

XPS 14

DA14260

Reimaging Guide for Windows

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.

Chapter 1: Installation overview.....	4
Chapter 2: Introduction.....	5
Chapter 3: Order of reinstallation.....	6
Chapter 4: Updating or resetting the BIOS.....	7
Updating the BIOS in Windows.....	7
Updating the BIOS using the USB drive in Windows.....	7
Updating the BIOS from the One-Time boot menu.....	8
Clearing CMOS settings.....	8
Trusted Platform Module (TPM) security.....	8
Chapter 5: Reinstalling the operating system.....	9
Chapter 6: Reinstalling drivers and applications.....	10
Displaying drivers and applications on your computer.....	10
Chapter 7: Reinstallation sequence for drivers and applications.....	11
Intel chipset device software.....	11
Downloading and installing the chipset driver.....	11
Intel Total Storage Encryption driver.....	11
Downloading and installing the Intel Total Storage Encryption driver.....	12
Wireless Local Network (WLAN) drivers.....	12
Downloading and installing the Wi-Fi driver.....	12
Graphics.....	12
Downloading and installing the graphics driver.....	12
Audio.....	13
Downloading and installing the audio driver.....	13
Camera.....	13
Downloading and installing the camera-related drivers.....	13
Microsoft Windows Studio Effects.....	14
Downloading and installing the Microsoft Windows Studio Effects Driver.....	14
Dell Optimizer.....	14
Downloading and installing the Dell Optimizer.....	14
Critical Microsoft Knowledge Base (KB) updates.....	15
Chapter 8: .NET Framework.....	16
Chapter 9: Getting help and contacting Dell Technologies.....	17
Chapter 10: Revision history.....	18

Installation overview

CAUTION: This section of the re-imaging guide covers driver installation and driver updates and is designed for system administrators. Do not attempt to install or update drivers on the system if you are not an administrator or if you are unsure of the procedures. Failure to follow instructions may result in permanent data loss.

NOTE: Information provided in this guide is only applicable to computers shipped with Windows 11 operating system.

NOTE: Dell Technologies 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 shutdowns, or infect your computer with malicious software.

Device drivers must be updated when you reinstall the operating system using either a CD, DVD, USB key, or when you are facing networking, graphics, sound or other hardware-related problems. Dell Technologies 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:

- Increases in system performance
- Patched security risks
- Expanded compatibility
- Fixed device issues
- Support for new features

However, if your computer is operating normally and there are no driver issues or updates being prompted by Windows, driver updates may be unnecessary. Updating drivers unnecessarily may create new problems.

Review the importance of each driver update on the Dell [Drivers & Downloads](#) page before assessing the need to continue with an update.

Introduction

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

 **NOTE:** The information that is provided in this guide is only applicable to computers shipped with the Windows 11 operating system.

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 it can also be used as a means of removing harmful and malicious software in your computer. This re-imaging guide provides the steps that are required for re-imaging your computer.

This guide assists you in installing Dell-recommended software stack and settings, drivers, and applications, which are tested and validated on your computer. 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 (SSDs):

- 512 GB SSD
- 1 TB SSD
- 2 TB SSD, Gen5, SED-Ready
- 4 TB SSD, Gen5, SED-Ready

It is always recommended to re-image on a newly installed operating system and not from any previous image-build. Ensure BIOS settings, 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:** Enables the operating system to be loaded into the memory and enables the initial setup process on your computer.
2. **Windows operating system:** The operating system controls the computer'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 which includes:
 - Intel Software Integrated Package
 - Intel PPM Provisioning Package
 - Intel Management Engine Components Installer
 - Intel Integrated Sensor Solution Driver
 - Intel AI Boost Driver
 - Intel 2D Imaging USB I/O Vision Driver
4. **Intel Total Storage Encryption Driver:** For computer configurations with Intel vPro support.

