



Appendix



Appendix – A, FAQs

1. How do I resolve a PCI Yellow Bang?

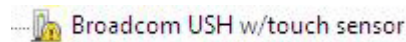
- a. After installing the drivers and you have this PCI yellow bang in device manager, you need to install the following drivers found in the Chipset folder:



- b. For E-Family 1st generation you need to install two drivers - AMT SOL / LMS and AMT HECI
- c. For E-Family 2nd generation you need to install one driver - AMT HECI

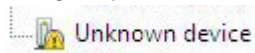
2. How do I resolve a Broadcom USH Yellow Bang?

- a. After installing the drivers and you have this USH yellow bang in device manager, you need to install the Control Point Security Device Driver Pack



3. How do I resolve this Unknown Device yellow bang on E-Family 2nd generation?

- a. After installing the drivers and you have an unknown device yellow bang in device manager, you need to install the ST Micro Freefall Sensor driver found under Chipset



4. What drivers are in the Control Point Security Device Driver pack?

- a. The driver pack has the drivers for all security related hardware, including:
- o Broadcom Trusted Platform Module
 - o Atmel Trusted Platform Module
 - o STMicroelectronics Trusted Platform Module
 - o Winbond Trusted Platform Module
 - o O2Micro Smart Card Reader
 - o Dell Smart Card Keyboard
 - o UPEK TouchChip Fingerprint Reader
 - o AuthenTec Fingerprint Reader
 - o Broadcom Unified Security Hub
 - o Vista Storage Driver Update (for ATAPI.SYS)

5. Can I use WiMax and WiFi at the same time?

- a. No, the wireless adapter only supports one of them being active at one time

6. What is the Dell System Software utility and why do I need it?

- a. The Dell System Software utility provides critical updates and patches for your operating system necessary for the correct operation of your system. It is important to install this



utility first after re-imaging your system. It is found under the System Utilities folder on the Dell Drivers and Download page

7. What is the Client System Update application?

- a. Located under System Management > Client System Update, this is primarily targeted at Customers who want to manage systems on their own. The tool is designed to allow users to specify their update preferences and apply updates based on the criticality. Alternatively, end users can use the scheduling option to keep their system up-to-date with the systems software released by Dell

8. What is eSATA?

One of the connectors on the system is a dual eSATA / USB combo port. It can interface with either an eSATA device or a USB device. eSATA is an industry standard interface. A few of the key benefits of eSATA technology are:

- Data speeds up to six times faster than USB 2.0 and IEEE 1394
- Robust and user friendly external connection
- High performance, cost effective expansion storage
- Up to 2 meter shielded cables and connectors



Appendix – B, Tables

- Control Point System Manager Features - Table B1

Category	Feature	DCP SM Release Version	Availability of Feature when DCP Installed?	Availability of Feature when Dell provides drivers/middleware, but No DCP	Availability of Feature when only Windows OS installed?
Power Manager	user profiles	v1.0	Yes	N/A	Only power schemes are available in the OS.
	View battery manufacturer info.	v1.0	Yes	N/A	Yes, through BIOS
	View battery health info.	v1.0	Yes	N/A	Yes, through BIOS
	battery charge enable/disable status	v1.0	Yes	N/A	Yes
	Network card power management	v1.0	Yes	Yes (Intel LOM)	No (some Broadcom LOMs)
	Extended Battery Life/ All Day Battery Life. (ADBL)	v1.0	Yes	N/A	No
	Dell Enhanced Performance Plans (User Selectable Thermal Tables for Performance, temperature and sound levels)	v1.4	Yes	N/A	No
	Digidesign Audio/Video mode	v1.3	Yes	N/A	Yes, thru individual settings in BIOS/OS
Display settings	Inactivate display and system timeouts when activating an external display using FnF8.	v1.0	Yes	N/A	No
Function Keys	Fn+F2 to enable Battery Charge disable	v1.0	Yes	N/A	Yes, but with No screen pop-up display
	Fn+F3 launch DCP w/ Battery Status	v1.0	Yes	N/A	No
	Fn+F7 to enable/disable DCP	v1.0	Yes	N/A	No
	Fn+F8 to switch between display settings	v1.0	Yes	N/A	Yes, but with No screen pop-up display
Hot Key customizatoin	User hot key customization ability (also Fn+D functionality which is set to toggle display by default).	v1.0	Yes	N/A	No
Keyboard backlighting	Keyboard backlighting options (to be able to set the intensity, inactivity timeout values and input triggers.)	v1.0	Yes	N/A	Yes, but with No screen pop-up display
Brightness	Ability to Adjust Brightness Level	v1.0	Yes	N/A	Yes, but with No screen pop-up display
	feedback through on screen display	v1.0	Yes	N/A	No
	Ability to enale/disable ALS	v1.0	Yes	N/A	Yes
ALS	Feedback through on screen display	v1.0	Yes	N/A	No
Hardware Monitoring for Desktops	Reporting of Ambient Temp log information at OS presence (PWS only)	v1.2	Yes	N/A	Through BIOS
	Reporting of CPU Temp log information at OS presence (PWS only)	v1.2	Yes	N/A	Through BIOS
	Reporting of SMART Alerts log information at OS presence (PWS only)	v1.2	Yes	N/A	Through BIOS
	Reporting of ECC Alerts log information at OS presence (PWS only)	v1.2	Yes	N/A	Through BIOS
Privacy Screen - Discreet Graphics	Fn+E to enable/disable Privacy screen	v1.0	Yes	N/A	No
Privacy Screen - UMA Graphics	Fn+E to enable/disable Privacy screen	v1.2.01	Yes	N/A	No
"Color Space" Panel Settings for RGB LED Displays (17" only)	Provides system level controls for NTSC, sRGB, Pro Photo RGB/Kodak or Adobe color settings (certain panels only)	v1.3	Yes	N/A	No



