

# Dell Pro Smart Dock SD25

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

# Dell docking station firmware update

## About this task

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

## Updating the firmware

SD25 dock supports multi operating system firmware update for Windows/Linux/Chrome.

### Prerequisites

1. The following conditions must be met to update firmware:
  - The computer must have > 10% charge capacity or connected to AC power.
2. Download the SD25 update tool **Dell Firmware Update**, go to [Dell Support Site](#).

### Steps

#### 1. Windows operating system:

- a. Connect the SD25 docking station to the computer.
- b. Start the SD25 update tool in administrative mode.
- c. Wait for all the information to be entered the various GUI panes.

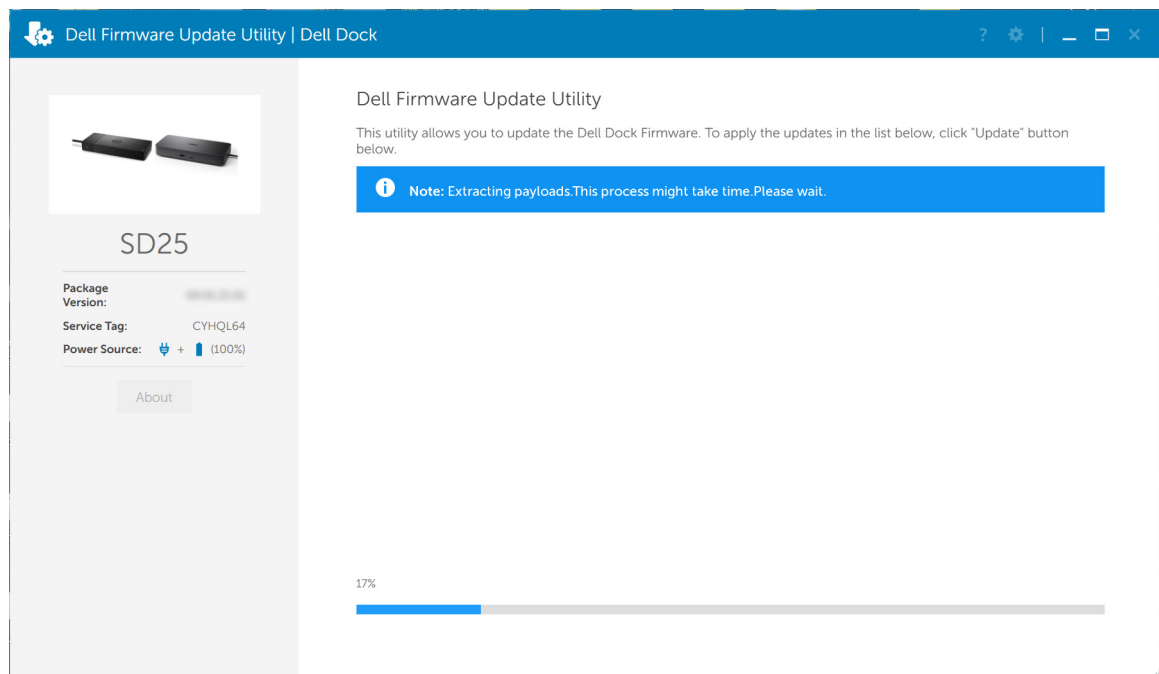


Figure 1. Wait for all information to be entered

- d. **Update** and **Exit** buttons appear in the bottom-right corner. Click the **Update** button.

