## **Dell Docking Station UD22**

Administrator's Guide





#### Notes, cautions, and warnings

(i) NOTE: A NOTE indicates important information that helps you make better use of your product.

CAUTION: A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

WARNING: A WARNING indicates a potential for property damage, personal injury, or death.

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# Introduction

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This guide is for IT professionals and engineers, to get more information about the following technical topics: •Step-by-step Instructions on standalone Dock Firmware Update Utility.

### 2

## Dell Universal Dock UD22 Firmware Update

#### About this task

i NOTE: Dell Universal Dock UD22 Firmware Update Utility only supports system with Microsoft Windows operating system. Information that is provided is for Microsoft Windows users running the executable tool.

#### **Topics:**

- Updating the firmware
- Approximate firmware update duration
- Error handling

### **Updating the Firmware**

#### Prerequisites

- 1. The following conditions must be met to update firmware:
- •System must have > 10% charge capacity or connected to AC power.
- 2. Download the Dell Universal Dock UD22 firmware update from www.dell.com/support.

#### Steps

- 1. Connect the dock to the system.
- 2. Start the tool in administrative mode.
- 3. When execute the Firmware Update Utility, all necessary drivers for firmware update will be installed automatically.

Dell Firmware Update Utility   UD22	
Driver Installation	
Please wait for a minute, Installing driver now	
Dock HUB Driver Installation	17%

4. The following Graphical User Interface (GUI) snapshot shows a scenario when application is run without a dock connected to the system. Click **Exit Button** to close the application.

Dell Firmware U	Jpdate U	tility   UD22	2		— ×
New Package Version: 1.0.1.2	Status	Chip Name	Current Version	New Version	Progress Details
Detect Status: Undetected	otatab	PD	N/A	N/A	Trogress becaus
eService Tag:		MCU	N/A	N/A	
Power Source: 🛛 번 100%		VMM	N/A	N/A	
		HUB	N/A	N/A	
					Exit

5. The following Graphical User Interface (GUI) snapshot shows a scenario when application is run with a dock connected to the system. a) All firmware version in your Dell Universal Dock UD22 is up-to-date. You can click **Exit Button** to close the FW Update Utility directly.

Dell Firmware Update Utility   UD22 -						
1 2 7 mm				Firmware Sta	itus	
New Package Vers	ion: 1.0.1.2	Status	Chip Name	Current Version	New Version	Progress Details
Detect Status:	Detected		PD	0C.02.15.19	0C.02.15.19	Up to Date
eService Tag:	1RRK4K3		MCU	C920	C920	Up to Date
Power Source:	<b>V</b> 100%		VMM	6.04.005	6.04.005	Up to Date
			HUB	0754/0823/0723	0754/0823/0723	Up to Date
						Exit

b) When firmware update is available, click **Upgrade Button** to update the dock firmware.

Dell F	irmware L	lpdate Ut	ility   UD22	2		— ×		
3			Do not interrupt egins.Interruptio	the procedure or change n of the upgrade procedu	the power source of ure may make your s	nce it ystem unstable.		
2 0		Before You Continue						
		<u> </u>	Plug-in t ada	he power pter	Exit app	all running dications		
New Package Versi	ion: 1.0.1.2	Status	Chip Name	Current Version	New Version	Progress Details		
eservice Tag:	1RRK4K3		PD	0C.02.15.19	0C.02.15.19	Up to Date		
a a			MCU	C918	C920	Out of Date		
Power Source:	<b>e</b> 100%		VMM	6.04.005	6.04.005	Up to Date		
			HUB	0754/0823/0723	0754/0823/0723	Up to Date		
				Installation time: <b>no m</b>	ore than 3 min U	ograde Exit		

6. Wait for the firmware update to complete. The progress bar shows the percent completed and Installation time shows the elapsed time.

Dell Fl	Irmware U		Do not interrupt begins.Interruption	the procedure or change n of the upgrade procede	the power source of ure may make your s	nce it ystem unstable.		
100000		Before You Continue						
		( ( ( ( ( ( ( ( ( ( ( ( ( ( ( ( ( ( (	Plug-in the adaption of the second se	ne power pter	Exit app	Il running lications		
New Package Versi	on: 1.0.1.2	Status	Chip Name	Current Version	New Version	Progress Details		
Detect Status:	Detected		PD	0C.02.15.19	0C.02.15.19	Up to Date		
eService Tag:	1RRK4K3	•	MCU	C918	C920	Updating		
Power Source:	<b>i</b> 00%		VMM	6.04.005	6.04.005	Up to Date		
			HUB	0754/0823/0723	0754/0823/0723	Up to Date		
		Updating F	irmware Data			15%		
				Installation time: 15s				

7. When the firmware update is completed 100%, please hot-plug (un-plug and replug) AC power adapter from your Dell Universal Dock UD22 to complete FW upgrade process.

