

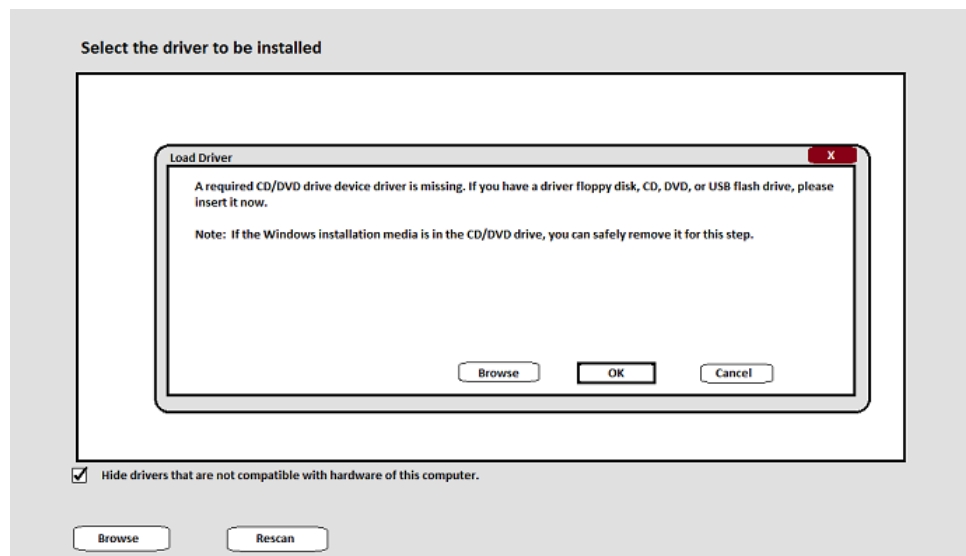


## Dell systems with the Intel Skylake or Braswell Chipset cannot boot to Dell Windows 7 media due to no USB 2.0

This article provides the information on Dell systems with the Intel Skylake or Braswell Chipset cannot boot to Dell Windows 7 media. This issue occurs because systems with the Intel Skylake Chipset do not have USB 2.0

### Cannot boot to Windows 7 Media.

You may encounter a situation when attempting to install Windows 7 from Dell branded Windows 7 USB media, you receive a driver error as indicated below:



Updating the system BIOS or changing the USB port for the installation media has no effect on the issue.

This issue occurs because systems with the Intel Skylake or Braswell Chipset do not have USB 2.0. All ports are USB 3.0 and the Windows 7 installation USB media does not contain the required drivers to install Windows 7 on the affected system.

The systems listed below are affected by this issue:

ChengMing 3967
Dell Embedded Box PC 3000
Dell Embedded Box PC 3000 OEM
Dell Embedded Box PC 5000
Dell Embedded Box PC 5000 OEM
Dell Legacy Adapter LD17
Dell Precision Tower 3420

Dell Precision Tower 3620
Inspiron 11 3162/3164
Inspiron 14 3459
Inspiron 15 3559
Inspiron 15 7000 Series 7559
Inspiron 24 5459 AIO
Inspiron 3052
Inspiron 3059
Inspiron 3250
Inspiron 3252
Inspiron 3263
Inspiron 3452
Inspiron 3459
Inspiron 3552
Inspiron 3650
Inspiron 5457
Inspiron 5459
Inspiron 5557
Inspiron 5559
Inspiron 5759
Inspiron 7557
Latitude 5414 Rugged
Latitude 3160
Latitude 3350
Latitude 3460
Latitude 3470
Latitude 3560
Latitude 3570
Latitude 5404 Rugged
Latitude 7202 Rugged Tablet
Latitude 7204 Rugged
Latitude 7214 Rugged Extreme
Latitude 7370
Latitude 7404 Rugged
Latitude 7414 Rugged
Latitude E5270 Laptop
Latitude E5470
Latitude E5570
Latitude E7270
Latitude E7470
OptiPlex 3040
OptiPlex 3046
OptiPlex 3240 All-in-One
OptiPlex 5040
OptiPlex 7040
OptiPlex 7440 AIO
Precision 3510
Precision 5510

Precision 7510
Precision 7710
Vostro 3052
Vostro 3250
Vostro 3252
Vostro 3459
Vostro 3559
Vostro 3561
Vostro 3650
Vostro 3653
Vostro 5450
Vostro 5459
XPS 13 9350
XPS 8900

**i** Intel has released a USB 3.0 utility for Windows: [Windows 7\\* USB 3.0 Creator Utility](https://downloadcenter.intel.com/download/25476/Windows-7-USB-3-0-Creator-Utility) (<https://downloadcenter.intel.com/download/25476/Windows-7-USB-3-0-Creator-Utility>)

The utility automates the process to create a Windows 7\* installation image to include USB 3.0 drivers.

