Dell Pro 24 All-in-One

QC24251

Reimaging Guide for Windows 11 IoT Enterprise LTSC 2024



Notes, cautions, and warnings

(i) 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.

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

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Installation overview

CAUTION: This reimaging guide is designed for system administrators. Do not attempt to reimage your computer 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:** The information that is provided in this guide is only applicable to computers with the Windows 11 IoT Enterprise LTSC 2024 operating system installed.
- () **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 computer performance issues or corrupt operating system files. It can also cause blue screen errors, unexpected shutdowns, or infect your computer with malicious software.

Use the Dell OS Recovery Tool to create a USB recovery drive that can be used to reinstall the version of operating system installed in the computer.

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Introduction

CAUTION: This reimaging guide is designed for system administrators. Do not attempt to reimage your 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 with Windows11 IoT Enterprise LTSC 2024 operating system installed.

Reimaging is the process of removing all software on the computer and reinstalling the removed software. Reimaging is required when software in the computer is corrupted or damaged. It can also be used as a means of removing harmful and malicious software in your computer. This reimaging guide provides the steps that are required for reimaging your computer.

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

Dell Technologies also provides drivers and applications that are not included with the operating system. These drivers are required to enable the following solid-state drives (SSDs):

- 256 GB PCle SSD
- 512 GB PCIe SSD
- 1024 GB PCIe SSD
- 2048 GB PCIe SSD and larger capacity size PCIe SSDs

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



Updating or resetting the BIOS

Clearing CMOS settings

If 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, go to Dell Support Site and see your computer's *Owner's 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 Technologies 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**.
- 4. Select or clear any of the following options to enable or disable it, respectively:
 - TPM state (Enabled or Disabled):
 - **Enabled**: The BIOS will enable the TPM during Power-On-Self-Test (POST), and it can be accessed by the operating system.
 - **Disabled**: The BIOS will not enable the TPM during Power-On-Self-Test (POST), and it cannot be accessed by the operating system.
 - TPM 2.0 security On: The TPM is enabled and activated.
 - Clear: The BIOS clears the information that is stored in the TPM.
- 5. Save the settings and exit.

Steps to configure USB key for ISO Imaging

Pre-requisites for ISO Imaging

- Download the appropriate Windows 11 IoT Enterprise LTSC 2024 operating system ISO image from Dell Support Site page.
 NOTE: Download the .zip file and extract the iso file out of the .zip file. Make sure that the iso file is unlocked before configuring the USB Key.
- 2. Download and install the Dell OS Recovery Tool, available for Microsoft Windows only.
- **3.** A USB flash drive with a minimum of 32 GB of available space.
- 4. Administrator user rights and at least 64 GB of available hard drive space to download the Dell operating system recovery image.
- 5. A wired network connection for network stability is recommended.
- 6. It is recommended to disable any anti-virus software during the download.

Download and install the Dell OS Recovery Tool

1. Launch the Dell OS Recovery Tool and click INSTALL.

🚭 Dell Update Package	×
V (A00)	0
Install or update your system with this software	INSTALL
Only extract contents of software update	EXTRACT
© 2009 - 2021 Dell Inc. All rights reserved.	

Figure 1. Dell USB Recovery Tool Application

2. Click CLOSE and launch the application from the desktop shortcut.

🚭 Dell Update Package	×
Dell USB Recovery Tool Application	0
The update installer operation is successful.	
View Installation Log	CLOSE
© 2009 - 2021 Dell Inc. All rights reserved.	

Figure 2. Dell USB Recovery Tool Application

3. Select SWITCH TO ADVANCED RECOVERY displayed at the bottom of the tool.

)		
OS Recovery Tool		
Automated Recovery	Step 1: Select a computer	
Welcome, Admin Having trouble with your system? Start by selecting the computer you'd like to recover.	This computer Not available No OS images defined for the product.	Another computer Service Tag/Express Service Code Enter service tag
NOTE: You'll need a USB with 16 GB of space available. Existing content will be deleted.		
0 -0-0	X SWITCH TO ADVANCED RECOVERY	CANCEL NEXT

