

## How to Download and Install Drivers in the Correct Order for Dell desktops and laptops. Article ID : 268873

The following list is an overview of the correct order to install drivers on Dell desktops and laptops. After manually reinstalling a Microsoft® Windows® operating system, follow the order listed when reinstalling drivers. It is recommended that you print this list for reference when installing drivers.

Note:

Some devices may not function properly if the drivers are installed out of order.

1. **Desktop System Software (DSS) or Notebook System Software (NSS)** - A vital utility that provides critical updates and patches for the operating system. If you are reinstalling Windows or updating all drivers, it is important that this software be installed first. This is located under the **System and Configuration Utilities Category** on the **Drivers and Downloads** page.
2. **Chipset** - Helps Windows control system board components and controllers. This is located under the **Chipset Category** on the **Drivers and Downloads** page.
3. **PCMCIA/Smartcard controller** located under the **Security Category** on the **Drivers and Downloads** page.
4. **Intel Storage** - Intel Matrix Storage Manager located under **SATA Drives** on the **Drivers and Downloads** page (only for Intel chipset computers).
5. **Audio Adapter** - Enables and enhances the audio controller. This is located under the **Audio Category** on the **Drivers and Downloads** page.
6. **Video Adapter** - Enhances video performance. This is located under the **Video Adapter Category** on the **Drivers and Downloads** page.
7. **Network Interface Card (NIC)** - Enhances the network controller for Internet or network access. This is located under the **Network Category** on the **Drivers and Downloads** page.
8. **Control Point (DCP)** - Controls power management, ambient light sensor, wireless profiles, and security features on laptops. This is located under the **Applications** on the **Drivers and Downloads** page. The DCP is split into three separate programs with each one controlling different aspects. It may not be necessary to install all three parts of DCP depending on the system configuration.
  - a. **Control Point System Manager** - Controls power management and ambient light sensor settings.
  - b. **Control Point Security Manager** - Controls security features such as the trusted platform module a finger print reader.
  - c. **Control Point Connection Manager** - Controls wireless connection profiles.

**Note:** **Dell Control Point** is new for Latitude E-Family. Other Dell laptops use **Quickset** to control power management and the ambient light sensor.

9. **Dell Quickset** - Controls power management and the ambient light sensor. This is located under the **Applications Category** on the **Drivers and Downloads** page (**Quickset** is not applicable to Latitude E-Family laptops. Use **Dell Control Point** instead).
10. **Wireless Network Card** - Enables and enhances the wireless network controller. This is located under the **Network Category** on the **Drivers and Downloads** page.
11. **Bluetooth® Module** located under the **Communication Category** on the **Drivers and Downloads** page.
12. **Touchpad, Pointer, Track stick, Mice, and Keyboards** - Enhances the pointing device features. This is located under the **Mouse & Keyboards Category** on the **Drivers and Downloads** page.
13. **Other Devices**  
**Intel vPro™ or AMT™** - Enhances system manageability. This is located under the **Chipset Category** on the **Drivers and Downloads** page.

**Dell Wireless Mobile Broadband Cards** located under the **Communication Category** on the **Drivers and Downloads** page

- **Modem** - Allows dial-up capability. This is located under the **Communication Category** on the **Drivers and Downloads** page.
- **Touch Screen Digitizer** - Enables touch screen mouse control available on select Dell laptops. This is located under the **Input Category** on the **Drivers and Downloads** page.

My 2-cents -

14. **BIOS** – Always ensure the Dell computer has the newest BIOS
15. For possible optical drive issues, you may want to ensure the optical drive firmware version is up to date by comparing the version in Device Manager with the version available for download. \*\*\* compare the manufacturer and model of the optical drive in device manager with available downloads at support.dell.com.
16. Ensure all windows updates are done.
17. As of 10/14/11 this article is at this link - <http://support.dell.com/support/topics/global.aspx/support/kcs/document?c=us&docid=268873&l=en&s=gen>