 **NOTE:** Computer configurations with Intel vPro support available at a later date.

5. **Networking and communication drivers**, which include:
 - Wireless Local Area Network (WLAN) adapter driver: Enables and enhances the wireless adapter.
 - Bluetooth driver: Enables and enhances the Bluetooth adapter.
6. **Install the latest updates and drivers:**
 - For commercial computers, use **Dell Command Update**.
 - For consumer computers, use **SupportAssist**.

 **NOTE:** Drivers can be downloaded and installed manually from the [Drivers and Downloads](#).

7. **Graphics driver:**
 - 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 driver:** Enables and enhances the audio controller.
9. **Camera driver:** Enables and enhances the camera.
10. **Microsoft Windows Studio Effects Driver**, which updates:
 - Dolby Vision panel driver: Enables and enhances the Dolby Vision panel controller.
 - Dell docking station drivers, if applicable.
 - Dolby Atmos application and access key.
11. **Dell applications**, which include:
 - Dell Optimizer
 - SupportAssist
 - Dell Command Update
 - Dell Trusted Device
12. **Critical Microsoft Knowledge Base (KB) updates:** Microsoft updates that fix and optimize the operating system. For more information, see [Windows release information](#).

Updating or resetting the BIOS

Updating the BIOS in Windows

About this task

 **CAUTION:** If BitLocker is not suspended before updating the BIOS, the BitLocker key is not recognized the next time you reboot the computer. You will then be prompted to enter the recovery key to proceed, and the computer displays a prompt for the recovery key on each reboot. Failure to provide the recovery key can result in data loss or an operating system reinstall. For more information, see the Knowledge Base Resource [Updating the BIOS on Dell systems with BitLocker enabled](#).

 **CAUTION:** Do not turn off the computer during the BIOS flash update process. The computer may not boot if you turn off your computer.

Steps

1. Go to [Dell Support Site](#).
 2. Go to **Identify your product or ask support**. In the box, enter the product identifier, model, service request or describe what you are looking for, and then click **Search**.
 **NOTE:** If you do not have the Service Tag, click **Detect This PC**. The site automatically detects your device, and you can then click **Explore Product Support** to go to the support page for your device. You can also use the product ID or manually browse for your computer model.
 3. Click **Drivers & Downloads**.
 4. Select the operating system installed on your computer.
 5. In the **Category** drop-down list, select **BIOS**.
 6. Select the latest version of BIOS, and click **Download** to download the BIOS file for your computer.
 7. After the download is complete, navigate to the folder where the BIOS update file has been saved.
 8. Double-click the BIOS update file and follow the on-screen instructions.
- For more information, search in the Knowledge Base Resource at [Dell Support Site](#).

Updating the BIOS using the USB drive in Windows

About this task

 **CAUTION:** If BitLocker is not suspended before updating the BIOS, the BitLocker key is not recognized the next time you reboot the computer. You will then be prompted to enter the recovery key to proceed, and the computer displays a prompt for the recovery key on each reboot. Failure to provide the recovery key can result in data loss or an operating system reinstall. For more information, see the Knowledge Base Resource [Updating the BIOS on Dell systems with BitLocker enabled](#).

 **CAUTION:** Do not turn off the computer during the BIOS flash update process. The computer may not boot if you turn off your computer.

Steps

1. Go to [Dell Support Site](#).
2. Go to **Identify your product or ask support**. In the box, enter the product identifier, model, service request or describe what you are looking for, and then click **Search**.



NOTE: If you do not have the Service Tag, click **Detect This PC**. The site automatically detects your device, and you can then click **Explore Product Support** to go to the support page for your device. You can also use the product ID or manually browse for your computer model.

3. Click **Drivers & Downloads**.
4. Select the operating system installed on your computer.
5. In the **Category** drop-down list, select **BIOS**.
6. Select the latest version of BIOS, and click **Download** to download the BIOS file for your computer.
7. Create a bootable USB drive. For more information, search the Knowledge Base Resource at [Dell Support Site](#).
8. Copy the BIOS Setup program file to the bootable USB drive.
9. Connect the bootable USB drive to the computer that needs the BIOS update.
10. Restart the computer and press **F12**.
11. Select the USB drive from the **One Time Boot Menu**.
12. Type the BIOS Setup program filename and press **Enter**.
The **BIOS Update Utility** appears.
13. Follow the on-screen instructions to complete the BIOS update.