Figure 3. OS Recovery Tool

4. In Select an OS image, browse to the downloaded ISO image and click NEXT.

Advanced Recovery	Select preference	
Welcome, Dell. This app will help you recover and install your OS Image. Get started by selecting which device you want to create a recovery key to support.	Select an OS image Browse C:Users\DeRDesktop\ThriOS10.2502_11.iso Q	Select from available OS images For this computer For another computer

Figure 4. Upload the ISO file

5. Click BURN OS.

(m)		0	- ×
OS Recovery Tool			
Advanced Recovery We'll walk you through the process of downloading and saving the software you'll need to recover your computer. Insert a rewriteable USB drive with 16 GB of space available.	Step 1: Select USB drive USB drive D: Samsung Type-C USB Device, DELLRESTORE, 32GB Partition Style MBR Image: Inderstand that the selected drive will be reformatted and existing data will be deleted.		
@ —@	Recovery Image C:\Users\Admin\Desktop\DellWyse_OptiPlex_3000_OSRI_USBImage_Feb2022.ISO	BURN OS	I

Figure 5. Burn OS

6. Wait for the image registration to complete and click **Close**.

OS Recovery Tool	
Advanced Recovery Step 2: Save local OS image for recovery	
SupportAssist OS Recovery will automatically download and save to your USB drive.	
Recovery Image C:\Users\Admin\Desktop\DellWyse_OptiPlex_3000_OSRI_USBImage_Feb2022.ISO Destination D:DELLRESTORE-320B	
⊚ — ⊘	



STEP 2: DOWNLOAD AND SAVE	Saving to USB drive	
SupportAssist OS Recovery will	Approx 141	
automatically download and save to your USB drive.	Verfying image	
	Recovery Image Custom Image	
	Recovery make contour make	



7. This completes the Recovery USB drive creation. Remove the USB drive.

5

Reimaging or Deploying the recovery image created in a USB drive

- 1. Insert the Windows11 IoT OS Recovery USB Key into the USB port of the designated computer.
- 2. Power on the computer.
- 3. Press F2 to enter BIOS setup.
- 4. Enter the BIOS admin password for any required changes. The default password is "Fireport".
 - () NOTE: The screenshots depict an example of the BIOS screen on a different platform. The version information varies depending on the application used for installation. The screens may also differ slightly based on the BIOS version of your device.
- 5. Navigate to the **Integrated Devices** section on the BIOS menu and ensure that **Enable USB Boot Support** is enabled. This option is enabled by default.

BIOS Se	etup		-	96%
		Integrated Devices	Q	8
vanced Help Text	Admin Password		SEARCH	VIEW ALL
		Camera		
rview st Configuration egrated Devices		Enable Camera Click the checkbox to enable the Camera.		
rage play		Audio		
nection		Enable Audio		
er		Use this setting to switch all integrated audio On/Off, or enable/disable the microphone and the internal speaker separately.		
nty				
te.Recovery				
em Management		Enable Microphone Enable Internal Speaker		
poard				
boot Behavior alization Support		USB Configuration		
ormance		When USB Boot Support is enabled, bootable USB mass storage devices (such as HDD, flash drive, CD/DVD) can boot through the boot sequence or boot menu. USB	ports are also	
em Logs		functional in an OS environment. If disabled, the bootable USB mass storage devices are prevented from booting through the boot sequence and boot menu, but USB	ports are	
		tunctional in an OS environment.		
		Unobtrusive Mode		
		Enable Unobtrusive Mode		
		When the feature is enabled, this option will turn off all system light and sound.		
12		Toggling <fn>+<shift>+ enters and exits unobtrusive mode.</shift></fn>		
ut			-	-
		LOAD DEFAULTS APPLY CHANGES U Changes were made		EXIT

Figure 8. Enable USB boot support

6. Navigate to the **Storage** section on the BIOS menu and enable the **RAID On** option under **SATA/NVMe Operations** is enabled. This option is enabled by default.

