



msi®

Thunderbolt & Super port FW Update SOP



I. Thunderbolt and MSI Super port firmware update

Affected Model: All models with Thunderbolt and MSI super port

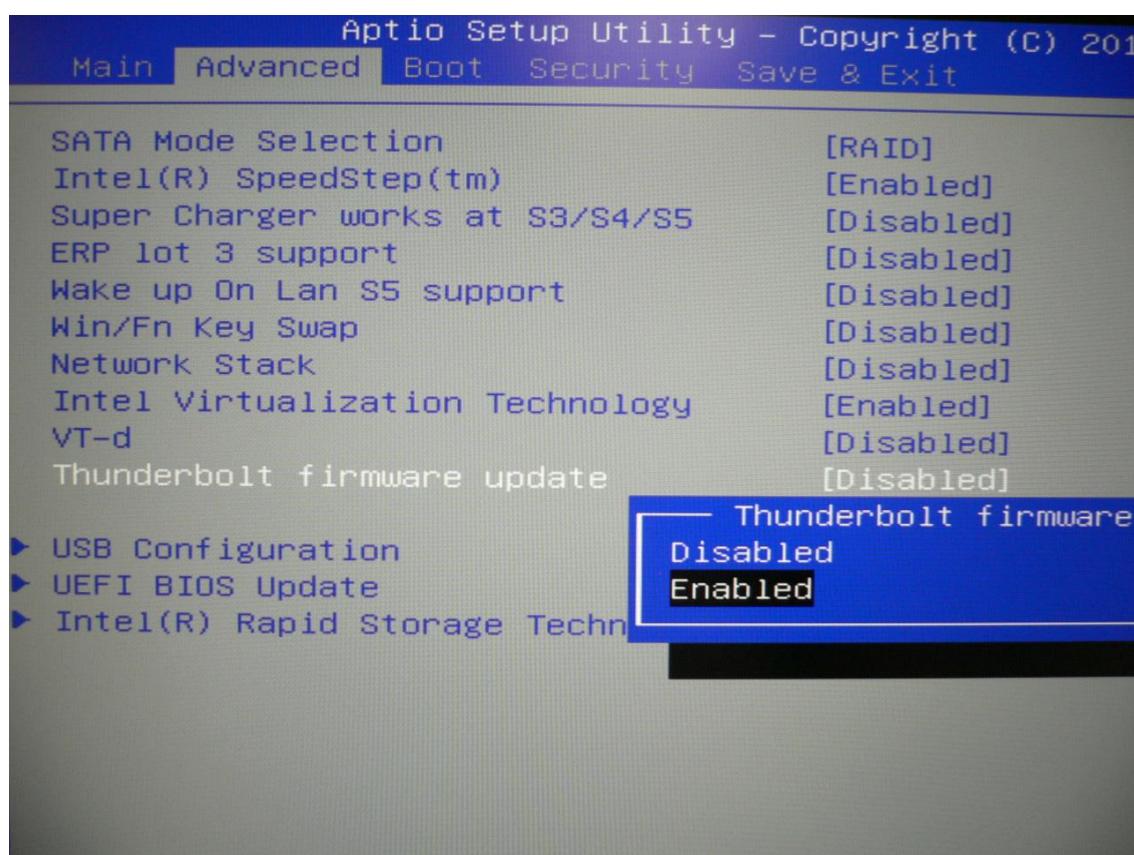
Note: MSI Super port has the exactly the same function as Thunderbolt™ 3 after firmware update.

There would be no difference between Thunderbolt and Super port after update Firmware.

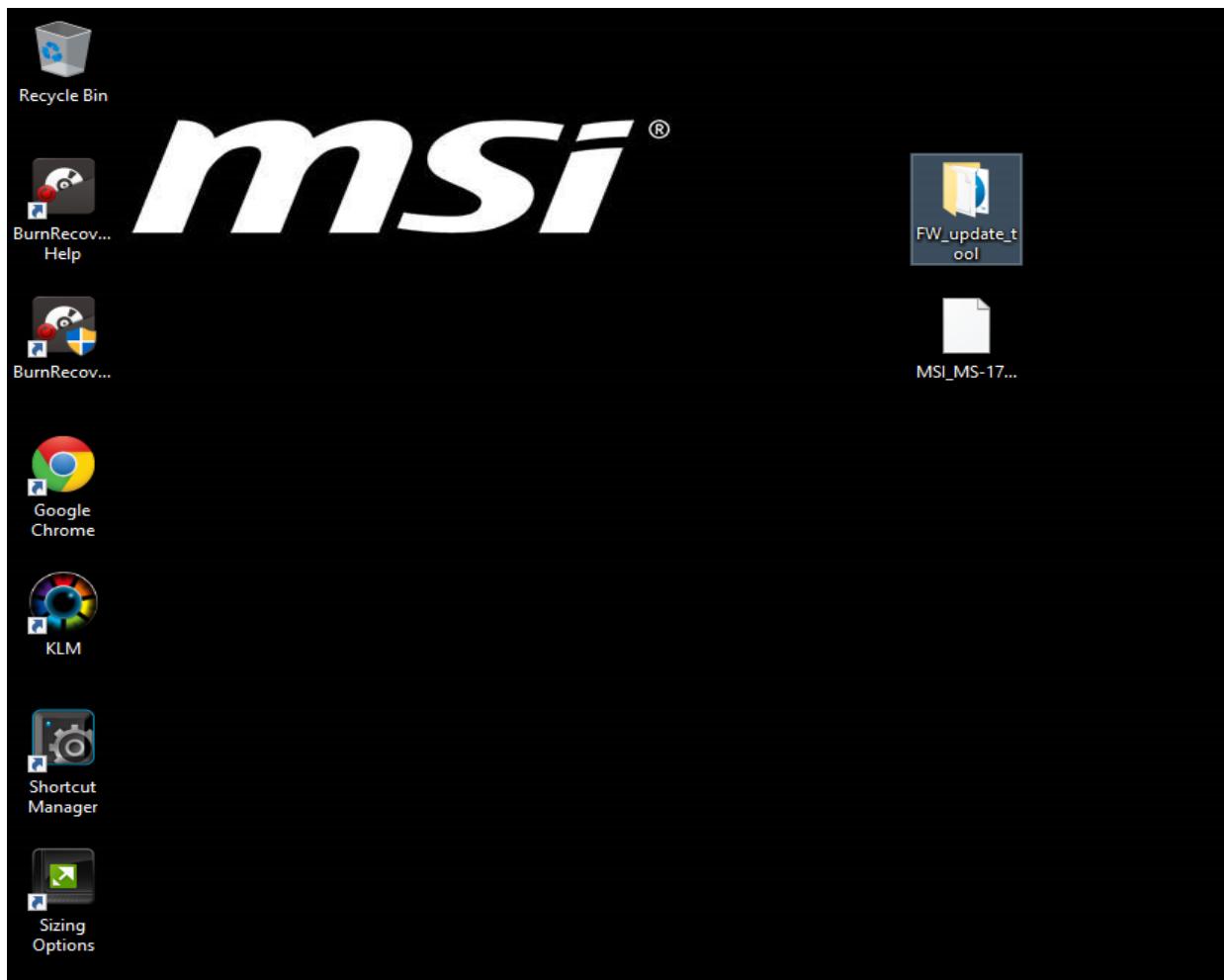
Q: How can I activate and update complete Thunderbolt port or Super port function?

A: Please follow the steps below to update the firmware to activate thunderbolt or Super port.

