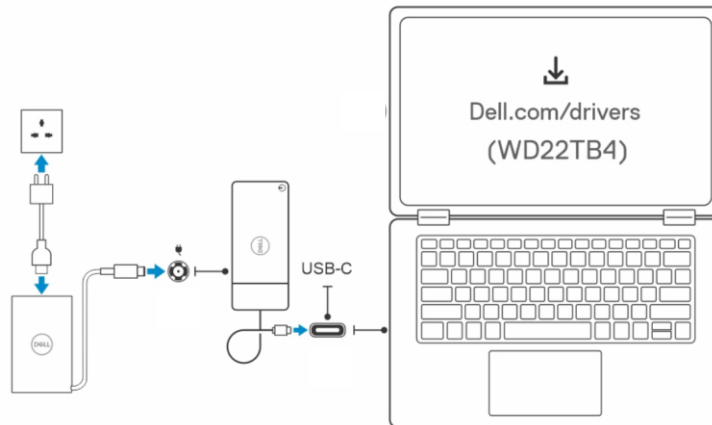


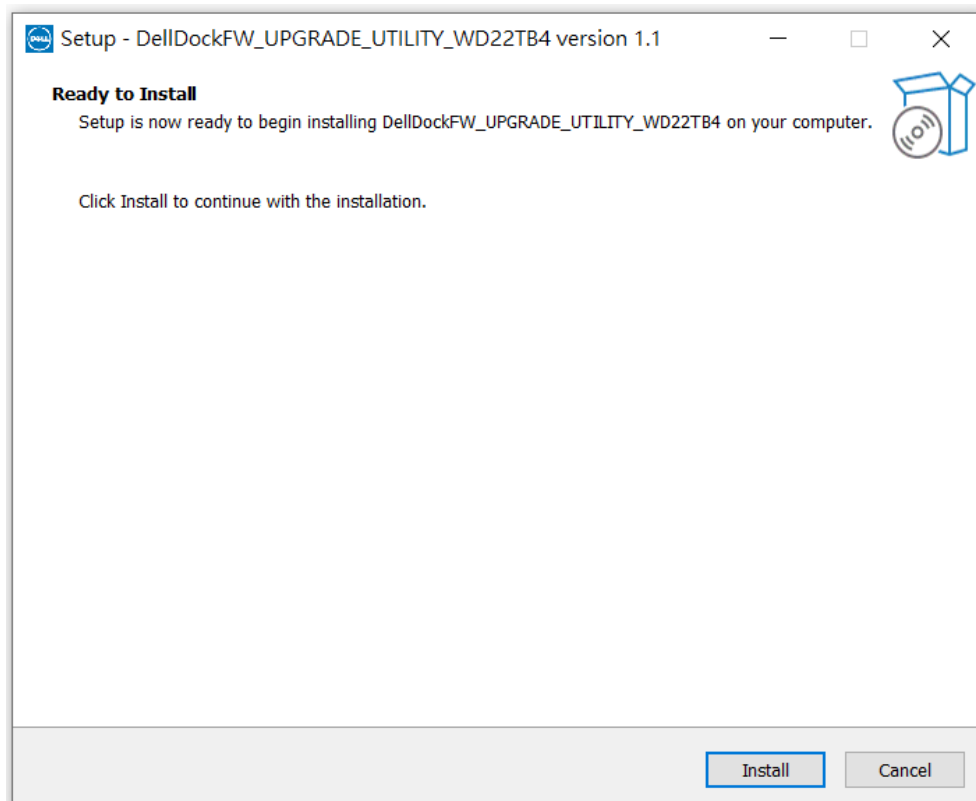
WD22TB4 LAN Repair Tool Installation Guide

NOTE: Information that is provided is for Windows users running the executable tool. Use these steps to run the patch tool when the computer does not detect the Dock LAN device.

