

# Steps to update TPM 1.2 to TPM 2.0 for Dell laptops, Dell computers

Recently, Dell provided users with an update solution from TPM 1.2 to TPM 2.0 for its eligible laptop and computer models.

This change will help Dell laptops and computers meet TPM 2.0 requirements when installing and updating Microsoft's Windows 11.

1. Note 1: Before entering the main part of the article you need to be aware that BIOS-related changes, including TPM updates, are very dangerous. This process requires you to always connect your laptop or computer to a power source. If something goes wrong during the update process, it is easy to damage important hardware like the mainboard, the damage will be very serious. Therefore, you need to consider carefully before deciding to upgrade the TPM or update the BIOS.
2. Note 2: Dell said that to update TPM 1.2 to 2.0 of the Precision series, you first need to update the device's BIOS to the latest version. Please refer to TipsMake.com's article on how to update BIOS to better understand this issue.
3. Note 3: Dell laptops and computers shipped between 2015 and 2018 are equipped with TPM 1.2 and users can update to TPM 2.0 if desired.
4. Note 4: Dell laptops are being considered incompatible with Windows 11. Some users reported that their Dell laptops could not boot after upgrading to Windows 11.

## How to update TPM 1.2 to 2.0

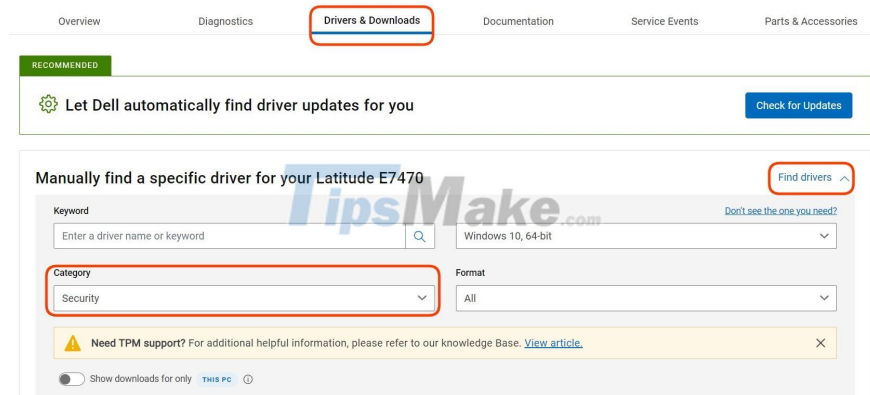
Step 1. Visit Dell's product [support page here](#).

Step 2. Enter the Service TAG of the machine or select the machine you are using in the Dell product list



Step 3. Click on Drivers & Downloads tab, click Find drivers

Step 4. Select Security in the category menu

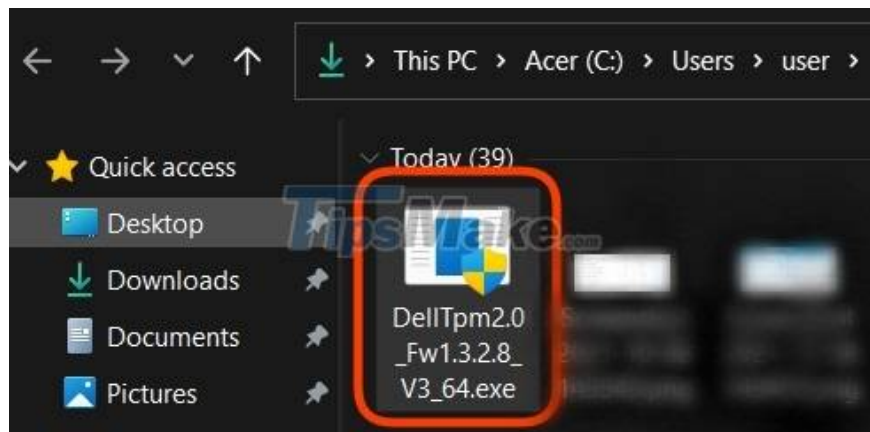


Step 5. Search for Dell TPM 2.0 firmware update file download. In case there are many TPM 2.0 files, you should choose the file with the most recent update date.

NAME	CATEGORY	RELEASE DATE	ACTION
<input type="checkbox"/> Dell Security Advisory Update - DSA-2020-059 <b>URGENT</b>	Security	27 Apr 2020	<a href="#">Download</a> ⓘ
<input type="checkbox"/> DBUtil Removal Utility <b>URGENT</b>	Security	02 Aug 2021	<a href="#">Download</a> ⓘ
<input checked="" type="checkbox"/> Dell TPM 2.0 Firmware Update Utility <b>URGENT</b>	Security	01 Oct 2021	<a href="#">Download</a> ⓘ
<input type="checkbox"/> Dell TPM 1.2 Firmware Update Utility <b>URGENT</b>	Security	01 Oct 2021	<a href="#">Download</a> ⓘ
<input type="checkbox"/> Dell ControlVault12 Driver and Firmware	Security	14 Feb 2020	<a href="#">Download</a> ⓘ
<input type="checkbox"/> Dell TPM 2.0 Firmware Update Utility	Security	21 Mar 2017	<a href="#">Download</a> ⓘ
<input type="checkbox"/> Dell TPM 1.2 Firmware Update Utility	Security	14 Aug 2017	<a href="#">Download</a> ⓘ
<input type="checkbox"/> Dell TPM 1.2 Update Utility	Security	12 Jan 2016	<a href="#">Download</a> ⓘ