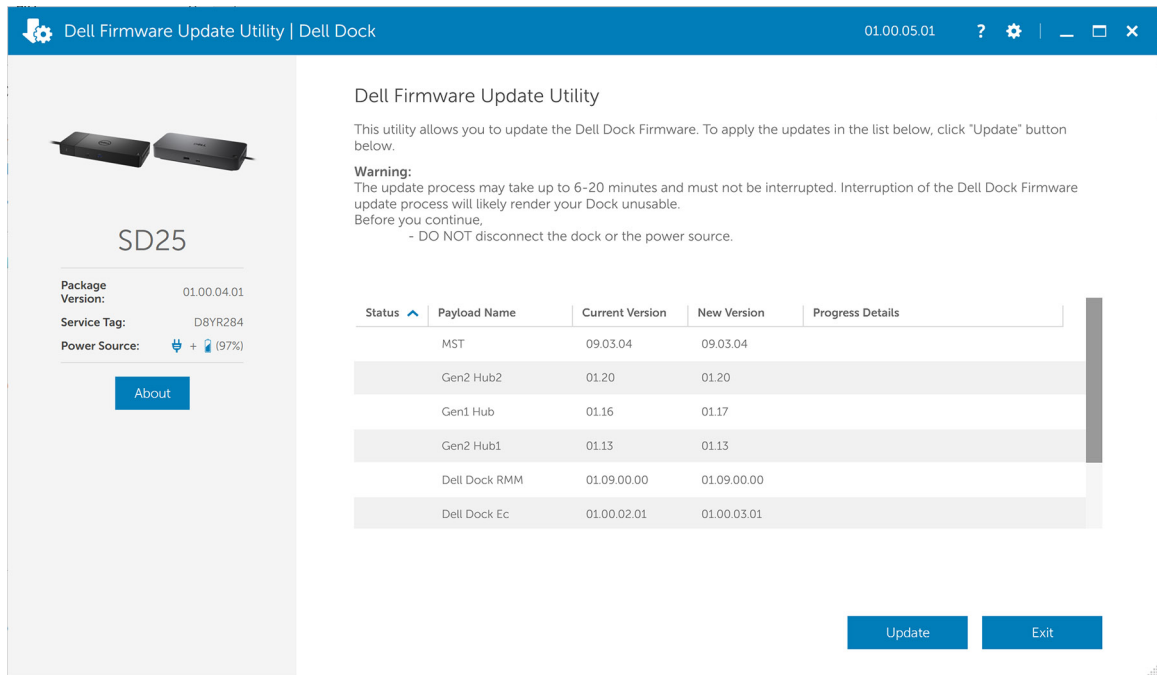


Figure 2. Update and exit

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

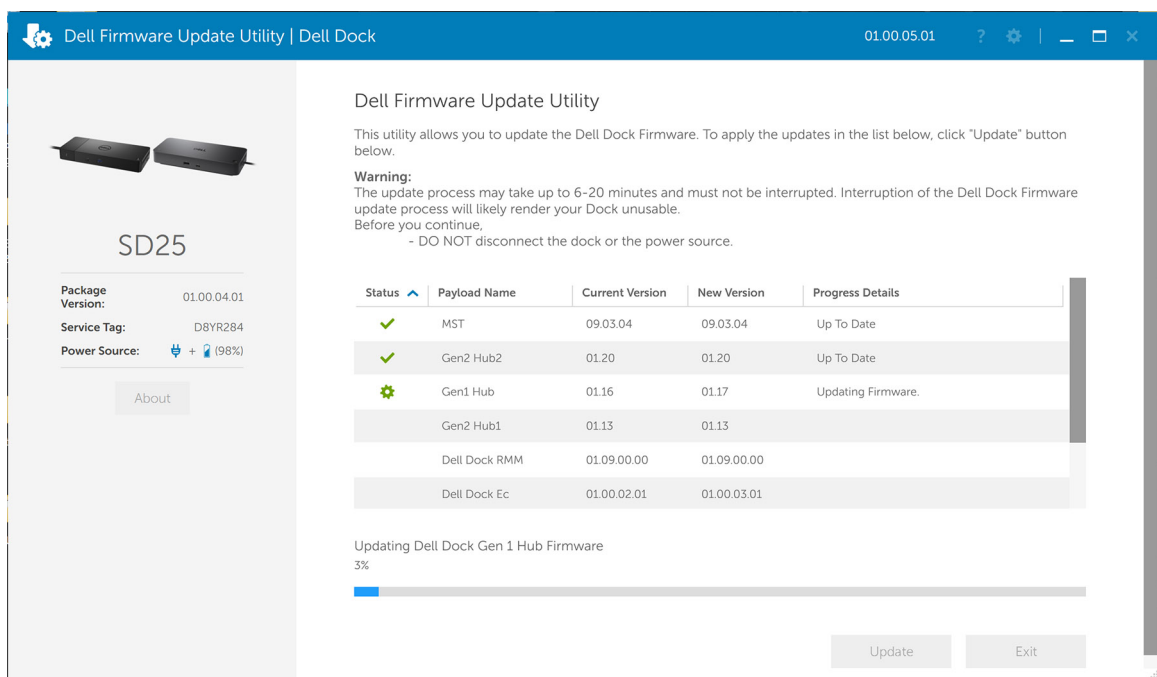
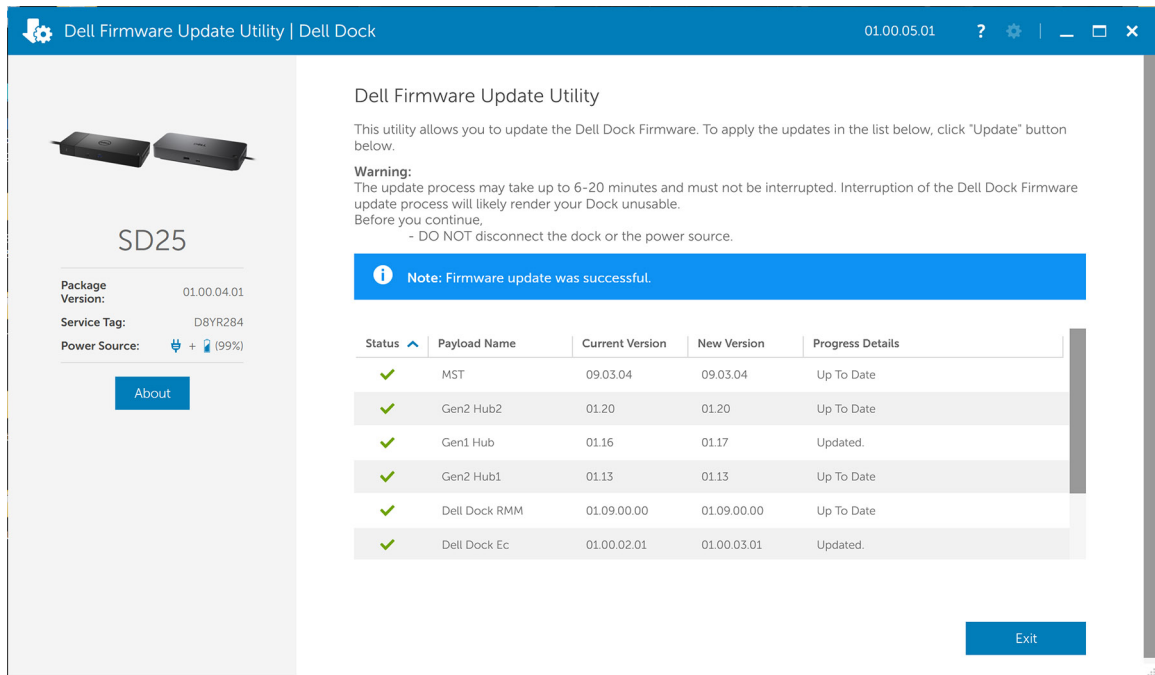


