

Thunderbolt 3 dock not working in Windows 10 after the April 2018 update?

We can help!

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On April 30th Microsoft released a large update to Windows 10 known as the 'Windows 10 April 2018 Update'. Since the release, we have had a handful of reports from customers using our Thunderbolt 3 docking stations (such as the [TBT3-UDV](#) and [TBT3-UD1-83](#)) that after the update the dock's video outputs would continue to work, but the dock's USB ports, Ethernet port or audio port would stop functioning. (Note that this behavior can happen with all brands of Thunderbolt devices, and is not specific to Plugable devices.)

In all the cases we have seen so far, the cause was determined to be that the Thunderbolt device lost its authentication status in Windows during the OS update. To expand further, in Windows there are security measures in place which require Thunderbolt 3 devices to be authenticated or 'approved' before certain elements will function. While video outputs will always function regardless of authentication status, the USB ports, Ethernet port and audio port will not work if they are not properly authenticated.

If things stop working as expected, the best path forward is to uninstall and reinstall the Intel Thunderbolt software (with an updated version if available) to help ensure that the Intel Thunderbolt software that controls the authentication process is in a good state. To do so, follow the steps below:

1. Disconnect the Plugable Thunderbolt 3 dock from the system and remove its power cable so it turns off completely. Please keep it disconnected until prompted.
2. Uninstall the Intel 'Thunderbolt Software' present on your system via the Control Panel -> Programs and Features.
3. Restart the system, even if not prompted.
4. Download and install the latest version of the Intel Thunderbolt Software published by your system manufacturer. If you are unable to obtain this download from your system manufacturer, you can download a version directly from Intel here -> <https://downloadcenter.intel.com/download/28658/Thunderbolt-3-Driver-for-Windows-10-for-Intel-NUC-Products>
5. Restart the system once again, even if not prompted.
6. Reconnect the power cable to the Plugable Thunderbolt 3 dock, and then reconnect the Thunderbolt 3 cable from the dock to your system.
7. You should be prompted to authenticate/approve the dock, similar to what we show here -> <https://plugable.com/products/tbt3-udv#Authenticate> Please approve the device as shown in the example using the 'Always Connect' option. * There is a chance the approval prompt will not pop-up automatically. If that is the case please just proceed with the next step for now. *
8. Please test any non-functioning ports in the dock again.

If that does not help and you are using a Plugable Technologies product, please reach out to us directly via support@plugable.com with a PlugDebug file (<https://plugable.com/support/plugdebug>) and we will be happy to help.