Updating the BIOS from the One-Time boot menu

To update the BIOS from the One-Time boot menu, see Knowledge base article [000128928](#) at [Dell Support Site](#).

Clearing CMOS settings

About this task



CAUTION: Clearing CMOS settings resets the BIOS settings on your computer.

Steps

1. Disconnect the battery cable as instructed in Service Manual.
2. Wait for one minute.
3. Reconnect the battery cable to the system board as instructed in the Service Manual.

Trusted Platform Module (TPM) security

About this task

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:

Steps

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. Select **Advanced Setup** to move it to the **ON** mode.
4. In the left pane, select **Security > TPM 2.0 Security**.
5. Check that the **TPM 2.0 Security On** option is enabled (enabled by default).
6. Check that the **Clear** option is disabled (disabled by default).
7. Save the settings and exit.

Reinstalling the operating system

The Windows 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 [How to Reinstall or Factory Reset Windows 11 on Your Computer](#).

You can use Dell BIOSConnect to recover the operating system of your computer. See the knowledge base article [Using BIOSConnect to Boot to SupportAssist OS Recovery](#).

Before reinstalling Windows, Dell Technologies recommends that you back up your data. Dell also recommends that you manually delete any enrolled users' information (such as fingerprints) stored in Windows Settings before proceeding with reinstallation. For instructions, refer to Microsoft Support.

Reinstalling drivers and applications

Drivers and applications are software that enables Windows 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 enable users to adjust hardware settings.

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

Applications must be downloaded and installed separately. Dell Technologies recommends that you download the required applications for your Dell computer from the [Dell Download Center](#).

Displaying drivers and applications on your computer

Steps

1. Turn on your computer.
2. Go to [Dell Support Site](#).
3. In the **Search support** field, enter the Service Tag, Serial Number, Service Request, Model, or Keyword of your computer, and then click **Search**.
 **NOTE:** If you do not have the Service Tag, Serial Number, Service Request, Model, or Keyword, use the SupportAssist feature to automatically identify your computer. You can also click **Browse all products** to manually browse for your computer.
4. Click **Drivers & Downloads**.
5. From the **Operating system** drop-down list, select the Windows operating system that is installed on your computer to get a list of the drivers and applications available for your computer.

Reinstallation sequence for drivers and applications

Driver installation is critical after reinstalling 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 issues with a specific device.

For more information, see the Dell knowledge base article [How to Install Dell Drivers in the Correct Order](#).

NOTE: The Windows operating system includes touchpad drivers; no other touchpad-driver installation is required.

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

Dell Technologies recommends installing drivers or applications in the following sequence.

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 at the [Dell Support Site](#).

Downloading and installing the chipset driver

Steps

1. Turn on the computer.
2. Go to the [Dell Support Site](#).
3. In the **Search support** field, enter the Service Tag, Serial Number, Service Request, Model, or Keyword of your computer, and then click **Search**.

NOTE: If you do not have the Service Tag, Serial Number, Service Request, Model, or Keyword, use the SupportAssist feature to automatically identify your computer. You can also click **Browse all products** to manually browse for your computer.
4. Click **Drivers & Downloads**.
5. From the **Category** drop-down list, select **Chipset**.
6. Click **Download** to download the chipset driver for your computer.
7. After the download is complete, go to the folder where you saved the chipset driver file.
8. Double-click the chipset driver file icon and follow the on-screen instructions.

Intel Total Storage Encryption driver

The Windows operating system may not include the updated Intel Total Storage Encryption driver for Dell computers. The Intel Total Storage Encryption driver is available at the [Dell Support Site](#), for computer configurations with Intel vPro support..

NOTE: Computer configurations with Intel vPro support available at a later date.

Downloading and installing the Intel Total Storage Encryption driver

Steps

1. Turn on the computer.
2. Go to the [Dell Support Site](#).
3. In the **Search support** field, enter the Service Tag, Serial Number, Service Request, Model, or Keyword of your computer, and then click **Search**.