Figure 3. Wait for all the component firmware update

- f. Update status is displayed above the payload information or in the **Progress Details** column.



**Figure 4. The update status is displayed**

**Table 1. Command-line options**

Command line	Notes
/? or /h	Usage
/s	Silent
/f	Force update
/forceit	Skip power check
/l=<filename>	Log file
/verflashexe	Display utility version
/componentsvers	Display current version of all dock firmware components
/uod	Initiate Update on Disconnect

2. **Linux operating system:** This firmware update has both the update tool and binary assembled in a single package. If you have fwupd 2.0.7 or later, plug in your dock and use fwupdmgr or Gnome Software to check for updates from the Linux Vendor Firmware Service (LVFS).
  - a. Download the SD25 Linux update tool (DellDockFirmwarePackage\_WD25\_SD25\_Series\_XX.YY.ZZ.bin).
  - b. Open a terminal application.
  - c. Modify the permissions on the binary to make it executable.
 

```
# sudo chmod +x DellDockFirmwarePackage_WD25_SD25_Series_XX.YY.ZZ.bin
```
  - d. Run the binary with the install argument to install updated firmware.
 

```
# sudo ./DellDockFirmwarePackage_WD25_SD25_Series_XX.YY.ZZ.bin install.
```

\*Resolve any kernel dependency packages as needed.
  - e. Unplug the type-C cable and plug it back to the computer after one minute.
  - f. Check that the SD25 firmware has been upgraded properly.
 

```
# sudo ./DellDockFirmwarePackage_WD25_SD25_Series_XX.YY.ZZ.bin get-devices
```