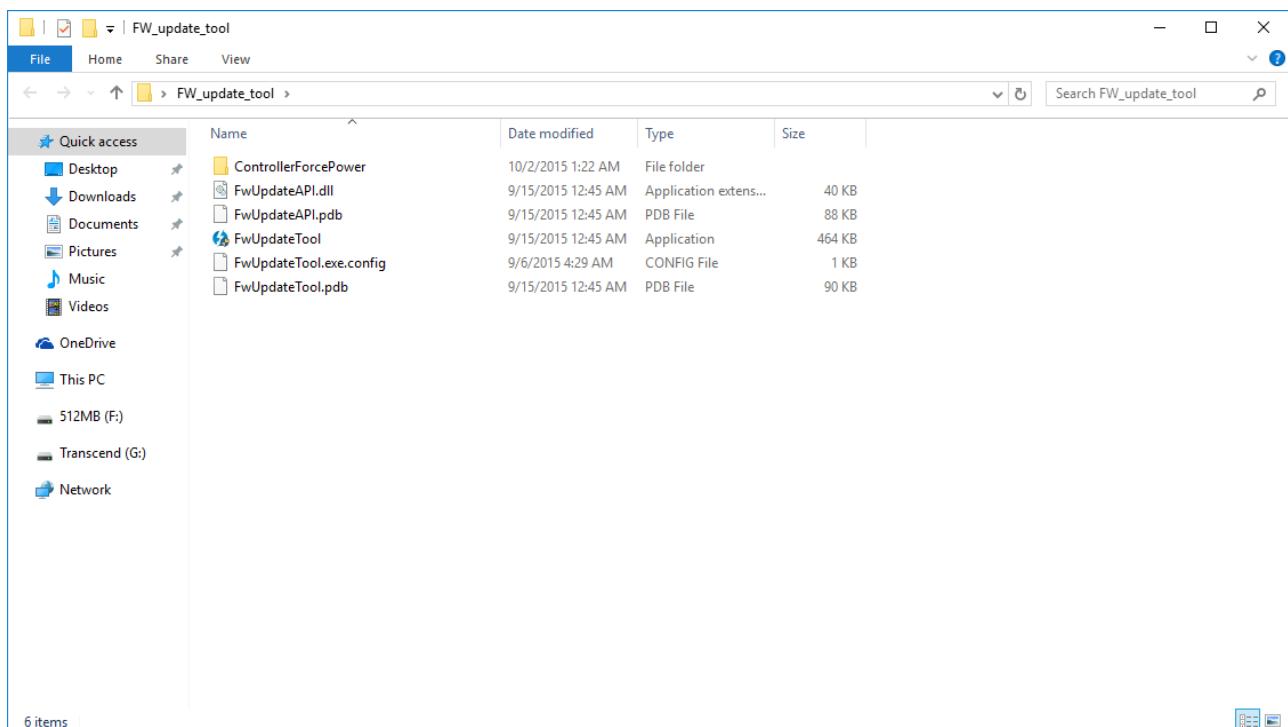
1. Before starting the FW update, please make sure your BIOS version is latest version on MSI Notebook BIOS download page.
2. Please set "Thunderbolt firmware update" item to "Enabled" in BIOS setup utility.
 - A. Power on system, press Del key before you see MSI boot log, you can press Del key more times until you enter BIOS setup.
 - B. Use arrow key move to "Advanced" tab, and find " Thunderbolt firmware update ", press Enter key, set it to "Enabled".
 - C. Press F10, choose "Yes" to save and exit.



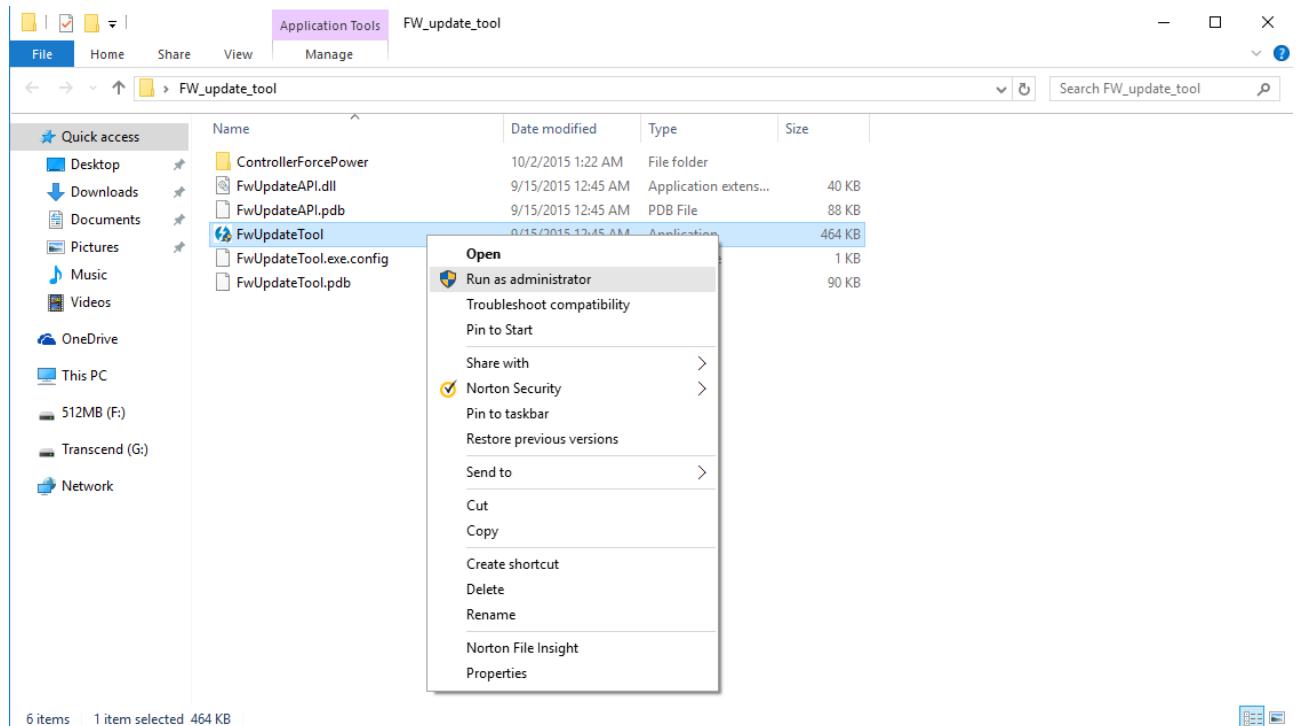
3. Enter Windows, extract FW_update_tool.zip and MSI_MS-1782_AR_B1_REV8_TI_090_USB3p1_DP_only_SEC1_sign.zip to Windows desktop.



