

Dell Docking Station UD22

Administrator's Guide



Notes, cautions, and warnings

 **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

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.

Dell Universal Dock UD22 Firmware Update

About this task

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

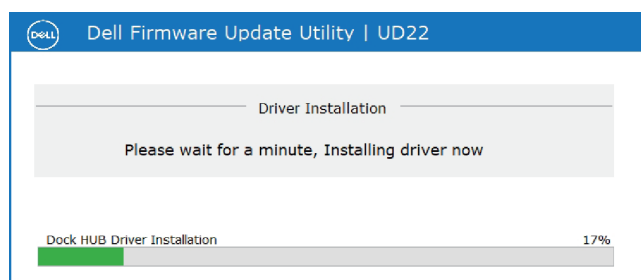
Updating the Firmware

Prerequisites

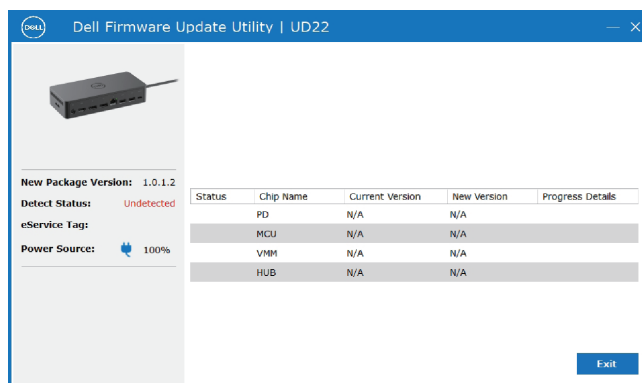
1. The following conditions must be met to update firmware:
 - System must have > 10% charge capacity or connected to AC power.
2. Download the Dell Universal Dock UD22 firmware update from www.dell.com/support.

Steps

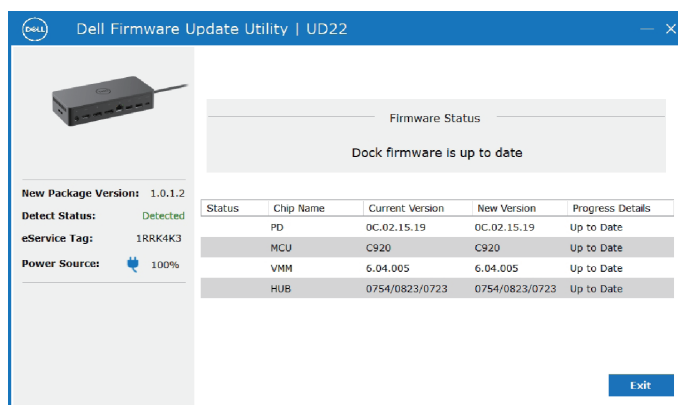
1. Connect the dock to the system.
2. Start the tool in administrative mode.
3. When execute the Firmware Update Utility, all necessary drivers for firmware update will be installed automatically.



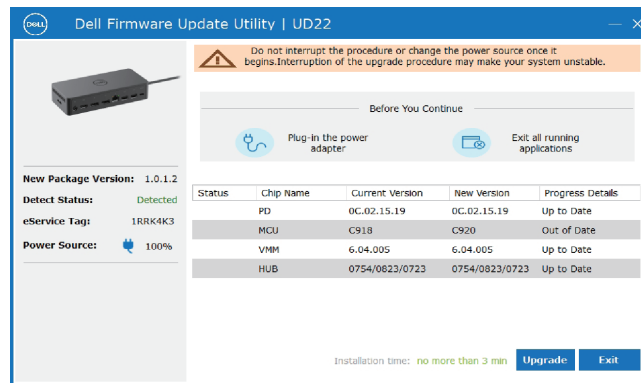
4. The following Graphical User Interface (GUI) snapshot shows a scenario when application is run without a dock connected to the system. Click **Exit Button** to close the application.