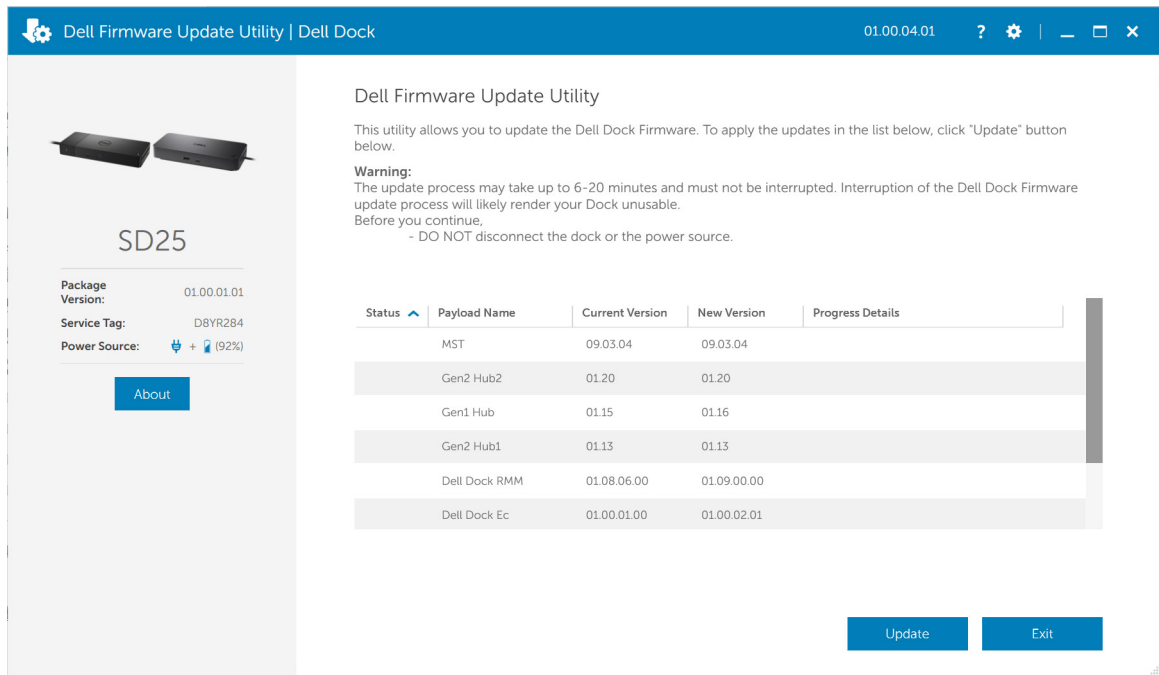
3. **Chrome operating system:**

- a. SD25 firmware update will be distributed with the latest Chromebook operating system release. Go to **Settings > About ChromeOS > Firmware updates**.
- b. SD25 firmware version checking: `chrome://system` output in browser.

## Update on Disconnect (UoD)

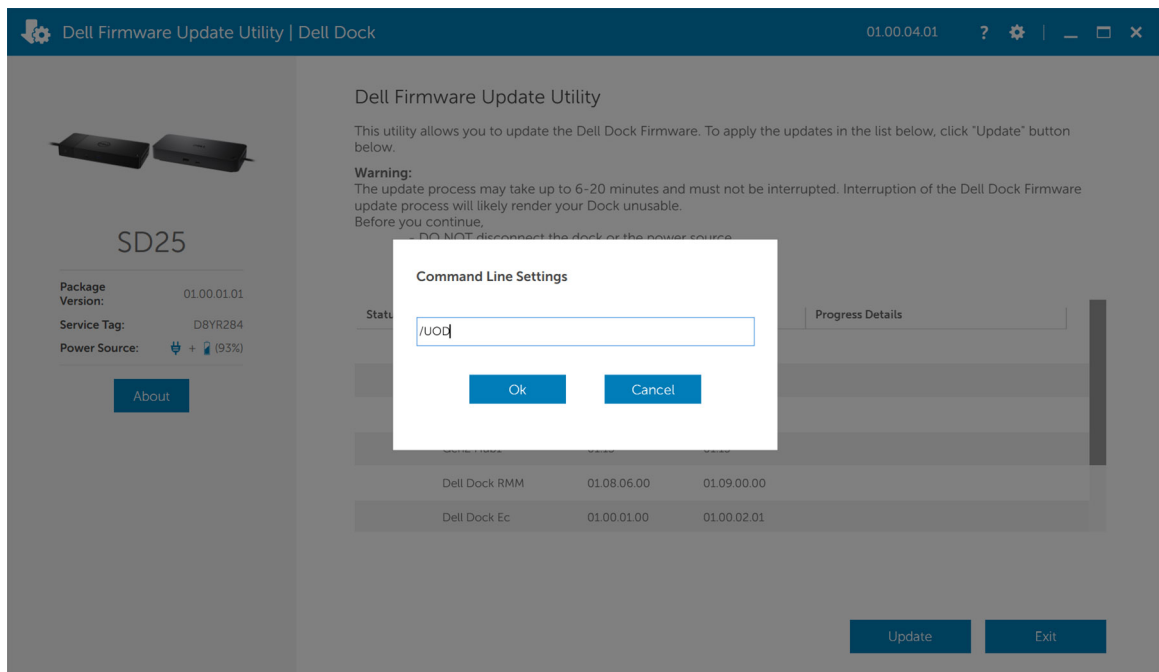
Download the Dell Pro Smart dock SD25 dock driver and firmware update from [Dell Support Site](#). Connect the dock to the computer and open the tool as administrator.