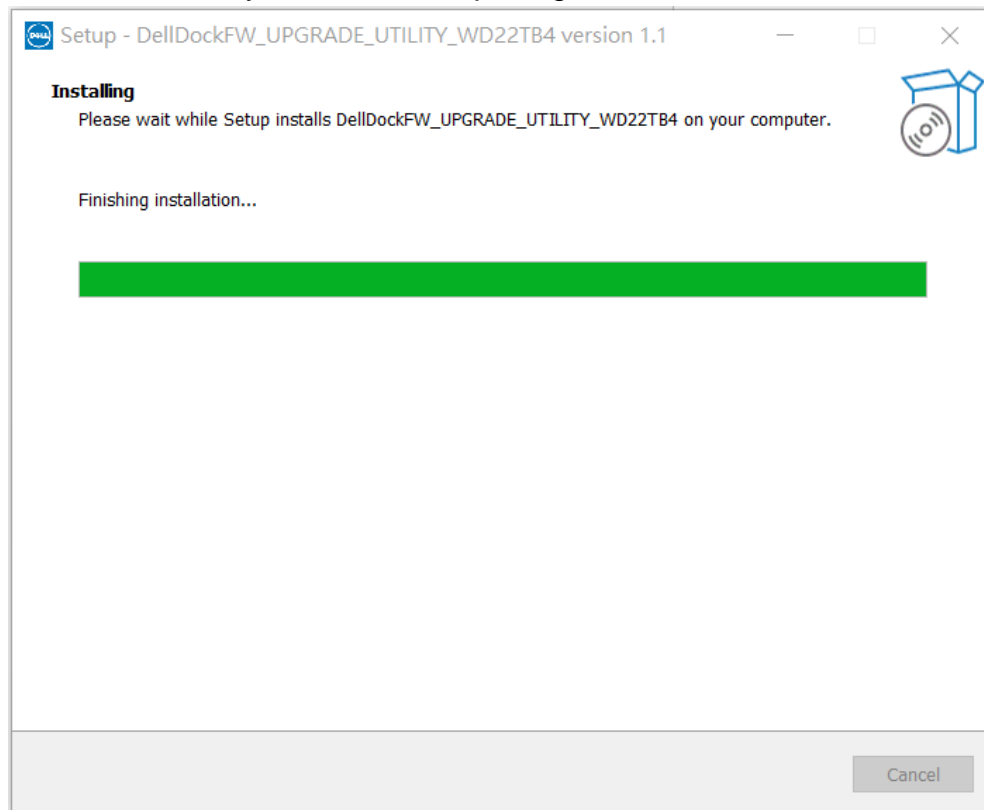
1. Install the **Realtek USB GbE Family Controller driver** before you run the patch tool. Driver can be found on www.dell.com/support.
2. Connect the AC adapter to a power outlet. Then, connect the AC adapter to the 7.4 mm DC-in power input on the Dell Thunderbolt Dock - WD22TB4.



3. Connect the dock to the system and start the tool in administrative mode, click the **Install** button.



4. The patch tool will automatically run when completing the installation.



5. The tool will automatically run the **DellDockFW_UPGRADEUTILITY_WD22TB4_v1.1.exe** to execute the following steps to update the Dock LAN setting.
6. Wait for **2 minutes** to complete Dock EC firmware update. Then, the tool will repair the LAN setting on the Dock. Once completed, "**Dock LAN Setting Repair Completed**" is displayed.

