

Dell Dual Charge Dock

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 stand-alone DFU (Dock Firmware Update) and driver update utilities.
- Using DCU (Dell Command | Update) for driver download.
- Dock asset management locally and remotely through DCM (Dell Command | Monitor) and SCCM (System Center Configuration Manager).

Dell docking station firmware update

About this task

NOTE: Dell Docking stations are supported with select Dell systems. See the [Dell Commercial Docking Compatibility Guide](#) for the list of supported systems and recommended docking.

Topics:

- [Dell docking station firmware update](#)
- [Command-Line options](#)
- [Approximate firmware update duration](#)
- [Logging](#)
- [Error handling](#)
- [Setting Package Version](#)
- [Commands for Automation](#)

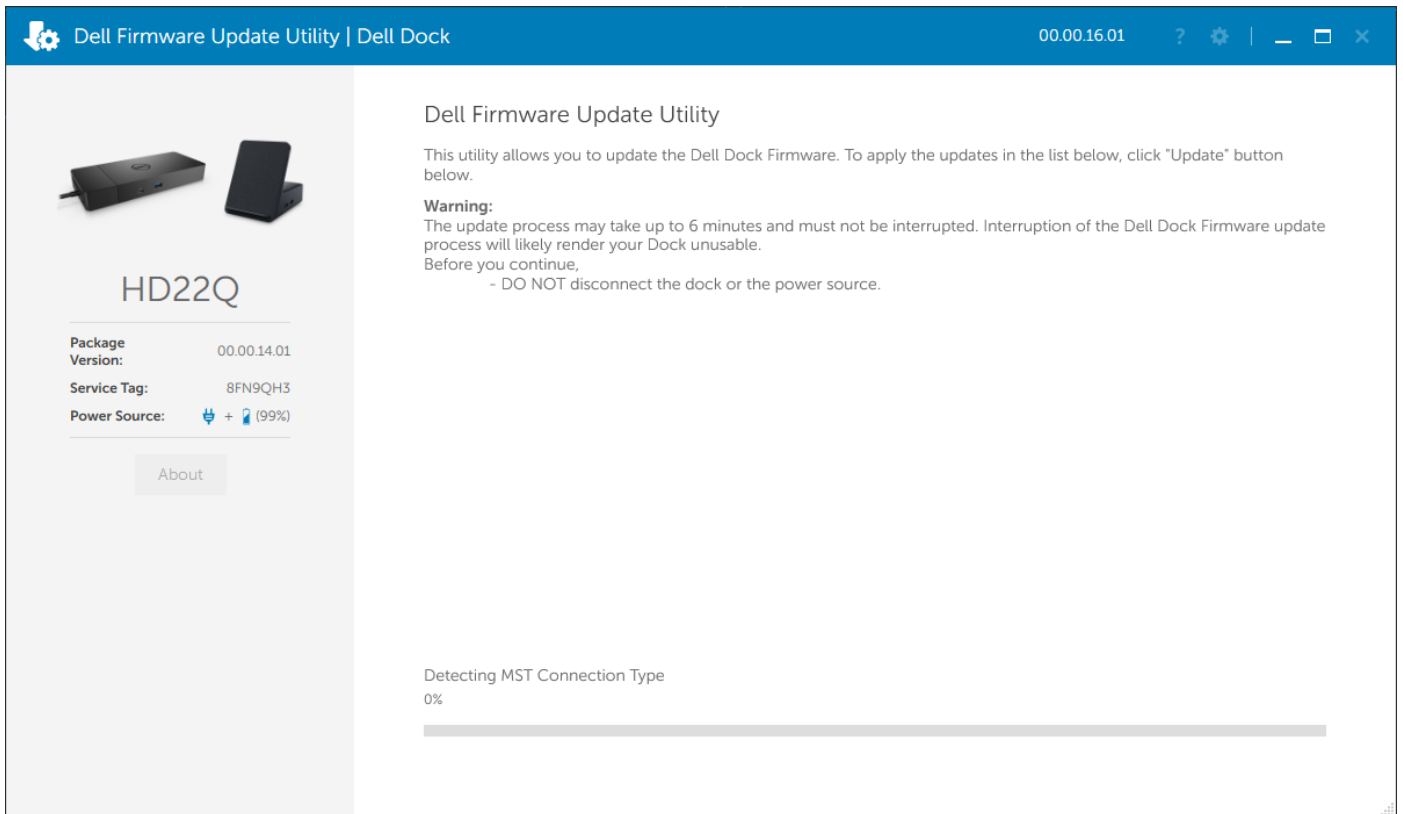
Dell docking station firmware update

Standalone Dock Firmware Update utility

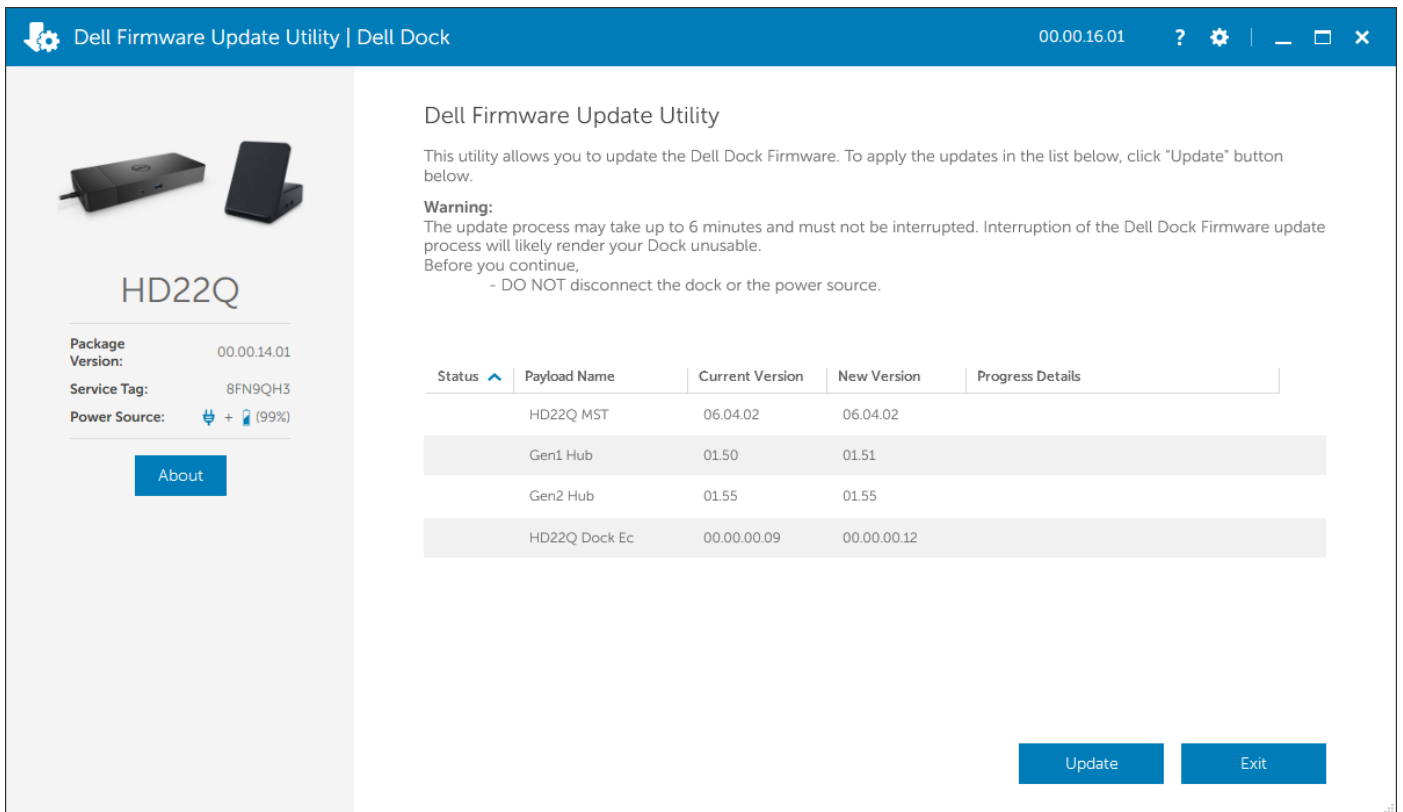
NOTE: Information that is provided is for Windows users running the executable tool. For other operating systems or further detailed instructions see the HD22Q admin guide available on www.dell.com/support.