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



**Figure 5. Wait for the information to load in SD25 Dock Firmware Update tool**

2. Click the **Settings** icon which is displayed on the upper right corner. Enter `/uod` command and click **Ok**.



**Figure 6. Update and exit in SD25 Dock Firmware Update tool**



3. **Update** and **Exit** buttons are displayed in the upper-right corner. Click the **Update** button to initiate the updates.

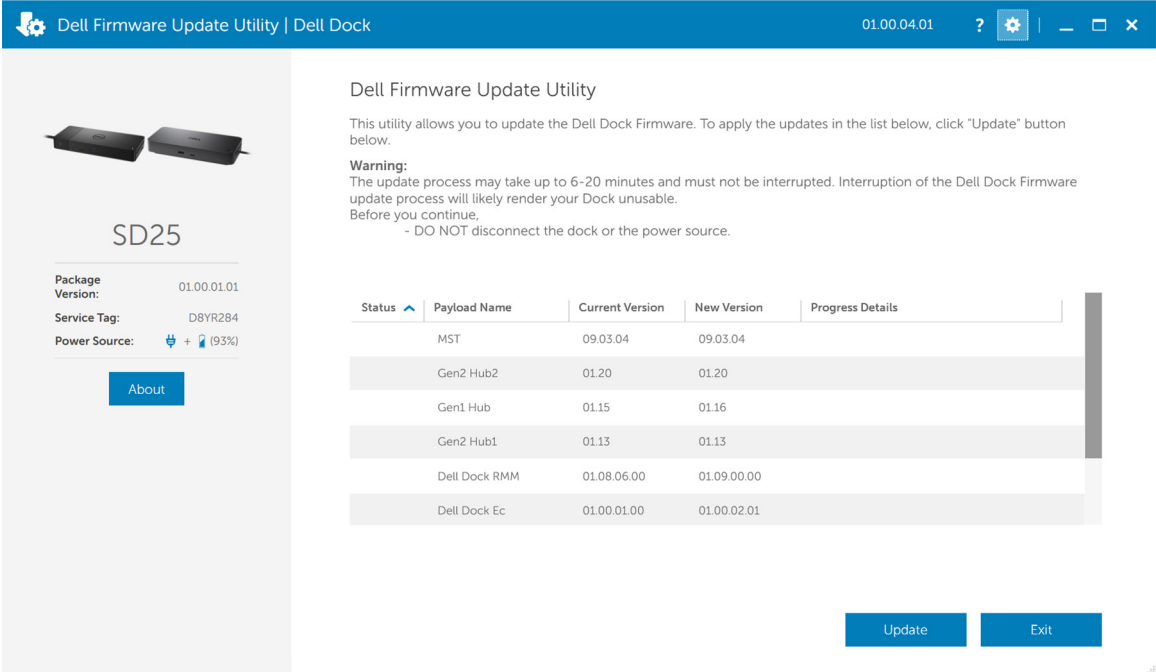


Figure 7. Wait for all the component firmware update in SD25 Dock Firmware Update tool

4. Wait for all the component firmware update to complete. A progress bar is displayed in the bottom. The MST/USB Gen1/USB Gen2 firmware is updated.