**Requirements:**

- Windows 8.1, 64-bit\*
- Windows® 10, 64-bit\*
- Intel® NUC products that have **only** USB 3.0 ports.

View the Readme file from the link above for further instalation instructions.

## A Guide with Examples on how to Install Windows 7 OEM Operating Systems on Skylake Systems with Ntlite

USB 3.0 Drivers require to be injected to the .ISO for the USB stick to be recognized correctly as does the Storage driver need injected during the install to make the NVMe/SSD visible.

Here is how to clone an OEM USB stick and add the necessary drivers:

You will require

1 x **OEM USB** - this is an OEM only, not recovery USB

1 x **Blank USB 3.0 Drive** – 8GB Formatted FAT32

1 x **Working System**

Insert **OEM USB** into a working system

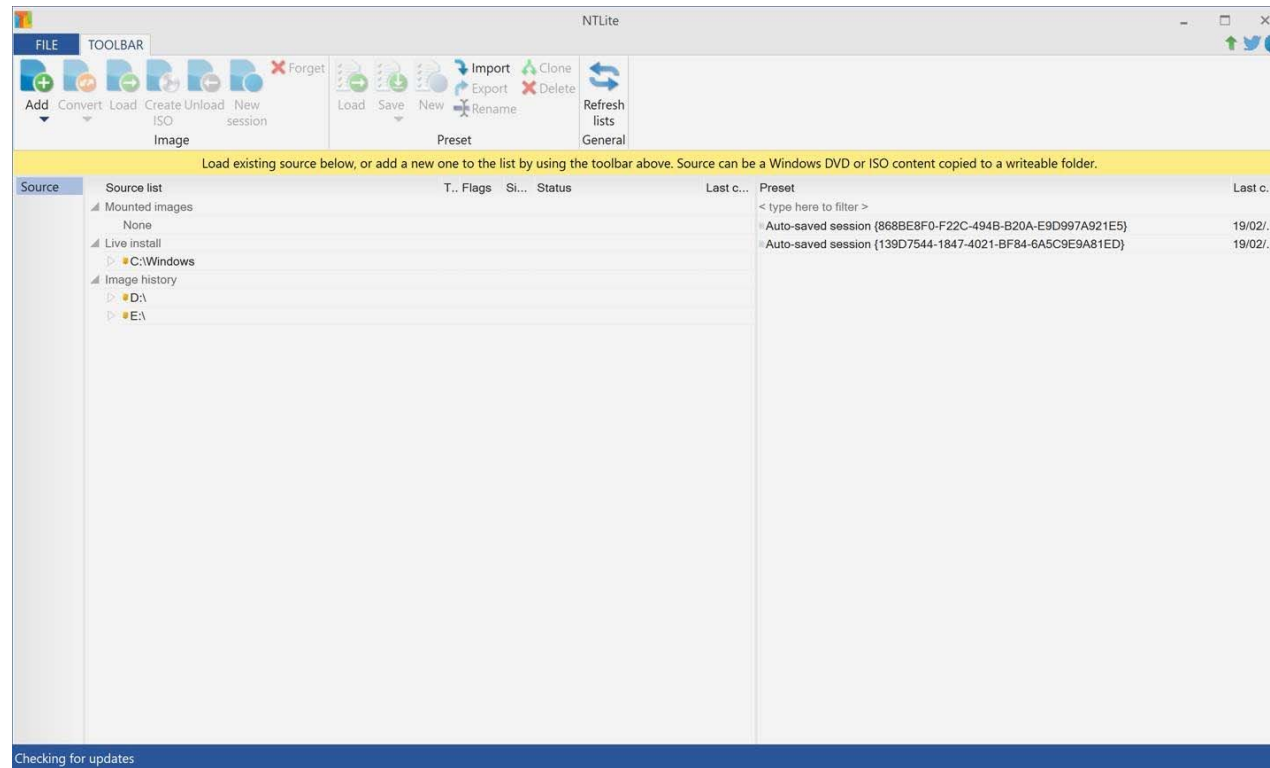
**i** You may be able to download the Dell OEM ISO from [here](http://www.dell.com/support/home/Drivers/OSISO) (<http://www.dell.com/support/home/Drivers/OSISO>) if the USB is not available