Download the Dell HD22Q dock driver and firmware update from www.dell.com/support. Connect the dock to the system and start the tool in administrative mode.

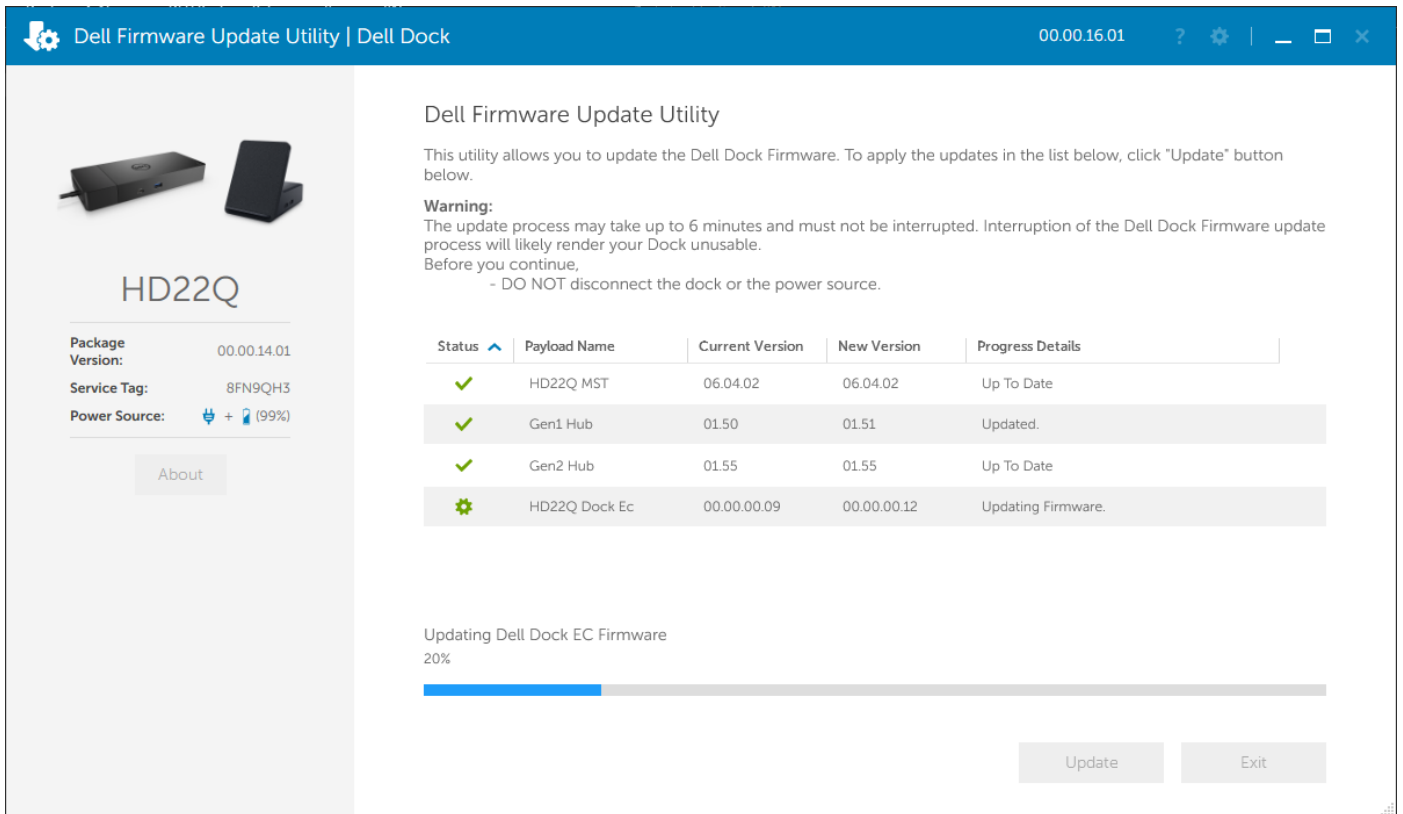
1. Wait for all the information to be entered in the various Graphical User Interface (GUI) panes.