**NOTE:** Only EC supports the disconnect mode.

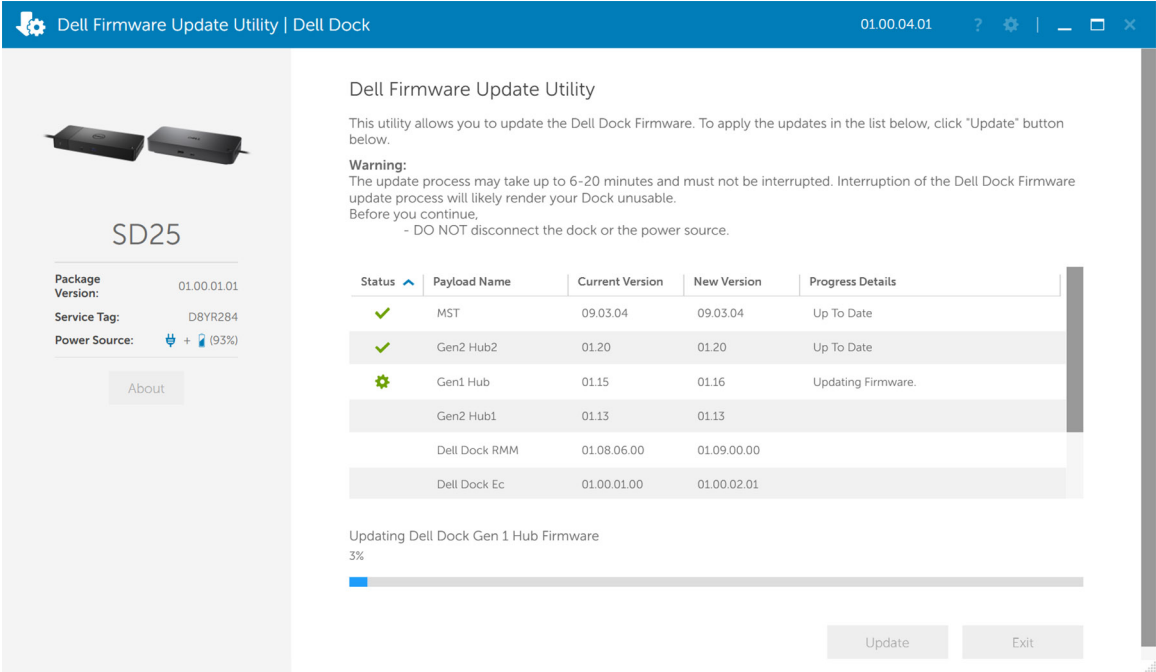
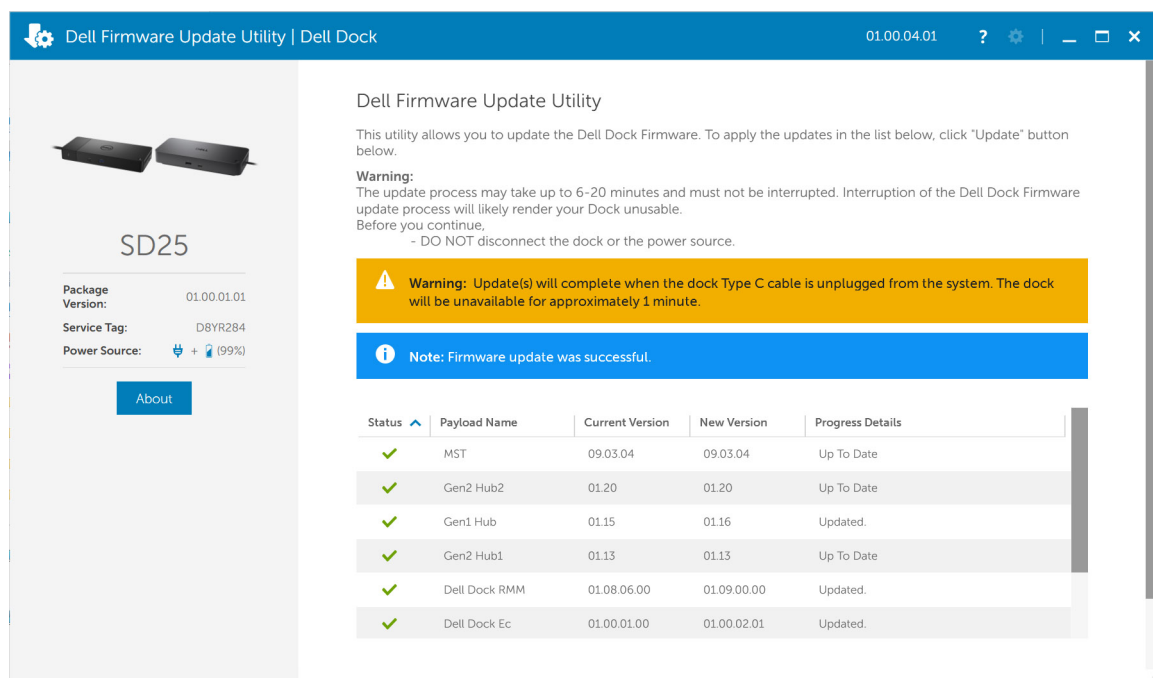
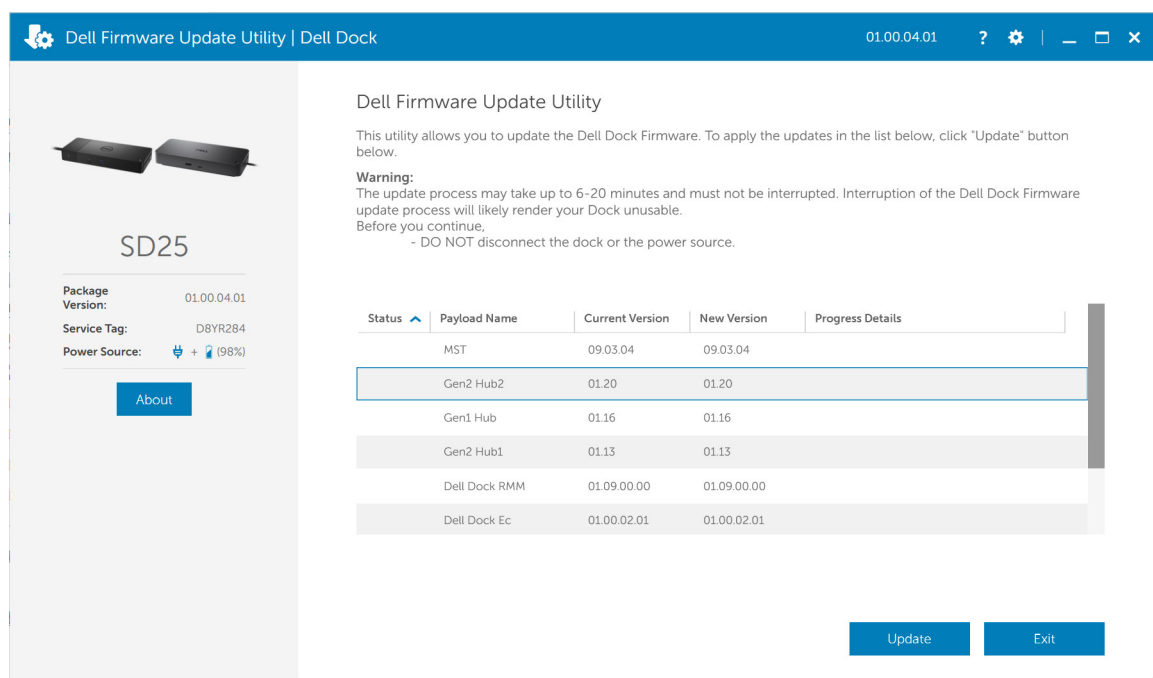