BIOS Setup				
Saletta, contra anno	Storage	Q	ŝ	
Advanced Help Text Admin Setup Password ON ON	SATA/NVMe Operation SATA/NVMe Operation	SEARCH	VIEW ALL	A
Overview Boot Configuration Integrated Devices Storage Display Connection Power Security Passwords Update.Recovery	Set the operating mode of the integrated storage device controller. Disabled AHCI/NVMe All integrated storage devices are disabled. AHCI/NVMe mode AHCI/NVMe mode Storage device is configured to support RAID On Storage device is configured to support Gisabled. AHCI/NVMe mode Storage device is configured to support Storage device is configured to support Storage device is configured to support Storage device is configured to support Storage device is configured to support Storage device is configured to support When enabled, all NVMe and SATA devices would be mapped under VMD controller. Windows RST (Intel® Rapid) Storage Technology driver or Linux kernel VMD driver must be loaded in order to boot the OS.			
System Management Keyboard Preboot Behavior Virtualization Support Performance System Logs	Storage Interface Port Enablement Select onboard drives to enable: This page allows you to select the onboard drives you would like to enable. M2 PCIe SSD © ON			
About	SMART Reporting Enable SMART Reporting If S.M.A.R.T (Self-Monitoring, Analysis, and Reporting Technology) is enabled, the BIOS can receive analytical information from integrated drives and send notification possible future failure of the hard drive. LOAD DEFAULTS APPLY CHANGES D changes were made \$	s during starte	up about	•

Figure 9. Enable RAID On option

7. Navigate to the VirtualizationSupport section on the BIOS menu. Under DMA Protection, set Enable Pre-Boot DMA Support and Enable OS Kernel DMA Support options to OFF.

Dell	BIOS Setup			-	96%
-			Virtualization Support	Q	ŝ
dvanced etup ON oN verview oot Configur	Help Text	Admin Password	Intel® Virtualization Technology Enable Intel® Virtualization Technology (VT) When ON, the system will be able to run a virtual machine monitor (VMM). © ON	SEARCH	VIEW AL
igrated De rage play inection wer curity iswords date,Reco	very		VT for Direct V0 Enable Intel® VT for Direct V0 When On, the system will be able to perform Virtualization Technology for Directed I/O (VT-d), VT-d is an Intel method that provides virtualization for memory map I/O.		
tem Mana board -boot Beh ualization formance .tem Logs	agement avior Support		DMA Protection These settings control the BIOS support for Pre-boot and Kernel DMA protections. The settings are provided for compatibility purposes, since some older hardware is capable. It is recommended that these settings are set to enabled and are only disabled if there is an issue with specific hardware. Enable Pre-Boot DMA Support This setting controls Pre-boot DMA protection for both Internal and External ports.	not DMA	
oout			OFF Enable OS Kernel DMA Support This setting controls Kernel DMA protection for both Internal and External ports. This setting does not directly enable DMA protection in the OS. However, for OS's that protection, the setting will indicate to the OS that the BIOS supports the feature. OFF	t support DM	

Figure 10. VirtualizationSupport

- 8. Select APPLY CHANGES and then click EXIT.
- 9. When the computer reboots, press F12 to trigger the Boot Menu and select the bootable Windows 11 IoT OS Recovery USB Key and then press Enter.

(Dell)			SERVICE TAG BIOS REVISION WV01YL5 1.1.2
One-Time Boot Settings Control the boot flow for the SupportAssist OS Recovery Tool.	Pre-Boot Tasks Change important BIOS settings on your system, configure how y	our device works and troubleshoot issues using this interface.	
NOTE: Once a system and/or admin password is set, the system will always prompt for system and/or admin password during boot.	BIOS SETUP Configure BIOS options and control how your system functions.	DIAGNOSTICS Run system tests to identify any issues.	BIOS UPDATE Search for and install the latest BIOS updates from various services.
UEFI Boot Devices	SupportAssist OS Recovery	BIOS Flash Update - Remote	Device Configuration
Windows Boot Manager	Analyze, repair and restore your system.	BIOS and Firmware Update Over-the-Air	Configure device settings
Merlin Non-Pxe			
UEFI KBG50ZNS256G NVMe KIOXIA 256GB 32RC503XEJ26 1			
UEFI JetFlash Mass Storage Device 092NNIEVH0JVBFH3			
🖧 UEFI HTTPs Boot (MAC:C4CBE1071102)			

