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

1

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 and DisplayLink driver Installation.

•Dock asset management locally and remotely through DCM (Dell Command | Monitor) and SCCM (System Center Configuration Manager).

2

Dell Universal Dock UD22 Firmware Update

About this task

(i) NOTE: Dell Universal Dock UD22 Firmware Update Utility only supports computer 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
- Logging
- Error handling
- · Commands for Automation

Updating the Firmware

Prerequisites

- The following condition must be met to update firmware:
 Your computer must have > 10% charge capacity or connected to AC power.
- 2. Download the Dell Universal Dock UD22 Firmware Update Utility from www.dell.com/support.

Steps

- 1. Connect the dock to the computer.
- 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	5%		

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

New Package Version	1: 1.0.13.19					
Detect Status:	Undetected	Status	Chip Name	Current Version	New Version	Progress Details
eService Tag:			PD	N/A	N/A	
Power Source:	100%		MCU	N/A	N/A	
Power Source.	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 computer.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.

	A			Firmware Status	5	
			Do	ck firmware is up	to date	
New Package Ver	sion: 1.0.13.19					
				Current Version	Allow Manual and	Descent Control
Detect Status:	Detected	Status	Chip Name	Current version	New version	Progress Details
Detect Status:	Detected	Status	PD Chip Name	0.1.15.9	0.1.15.9	Up to Date
Detect Status: eService Tag:	Detected 15SM4K3	Status	PD MCU	0.1.15.9 D037	0.1.15.9 D037	Up to Date Up to Date
Detect Status: eService Tag: Power Source:	Detected 15SM4K3 번 100%	Status	PD MCU VMM	0.1.15.9 D037 6.05.001	0.1.15.9 D037 6.05.001	Up to Date Up to Date Up to Date Up to Date

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

	-	Do no Inter	ot interrupt the pr ruption of the upg	ocedure or change th rade procedure may r	e power source or nake your system	nce it begins. unstable.
a				Before You Continu	Je	
		ず	Plug-in the pov adapter	ver	Exit a app	II running lications
New Package Versi	on: 1.0.13.19					
Detect Status:	Detected	Status	Chip Name	Current Version	New Version	Progress Details
eService Tag:	15SM4K3		PD	0.1.15.9	0.1.15.9	Up to Date
			MCU	D034	D037	Out of Date
Power Source:	e 100%		VMM	6.05.000	6.05.001	Out of Date
			HUB	8266/7271	8280/8373	Out of Date

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

Dell Firm	nware Upd	ate Utility I	JD22			— ×
	_	Do no Interr	ot interrupt the proc uption of the upgra	edure or change th de procedure may r	e power source on nake your system (ce it begins. unstable.
				Before You Continu	ue	
		で	Plug-In the power adapter	. (Exit al appl	l running ications
New Package Vers	ion: 1.0.13.19					
Detect Status:	Detected	Status	Chip Name	Current Version	New Version	Progress Details
efervice Tag	155M41/2		PD	0.1.15.9	0.1.15.9	Up to Date
cocrvice rugi	15514105	•	MCU	D034	D037	Updating
Power Source:	🞈 100%		VMM	6.05.000	6.05.001	Out of Date
		•	HUB	8266/7271	8280/8373	Wait for Upgrade
		Updating Firmware	•			1%
		Installation time: 18s				

7. The following Graphical User Interface (GUI) is displayed and firmware upgrade is successful. Click **Exit Button** to close the application.

Dell Firm	nware Upd	ate Utility l	JD22			
-			Doo	 Upgrade Success ck firmware is up 	s	
New Package Vers	ion: 1.0.13.19					
Detect Status:	Detected	Status	Chip Name	Current Version	New Version	Progress Details
eService Tag	1ECM4V2	\checkmark	PD	0.1.15.9	0.1.15.9	Up to Date
eservice ray.	1550485	\checkmark	MCU	D037	D037	Up to Date
Power Source:	💘 100%	~	VMM	6.05.001	6.05.001	Up to Date
		\checkmark	HUB	8280/8373	8280/8373	Up to Date
		Upgrade Success				100% Exit

8. 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.