Step 6. If found you can download

Step 7. After downloading, double-click to open and run the file



Step 8. The machine will automatically update to TPM 2.0 after restarting

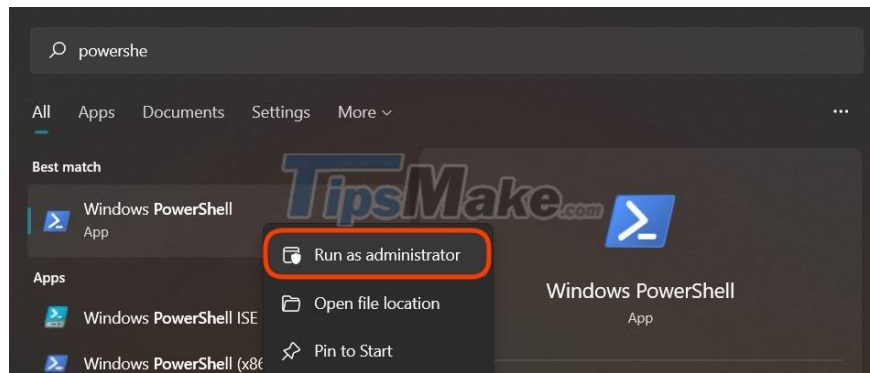
## Fix "The TPM is Owned. Please Clear the TPM and try again" error

Every time the Windows 10 system with TPM is restarted, Windows 10 will automatically take over the TPM. Updating to TPM 2.0 or downgrading to TPM 1.2 both requires releasing control of the TPM to be successful.

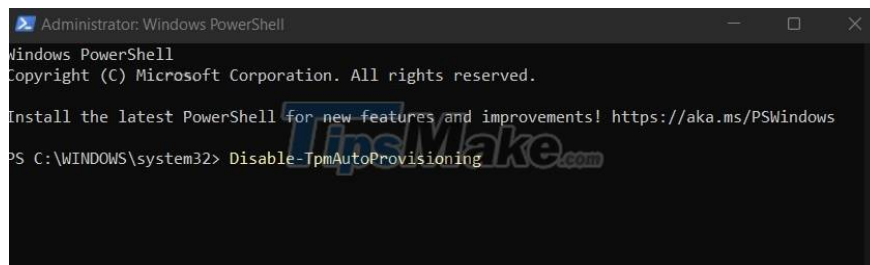
If you do not release the TPM, you will receive the error message "The TPM is Owned. Please Clear the TPM and try again" when running the update or downgrade file.

## How to release control of TPM

Step 1. Run PowerShell as Administrator by pressing the Start button then enter PowerShell and then right-click to select Run as Administrator.



Step 2. In PowerShell, enter the Disable-TpmAutoProvisioning command and then press Enter.

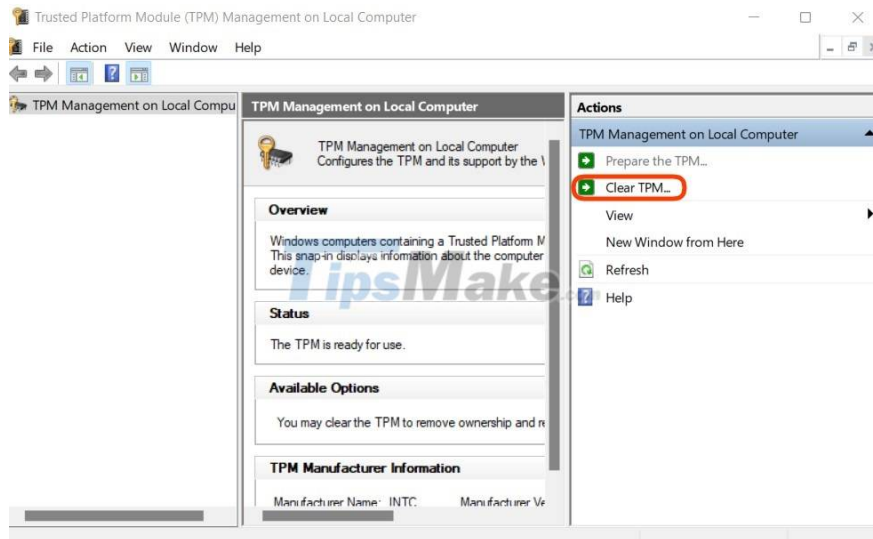


Step 3. If the Dell Data Protection (DDP) feature is installed, you need to perform the following additional steps:

1. Press the Start button then type services.msc then Enter to open the Services Desktop App.
2. Set the Windows DellMgmtAgent service to Disabled mode.
3. Stop (Stop) the Windows DellMgmtAgent service.
4. Set the Windows DellMgmtLoader service to Disabled mode.
5. Stop (Stop) the Windows DellMgmtLoader service.
6. Redo the operations to release control of the TPM.

