

CalDigit USB-C Pro Dock USB Hub Firmware Update Procedures v1.0 for macOS

Introduction:

This new Hub firmware release is to address the network broadcast storm issue observed in macOS 10.15 when connecting with some “unmanaged Ethernet switch”. The broadcast storm issue can occur during Mac’s sleep mode and potentially bring down your network.

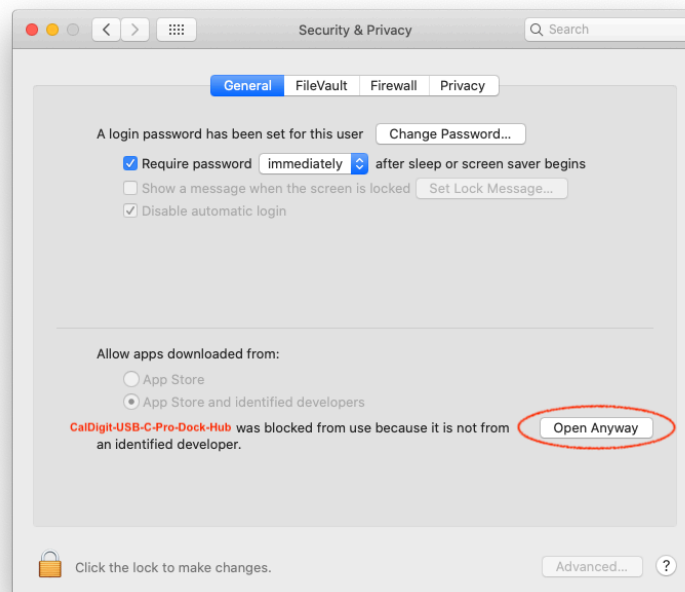
Requirement:

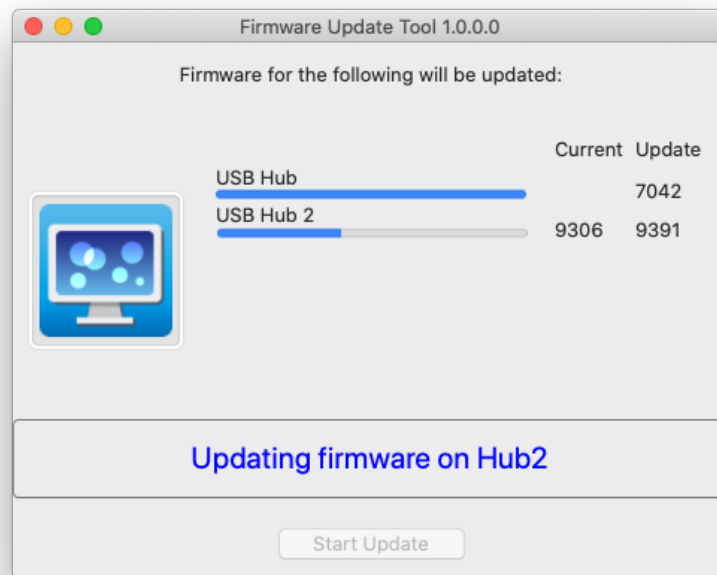
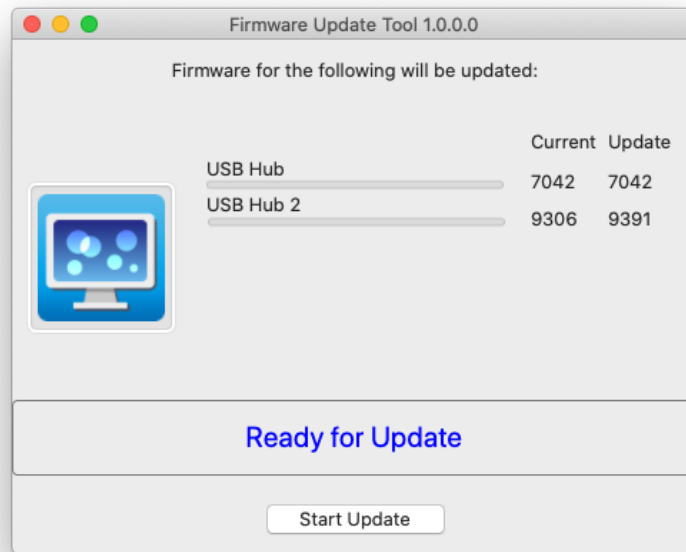
1. macOS 10.14.x or above.
2. USB-A or USB-C port on the Macs. If your Mac only has USB-A port, USB-C to USB-A cable must be used in order to connect Pro Dock with your host. Contact Support@Caldigit.com if you do not have an access to such USB-A to USB-C cable.

Procedures:

1. Connect your Pro Dock to the Mac. Power on Pro Dock. Make sure the front blue LED is on.
2. Launch **CalDigit-USB-C-Pro-Dock-Hub-Firmware-Updater-v1.0** Application and click on “Start Update” button. If you are using Apple M1-based computer, you will need to install Rosetta 2.

Notes: You may need to go to “System Preference” → “Security & Privacy” and allow this app to launch. Click on “Open Anyway” button.





3. Once you see “Firmware update complete”, please power cycle Pro Dock.

