scroll down the page and expand **Video**.
- 6 Click **Download** to download the graphics driver for your computer.
- 7 After the download is complete, navigate to the folder where you saved the graphics driver file.
- 8 Double-click the graphics driver file icon and follow the instructions on the screen.

6 Audio

The Windows operating system does not include the audio driver recommended by Dell. Install the HD audio driver that is available for download on the Dell support site.

Downloading and installing the Dell audio driver

- 1 Turn on your computer.
- 2 Go to www.dell.com/support.
- 3 Click **Product support**, enter the Service Tag of your computer, and then click **Submit**.



NOTE: If you do not have the Service Tag, use the auto-detect feature or manually browse for your computer model.


- 4 Click **Drivers & downloads** → **Find it myself**.
- 5 Scroll down the page and expand **Audio**.
- 6 Click **Download** to download the audio driver for your computer.
- 7 After the download is complete, navigate to the folder where you saved the audio driver file.
- 8 Double-click the audio driver file icon and follow the instructions on the screen.

7. Intel Software Guard Extensions Platform Software Package (SGX PSW) and fingerprint reader driver

The SGX PSW contains software that protects data in your computer from disclosure or modification. Install the software package available from www.dell.com/support.

 **NOTE: If Intel Software Guard Extensions (SGX) is disabled in the BIOS, you will not be able to install SGX software package.**

Downloading and installing SGX PSW

- 1 Turn on your computer.
- 2 Go to www.dell.com/support.
- 3 Click **Product support**, enter the Service Tag of your computer, and then click **Submit**.
 **NOTE: If you do not have the Service Tag, use the auto-detect feature or manually browse for your computer model.**
- 4 Click **Drivers & downloads** → **Find it myself**.
- 5 Scroll down the page and expand **Intel Software Guard Extensions Platform Software**.
- 6 Click **Download** to download the software package for your computer.
- 7 After the download is complete, navigate to the folder where you saved the SGX PSW file.
- 8 Double-click the SGX PSW file icon and follow the instructions on the screen.

Downloading and installing the fingerprint reader driver

 **NOTE: Install the Intel Software Guard Extensions Platform Software package before installing the fingerprint reader driver.**

- 1 Turn on your computer.
- 2 Go to www.dell.com/support.
- 3 Click **Product support**, enter the Service Tag of your computer, and then click **Submit**.

 **NOTE: If you do not have the Service Tag, use the auto-detect feature or manually browse for your computer model.**

- 4 Click **Drivers & downloads** → **Find it myself**.
- 5 Scroll down the page and expand **Goodix Fingerprint Sensor**.
- 6 Click **Download** to download the fingerprint reader driver for your computer.
- 7 After the download is complete, navigate to the folder where you saved the fingerprint reader driver file.
- 8 Double-click the fingerprint reader driver file icon and follow the instructions on the screen.

8 Dell Command Power Manager (DCPM)

DCPM is factory-installed on supported systems and also released as a Dell Update Package (DUP), that is available for download on the Dell support site. The installer is specific to the operating system, and a different DUP is required for 32-bit and 64-bit systems. System administrators can install, uninstall, and upgrade the software using the DUP installation wizard.

Downloading and installing the DCPM

- 1 Turn on your computer.
- 2 Go to www.dell.com/support.
- 3 Click **Product support**, enter the Service Tag of your computer, and then click **Submit**.

 **NOTE: If you do not have the Service Tag, use the auto-detect feature or manually browse for your computer model.**

- 4 Click **Drivers & downloads** → **Find it myself**.

- 5 Scroll down the page and expand **Dell Command | Power Manager**.
- 6 Click **Download** to download the DCPM driver for your computer.
- 7 After the download is complete, navigate to the folder where you saved the DCPM file.
- 8 Double-click the DCPM file icon and follow the instructions on the screen.

9 Dell Power Manager (DPM)

DPM is a Dell-developed application providing simplified and efficient power management capabilities for Dell computers. The key features are as follows:

- **Battery information:** Display battery health information, adjust battery settings or create a custom-battery setting.
- **Advanced charge mode:** Control battery charging to prolong battery life.
- **Peak Shift :** Reduce power consumption by automatically switching the computer to battery power during certain times of the day, even when the computer is plugged into a direct power source.
- **Thermal Management:** Control processor and cooling fan settings to manage performance, system surface temperature, and fan noise.
- **Battery Extender:** Conserve battery charge by affecting CPU power level, screen brightness and keyboard illumination levels, and by muting audio.
- **Alerts Management:** Enable or disable adapter, battery, docking station, thermal, and other types of alerts.
- **Group Policies:** Easily apply default settings and/or prevent users from changing power alerts system events, power management, thermal management, battery extender, and battery settings.
- **Product Feedback:** Provide feedback on the software.

