

Upgrading to Dell ControlPoint (DCP) 1.4

The following instructions are for upgrading from DCP 1.2 or later to DCP 1.4 (Dell ETS 3.5) on the appropriate platforms. Note that this upgrade must be performed by an administrator.

1. **IMPORTANT!** Un-initialize your trusted drive prior to beginning the upgrade process.



For larger deployments, in which un-initializing all drives may not be possible, contact Wave Customer Support for assistance.

2. It is strongly recommended that you create a full disk backup of your machine. The drive must be un-initialized for the disk backup to be useful. It is recommended that you NOT use Microsoft System Restore for this process.
3. Archive your TPM (Trusted Platform Module) keys. This can be done using the Archive and Restore function. Additionally, if you are using Document Manager or Private Information Manager, it is recommended that you archive this data as well. For assistance with the archive/backup process, press the F1 key to view the online help.
4. Download and install/upgrade the Dell ControlPoint Security Device Driver Pack.



If your platform includes a ControlVault, and your firmware is not the most recent version, you will be prompted to update it after the driver pack update.

Note that the Dell ControlPoint Security Device Driver Pack must be installed PRIOR TO the Dell ControlVault firmware (if applicable).

5. Restart your computer.
6. If your platform includes a ControlVault (see list below), download and upgrade the Dell ControlVault firmware:
 - a. Once downloaded, run the firmware executable file.
This will unzip the contents to a folder on your local machine.
 - b. Navigate to the “firmware” folder, and run the **ushupgrade** executable file.
 - c. Once the wizard opens, click the Start button to install.
 - d. If your TPM is enabled and you have taken ownership of it, you will be prompted for the Owner Password at this point. If you do not know this password, you must cancel this firmware upgrade and clear your TPM through the BIOS setup before continuing.

Notes:

- If the client is managed by ERAS, you will not know this TPM owner password; you will need to use a delegated password.
- If running this upgrade after having set the ControlVault Admin Password, you will be prompted to enter it during the firmware upgrade.
- Make sure you have backed up your TPM keys before clearing your TPM.

7. Restart your computer.
8. Download and install/upgrade Dell ControlPoint Security Manager Application (version 1.4).



It is strongly recommended that the Dell ControlPoint Security Device Driver Pack and Dell ControlVault firmware (if applicable) be installed PRIOR TO the Dell ControlPoint Security Manager application.

This will ensure full functionality of the Dell ControlVault including the fingerprint, smart card, and contactless smart card readers. The latest versions are available for download from <http://dell.support.com>.

Once the the Dell ControlPoint Security Manager application is installed (and the firmware upgrade is complete), the Dell ControlVault tab is visible within the Platform Security Modules tab of ESC.

CAUTION! If you have DCP 1.3 credentials enrolled, it is recommended that you do not clear them. You can continue to use these credentials with DCP 1.4, but you may have trouble re-enrolling if you clear them.

9. If you choose to clear your credentials from the ControlVault:
 - a. Open the Embassy Security Center.
 - b. Click on the Platform Security Modules tab.
 - c. Click on the Dell ControlVault tab.
 - d. Click the Set button and create the ControlVault Administrator Password, if necessary. Note that this will be a Change button if you have already set this password.
 - e. Click the Clear All button to clear all credentials and data from the ControlVault. This is required to clear your DCP 1.3 credentials. If prompted, enter the ControlVault Administrator Password and/or System Password during this step. All passwords must be entered for the Clear All process to complete successfully.

Important! You must use the Clear All button, and not the Clear button, to clear your DCP 1.3 credentials. The Clear All button clears all fingerprint or smartcard enrollment data for use in preboot with the ControlVault or for Windows login. It will also remove the System Password and the ControlVault Admin Password.
 - f. Reboot the machine. **Important!** You must reboot the machine after clearing the ControlVault. Any operations that use the ControlVault will fail until the machine has been rebooted.
10. Create your DCP 1.4 credentials by re-enrolling your fingerprints or smart card.



If you have any issues while re-enrolling your fingerprints, re-install the firmware upgrade.

11. Re-initialize the drive(s).



If you experience unexpected behavior during this process, please contact Customer Support for assistance.

ControlVault Platforms

The following Dell platforms currently include a ControlVault:

Latitude

E6400
E6400 ATG
XFR E6400
E6500
E4300
Z600
E4200
XT2
XFR

Mobile Precision

M6400
M6500
M4500
M4400
M2400