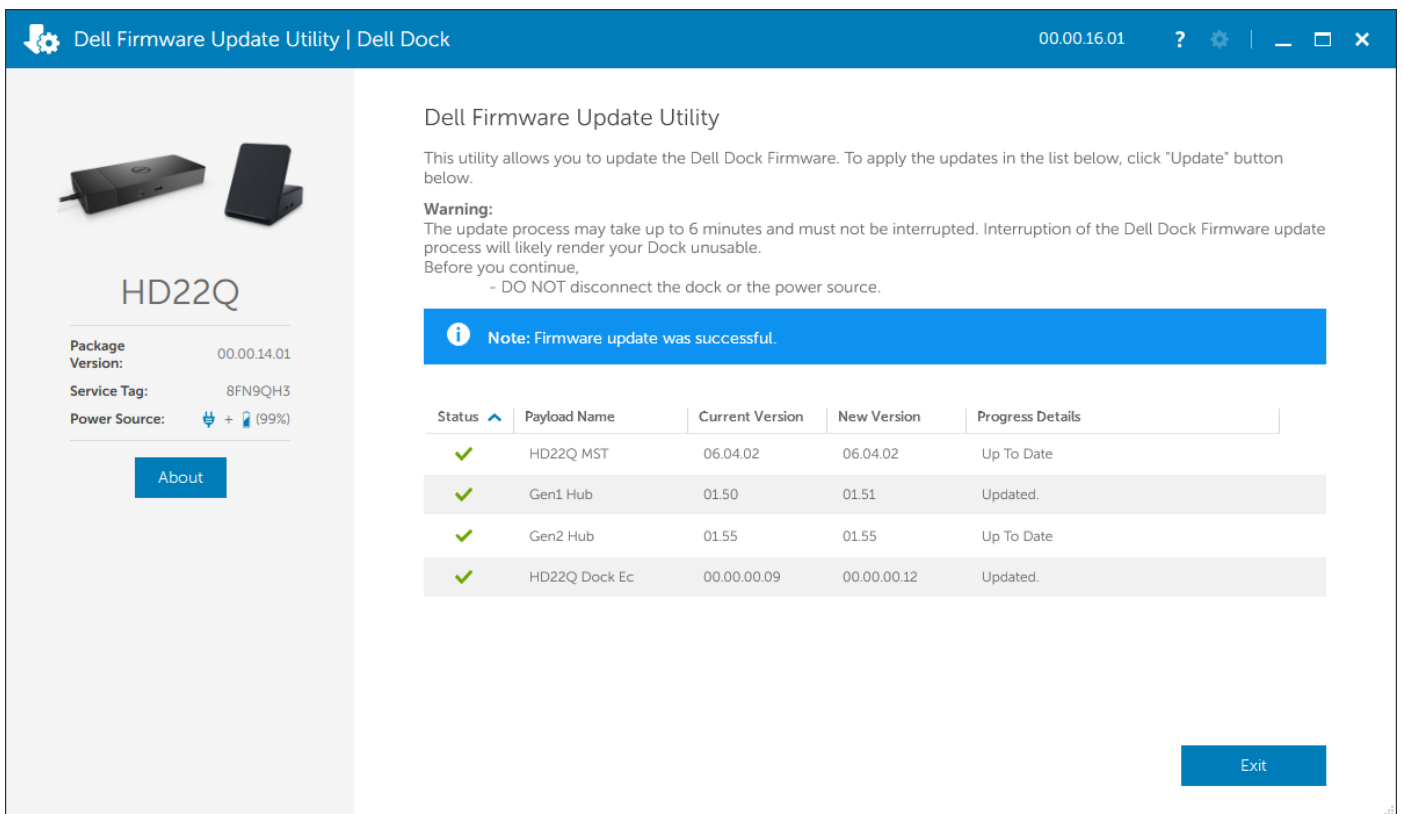
2. **Update** and **Exit** buttons are displayed in the bottom-right corner. Click the **Update** button.



3. Wait for all the component firmware update to complete. A progress bar is displayed in the bottom.



4. The update status is displayed above the payload information.



Command-Line options

About this task

Table 1. Command line options

Command line	Notes
/? or /h	Usage
/s	Silent
/l=<filename>	Log file
/verflashexe	Display utility version
/componentsvers	Display current version of all dock firmware components

Approximate firmware update duration

About this task

The firmware update time duration in the following table is from a measurement running Dock Firmware Utility on Dell systems 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 2. Approximate firmware update duration

Firmware	Update duration (in seconds)
EC	64
USB Gen1 Hub	17
USB Gen2 Hub	6
MST Hub	100

Smart update

About this task

EC, USB Gen1/2 Hub, and MST are updated only if incoming version is new.