Copy contents of OEM USB to the **Blank USB** – Drag and Drop,

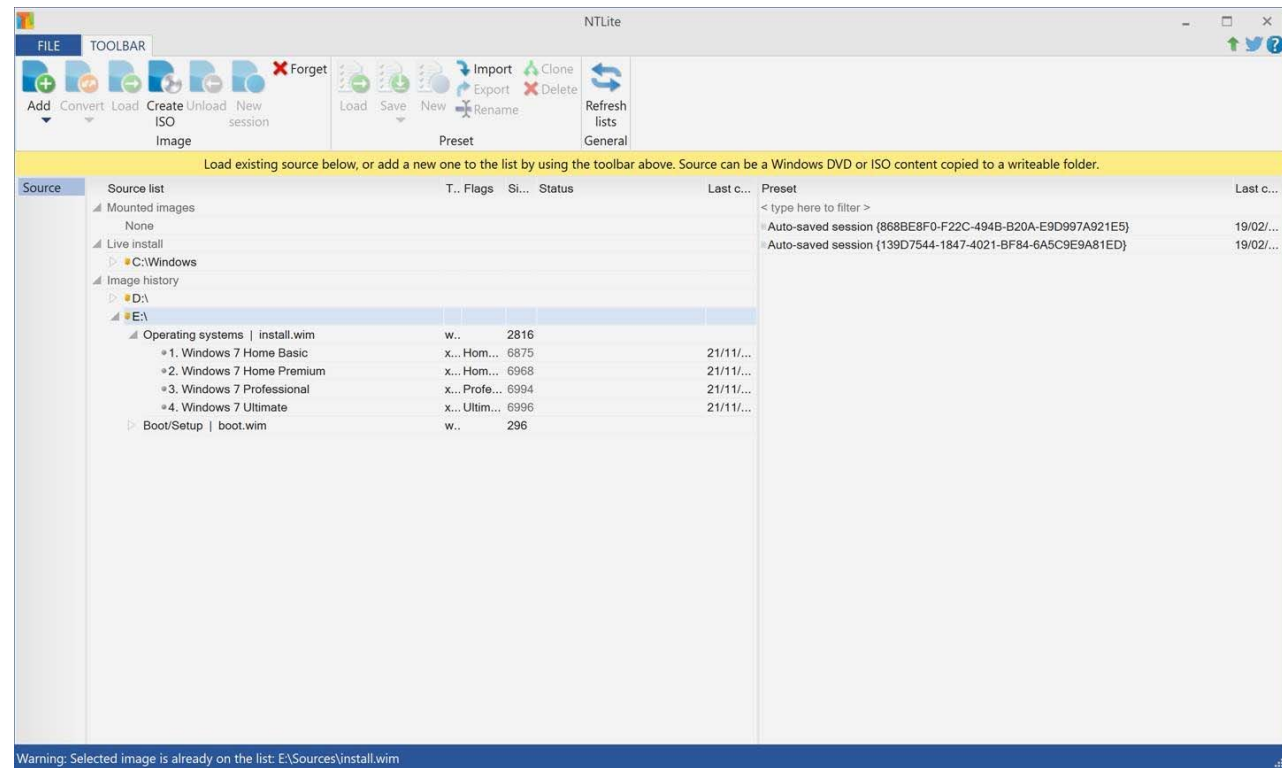
Download <https://www.ntlite.com/download/> (<https://www.ntlite.com/download/>)