Figure 11. Boot Menu

10. The computer boots up and launches the **Dell Imaging Manager**. Click **Apply Image**.

684								×
Dell	Imaging Manage	r						
Devic	ce Info			USB	Drive			
	🖵 Platform	Media Source USB	BMR		used Space 30.9 GB	E Free Space 1.1 GB	Total Space 32 GB	
	Di Image							

Figure 12. Dell Imaging Manager

11. Select the Windows 11 IoT Enterprise LTSC 2024 image. Click Apply Image.

<u>(</u>					
Dell Imaging Manager					
Device Info	USB Drive				
🖵 Platform 🖪 Media Source 🌐 System USB BMR	📼 Used Space 🚥 Free Space 📋 Total Space 30.9 GB 1.1 GB 32 GB				
Apply Image					
Choose image to push to this device					
WIE11Dell_Pro_14_March2025 On F: Drive 1 act Updated at this time 18/03/2025 07.15 AM	Apply Image				

Figure 13. Windows 11 IoT Enterprise LTSC 2024 image

(i) NOTE: The image displayed above is an example. The screen will show the image you created on the USB key.

12. The Confirm Applying New System Image window appears. Click Yes, Proceed.

Dell Imaging Manager	
USB BMR	
Confirm Applying	y New System Image $ imes$
Apply Image Applying a new Image to	your device is an irreversible process. Are you sure
Choose Image to push to this device you want to proceed?	
WIE11Dell_Pro_14_March2025 On E. Drive: Last Updated at this time 18/03	Cancel Yes, Proceed

Figure 14. Confirm Applying New System Image

13. The computer enters recovery mode and displays progress indicators for the image application process.

▲ Do not Remove the USB until this process is done.
Preparing for Push
*



14. A message will prompt you to remove the USB key. Please remove the USB key.

🏟 Dell Imaging Manager
USB Imaging Tool Initiated Optional: Please remove all the connected Removable Drives to continue. This window will auto close in 10 seconds.

Figure 16. Remove the USB Key

15. The postimaging process begins after a short period.

bo not turn off the system until this process is complete asks are being exercited. Pease wat 4140 Hide Details ~ Kapplying Image Task Progression Verifying Image • Task Progression Verifying Image • Task complete Arranging Partitions • Isst complete
Alt 2014 Hide Details A Applying Image Task Progression Verifying Image • Task consiste Arranging Partitions • Task consiste
Hide Details ∧ Applying Image Verifying Image ● Task Progression Verifying Image ● Task consister Arranging Partitions ● Task consister
Applying Image Task Progression Verifying Image • Task complete Arranging Partitions • iast complete
Verifying Image Isak complete Arranging Partitions Isak complete
Arranging Partitions 🥥 Task complete
Applying Image 2%
Configuring System Awaiting previous task completion
Rebooting Anatong prevous task completion

Figure 17. Post-imaging process

16. Once the installation is complete, the device boots to the desktop.

Capturing an image to the created USB drive

- 1. Log in to the device as an administrator.
- 2. Disable the Write Filter:
 - **a.** Double-click the Dell Wyse WF Disable icon on the desktop.
 - ${\bf b.}~$ The Write Filter is disabled and the device restarts.
- **3.** Log in as an administrator again.
- 4. Insert the Windows 11 IoT Recovery USB Key into the USB port of the designated computer.
- 5. Go to This PC. Double-click the partition of the Windows11 IoT OS Recovery USB Key.
- 6. Inside the partition, double-click the $\ensuremath{\text{DIM}_\text{USB}}$ folder.

