

Can't Seem To Find Driver On Dell's Website

Problem: After installing Windows on a Dell Computer; you have to reinstall the drivers. Once you have finally downloaded and installed all of the drivers you go back into "Device Manager" to check and make sure they are all installed only to find that you have one of the following messages showing (PCI Serial Port, PCI Simple Communications Controller, Broadcom USH w/touch sensor, Unknown Device, or PCI Bus Controller).

Solution: The first thing you will need to do is get the Service Tag Number for your particular machine. Now go to Dell's Site and find the drivers section for your particular model. **Note: You can try the following link if you would like.**

(<http://www.dell.com/support/drivers/us/en/19/Product/latitude-e6410>). Once you are there scroll down towards the bottom until you see a section called "System Utilities" and click the down arrow just to the left of the word "System". You should then see something to the effect of "Dell-PDF File" and then right under that you should see something like "Applies To: E-Family How-To Reimage Guide". **Note: Unfortunately not all of their models have this guide posted on the site, but generally speaking you may be able to use a guide from one of the other models that is close to your own. This may take a little digging until you can find a guide associated with a particular model. At the time of writing this Dell is supposed to be working on this and adding more guides to more of the models listed on their site.** Now click on Download File, and follow the prompts to download the .PDF to your computer. Open the .PDF once it has been downloaded to your computer and in the "Find" box type the name of what driver you are looking for. For example, I am looking for USH. Now keep hitting "Find Next" until you get to a section called something like "General Re-Imaging FAQs", and you should see what you searched for highlighted in this section. Now read what it tells you to do, and you will also see that it tells you exactly what driver you need to download and install from Dell's site in order to resolve this issue. For example, you see to resolve the issue with the USH issue I would need to download and install the "Control Point Security Device Driver Pack". Once that was downloaded and installed that issue will go away and I would now have all of the drivers installed on the machine.