Downloading and installing the DPM

- 1 Turn on your computer.
- 2 Go to www.dell.com/support.
- 3 Click **Product support**, enter the Service Tag of your computer, and then click **Submit**.



NOTE: If you do not have the Service Tag, use the auto-detect feature or manually browse for your computer model.

- 4 Click **Drivers & downloads** → **Find it myself**.
- 5 Scroll down the page and expand **Dell Power Manager**.

- 6 Click **Download** to download the DPM application for your computer.
- 7 After the download is complete, navigate to the folder where you saved the DPM file.
- 8 Double-click the DPM file icon and follow the instructions on the screen.

10 Wireless Local Network (WLAN) drivers and applications

Windows operating systems do not provide native device driver support for WLAN controllers on Dell computers. To obtain wireless network functionality, install the relevant WLAN drivers from the Dell support site. WLAN applications, which provide additional features including enterprise authentication enhancements can also be installed from the Dell support site.

Downloading and installing the Wi-Fi driver

- 1 Turn on the computer.
- 2 Go to www.dell.com/support.
- 3 Click **Product support**, enter the Service Tag of your computer, and then click **Submit**.




NOTE: If you do not have the Service Tag, use the auto-detect feature or manually browse for your computer model.

- 4 Click **Drivers & downloads** → **Find it myself**.
- 5 Scroll down the page and expand **Network**.
- 6 Click **Download** to download the Wi-Fi driver for your computer.
- 7 After the download is complete, navigate to the folder where you saved the Wi-Fi driver file.
- 8 Double-click the Wi-Fi driver file icon and follow the instructions on the screen.

11 Dell docking station WD15


The Dell Docking Station WD15 is a device that links all your electronic devices to your computer using a USB Type-C cable interface. Connecting the computer to the docking station enables you to access all peripherals (mouse, keyboard, stereo speakers, external hard drive, and large-screen displays) without having to plug each device into the computer.

 **CAUTION: You must update your computer's BIOS and the Dell Docking Station drivers to the latest versions available on Dell support site before using the docking station. Older BIOS versions and drivers could result in the docking station not being recognized by your computer or not functioning optimally.**

For more information about the drivers required for the Dell docking station WD15, see www.dell.com/support.

12 Dell Thunderbolt dock TB16

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.

 **CAUTION: You must update your computer's BIOS and the Dell Docking Station drivers to the latest versions available on Dell support site before using the docking station. Older BIOS versions and drivers could result in the docking station not being recognized by your computer or not functioning optimally.**

For more information about the drivers required for the Dell Thunderbolt dock TB16, see www.dell.com/support.

.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.

Getting help and contacting Dell

Self-help resources

You can get information and help on Dell products and services using these self-help resources:

Table 1. Self-help resources

Self-help resources	Resource location
Information about Dell products and services	www.dell.com
My Dell	
Tips	
Contact Support	In Windows search, type Contact Support , and press Enter.
Online help for operating system	www.dell.com/support/windows www.dell.com/support/linux
Troubleshooting information, user manuals, setup instructions, product specifications, technical help blogs, drivers, software updates, and so on.	www.dell.com/support
Dell knowledge base articles for a variety of computer concerns.	<ol style="list-style-type: none">1 Go to www.dell.com/support.2 Type the subject or keyword in the Search box.3 Click Search to retrieve the related articles.
Learn and know the following information about your product:	See <i>Me and My Dell</i> at www.dell.com/support/manuals .

Self-help resources	Resource location
<ul style="list-style-type: none">• Product specifications• Operating system• Setting up and using your product• Data backup• Troubleshooting and diagnostics• Factory and system restore• BIOS information	<p>To locate the <i>Me and My Dell</i> relevant to your product, identify your product through one of the following:</p> <ul style="list-style-type: none">• Select Detect Product.• Locate your product through the drop-down menu under View Products.• Enter the Service Tag number or Product ID in the search bar.

Contacting Dell

To contact Dell for sales, technical support, or customer service issues, see www.dell.com/contactdell.



NOTE: Availability varies by country and product, and some services may not be available in your country.



NOTE: If you do not have an active internet connection, you can find contact information on your purchase invoice, packing slip, bill, or Dell product catalog.