	← → ↑	C > This PC > DELL	RESTORE (D:) >	Search DELLRES Q	and the
1000	New ~ 💑	o 🗈 🕸 🖄 🗊	1↓ Sort -	Detais	
	A Home I	Name	Date modified	Type :	1
and the second	RGallery	📁 bg-bg	3/3/2025 758 PM	File folder.	1.2
	- denney	Soot	3/3/2025 7:58 PM	File folder	S and a
Contraction of the second		🛅 (S-62	3/3/2025 7:58 PM	File folder	in newspan
	Desktop 🖈	🔤 da-dk	3/3/2025 7.58 PM	File folder	
and the second	Downloads P	📜 de-de	3/3/2025 7.58 PM	File folder	
19	Documenta #	DIM, USB	3/3/2025 7.58 PM	File folder	11: 25: 31: 32
	Pictures #	THE FRI	3/3/2025 7.58 PM	File folder	
	Music #	tel-gr	3/3/2025 7.58 PM	File folder	
	Videos #	🔤 en-gb	3/3/2025 7.58 PM	File folder	
a and		🐸 en us	3/3/2025 7.58 PM	File folder	
A		🐸 es-es	3/3/2025 7.58 PM	Fåe folder	
	This PC	🔤 es-mx	3/3/2025 7.58 PM	File folder	
*	- DELLRESTORE (D	💴 et-ee	3/3/2025 7.58 PM	File folder	
×	Network	<mark>>> 6-6</mark>	3/3/2025 7:58 PM	File folder	
	7 items 1 item selecte	d)

Figure 18. DIM_USB

7. Launch the DIM.USBImaging.exe file to open the Dell Imaging Manager screen.

6

្រុះរុះ 🦲				all have been	
Application Dell Wyse WF Control C Enable	DIM_USB	× +		- 🗆 ×	
	$\leftarrow \rightarrow \uparrow$	C □ → This PC → DELLRESTOP	RE (D:) > DIM_USB	Search DIM_USE Q	
Citrix Workspace	🕀 New 🕤 🔥	(0 (i)	Sort ~ 🗮 View ~ …	Details	
	Home	Name	Date modified	Type Size	
	Gallery	DIM.Common.dll	2/14/2025 12:37 AM	Application extension	
Microsoft Edge	,	DIM.ImagerLib.dll	2/14/2025 12:37 AM	Application extension	
-		DIM.USBImaging	2/14/2025 12:37 AM	Application	
	Desktop 📌	Newtonsoft Json.dll	2/14/2025 12:37 AM	Application extension	
Remote	🚺 Downloads 🖈	S WinIoT.UILib.dll	2/14/2025 12:37 AM	Application extension	
Desktop	🛅 Documents 📌				
	🔁 Pictures 🛛 🖈				
Remote	🛅 Music 🔹 🖈				
Desktop	🔯 Videos 🔹 🖈				
VMware	> 💻 This PC				
Horizo	> - DELLRESTORE (D				
	> 📜 Network				
Dell Wyse WF Disable	5 items 1 item selecte	ed 407 KB			
		States and the second			
		Q Search) 🖬 🧧 🖳		へ

Figure 19. Launch Dell Imaging Manager screen

8. Click Capture Image.

-			- ¤ ×
Dell Imaging Manager			
Device Info Platform I Media Source I Sy USB WESWJP	Stem USB Drive Used Space RHY 30.9 GB	➡ Free Space ☐ Total Space 1.1 GB 32 GB	
Apply Image			
Q	Search	<u>.</u>	へ

Figure 20. Capture Image

9. Click Create a system image.

-	– o x
Dell Imaging Manager	
Device Info Platform I Media Source I System USB WESWJPGRHY	USB Drive Used Space Free Space Total Space 30.9 GB 1.1 GB 32 GB
Apply Image	
Capture System Image to USB	Initiate an Image Pull from WMS Server Steps to Initiate an Image Pull from WMS Server Leg in to WMS as an administrator. Get the Steps of the Steps
Q Search	🖬 🏣 🚎 🍓 🔹 641 AM 3/21/225