Dell Firr	nware Upd	ate Utility l	JD22			— ×
	-	Do no Intern	t interrupt the proc uption of the upgra	edure or change th de procedure may r	e power source or nake your system	nce it begins. unstable.
1 0	A			Before You Continu	Je	
		ぐ	Plug-in the power adapter	r (Exit a app	ll running lications
New Package Vers	ion: 1.0.13.19					
Detect Status:	Detected	Status	Chip Name	Current Version	New Version	Progress Details
oFondeo Togu	155 44/2	\checkmark	PD	0.1.15.9	0.1.15.9	Up to Date
eservice ray.	1550465	\checkmark	MCU	D037	D037	Up to Date
Power Source:	e 100%	\checkmark	VMM	6.05.001	6.05.001	Up to Date
		×	HUB	N/A	8280/8373	Upgrade Fail
		Upgrade Failed				100%
					Up	grade Exit

9. The following Graphical User Interface (GUI) is displayed when Dell Universal Dock UD22 is running a higher version of firmware compared to the firmware version in the Firmware Update Utility. Click **Exit Button** to close the application. Please use a latest version of utility.

Dell Firmware	Update Utility UD22			— ×
	Do not interrupt th Interruption of the	ne procedure or change upgrade procedure may	the power source o y make your syster	once it begins. n unstable.
S 9		Before You Cont	inue	
	- Plug-in the	e power	Exit	all running
W	arning			plications
New Package Versior Detect Status:	Dock already running latest firmv	vare, cannot flash this ve	ersion	Progress Details
eService Tag:				Up to Date
			Exit	Up to Date
Power Source:	VMM	6.05.001	6.05.001	Up to Date
	HUB	8280/8373	8280/8373	Up to Date
	Updating Firmware			0%
		Installation time: 5s		

Approximate Firmware Update Duration

About this task

The firmware update time duration in the following table is from a measurement running Dock Firmware Utility A03 on a Latitude Series 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	70
USB Hub	70
MCU	70
VMM	100

Logging

The file name of log is "Dell-Universal-Dock-UD22-Firmware-Update-Utility_9JJYT_WIN_1.0.13.19_A03.txt" and the default path of log is C:\ProgramData\Dell\UpdatePackage\Log

i NOTE: The name of the log file is determined by the name of software bundle and its version. The above mentioned log file is for software bundle 9JJYT and version 1.0.13.19

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	CLI options
Power Check	If the battery level is less than 10% on portable platform and not charging.	Low Battery! Please connect your system to A/C power and re-run Updater.	/s, error message is not displayed, log will have "Low Battery! Please connect your system to A/C power and re-run Updater."
Dock Detection	Dock is not connected or detected by your computer.	Undetected.	/s, error message is not displayed, log will have "DFU doesn't recognize the product."
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.	/s, error message is not displayed, log will have "Dock Update failed."
Firmware Update stops	Firmware Update Utility and DisplayLink cannot update dock at the same time.	DisplayLink firmware update in progress. Please retry after a minute.	/s, error message is not displayed, log will have "DisplayLink firmware update in progress. Please retry after a minute."
Firmware Downgrade Blocked	The version of firmware running on the dock is higher than the firmware version in the update utility.	Dock already running latest firmware, cannot flash this version.	/s, error message is not displayed, log will have "Dock already running latest firmware, cannot flash this version."
Cannot run additional instance of DFU	Only one instance of the application can be running.	Another instance of this application is already running.	/s, error message is not displayed, log will have "Another instance of this application is already running."

Commands for Automation

About this task

Run the utility with administrative privileges with the command-line options /s /l=filename.txt. The update is run in silent mode without GUI. Automation environment can get the return code (DUP compliant) from the tool for verifying pass or fail status. The logfile (filename.txt) can be used for parsing the dock data and individual component update information.

Command-Line options

Table 3 Command line options

Command line	Notes
/s	Silent
/l= <filename></filename>	Log file

Exit codes

The following exit codes are returned by DUP compliant Firmware Update.

Table 4 Exit codes

Exit code	Description
0	Update success
1	Update unsuccessful

Dell Command Update

Dell recommends updating the computer BIOS, graphics driver to the latest version before using the docking station. Older BIOS versions and drivers could result in the docking station not being recognized by your computer or not functioning optimally.

Dell highly recommends the Dell Command Update to automate the installation of BIOS, firmware, driver, and critical updates specific to your computer and docking station.

For more information about Dell command update user guide. See Dell Command Update.

How to update Dell Universal Dock UD22 Firmware Update by Dell Command Update

Steps

- 1. Please make sure the computer has a stable Internet connection.
- 2. Start Dell command update in administrative mode and click the Check Button.