- Control Point Security Manager Features – Table B2

Category	Feature	Release Version	Availability of Feature when DCP Installed?	Availability of Feature when Dell provides drivers/middleware, but No DCP App?	Availability of Feature when only Windows OS installed?
ControlVault	Secure processing and storage of user security information	v1.0	Yes - USH platforms only	No	No
	Ability to locally backup and restore credentials in CV	v1.4	Yes - USH platforms only	No	No
TPM	TPM enablement and management	v1.0	Yes	Yes - with third party software, including Windows Vista Bitlocker	No for XP Yes, with Windows Vista (driver included) or third party software, including Windows Vista Bitlocker
Pre-Boot Authentication (PBA)	Password and SSO	v1.0	Yes	Password only, no SSO	Password only, no SSO
Embedded Finger Print Reader	Full configuration and management for PBA and Windows Logon	v1.0	Yes	Yes - with 3rd party software, does not include PBA	No
External Dell Branded Finger Print Reader	Full configuration and management for Windows Logon	v1.0	yes (No PBA SUPPORT)	Yes - with 3rd party software, does not include PBA	No
	Full configuration and management for PBA	v1.4	yes (E2 with CV only, no M'09, Foose, Reebok, or Fonseca support)	No	No
Contact Smart Card Reader	Full configuration and management for Windows Logon	v1.0	Yes	Yes - with 3rd party software, does not include PBA	No
	Full configuration and management for PBA	v1.0	Yes	No	No
Contactless Smart Card Reader	Full configuration and management for Windows Logon	v1.0	Yes	Yes - with 3rd party software, does not include PBA	No
Contactless Smart Card Reader	Full configuration and management for PBA	v1.2	Yes	No	No
Full Disked Encrypted Drives (FDE)	Support for 5400 and 7200 FDE's	v1.0	Yes	Yes - with 3rd party software	Yes - with 3rd party software
	Support for SSD FDE's	v1.2.01	Yes	Yes - with 3rd party software	Yes - with 3rd party software
	Support for dual FDE's (non-RAID)	v1.3	Yes	Yes - with 3rd party software	Yes - with 3rd party software
RSA SecurID	RSA SecurID storage in ControlVault	v1.1	Yes - USH platforms only	Yes - USH platforms only	No
Bitlocker (Vista Only)	DCP does not interact with Bitlocker	v1.0	Yes	N/A	Yes