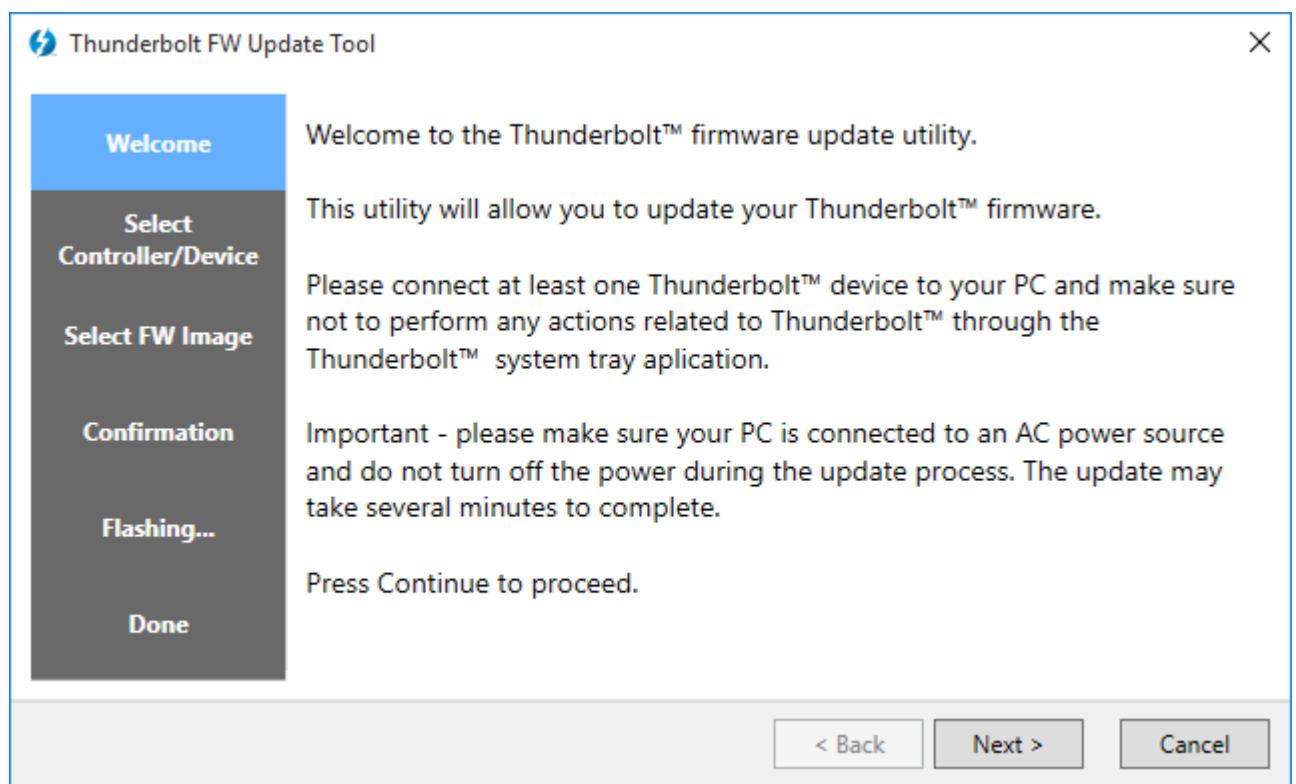
4. Right click on FW_update_tool.exe in the FW_update_tool folder.



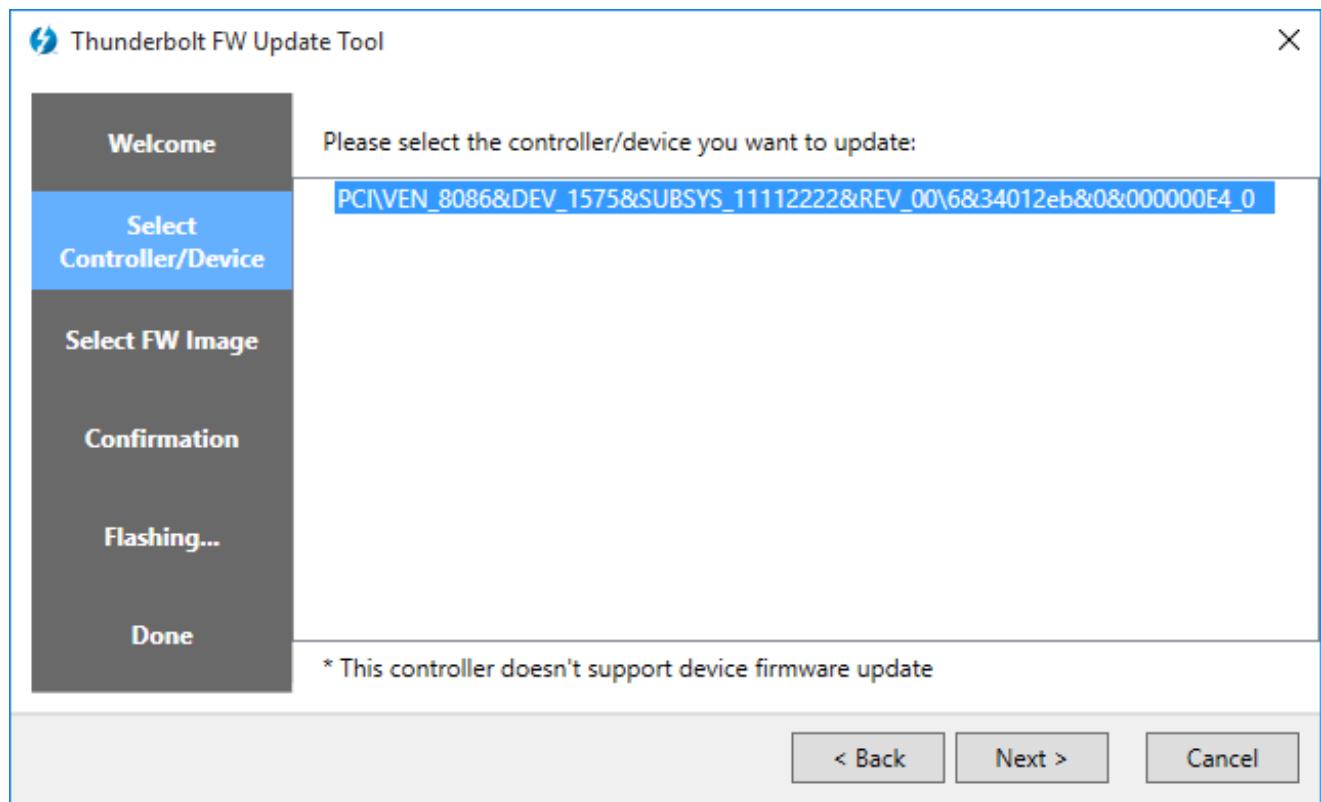
5. Click "Run as administrator"



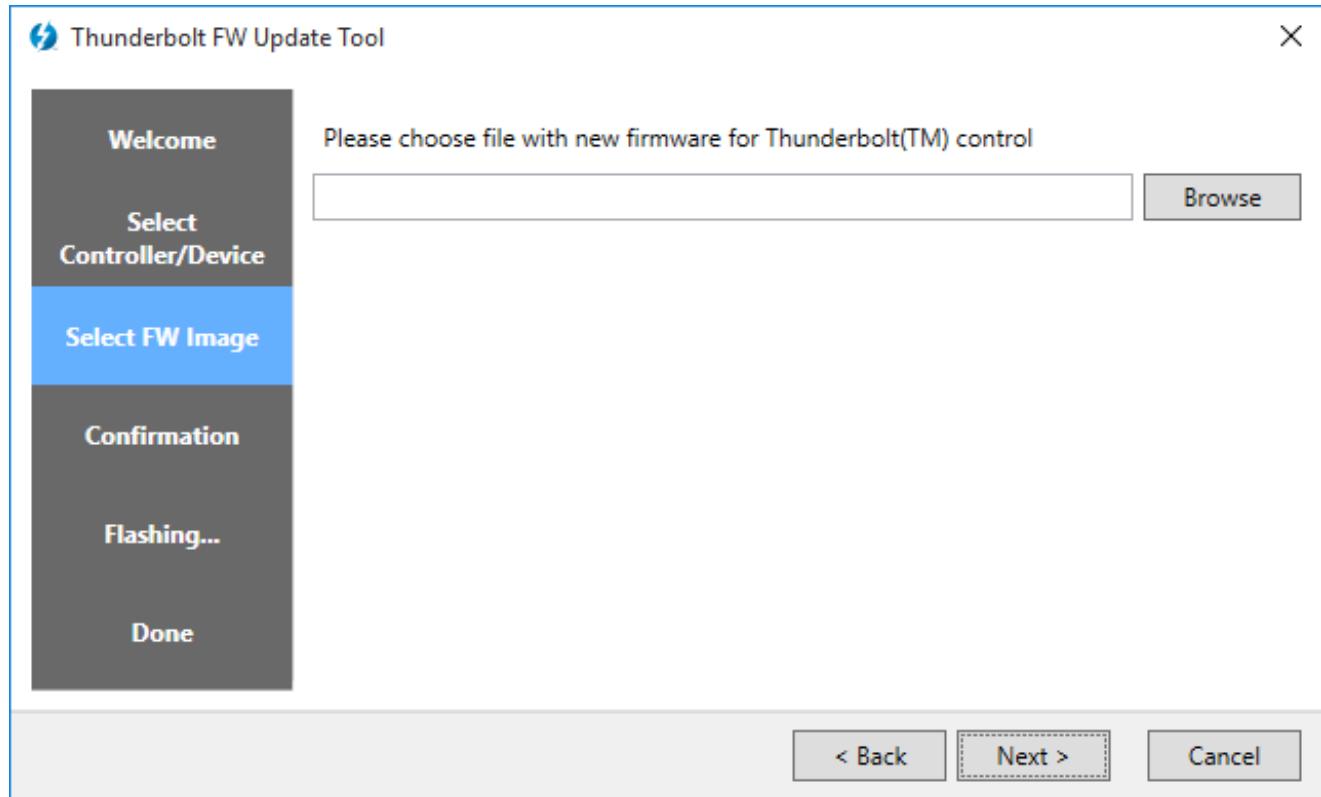
6. Click Next to continue.