Figure 8. The update status is displayed in SD25 Dock Firmware Update tool



**Figure 9. The update status is displayed in SD25 Dock Firmware Update tool**

5. Disconnect the dock from the computer. The EC starts the updating process, and the process is completed in around a minute. The power button LED of the docking station flashes three times to indicate the update is completed.
6. Connect the dock to the computer, and start the tool in administrative mode. The Dell Firmware Update Utility is completed.



**Figure 10. Wait for all the component firmware update in SD25 Dock Firmware Update tool**

## 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 5400 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)
MST	15
Gen2 Hub2	13
Gen1 Hub	31
Gen2 Hub1	15
Dell Dock RMM	156
Dell Dock EC	14
Dell Dock PD	28

## 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 the laptop.	The AC adapter and battery must be plugged in before the 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 the laptop.	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.	No dock attached. This firmware update utility only works with a single dock attached.	/s, error message is not displayed, and the log has proper error messages.
	Multiple docks that are connected to the computer.	Too many docks are attached. This update utility only works	


**Table 3. Error handling conditions (continued)**

Error Condition	Symptom/Scenario	Message	CLI options
		when a single dock is attached. Only connect a single dock and restart the update utility to download the latest version and update the driver. Then, rerun this utility.	
Firmware update fails	<ul style="list-style-type: none"> <li>When one firmware component update fails, the error message shows in the "Progress Details" field for this component.</li> <li>The utility continues to update other firmware.</li> <li>After complete firmware update for all components, show the error mess.</li> </ul>	Firmware update failed	/s, error message is not displayed, and the log has proper error messages.

## Automatic dock reboot after firmware update

### About this task

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

 **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 a 32-bit BCD format (the 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 a 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 fails on any of the components, the 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 the computer
7	Password validation error
8	Downgrade is not allowed

**Table 4. Dell Flash Update Utility Exit code and meaning (continued)**

Exit code	DUP spec description
9	Update pending
10	Unspecified 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 or use command-line options: /uod /l=filename.txt. The update runs and only completes when the dock Type-C cable is unplugged from the computer. 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.

# Dell Device Management Console

## Overview

The Dell Device Management Console is a comprehensive, cloud-based tool that is designed to remotely manage Dell Pro docks, enhancing IT efficiency. It is hosted on a secure cloud infrastructure and provides IT administrators the ability to oversee and configure various Dell docking stations and related peripherals.

To use the Dell Device Management Console, users must enable the management of Dell docking stations through offer entitlement.