 **NOTE:** If you do not have the Service Tag, Serial Number, Service Request, Model, or Keyword, use the SupportAssist feature to automatically identify your computer. You can also click **Browse all products** to manually browse for your computer.

4. Click **Drivers & Downloads**.
5. From the **Category** drop-down list, select **Storage**.
6. Click **Download** to download the Intel Total Storage Encryption driver for your computer.
7. After the download is complete, go to the folder where you saved the Intel Total Storage Encryption driver file.
8. Double-click the Intel Total Storage Encryption driver file icon and follow the on-screen instructions.

Wireless Local Network (WLAN) drivers

The Windows operating system does 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](#).

Downloading and installing the Wi-Fi driver

Steps

1. Turn on the computer.
2. Go to the [Dell Support Site](#).
3. In the **Search support** field, enter the Service Tag, Serial Number, Service Request, Model, or Keyword of your computer, and then click **Search**.

 **NOTE:** If you do not have the Service Tag, Serial Number, Service Request, Model, or Keyword, use the SupportAssist feature to automatically identify your computer. You can also click **Browse all products** to manually browse for your computer.

4. Click **Drivers & Downloads**.
5. From the **Category** drop-down list, select **Network, Ethernet & Wireless**.
6. Click **Download** to download the preferred Wi-Fi controller and Bluetooth drivers for your computer.
7. After the download is complete, go to the folder where you saved the driver files.
8. Double-click the file icon of each driver file, and follow the on-screen instructions.

Graphics

The Windows operating system includes the VGA-graphics driver only. For optimal graphics performance, install the Dell graphics driver applicable to your computer from the [Dell Support Site](#).

Downloading and installing the graphics driver

Steps

1. Turn on your computer.

2. Go to the [Dell Support Site](#).
 3. In the **Search support** field, enter the Service Tag, Serial Number, Service Request, Model, or Keyword of your computer, and then click **Search**.
-  **NOTE:** If you do not have the Service Tag, Serial Number, Service Request, Model, or Keyword, use the SupportAssist feature to automatically identify your computer. You can also click **Browse all products** to manually browse for your computer.
4. Click **Drivers & Downloads**.
 5. From the **Category** drop-down list, select **Video**.
 6. Click **Download** to download the preferred graphics driver for your computer.
 7. After the download is complete, go to the folder where you saved the graphics driver file.
 8. Double-click the graphics driver file icon and follow the on-screen instructions.

Audio

The Windows operating system does not include the audio driver recommended by Dell. Install the HD audio driver available for download from the [Dell Support Site](#).

Downloading and installing the audio driver

Steps

1. Turn on your computer.
 2. Go to the [Dell Support Site](#).
 3. In the **Search support** field, enter the Service Tag, Serial Number, Service Request, Model, or Keyword of your computer, and then click **Search**.
-  **NOTE:** If you do not have the Service Tag, Serial Number, Service Request, Model, or Keyword, use the SupportAssist feature to automatically identify your computer. You can also click **Browse all products** to manually browse for your computer.
4. Click **Drivers & Downloads**.
 5. From the **Category** drop-down list, select **Audio**.
 6. Click **Download** to download the preferred audio driver for your computer.
 7. After the download is complete, go to the folder where you saved the audio driver file.
 8. Double-click the audio driver file icon and follow the on-screen instructions.

Camera

The Windows operating system does not include the camera drivers recommended by Dell. Install the latest driver available for download from the [Dell Support Site](#).

Downloading and installing the camera-related drivers

Steps

1. Turn on your computer.
 2. Go to [Dell Support Site](#).
 3. In the **Search support** field, enter the Service Tag, Serial Number, Service Request, Model, or Keyword of your computer, and then click **Search**.
-  **NOTE:** If you do not have the Service Tag, Serial Number, Service Request, Model, or Keyword, use the SupportAssist feature to automatically identify your computer. You can also click **Browse all products** to manually browse for your computer.