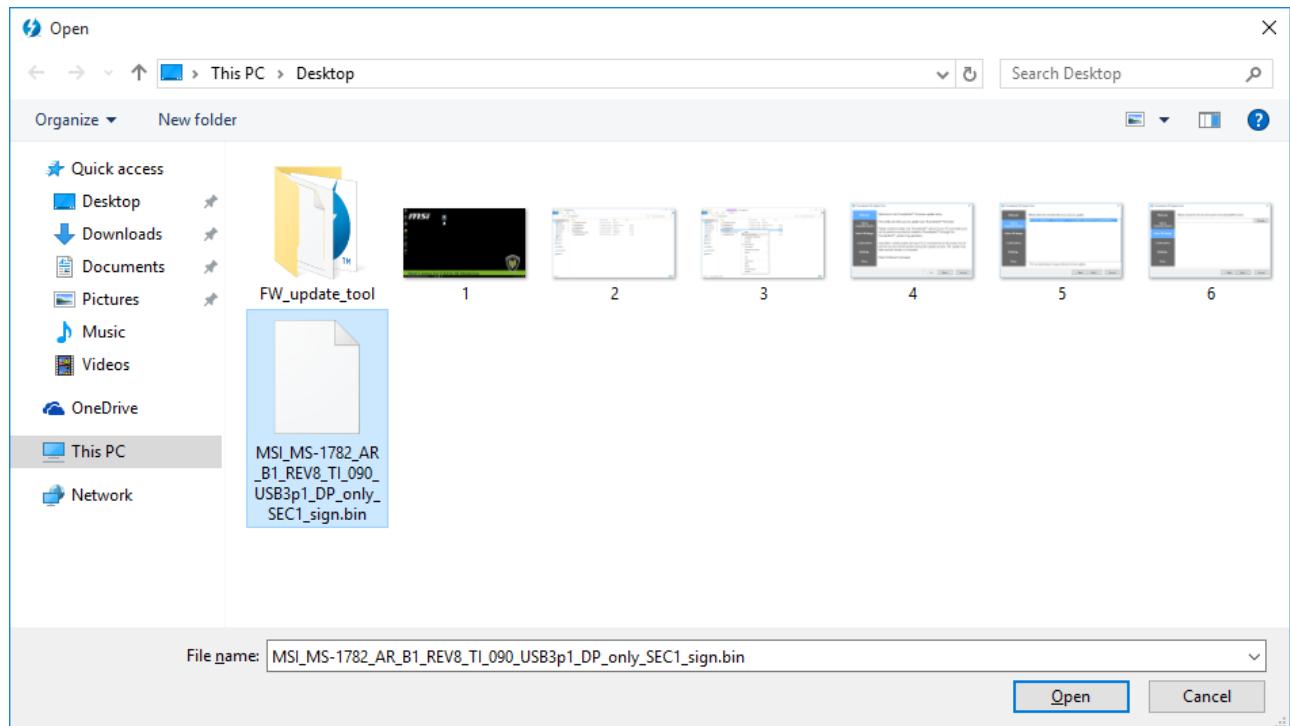
7. Click on the PCI\VEN.... String to select the update item, and click Next.



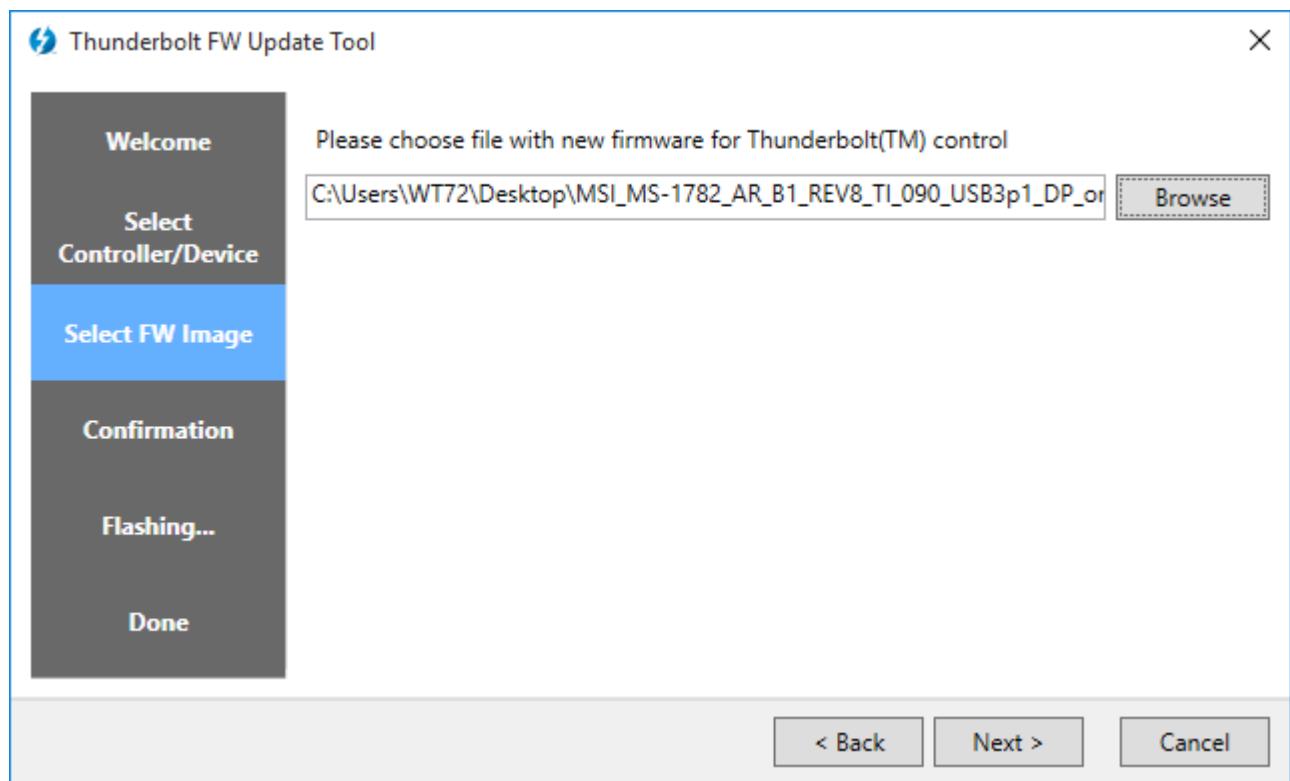
8. Click Browse to find the firmware BIN file.