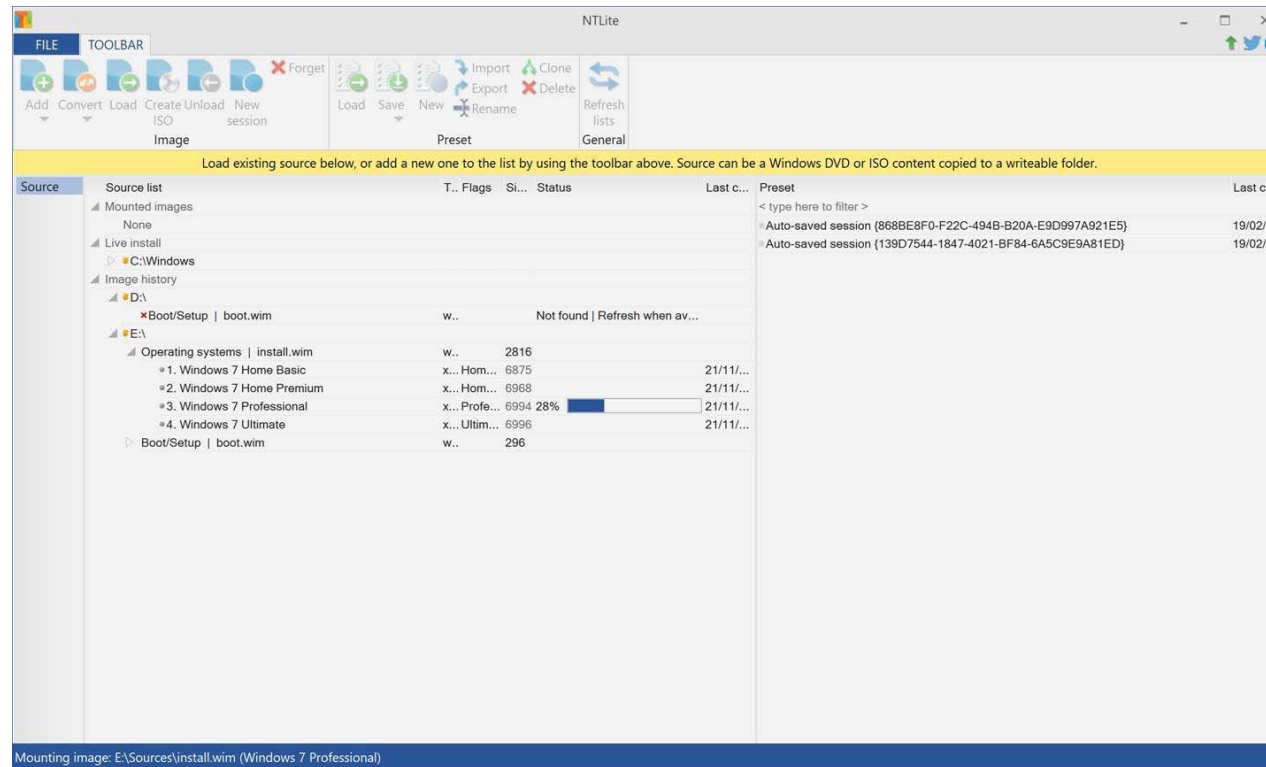
Insert newly copied USB and open Ntlite.