NOTE: The dock will be no function while executing the EC update. It is normal behavior.

```
DellDockFW_UPGRADEUTILITY_WD22TB4

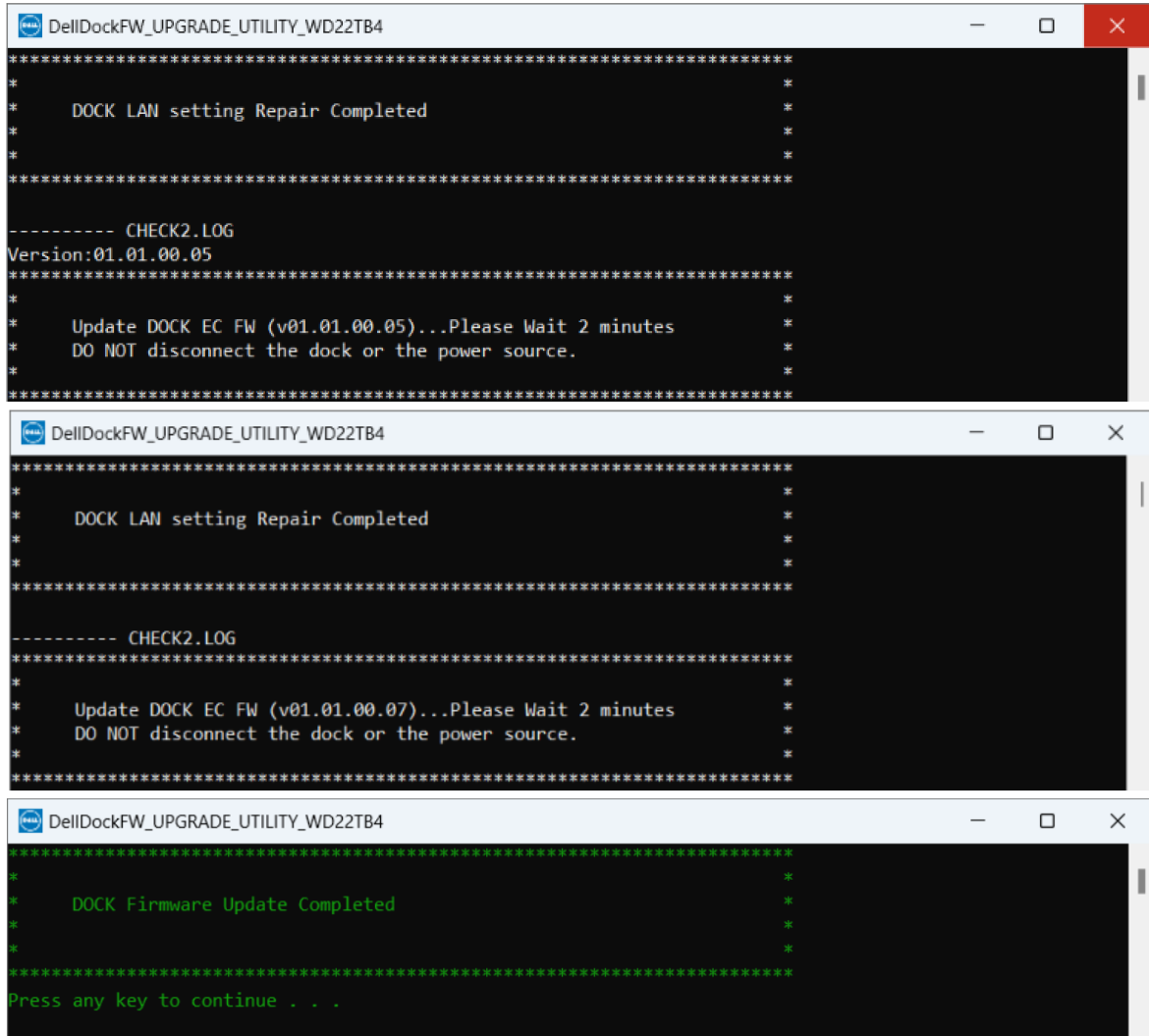
----- CHECK0.LOG
----- CHECK1.LOG
MarketingName:WD22TB4
----- CHECK2.LOG
Version:01.01.00.05
*****
* Update DOCK EC FW (v89.01.02.05)...Please Wait 2 minutes *
* DO NOT disconnect the dock or the power source. *
*****
----- EC.LOG
Current EC Version: 0x89010205 | Payload EC Version: 0x89010205
Flash DOCK LAN setting Repair...
*****
* EFUSE/EEPROM/FLASH Programming Utility for *
* Realtek USB FE/GbE/2.5GbE Family Ethernet Controller *
* Version : v2.0.22.2 *
* Copyright (C) 2023 Realtek Semiconductor Corp.. All Rights Reserved. *
*****
Realtek, Patch64.exe, v2.0.22.2,11/27/2023

This is RTL8153BND
Patch OK!!!

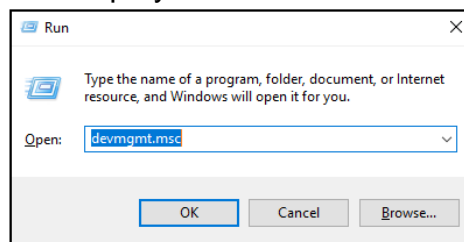
----- PATCH.LOG
This is RTL8153BND
----- PATCH.LOG
Patch OK!!!

----- PATCH.LOG
#00 Result = 0x00
*****
* DOCK LAN setting Repair Completed *
*****
```

Next, wait for another **2 minutes** to update Dock EC firmware to normal version DFU A04 EC (v01.01.00.05) or DFU A05 EC (v01.01.00.07) “**Dock Firmware Update Completed**” will be displayed when finished.