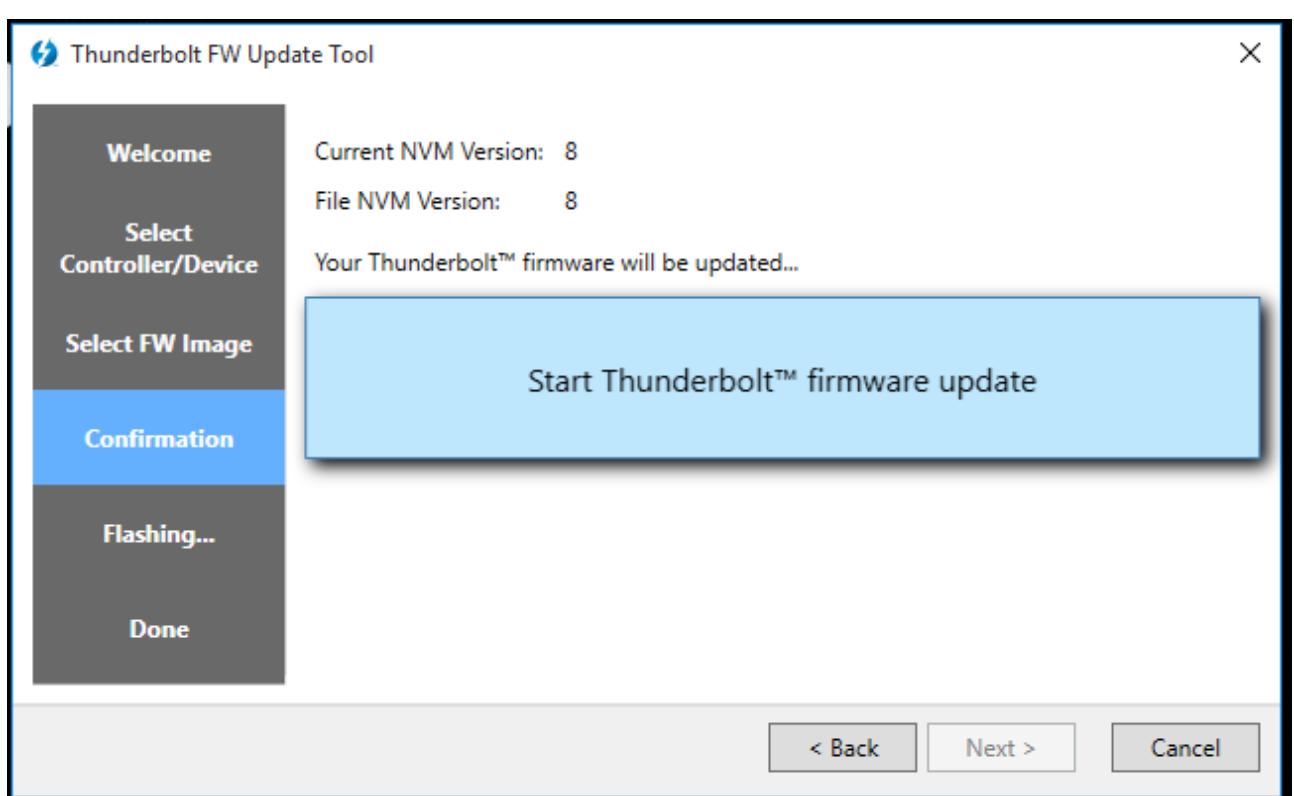
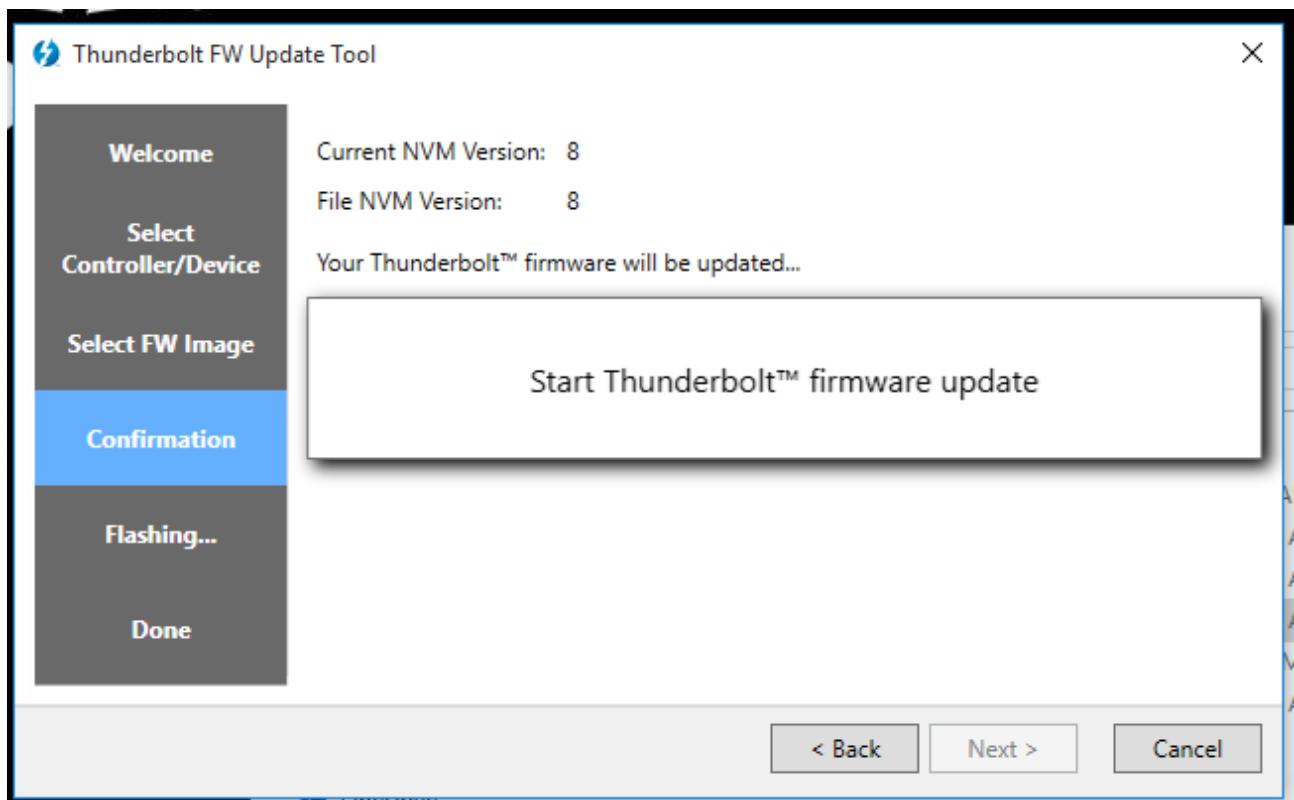
9. Find the BIN file you put on the Windows desktop. Double click the BIN file to choose it.