**i** If the USB flash drive is not seen, click the Add button to add the drive to the list.



Expand the new copied USB as shown below

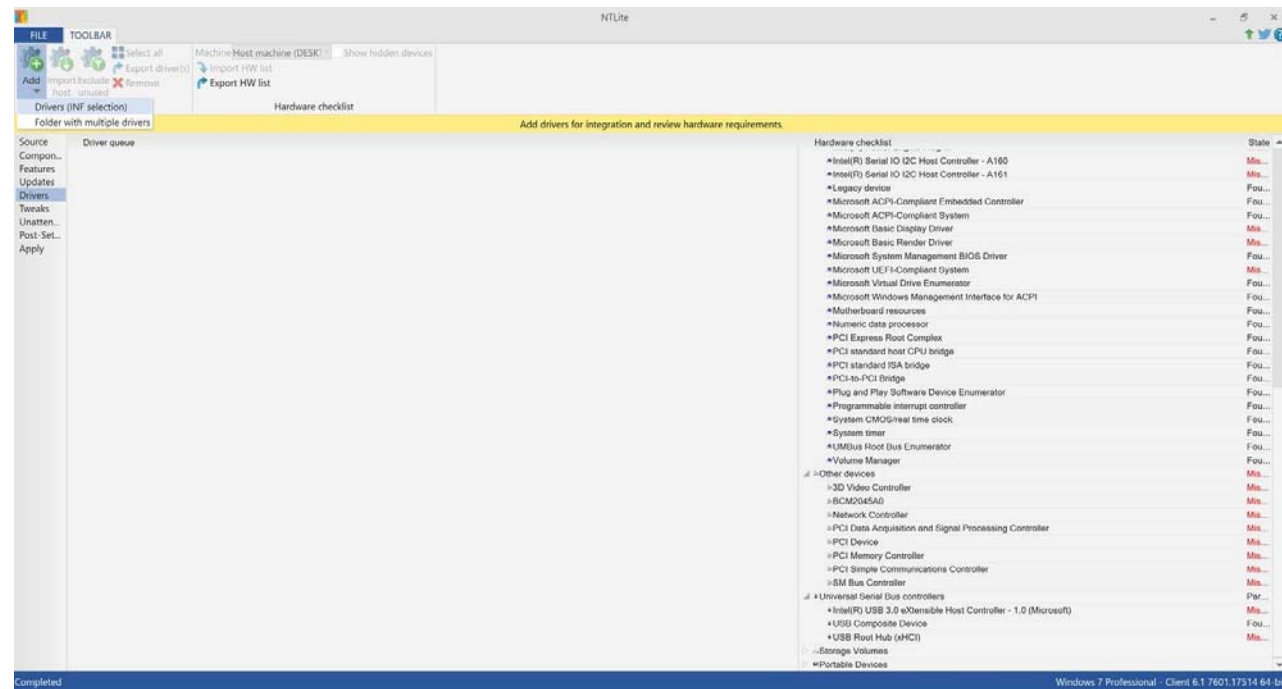




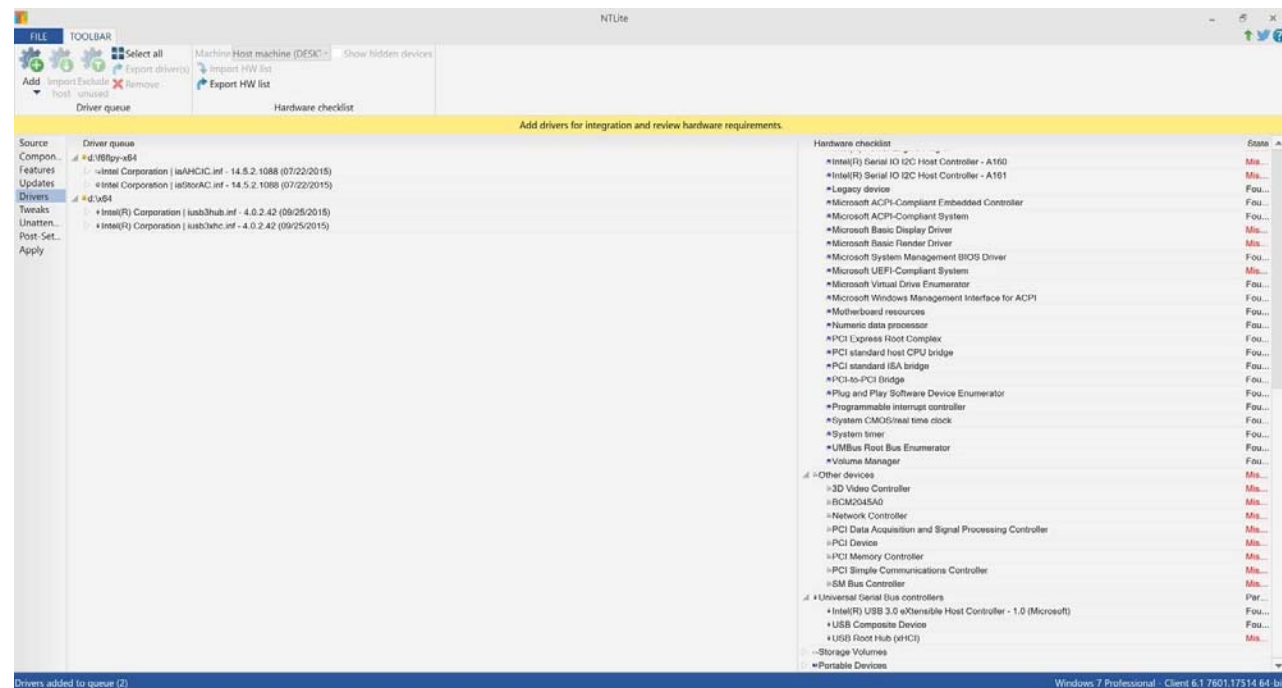
Now we want to select drivers on the left hand pane and then select add.inf. \*\*This is adding drivers to the install.wim from wherever you have saved them\*\*