4. Click **Drivers & downloads > Find drivers**.
5. From the **Category** drop-down list, select **Camera**.
6. Click **Download** to download the camera driver to your computer.
7. After the download is complete, navigate to the folder where you saved the camera driver files.
8. Double-click the camera driver files icon and follow the instructions on the screen.

Microsoft Windows Studio Effects

The Windows Studio Effects Driver adds high-quality camera and audio effects using advanced AI models and helps to enhance the system performance and battery life.

Downloading and installing the Microsoft Windows Studio Effects Driver

Steps

1. Turn on your computer.
2. Go to [Dell Support Site](#).
3. In the **Search support** field, enter the Service Tag/Serial Number/Service Request/Model/Keyword of your computer, and then click **Search**.

 **NOTE:** If you do not have the Service Tag/Serial Number/Service Request/Model/Keyword, use the SupportAssist feature to automatically identify your computer. You can also click **Browse all products** to manually browse for your computer.

4. Click **Drivers & downloads > Find drivers**.
5. In the **Category** drop-down, select **Application**.
6. Click **Download** to download the application for your computer.
7. After the download is complete, go to the folder where you saved the Microsoft Windows Studio Effects Driver file.
8. Double-click the Microsoft Windows Studio Effects Driver file icon and follow the instructions on the screen.

Dell Optimizer

Dell Optimizer is a software application that intelligently and dynamically optimizes the performance of your computer by using artificial intelligence and machine learning. It improves the productivity, performance, and user experience through computer usage analysis and learning.

For more information about Dell Optimizer, see [Dell Support Site](#).

Downloading and installing the Dell Optimizer

Steps

1. Turn on your computer.
2. Go to [Dell Support Site](#).
3. In the **Search support** field, enter the Service Tag/Serial Number/Service Request/Model/Keyword of your computer, and then click **Search**.

 **NOTE:** If you do not have the Service Tag/Serial Number/Service Request/Model/Keyword, use the SupportAssist feature to automatically identify your computer. You can also click **Browse all products** to manually browse for your computer.

4. Click **Drivers & downloads > Find drivers**.
5. In the **Category** drop-down, select **Application**.
6. Click **Download** to download the application for your computer.

7. After the download is complete, go to the folder where you saved the Dell Optimizer application file.
8. Double-click the application file icon and follow the instructions on the screen.

Critical Microsoft Knowledge Base (KB) updates

Dell Technologies recommends installing all the latest available KB updates on your computer. KB updates are automatically downloaded and installed when Windows Updates are enabled and can also be manually downloaded and installed from the Microsoft support site. For more information, see [Windows 11 - release information](#).

.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 applications created for the Windows platform.

Getting help and contacting Dell Technologies

Self-help resources

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

Table 1. Self-help resources

Self-help resources	Resource location
Information about Dell Technologies products and services	Dell Site
Contact Support	In Windows search, type <code>Contact Support</code> , and press Enter.
Online help for operating system	Windows Support Site
Access top solutions, diagnostics, drivers and downloads, and learn more about your computer through videos, manuals, and documents.	Your Dell Technologies computer is uniquely identified using a Service Tag or Express Service Code. To view relevant support resources for your Dell Technologies computer, enter the Service Tag or Express Service Code at Dell Support Site. For more information about how to find the Service Tag for your computer, see Instructions on how to find your Service Tag or Serial Number.
Dell Technologies knowledge base articles	1. Go to Dell Support Site. 2. On the menu bar at the top of the Support page, select Support > Support Library. 3. In the Search field on the Support Library page, type the keyword, topic, or model number, and then click or tap the search icon to view the related articles.

Contacting Dell Technologies

To contact Dell Technologies for sales, technical support, or customer service issues, see [Contact Support at Dell Support Site](#).

 **NOTE:** Availability of the services may vary depending on the country or region, and product.

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

Revision history

Tracks all updates that are made to the document. It typically includes the date of change, version number, and a brief description of the modification. This log helps maintain transparency, accountability, and a clear timeline of progress.

Table 2. Revision history

Revision	Date	Description
A00	01-27-2026	Original publish date.