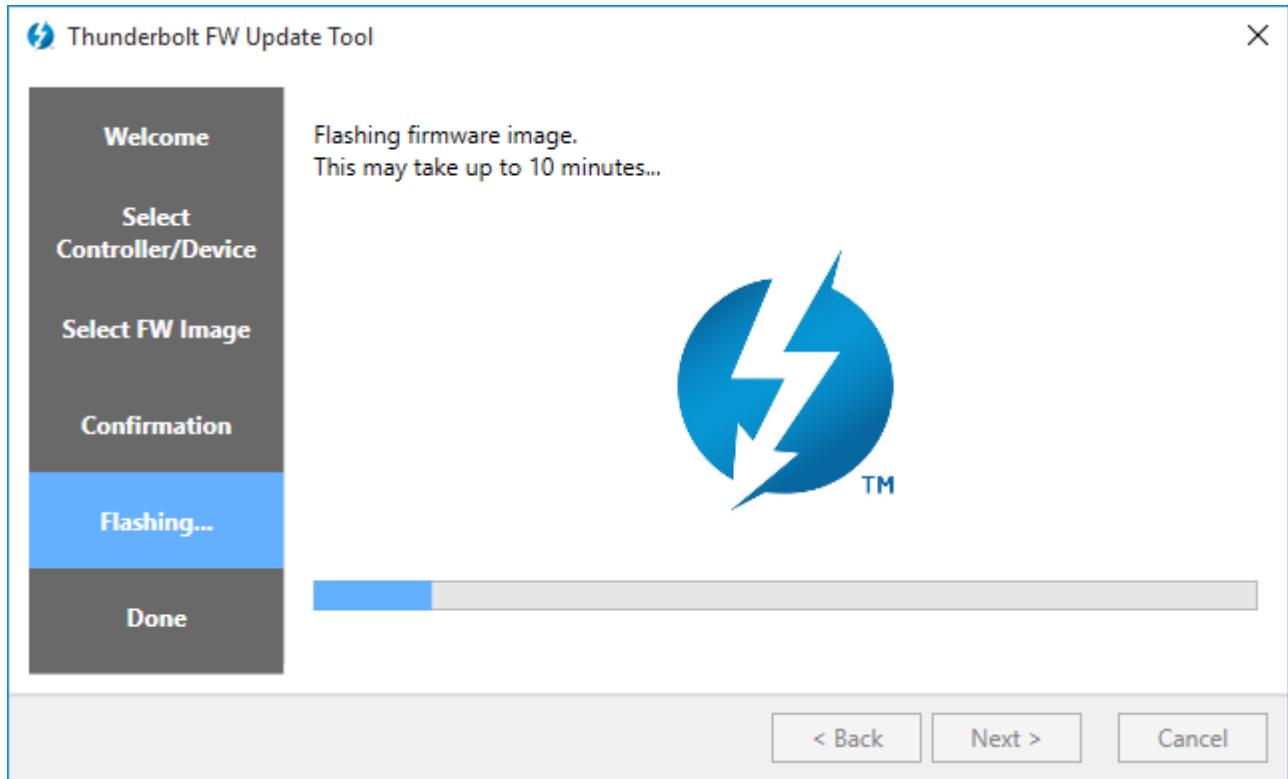
10. Click Next.



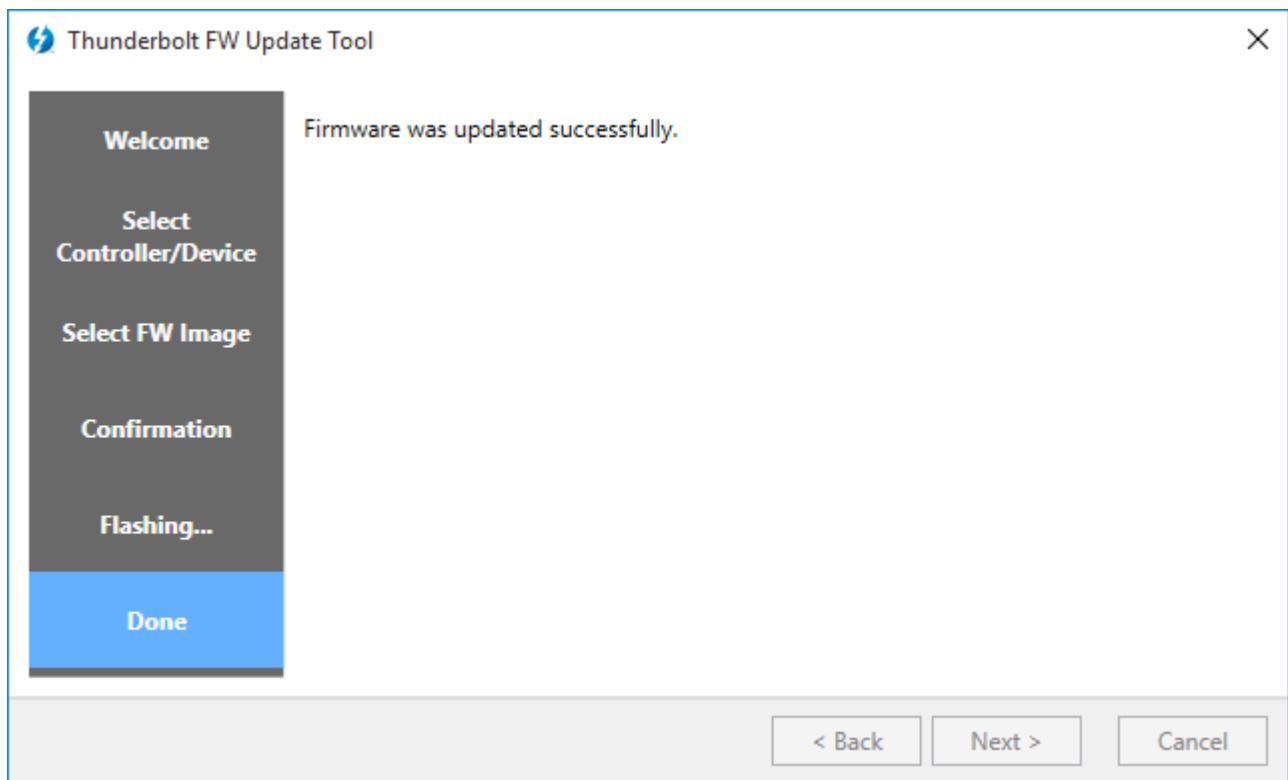
11. “Start” dialog will pop up. Click on “Start Thunderbolt firmware update” button to continue.



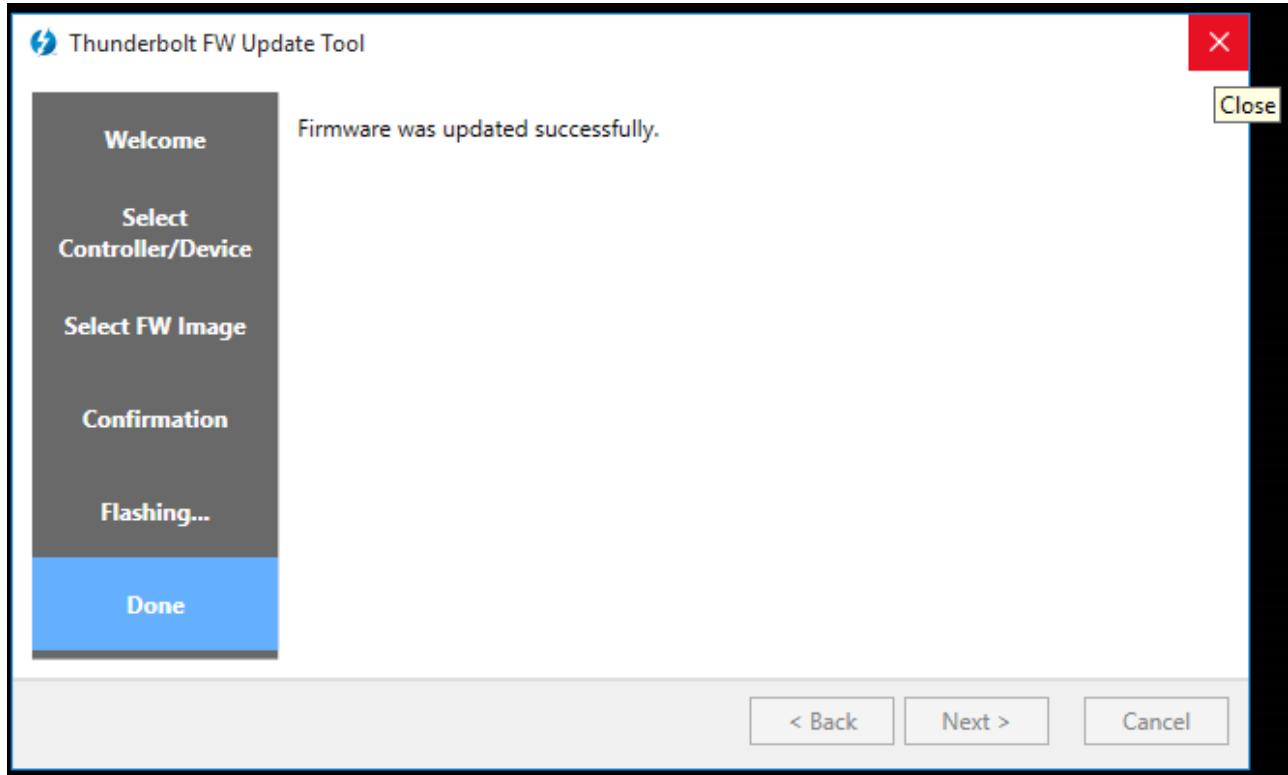
12. Start updating.