- Control Point Connection Manager Features – Table B3

Category	Feature	Release Version	Availability of Feature when DCP Installed?	Availability of Feature when Dell provides drivers/middleware, but No DCP App?	Availability of Feature when only Windows OS installed?
WLAN	Dell Wireless LAN 1397, 1510 (Broadcom)	v1.1	Yes	Yes, WITH Dell Wireless Client Utility (DCU)	No for XP Yes for Vista & Win 7, with WLAN AutoConfig, but in box driver has not been Dell validated
	Dell Wireless LAN 1520 (Broadcom TGV - no enterprise extension)	v1.3.01	Yes	Yes, with Dell Wireless Client Utility (DCU)	No for XP Yes - for Vista & Win 7 (with in box drivers) and WLAN AutoConfig
	Intel Wireless LAN 5100, 5300	v1.2	Yes	Yes, with Intel Proset	No for XP Yes for Vista & Win 7, with WLAN AutoConfig, but in box driver has not been Dell validated
	• Intel® Centrino® Ultimate-N 6300 WiFi card • Intel® Centrino® Advanced-N 6200 WiFi card	v1.4	Yes	Yes, with Intel Proset	No for XP Yes for Vista & Win 7, with WLAN AutoConfig, but in box driver has not been Dell validated
	Disconnect on Ethernet WLAN	v1.2	Yes	Yes, with Intel Proset or Dell Wireless Client Utility (DCU)	No
	View available networks & Site Monitors	v1.0	Yes	Yes, with Intel Proset or Dell Wireless Client Utility (DCU)	WZC/WLAN AutoConfig for available networks
	WiFi - Catcher	v1.0	Yes	Basic Mode Only	Basic Mode Only
	Hardware Radio Switch	v1.0	Yes	Yes, in BIOS	Yes, in BIOS
WWAN	Enterprise Extension for WLAN - 802.1x, WPA-Enterprise/WPA2-Enterprise, CCKM (CCX5, TTLS not available for Win 7)	v1.2	Yes	Yes, with Intel PROSet or Dell Wireless Client Utility (DCU)	Yes, except CCX and TTLS
	Dell Wireless Mobile Broadband 5720 Minicard	v1.0	Yes	Yes, with Dell Mobile Broadband Client Utility (DMBCU) for 5720 EVDO (novatel)	No
	Dell Wireless 5600 EV/HSPA (GOBI)	v1.2	Yes	No	No
	Dell Wireless 5530 HSPA Minicard (Helmsley)	v1.0	Yes	No	No
	Dell Wireless 5620 EV/HSPA (GOBI2)	v1.4	Yes	Yes, planned alternative connection manager	No
	Dell Wireless 5540 HSPA Minicard (H2)	v1.4	Yes	Yes, planned alternative connection manager	No
	GPS Novatel/Ericsson	v1.0	Yes	Yes, with Dell Mobile Broadband Client Utility (DMBCU) for 5720 EVDO (novatel) No, for 5530 HSPA (Ericson)	No
	Disconnect on Ethernet WWAN	v1.0	Yes	No	No
LAN/ Modem/other connections	SMS Text Messaging	v1.0	Yes	Yes, with Dell Mobile Broadband Client Utility (DMBCU) for 5720 EVDO (novatel) No, for 5530 HSPA (Ericson)	No
	Broadcom Gigabit LAN	v1.0	Yes	Yes	Yes
	Intel 825X Gigabit	v1.0	Yes	Yes	Yes
Location Profiles	Conexant HAD D330 MDC V.92 modem	v1.0	Yes	Yes	Yes
	Location Profiles	v1.0	Yes	N/A	Yes, limited attributes through Vista and Windows 7 (Network and Sharing Center)
	Import/Export Profiles	v1.0	Yes	Yes, with Intel Proset or Dell Wireless Client Utility (DCU)	Yes, limited to WiFi profiles (netsh)
Radio Management	Profile Management Wizard	v1.0	Yes	Yes, with Intel Proset or Dell Wireless Client Utility (DCU)	No
	Airplane Mode	v1.0	Yes	No	No
connection/device/status Information	Connection Logs	v1.0	Yes	Yes, with Intel Proset or Dell Wireless Client Utility (DCU)	No
	Connection Status	v1.0	Yes	Yes, with Intel Proset or Dell Wireless Client Utility (DCU)	Yes
	Device Status	v1.0	Yes	Yes, with Intel Proset or Dell Wireless Client Utility (DCU)	Yes
	Network Status Details	v1.0	Yes	Yes, with Intel Proset or Dell Wireless Client Utility (DCU)	Yes
	Status Logs	v1.0	Yes	Yes, with Intel Proset or Dell Wireless Client Utility (DCU)	No
	Diagnostics Connection base/ Hardware based	v1.0	Yes	Yes, with Intel Proset or Dell Wireless Client Utility (DCU)	Yes
	Troubleshooting FAQ's/Web links	v1.0	Yes	Yes, with Intel Proset or Dell Wireless Client Utility (DCU)	Yes
Log-on Features	SSO Pre-logon (Windows XP only)	v1.0	Yes	Yes, with Intel Proset or Dell Wireless Client Utility (DCU)	Yes, through GPO (Server 2008)
	VPN Enforcement	v1.0	Yes	Yes, with Dell Mobile Broadband Client Utility 9DMBCU for 5720 EVDO (novatel) No, for 5530 HSPA (Ericson)	No



Appendix – C, E-Docks

- **Dell E-Docks (E-Family Docking Stations)**
 - Dell E-Family docking stations are architected differently than previous generations of Dell docking stations.
 - To enhance Plug And Play performance E-Family products no longer require a docking profile
 - The following are the list of features and expected behavior differences between D-Docks and E-Docks:



E-Family Reimage “How-To” Guide