Figure 21. Create a system image

10. In Select Drive and Capture Image screen, click Yes, Proceed.

Decl		- • ×
Dell Imaging Manager		
	ce	
	Select Drive & Capture Ima	hage ×
Apply Image Capture Ima	To capture an image of this device, sel Click 'Confirm' to start capturing the in	ect a drive from the options below. image.
		S Server Cancel Yes,Proceed WMS Server
		2. Go to Devices and select your Windows H let Enterprise LISC 2024 registered device. 3. Scient PMI OS Image option from from Actions drop-down list. 4. Pull OS Image vindowi a failophyd. 5. Enter Kame of Image. The repository. Pull type, and Default options. 6. Cick Prayers for Image Pull. 7. Image Pull Request From System Admin window is displayed on the registered device. 8. On the registered device. Sett any of the following options: 9. Cick on Pull novyPull after system for capture Image by running custom Systemp. 10. The device will retain 11. Cick an everyption Image screen will appear, and then follow the instructions on the user Interface. For more Information, please visit the detailed documentation for Windows 11 IoT Enterprise LTSC 2024 admin guide at https://support.dell.com
	Q Search	

Figure 22. Select Drive and Capture Image

11. Select a removable drive for capturing and click **Confirm.**

Coul			- 🗆 X
Dell Imaging Manager			
Device Info			
🖵 Platform 📑 Media Sour	rce 🜐 System WESWJP6RHY		
	Select Drive & Capture Ima	age ×	
Apply Image Capture Ima	To capture an image of this device, sel Click 'Confirm' to start capturing the ir	ect a drive from the options below. nage.	
Capture System Image to USB	🛛 Drive D: 🗸 Selec	ted	S Server WMS Server
Create a system image			Enterprise LTSC 2024 registered device. 5 drop-Johann list.
			, and Default options. w is displayed on the registered device. aving options: e image by running custom Sysprep.
			r, and then follow the instructions on the user interface. ocumentation for Windows 11 IoT Enterprise LTSC 2024 admin guide at
	Q Search	🗩 🖬 📮 🖷 🌰	∧ ⊕ Φ) 10 6:43 AM

Figure 23. Select drive and capture image

12. The Create a new System Image screen appears. Click Capture Image.

Control C Enable	Create a new System Image	Q. -tais	
Microsoft Edge	Update Password (Optional)	-7 KB 7 KB 8 KB	
Remote Desktop	I Join a Domain (Optional)	G Ka G KB 1 KB Cancel Capture Image	
Remote Desktop	I∎ Videos 📌		
VMware Horizo	This PC DELLRESTORE (D Wather the second seco	6	
Dell Wyse WF Disable	S items 1 item selected 407 KB		

Figure 24. Create a new System Image

13. The device reboots and initiates the pre-sysprep process. Once the post-sysprep process is complete, it successfully captures the image to the **USB Key**.

Tasks are being executedPlease wait			
Do not turn off the system until this process is complete			
Tasks are being executedPlease wait			
	Hide Details 🔨		
Preparing for Ca	apture Task Progression		
Preparing for Capture	e 1%		
Preparing for Capture Executing Sysprep	e 1% Awaiting previous task completion		
Preparing for Capture Executing Sysprep Finalizing	2 1% Awaiting previous task completion Awaiting previous task completion	•	

Figure 25. pre-sysprep process

Reinstalling drivers and applications

Drivers and applications are software that enable operating systems to communicate with the hardware devices and software in your computer. Devices such as video and sound cards require drivers to function correctly, and enable users to adjust hardware settings.

Device-specific drivers may have to be downloaded and installed separately. Dell Technologies recommends that you download the device drivers for your Dell Technologies computer from Drivers & Downloads.

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

Displaying drivers and applications on your computer

- 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**.
 - (i) 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. In the **Operating system** drop-down, select the operating system that is installed on your computer to get a list of the drivers and applications available for your computer.

8

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	Dell Site	
Tips	· •	
Contact Support	In Windows search, type <code>Contact Support</code> , and press Enter.	
Online help for operating system	Windows Support Site	
	Linux Support Site	
	Windows IoT Enterprise	
Access top solutions, diagnostics, drivers and downloads, and learn more about your computer through videos, manuals, and documents.	Your Dell computer is uniquely identified using a Service Tag or Express Service Code. To view relevant support resources for your Dell 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 Locate the Service Tag on your computer.	
Dell knowledge base articles	 Go to Dell Support Site. On the menu bar at the top of the Support page, select Support > Support Library. 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

To contact Dell for sales, technical support, or customer service issues, see Dell Support Site.

(i) 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 in your purchase invoice, packing slip, bill, or Dell product catalog.