13. Don't touch any key or shutdown system before update finished, and after few minutes the success diaglog will pop up.



14. Click on close button to exit the update.

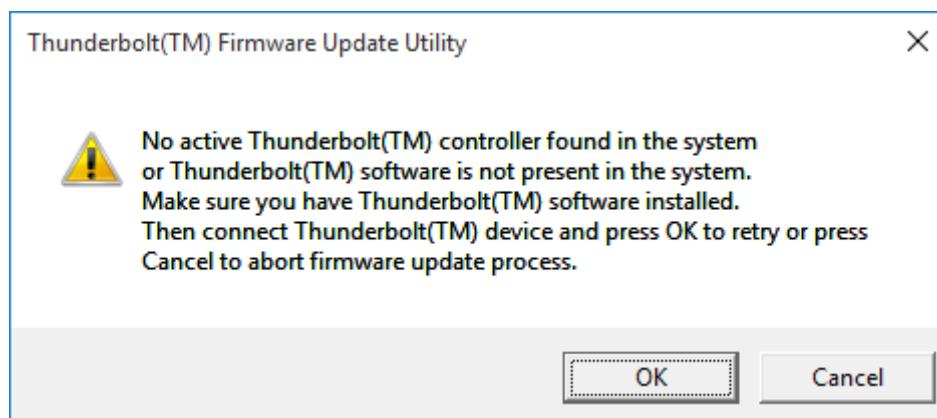


15. Shut down Windows, and restart system to activate the new firmware.

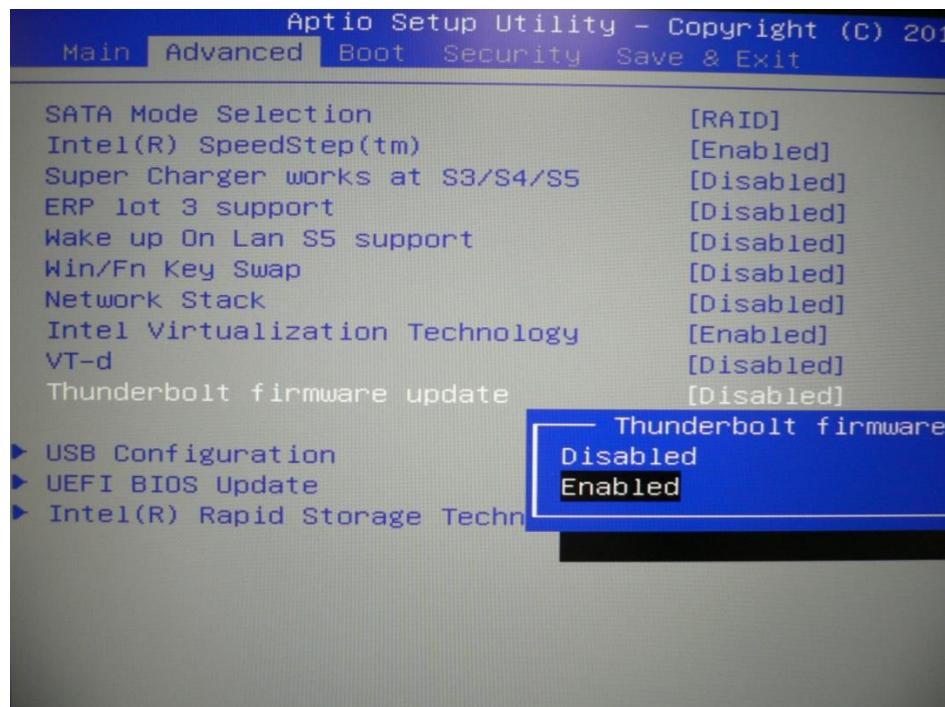
Thank you!

II. TB firmware update troubleshooting:

Q.1: FW update program says no TB device in this Notebook.



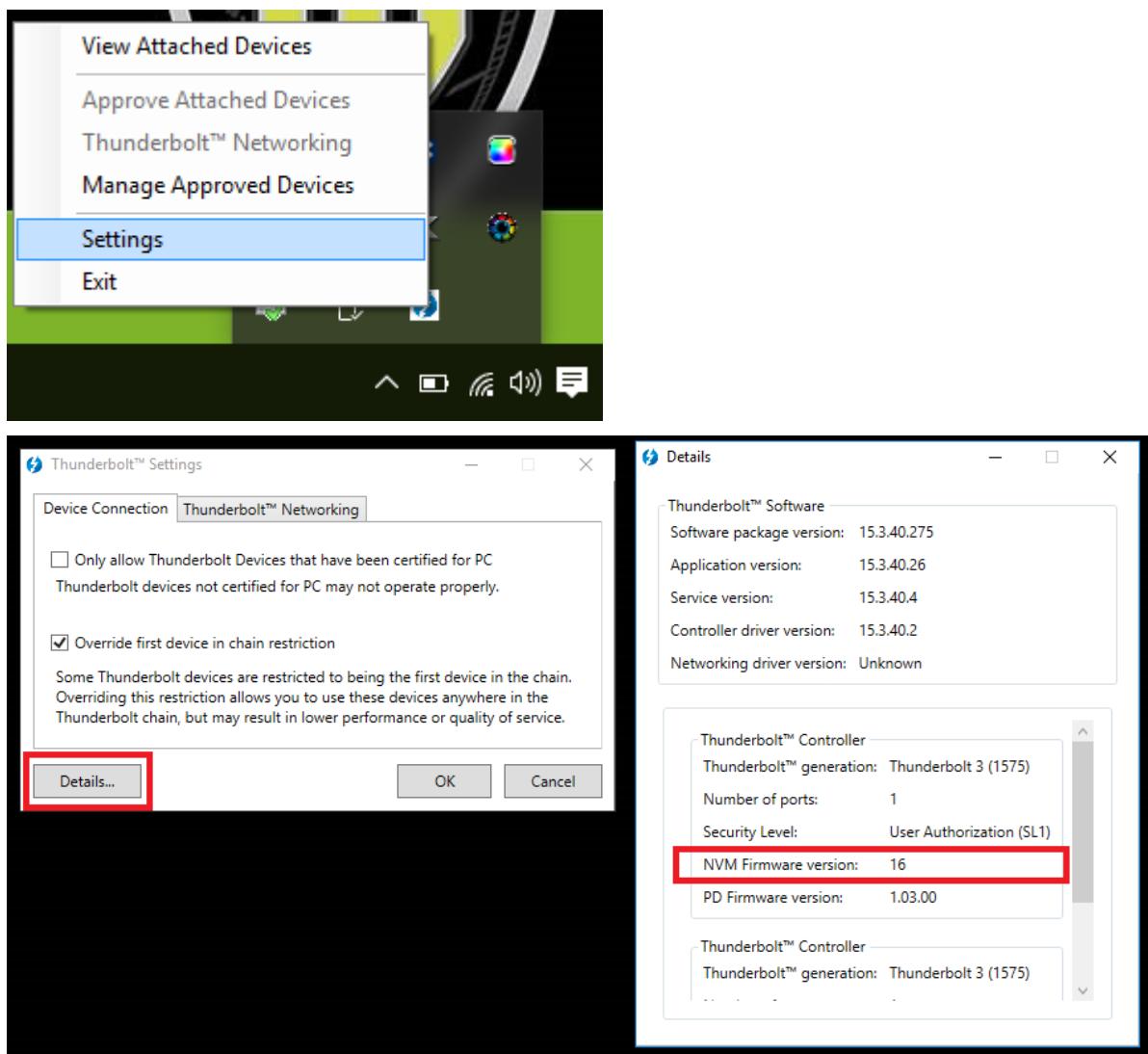
A.1: Please enable TB firmware update in BIOS.