Logging

About this task

- Dock utility logs to the default file (/s command-line option).
 - Default log file is at CurrentDrive: \Dell\UpdatePackage\Log\exename.txt
- Optional logging can be done in any mode using /l=logfilename.txt
- Log message is useful for
 - Debugging
 - Service
 - Component version information

Error handling

Error handling conditions

About this task

Table 3. Error handling conditions

Error Condition	Symptom/Scenario	Message	CLI options
Power Check	If there is no AC adapter or battery that is connected on portable platform.	The AC adapter and battery must be plugged in before the Dell Dock Firmware can be updated. Press OK when they are both plugged in or CANCEL to quit.	forceit, power check is skipped. /s, error message is not displayed and log will have proper error messages.
	If the battery level is less than 10% on portable platform.	The battery must be charged above 10% before the Dock Firmware can be updated. Press OK when the battery is charged or CANCEL to quit.	
Dock Detection	Dock is not connected or detected to system.	No Dell Dock attached. This firmware update utility only works with a single dock attached.	/s, error message is not displayed, and log has proper error messages.
	Multiple docks that are connected to the system	Too many Dell Docks are attached. This update utility only works when a single Dell Dock is attached. Only connect a single Dell Dock and restart the update utility.	
Firmware update fails	<ul style="list-style-type: none"> When one firmware component update fails, the error message shows in the "Progress Details" field for this component. The utility continues to update other firmware. After complete firmware update for all components, show the error mess. 	Firmware update failed.	/s, error message is not displayed, and log has proper error messages.

Automatic dock reboot after firmware update

About this task

Dock automatically reboots when one or more of the components are updated.

i **NOTE:** Dock reboots as part of the EC update or the tool sends a reboot command when EC is not updated and at least one of the components is updated.

Setting Package Version

About this task

Package version is 32 bit BCD format (device saves them in reverse byte order). The tool reverses the bytes for the display purpose. The display format is WW.XX.YY.ZZ. Major, minor, and maintenance versions are represented as WW.XX.YY. The LSB in ZZ (or the MSB in 32 bit raw data) represents the status of the dock update.

- 01 - All components are updated and have valid version.
- 00 - Some of the components are not updated.

The Package version is set before any of the components are updated. If the update is failed on any of the components device reports 0 for LSB (invalid package version).

Table 4. Dell Flash Update Utility Exit code and meaning

Exit code	DUP spec description
0	Success
1	General failure
2	Reboot required
3	Soft dependency Error
4	Hard dependency error
5	Hard qualification error
6	Rebooting system
7	Password validation error
8	Downgrade is not allowed
9	Update pending
10	Un specified error

Commands for Automation

About this task

- Run the tool with administrative privileges with the command-line options /s (silent) /l=filename.txt. The update is run in silent mode without GUI. Automation environment can capture 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.
- After the update, tool can run with /componentsvers /s /l=verfilename.txt. The command is run in the silent mode. Return code can be captured for pass or fail status (DUP compliant). Verfilename.txt contains the current component information.

Using Dell Command Update

Dell Docking Station drivers (Realtek USB GBE Ethernet Controller Driver) are required to be installed before using the docking station for full functionality. Dell recommends updating the system BIOS, and 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 system 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 system and docking station.

For more information about Dell command update user guide. See [Dell Command Update](#).

Dock Asset Management

Topics:

- [How to inventory Dell Dock using Dell Command Monitor locally](#)
- [How to inventory Dell Dual Charge Dock using Dell Command | Monitor remotely](#)
- [SCCM Integration](#)

How to inventory Dell Dock using Dell Command Monitor locally

Prerequisites

1. Follow the steps in the HD22Q [firmware update](#) and retrieve dock information by using Dell command monitor locally.

Steps

1. Install Dell Command Monitor 10.2 or later. For detailed install instructions follow [Dell command monitor Installation Guide](#)
2. Run the commands given below:
 - a. For systems running Windows, Using PowerShell: **Get-CimInstance -Namespace root\dcim\sysman -ClassName DCIM_Chassis**
 - b. For systems running Linux, Using OMICLI: **./ omicli ei root\dcim\sysman DCIM_Chassis**

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

3. Key dock properties mapping with cim properties:

Table 5. Key dock

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

How to inventory Dell Dual Charge 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 ConfigMgr.