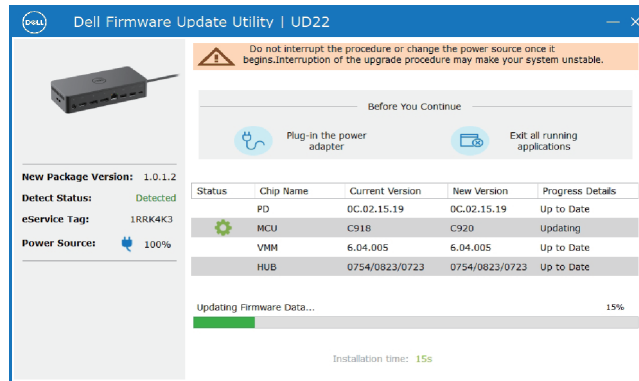
5. The following Graphical User Interface (GUI) snapshot shows a scenario when application is run with a dock connected to the system.
 a) All firmware version in your Dell Universal Dock UD22 is up-to-date. You can click **Exit Button** to close the FW Update Utility directly.



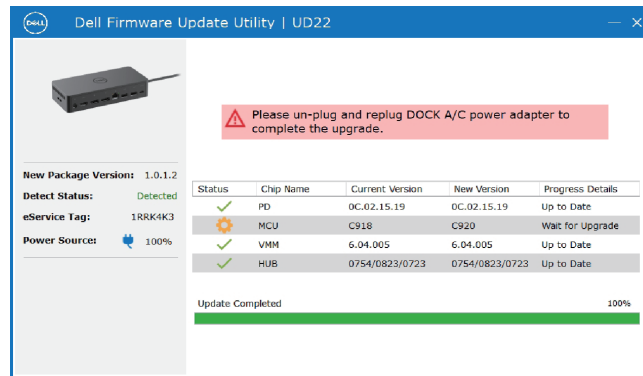
b) When firmware update is available, click **Upgrade Button** to update the dock firmware.



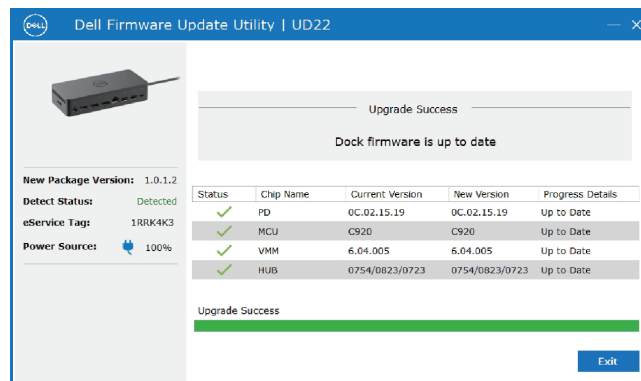
6. Wait for the firmware update to complete. The progress bar shows the percent completed and Installation time shows the elapsed time.



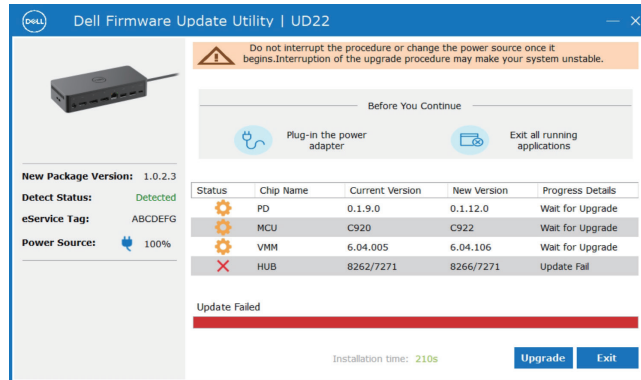
7. When the firmware update is completed 100%, please hot-plug (un-plug and replug) AC power adapter from your Dell Universal Dock UD22 to complete FW upgrade process.



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.



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.



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.