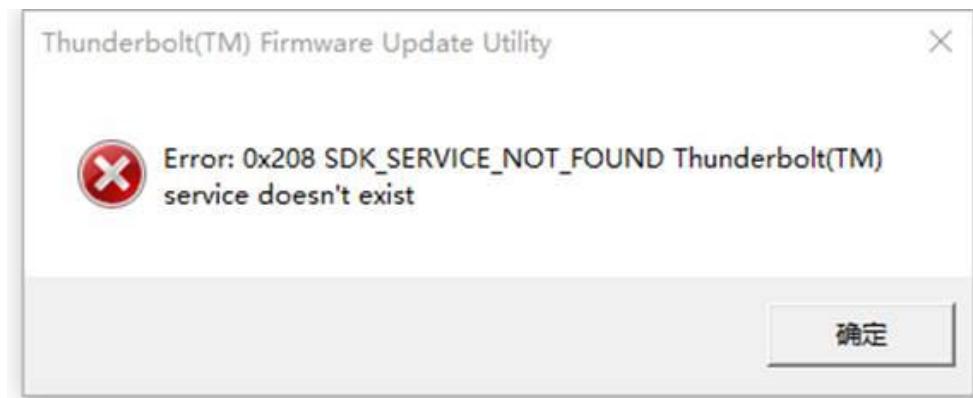
Q.2: How do I know my current Thunderbolt™ 3 firmware version?

A.2: After you enable TB firmware update in BIOS, enter Windows, you can find a Thunderbolt software icon on the toolbar, right click on the icon, click "Settings", click "Details", and "NVM Firmware version" is Thunderbolt firmware version.

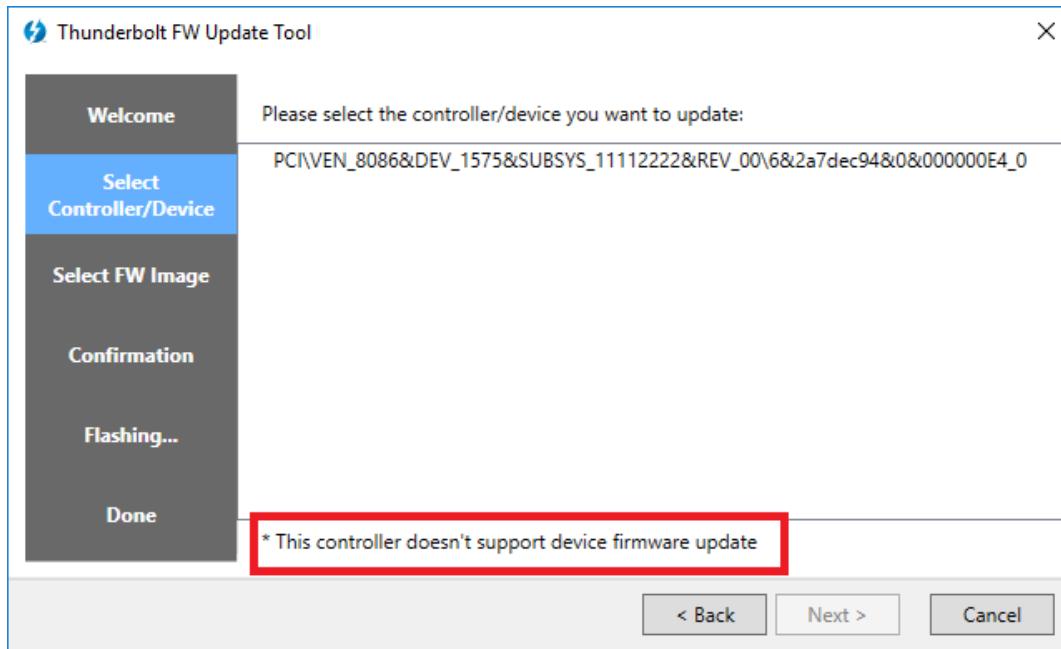




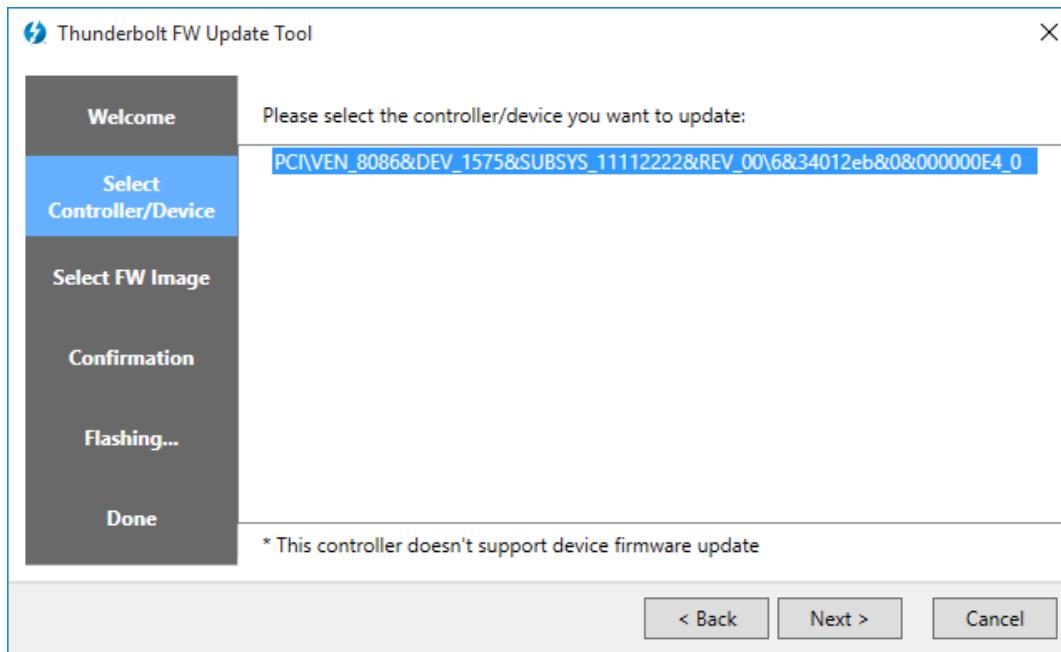
Q.3: Error: Service doesn't exist.



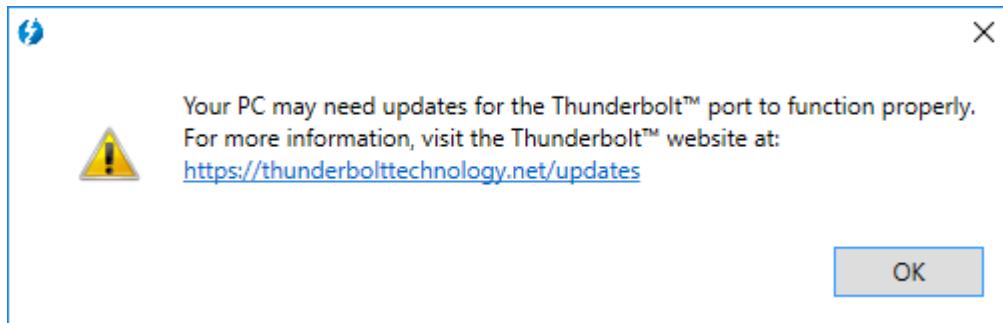
A.3: Please uninstall old TB driver, and install the latest TB driver from MSI Notebook driver download page of your Notebook model.

Q.4: Error: This controller doesn't support device firmware update

A.4: Please must click on the “PCI\VEN....” String to select the update item in order to click Next to update firmware.



Q.5: There is always an update reminder when I enter Windows.



A.5: Please disable " Thunderbolt firmware update " in BIOS after you finish the TB firmware update.