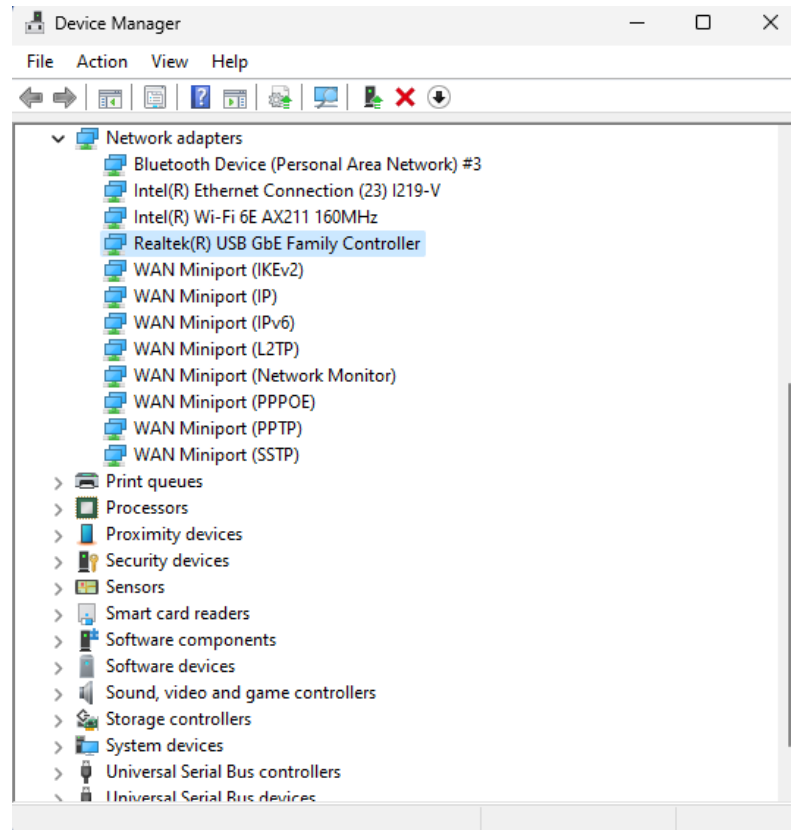


7. After installation, power off the docking station by disconnecting the USB-C cable and removing the power adapter from the dock.
8. Plug the Dock USB-C cable into the notebook and check the Dock LAN device (Realtek USB GbE Family controller) is detected in Device Manager. Press the **Windows key** and the **R** key simultaneously. The **Run Box** is displayed.



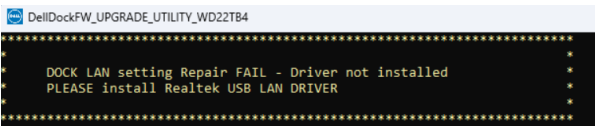
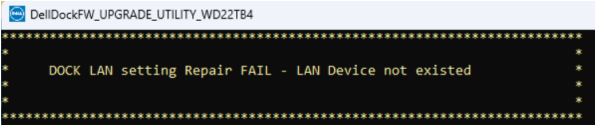
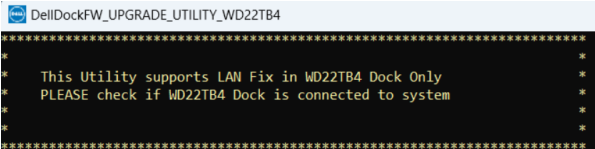
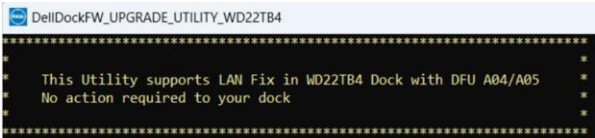
9. Type: **devmgmt.msc**
10. Click **OK** or press the **Enter** key.

11. Check the **Realtek USB GbE Family Controller** device in the **Device Manager** and establish an Ethernet connection.



Troubleshooting the Firmware Utility with Error Message

See the table for instructions to troubleshoot if the Realtek USB GbE Ethernet Controller Firmware Utility is not working as expected. The table provides the firmware utility warning messages, probable causes, and actions you can take to resolve problems indicated by a message.

Message	Cause	Action
<i>Patch Flash – Driver not installed</i>	Realtek LAN driver is not installed. 	Download and install the Realtek USB GbE Family Controller driver from the Dell Drivers & Downloads website.
<i>Patch Flash – The device does not exist</i>	Realtek LAN IC is not available on the dock. 	Disconnect the Dock USB-C cable from the laptop. Wait for 15 s, then reconnect the Dock USB-C cable to the laptop and click the tool again.
<i>Patch Flash is only supported for WD22TB4 Dock</i>	An incorrect docking station is connected. 	Connect the correct docking station (WD22TB4). And, update the latest FW from www.dell.com/support .
<i>Patch Flash is only supported for WD22TB4 with DFU A04/A05</i>	Current Dock firmware invalid, this tool only support WD22TB4 Dock with DFU A04/A05. 	Connect the correct docking station (WD22TB4) with DFU A04/A05 FW from www.dell.com/support .