## Features

Key features of the Dell Device Management Console include centralized management of Dell Pro docks and other peripherals. Users can benefit from functionalities such as:

- **Fleet summary**  
Get an overview of all connected devices.
- **Peripheral inventory**  
Track all peripherals that are connected to the docking stations.
- **Firmware updates**  
Update the firmware of connected devices.
- **Setting configurations**  
Configure settings for docking stations and peripherals.

## Resources

See the following links for tutorials and instructional videos of Dell Device Management Console that is related to your Dell Pro Smart dock:

- [Dell Pro Thunderbolt 4 Smart Dock SD25TB4 Videos](#)
- [Dell Pro Smart Dock SD25 Videos](#)

For detailed information about the Dell Device Management Console, see the DDMC Administrator Guide on [Dell Support Site](#).

## 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 Technologies 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 computer or not functioning optimally.

Dell Technologies 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, see [Dell Command | Update](#).

# Dock Asset Management

**NOTE:** You can manage dock inventory either directly through the [Dell Device Management Console](#) or through the computer using Dell Command Monitor.

## How to inventory Dell Pro Smart Dock using Dell Command Monitor locally

### Prerequisites

1. Follow the steps in the SD25 [firmware update](#) and retrieve dock information by using Dell command monitor locally.

### Steps

1. Install Dell Command Monitor 10.2 or later. For detailed installation instructions, see [Dell command monitor Installation Guide](#).
2. Run the commands given below:

- a. For computers running Windows, Using PowerShell: **Get-CimInstance -Namespace root\dcim\sysman -ClassName DCIM\_Chassis**

**NOTE:** DCIM\_Chassis can have multiple instances. For Dock Details, see instance where CreationClassName = DCIM\_DockingStation

3. Screenshot of output:

```
PS C:\Windows\system32> Get-CimInstance -Namespace root\dcim\sysman -Class DCIM_Chassis | select Elementname,Name,Model,Manufacturer,serialnumber,version,tag

Elementname :
Name        : Main System Chassis
Model       :
Manufacturer: Dell Inc.
serialnumber: N/A
version     :
tag         :

Elementname : Docking Station
Name        :
Model       :
Manufacturer: Dell Inc.
serialnumber: 154-124-47-11-52-34-11-0
version     : 00.01.23.01
tag         :
```



```

root@u-          :/opt/omi/bin# ./omicli ei root/dcim/sysman dcim_chassis
instance of DCIM_Chassis
{
    ElementName=
    Name=Main System Chassis
    [Key] Tag=
    [Key] CreationClassName=DCIM_Chassis
    Manufacturer=Dell Inc.
    Model=
    SKU=N/A
    SerialNumber=N/A
    PartNumber=N/A
    CanBeFRUed=false
    RemovalConditions=2
    PackageType=3
    LockPresent=false
    SecurityBreach=2
    BreachDescription=Unknown
    ChassisPackageType=10
    PropertyOwnershipTag=
}
instance of DCIM_Chassis
{
    ElementName=Docking Station
    Name=WD22TB4
    [Key] Tag=
    [Key] CreationClassName=DCIM_DockingStation
    Manufacturer=Dell Inc.
    Model=
    SerialNumber=154-124-47-11-52-34-11-0
    Version=00.01.23.01
    PackageType=1
    ChassisPackageType=12
}

```

4. 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 Pro Smart Dock using Dell Command | Monitor remotely

### About this task


For more information, see [Dell Command Monitor User's 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	<a href="#">Dell Site</a>
Tips	
Contact Support	In Windows search, type <code>Contact Support</code> , and press Enter.
Access top solutions, diagnostics, drivers and downloads, and learn more about your Dock through videos, manuals, and documents.	Your Dell Dock is uniquely identified using 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 <a href="#">Dell Support Site</a> .
Dell knowledge base articles	<ol style="list-style-type: none"> <li>1. Go to <a href="#">Dell Support Site</a>.</li> <li>2. On the menu bar at the top of the Support page, select <b>Support &gt; Support Library</b>.</li> <li>3. In the Search field on the Support Library page, type the keyword, topic, or model number, and then click or tap the search icon to view the related articles.</li> </ol>

## Contacting Dell


To contact Dell for sales, technical support, or customer service issues, see [Dell Support Site](#).

 **NOTE:** Availability of the services may vary depending on the country or region, and product.

 **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.

## Contacting Dell

### Prerequisites

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

### About this task

Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area. To contact Dell for sales, technical support, or customer service issues:

## Steps

1. Go to **Dell.com/support**.
2. Select your support category.
3. Verify your country or region in the **Choose a Country/Region** drop-down list at the bottom of the page.
4. Select the appropriate service or support link based on your need.