Left Command Update	v48.0 🗇 _ 🗆 ×
Latitude 7410 Service 781 EGONGTA Latitude 7410 Zeat View 288 MJ 222/202 Latitudes 1888 MJ 222/202 Uddate History Subtan Homation Latitiy Log	Welcome Del Command Update checks on-fine for the latest BUOS, driver, firmware, and Dell application updates for your system. The application downloads and installs the updates as well. Define To theck for updates to your system, click CHEDK. Very Common Comm
Give us your feedback	

3. Wait for the scanning system device to complete.



4. Click the VIEW DETAILS Button to customize.

Dell Command Update	v 4.8.0 🚳 _ 🗆
(1000)	Warning: The power adapter and any perpharel devices such as Deli type: C docks must not be dediconvected from the system while installing IBOS and/or firmware updates. Disconvecting user holivers during installation may lead to system installably or unusable perpharel devices. Becurity Updates (0 of 0)
	Critical Updates (0 of 6)
Latitude 7410	Recommended Updates (1 of 9; 84.2 MB)
Last Check: 3:26 PM Today Last Update: 9:38 AM 2/22/2023	Optional Updates (0 of 0)
Update History System Information Activity Log	Dell Dooking Solution 📀 Automatically restart system (when required).
O	VIEW DETAILS INSTALL

5. Select the Dell Universal Dock UD22 Firmware Update, if not selected. Click Close Button.

Intel AX411/AX211/AX210/AX Contains utility and firmware for updating the dock components. Category: Docks/Stands Vpdate Type: Firmware 1/29/2023)	Intel AX411/AX211/AX210/AX AX200/9560/9462/9260/8265 1/29/2023)	Additional Details Release ID: 9JJVT Version: A03 (1.0.13.19) Description: This package contains the firmware update for Dell Universal Ook UD22. The dock firmware update package
	Intel AX411/AX211/AX210/AX AX200/9560/9462/9260/8265 1/29/2023)	contains utility and firmware for updating the dock components. Category: Bocks/Stands Update Type: Firmware

6. Click INSTALL Button to install Dell Universal Dock UD22 Firmware Update. Wait for the firmware update to complete. The progress bar shows current installation status.

bell Command Update	v480 💿 _ 🗆 🗙
Latitude 7410 Service Tag: EQUAVO Latitude 7410 Service Tag: 2004/07 Latitude: 938.04.0222023 Latitude: 938.04.0222023 Latitude: 938.04.0222023 Latitude: 938.04.0222023	Installing updates (1 of 1) Mrmg: The power adapter and any porphrait docores such as DM typeC docts must and endocorrected from the system with installing 100 and/or formores updates. Doctores and workers theregination may lead to system installing or unusates priorited rowses. Det Utwersal Dock U022 Primwere Update Utility Automatically restart system (when required.)
🕜 Give us your feedback	

7. Click Close after installation to complete the update



Dell Universal Dock UD22 DisplayLink Driver installation

About this task

Dell Docking Station driver (DisplayLink Driver) must be installed before using the docking station for full functionality.

(i) NOTE: Dell Universal Dock UD22 DisplayLink Driver supports computer with Microsoft Windows operating system. Information that is provided is for Microsoft Windows users running the executable tool.

Topics:

- Installing DisplayLink Driver
- · Logging
- Commands for Automation
- DELL Command Update
- · Windows Update

Installing DisplayLink Driver

Prerequisites

Download the Dell Universal Dock UD22 DisplayLink Driver from www.dell.com/support.

Steps

1. Start the tool in administrative mode and click the Accept Button.



2. Click Upgrade Button to install DisplayLink Driver.



3

3. Wait for the driver installation to complete. The progress bar shows current installation status.



4. After driver installation, the user may be presented with one of the following outcomes.

\cdot Clean driver installation

The following screen is shown if DisplayLink driver is installed in the computer for the first time.

🙋 De	II USB Graphics Software			×
	Dis	playLink [®] Graphics	Software for Dell devices	
	License Agreement	Installation Complete		
	System Check			
	Installation	Configure your display		
	Finish			
			Finish	

• Driver update to a newer version

The following screen is shown if DisplayLink driver is successfully updated to a newer version.



Driver is up-to-date

The following screen is shown if the DisplayLink driver in the computer is already up to date.



Logging

The file name of log is "DisplayLink-Dock-Driver_N3YD5_WIN_10.3.6400.0_A04.txt" and the default path of log is C:\ProgramData\ Dell\UpdatePackage\Log

i NOTE: The name of the log file is determined by the name of software bundle and its version. The above mentioned log file is for software bundle N3YD5 and version 10.3.6400.0

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



Commands for Automation

About this task

Run the tool with administrative privileges with the command-line options /s /l=filename.txt. The update is run in silent mode without GUI. Automation environment can get the return code (DUP compliant) from the tool for verifying pass or fail status.