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 watch, [SCCM integration](#).

Issue: SCCM-Client hardware inventory does not display version information for HD22Q.

Description: OMCI_SMS_DEF.mof file is missing Version property for DCIM_Chassis Class. SCCM-Client hardware inventory does not display version information for HD22Q.

Resolution: To resolve this, the user must update the OMCI_SMS_DEF.mof file as suggested in steps below:

Steps

1. Edit OMCI_SMS_DEF.mof file using text editor.
2. Search for "DCIM Chassis and Docking."
3. At the end, make an entry for [SMS_Report (TRUE)] string Version. As shown in below screenshot.
4. Once edited, reimport the updated OMCI_SMS_DEF.mof file in SCCM to fetch updated Client Hardware Inventory.

```
1 [ SMS_Report(TRUE), SMS_Group_Name("DCIM Chassis and Docking"), SMS_Class_ID
("DELL[DCIM.Chassis]1.0"), SMS_Namespace(FALSE), Namespace("\\\\dell\\dell\\root
t\\\\dell\\dell\\root") ]
2 class DCIM_Chassis : SMS_Class_Template
3 {
4 [SMS_Report (TRUE)] string BreachDescription;
5 [SMS_Report (TRUE)] boolean CanBeFRUed;
6 [SMS_Report (TRUE)] uint16 ChassisPackageType;
7 [SMS_Report (TRUE), Key] string creationClassName;
8 [SMS_Report (TRUE)] string ElementName;
9 [SMS_Report (TRUE)] datetime FirstPowerOnDate;
10 [SMS_Report (TRUE)] boolean LockPresent;
11 [SMS_Report (TRUE)] string Manufacturer;
12 [SMS_Report (TRUE)] datetime ManufactureDate;
13 [SMS_Report (TRUE)] string Model;
14 [SMS_Report (TRUE)] string Name;
15 [SMS_Report (TRUE)] uint16 PackageType;
16 [SMS_Report (TRUE)] string PartNumber;
17 [SMS_Report (TRUE)] string SerialNumber;
18 [SMS_Report (TRUE)] string SKU;
19 [SMS_Report (TRUE), Key] string Tag;
20 [SMS_Report (TRUE)] string PropertyOwnershipTag;
21 [SMS_Report (TRUE)] uint16 SecurityBreach;
22 };
23
```

SCCM setup for remote deployment

About this task

Information provided in the document available here [Dell Catalog to Support Microsoft System Center Configuration Manager for Dell Hardware Updates](#).

For more information about Dell command update Users Guide. See [Dell Command | Monitor version user's guide](#).



For more information about Dell command update Installation Guide. See [Dell Command | Monitor version installation guide](#).

Getting help and contacting Dell

Self-help resources


You can get information and help on Dell products and services using these self-help resources:


Table 6. Self-help resources

Self-help resources	Resource location
Information about Dell products and services	www.dell.com
My Dell app	
Tips	
Contact Support	In Windows search, type <code>Contact Support</code> , and press Enter.
Online help for operating system	www.dell.com/support/windows
Access top solutions, diagnostics, drivers and downloads, and learn more about your computer through videos, manuals and documents.	Your Dell computer is uniquely identified by a Service Tag or Express Service Code. To view relevant support resources for your Dell computer, enter the Service Tag or Express Service Code at www.dell.com/support . For more information on how to find the Service Tag for your computer, see Locate the Service Tag on your computer .
Dell knowledge base articles for a variety of computer concerns	<ol style="list-style-type: none"> 1. Go to www.dell.com/support. 2. On the menu bar at the top of the Support page, select Support > Knowledge Base. 3. In the Search field on the Knowledge Base page, type the keyword, topic, or model number, and then click or tap the search icon to view the related articles.

Contacting Dell

To contact Dell for sales, technical support, or customer service issues, see www.dell.com/contactdell.

 **NOTE:** Availability varies by country/region and product, and some services may not be available in your country/region.

 **NOTE:** If you do not have an active Internet connection, you can find contact information about your purchase invoice, packing slip, bill, or Dell product catalog.