🖦 Dell Firmware Update Utility   UD22 –						
Constant of	<u>^</u>	Please un-plu complete the	ug and replug DOCH upgrade.	< A/C power ada	oter to	
New Package Version: 1.0.1.	2 Status	Chip Name	Current Version	New Version	Progress Details	
Detect Status: Detecte	d 🗸	PD	0C.02.15.19	0C.02.15.19	Up to Date	
eService Tag: 1RRK4K3	<sup>3</sup> 🔅	MCU	C918	C920	Wait for Upgrade	
Power Source: 🛛 번 100%	· · · · ·	VMM	6.04.005	6.04.005	Up to Date	
	- V	HUB	0754/0823/0723	0754/0823/0723	Up to Date	
	Update Co	mpleted			100%	

8. The following Graphical User Interface (GUI) is displayed after hot-plug (un-plug and replug) of AC power adapter from your Dell Universal Dock UD22 and firmware upgrade is successful. Click **Exit Button** to close the application.

Dell Firmware U	pdate Ut	ility   UD22	2		— ×
an and and			Upgrade Succ	up to date	
New Package Version: 1.0.1.2	Statue	Chin Name	Current Version	New Version	Progress Details
Detect Status: Detected	Jan 1990	PD	0C.02.15.19	0C.02.15.19	Up to Date
eService Tag: 1RRK4K3	Ĵ,	MCU	C920	C920	Up to Date
Power Source: 🖊 100%	~	VMM	6.04.005	6.04.005	Up to Date
	~	HUB	0754/0823/0723	0754/0823/0723	Up to Date
	Upgrade S	uccess			
					Exit

9. The following Graphical User Interface (GUI) is displayed when the utility is unable to update the latest firmware on your Dell Universal Dock UD22. Click **Upgrade Button** to try again.

			Do not interrupt begins.Interruption	the procedure or chang n of the upgrade proced	e the power source lure may make your	once it system unstable.
1 1777				Before You Co	ntinue	
			Plug-in ti ada	ne power pter	Ex a	it all running pplications
New Package Vers	ion: 1.0.2.3	Status	Chip Name	Current Version	New Version	Progress Details
Detect Status:	Detected	0	PD	0.1.9.0	0.1.12.0	Wait for Upgrade
eService Tag:	ABCDEFG	Ó.	MCU	C920	C922	Wait for Upgrade
Power Source:	<b>V</b> 100%	0	VMM	6.04.005	6.04.106	Wait for Upgrade
		×	HUB	8262/7271	8266/7271	Update Fail
		Update Fa	iled			

### **Approximate Firmware Update Duration**

#### About this task

The firmware update time duration in the following table is from a measurement running Dock Firmware Utility A00 on a Latitude 3310 with Windows Operating System. These numbers are for reference only and can vary depending on multiple factors including existing firmware and/or devices attached.

#### Table 1. Approximate firmware update duration

Firmware	Update duration (in seconds)
PD_DMC	30
USB Hub	40
MCU	20
VMM	100

### Logging

The default file name of log is "Dell-Universal-Dock-UD22-Firmware-Update-Utility\_HH7GY\_WIN\_1.0.3.8\_A00.txt" and the default path of log is stored in the C:\ProgramData\Dell\UpdatePackage\Log\

You can also access the logs by clicking the View Installation Log



## **Error Handling**

### **Error Handling Conditions**

#### Table 2. Error handling conditions

Error Condition	Symptom/Scenario	Message
Power Check	If the battery level is less than 10% on portable platform.	Low Battery! Please connect your system to A/C power and re-run Updater.
Dock Detection	Dock is not connected or detected by system.	Undetected.
Firmware Update Fails	When in GUI Mode, if the firmware Update utility is unable to update the firmware, a Update Failed message is displayed above the progress bar.	Update Failed.
Firmware Update stops	DFU and DisplayLink cannot update at the same time.	DisplayLink firmware update in progress. Please retry after a minute.