Command-Line options

Table 5 Command line options

Command line	Notes
/s	Silent
/l= <filename></filename>	Log file

Exit codes

The following exit codes are returned by DUP compliant Driver Update.

Table 6 Exit codes

Exit code	Description
0	Update success
1	Update failed
2	Reboot required
8	Downgrade is not allowed

Dell Command Update

Dell Docking Station driver (DisplayLink Driver) is required to be installed before using the docking station for full functionality. Dell recommends updating the computer BIOS, graphics driver to the latest version before using the docking station. Older BIOS versions and drivers could result in the docking station not being recognized by your computer or not functioning optimally.

Dell highly recommends the Dell Command Update to automate the installation of BIOS, firmware, driver, and critical updates specific to your computer and docking station.

For more information about Dell command update user guide. See Dell Command Update.

How to update DisplayLink driver by Dell Command Update

Steps

1. Please make sure the computer has a stable Internet connection.

2. Start Dell command update in administrative mode and click the Check Button.

bell Command Update	v480 🐵 _ 🗆 X
Latitude 7410 Sevie Ty: S00003 Lat Creek: 11.29 PM 26/2023 Lat Under: 11.31 PM 26/2023 Lat Under History Under History Stativity Log	Welcome Del Command I Update checks on fine for the latest BIOS, driver, firmware, and Dell application updates for your system. The application downloads and installs the updates as well Deduet To the driver updates to your system, click CHECK. CHECK
🕜 Give us your feedback	

3. Wait for the scanning system device to complete.



4. Click the VIEW DETAILS Button to customize.



5. Select the DisplayLink Dock Driver, if not selected. Click Close Button.

📀 🗹 DisplayLink Dock Driver (66.0 Ml	3, 12/8/2022)	12
Intel Dynamic Tuning Driver (26	Additional Details Release ID: N3YD5	7
Intel Integrated Sensor Solution	Version: A04 (10.3 AdVD 0) Description: This package contains the DisplayLink Dock driver for Dell SuperSpeed USB 3.0 Docking Station D3100/D3000/ D1000, Universal Dock D6000/D6000S, Universal Dock UD22,	2
Intel Management Engine Complexity	Universal Dongle DA100, and Dell MKS14 monitor stand. DisplayLink dock driver helps your operating system to communicate with the external monitor when it is connected through a dock.	2
Intel Thunderbolt Controller Firr	Category: Docks/Stands Update Type: Driver	↗

6. Click INSTALL Button to install DisplayLink Driver.

Wait for the driver installation to complete. The progress bar shows current installation status.

bell Command Update		v 4.8.0	◎ _ □ ×
Latitude 7410	Installing updates (1 of 1) DisplayLink Dook Driver		
Last Check: 6.27 PM Today Last Update: 11:31 PM 2/5/2023 Update History			
System Information Activity Log			CANCEL
🖉 Give us your feedback			

7. Click Restart after installation to complete the update.



Windows Update

The DisplayLink driver is also available via Windows Update as per the Update policy configured on the platform. Before installing the updates, ensure your computer is connected to a stable Internet connection.

How to get DisplayLink driver

Select Start > Settings > Windows Update , then select "Check for updates", the latest version of DisplayLink driver can be downloaded and installed. The latest version of DisplayLink driver will replace the older version installed on the platform.