Step 4. Click Start then type tpm.msc then Enter to open the TPM management window.

Step 5. Select Clear TPM in the rightmost pane.



Step 6. The system will automatically reboot to complete the change.

Step 7. Don't access the BIOS, let the computer access Windows again.

Step 8. Run the TPM 2.0 update file again (or downgrade TPM 1.2) with the power always plugged in

Step 9. If Dell Data Protection (DDP) is installed, additional steps are required:

1. Press the Start button then type services.msc then Enter to open the Services Desktop App.
2. Set the Windows DellMgmtAgent service to Automatic.
3. Start (Start) the Windows DellMgmtAgent service.
4. Set the Windows DellMgmtLoader service to Automatic.
5. Start (Start) the Windows DellMgmtLoader service.

## Dell laptops and computers can be upgraded from TPM 1.2 to TPM 2.0

You can click to enlarge the image and then find out if your Dell computer can upgrade from TPM 1.2 to TPM 2.0:

### Latitude series:

LATITUDE			
Latitude E7470	Latitude E7270	Latitude E5570	Latitude E5470
Latitude E5270	Latitude 5480/5488	Latitude 7480	Latitude 7424 Rugged Extreme
Latitude 7414 Rugged	Latitude 5420 Rugged	Latitude 5414 Rugged	Latitude 7389 2-in-1
Latitude 7380	Latitude 7370	Latitude 5424 Rugged	Latitude 7285 2-in-1
Latitude 7280	Latitude 7275	Latitude 7214 Rugged Extreme	Latitude 7202 Rugged Tablet
Latitude 5289 2-in-1	Latitude 5285 2-in-1	Latitude 5280/5288	Latitude 5179 2-in-1
Latitude 5175 2-in-1	Latitude 3189	Latitude 3580/3588	Latitude 3570
Latitude 3180	Latitude 3480/3488	Latitude 3470	Latitude 3380

## Precision Series

PRECISION WORKSTATIONS			
Precision 3430/3430XL SFF	Precision 3510	Precision 3520	Precision 3530
Precision 5510	Precision 5520	Precision 5530	Precision 5530 2-in-1
Precision 5720 AIO	Precision 7510	Precision 7520	Precision 7530
Precision 7710	Precision 7720	Precision 7730	Precision Rack 3930/3930XL
Precision Tower 3420	Precision Tower 3620	Precision Tower 3630/3630XL *	Precision Tower 5810/5810XL *
Precision Tower 5820/5820XL *	Precision Tower 7810/7810XL *	Precision Tower 7820/7820XL *	Precision Tower 7910/7910XL *
Precision Tower 7920/7920XL *			

## OptiPlex series

OPTIPEX			
OptiPlex 3040	OptiPlex 3046	OptiPlex 3050	OptiPlex 3050 All-In-One
OptiPlex 3060	OptiPlex 3240 All-In-One	OptiPlex 5040	OptiPlex 5050
OptiPlex 5055 Ryzen APU	OptiPlex 5060	OptiPlex 5250 All-In-One	OptiPlex 5260 All-In-One
OptiPlex 7040	OptiPlex 7050	OptiPlex 7060	OptiPlex 7440 All-In-One
OptiPlex 7450 All-In-One	OptiPlex 7460 All-In-One	OptiPlex 7760 All-In-One	OptiPlex XE3

## XPS series

XPS			
XPS 13 9350	XPS 13 9360	XPS 13 9365 2-in-1	XPS 13 9370
XPS 13 9380	XPS 13 9380	XPS 15 9550	XPS 15 9560
XPS 15 9570	XPS 15 9575 2-in-1	XPS 27 7760	

## Other models

OTHER			
Dell Edge Gateway 5000	Dell Edge Gateway 5000 OEM Ready	Dell Edge Gateway 5100	Dell Edge Gateway 5100 OEM Ready
Dell Embedded Box PC 5000	Dell Embedded Box PC 5000 OEM	PowerEdge T30	

As mentioned in the note at the top of the article, upgrading TPM, updating BIOS is quite risky. In addition, Dell laptop is also considered to be not compatible with Windows 11. Therefore, you need to consider carefully before following the instructions in this article.

TipsMake.com will not be responsible if your computer encounters any problems. Good luck!

You finished reading the article "**Steps to update TPM 1.2 to TPM 2.0 for Dell laptops, Dell computers**" edited by the [TipsMake](#) team. We hope this article has provided you with many useful tech tips and tricks. You can search for similar articles on tips and guides. Thank you for reading and for following us regularly.

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