**i** Note: If the system is being built in UEFI then use the [IRST driver](http://www.dell.com/support/home/us/en/19/Drivers/DriversDetails?driverId=28J5R&fileId=3529535185&osCode=W764&productCode=latitude-e5270-laptop&languageCode=en&categoryId=SA) (<http://www.dell.com/support/home/us/en/19/Drivers/DriversDetails?driverId=28J5R&fileId=3529535185&osCode=W764&productCode=latitude-e5270-laptop&languageCode=en&categoryId=SA>).

The USB 3.0 Driver can be downloaded [here](http://www.dell.com/support/home/Drivers/DriversDetails?driverId=6DVVG) (<http://www.dell.com/support/home/Drivers/DriversDetails?driverId=6DVVG>)

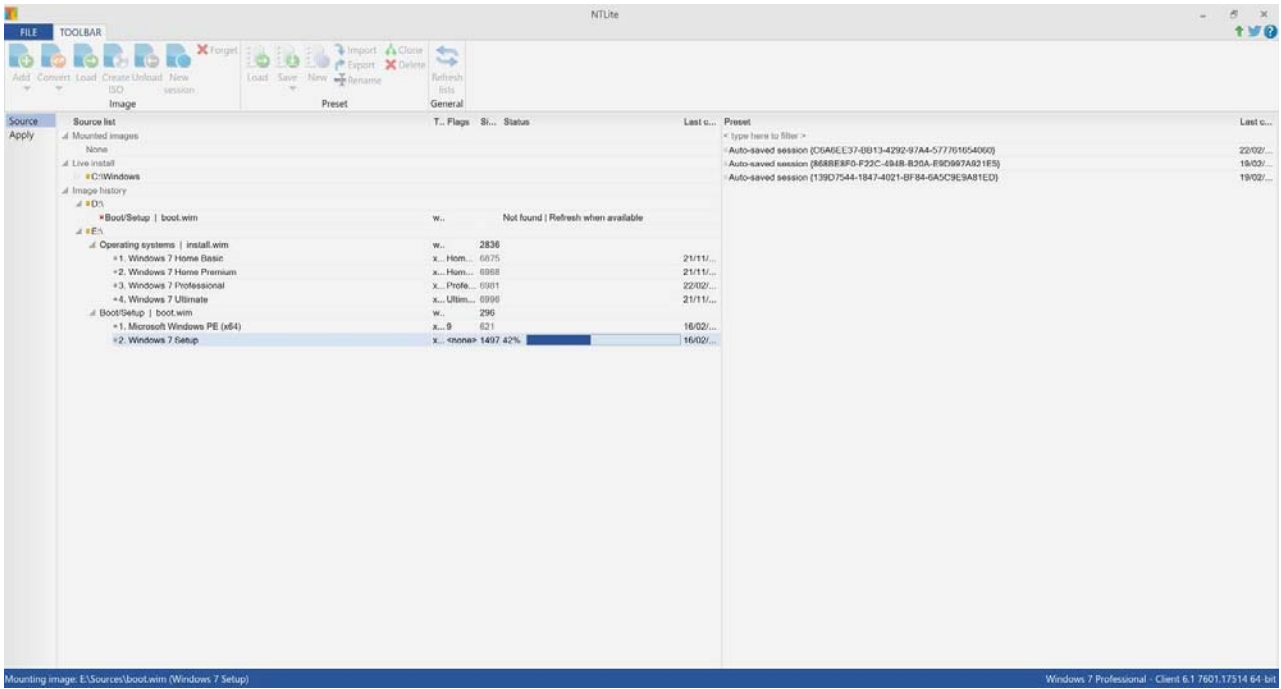


Drivers now loaded hit apply bottom left and then process – system will then compile it all.



Now we also want to follow the exact same steps above but this time inject the USB and storage drivers in the boot.wim as shown below. **\*\*This is needed so the operating system recognizes USB ports on first boot.\*\***

Once done click apply and Process when everything is added.



After adding drivers to the boot.wim hit apply and process. Once completed System should now boot successfully from USB and install OEM Windows 7

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