Local Account	Windows Update		
ind a setting	You're up to date Last checked: Today, 12:33 AM	Check for u	update
System	More options		
Bluetooth & devices		Pauro for 1 work	
Network & internet	UU Pause updates	Pause for Tweek	
Personalization	Update history		>
Accounts	a Advanced options		
Time & language	Delivery optimization, optional updates, active hours, other update settings		,
Gaming	Windows Insider Program Get preview builds of Windows to share feedback on new features and updates		>
C Accessibility			
Privacy & security	Windows Update is committed to helping reduce carbon emissions. Learn	more	
		_	0
Settings		-	
Settings	Windows Update	-	0
Settings Local Account ind a setting	Windows Update	- Check for	D
Settings Local Account ind a setting	Checking for updates	Check for t	D update
Settings Local Account Ind a setting System Bluetooth & devices	C Checking for updates	Check for u	update
Settings Local Account ind a setting System Blauetooth & devices Network & Internet	C Checking for updates More options D Pause updates	Check for t Pause for 1 week	D update
Settings Local Account ind a setting System Bibuetooth & devices Network & internet Personalization	C Windows Update C Checking for updates More options D Passe updates D Passe updates D Lipdate bicopy	Check for u Pause for 1 week	update
Settings Local Account ind a setting System Bluetooth & devices Network & internet Personalization Apps	C Windows Update C Checking for updates More options Pause updates Pause updates U Pause updates U Update History	- Check for Pause for 1 week	update >
Settings Local Account ind a setting System Bluetooth & devices Network & internet Personalization Apps Accounts	C Windows Update C Checking for updates C Checking for updates More options Pause updates D Pause updates C Update Nacroy Advanced options Delengy splitrations, eptional updates, active hours, other update settings	- Check for Pause for 1 week	update
Settings Local Account ind a setting System Subetooth & devices Network & internet Personalization Apps Accounts Time & language	a Windows Update a Or an and a state of the state of	- Check for Pause for 1 week	update >
Settings Local Account Id a setting System Blaetooth & devices Network & internet Personalization Apps Accounts Time & language Gaming Acrossibility	a Original products a Original products Mores options Image: Product set of the story Image: Deleter biology optimization optional updates, active hours, other opdate settings Original products, active hours, other opdate settings Image: Deleter biology optimization optional updates, active hours, other opdate settings Original products, active hours, other opdate settings Image: Deleter biology optimization optional updates, active hours, other opdate settings Original products of Wordows to share feedback on new features and updates	- Check for Pause for 1 week	update >
Settings Local Account Local Account System Subetooth & devices Network & internet Personalization Apps Accounts Time & language Gaming Accessibility Phrace, & security	a Windows Update a Or an and a state of the state of	- Check for Pause for 1 week	update >
Settings Local Account ind a setting System Suetooth & devices Network & internet Personalization Apps Accounts Time & language Caming Accessibility Privacy & security	a Windows Update a See update More options More options Image: Instance options More options Image: Image: Instance options More options Image:	Check for Pause for 1 week	update

Cocal Account	Windows Update	:
Find a setting	Q Updates available Last checked: Today, 12:44 AM	Install all
System	N	
Bluetooth & devices	DisplayLink - Display - 10.3.6400.0	Installing - 0%
Network & internet Personalization	More options	
Apps	0 0 Pause updates	Pause for 1 week <
 Accounts Time & language 	Update history	>
 Gaming Accessibility 	Advanced options Delivery optimization, optional updates, active hours, other update setting	gs >
Privacy & security	Windows Insider Program Get preview builds of Windows to share feedback on new features and up	odates >
Windows Update		
	Windows Update is committed to helping reduce carbon emissions.	Learn more
	R Get help	
	Give feedback	

Clean installation

If there is no DisplayLink driver previously installed in the computer, users can get the same from Windows Update and get it automatically installed in the computer.

Upgrade

The previous version of DisplayLink driver will be upgraded to the latest version.

Dock Asset Management

Topics:

- How to inventory Dell Universal Dock UD22 using Dell Command Monitor locally
- · How to inventory Dell Universal Dock UD22 using Dell Command Monitor remotely

How to inventory Dell Dock using Dell Command Monitor locally

Prerequisites

Follow the steps in the Dell Universal Dock UD22 firmware updates and retrieve dock information by using Dell command monitor locally.

Steps

1. Install Dell Command Monitor 10.8 or later. For detailed install instructions, follow Dell command monitor Installation Guide 2. Run the commands using PowerShell: Get-CimInstance -Namespace root\dcim\sysman -ClassName DCIM_Chassis

i NOTE: DCIM_Chassis can have multiple instances. For Dock Details, see instance where CreationClassName = DCIM_DockingStation



3. Key dock properties mapping with dcim properties

Table 7 Key dock

Dock data	Dell command Monitor mapping
Dock marketing name	DCIM_Chassis::Name
Dock module type	DCIM_Chassis::Model
Dock manufacturer	DCIM_Chassis::Manufacturer
Dock FW package version	DCIM_Chassis::Version
Dock service tag	DCIM_Chassis::Tag

How to inventory Dell Dock using Dell Command Monitor remotely

About this task

For more information, see DELL Command Monitor User guide

SCCM Integration

About this task

Using the MOF file within Dell Command | Monitor install package, which contains all the Dell Command | Monitor classes and importing to Config/Mgr.

Post Dell Command | Monitor installation, the integration MOF is placed at: C:\Program Files\Dell\Command_Monitor\ssa\omacim\ OMCI_SMS_DEF.mof. For more information about integration visit, How to get Dell USB Type-C dock service tags using SCCM.

SCCM Setup for Remote Deployment

About this task

Information provided in the document: Dell Business Client Update Catalog for Microsoft EMCM and SCCM. For more information about Dell command monitor Users Guide. See Dell Command | Monitor version user's guide. For more information about Dell command monitor Installation Guide. See Dell Command | Monitor version installation guide.