

# Plugable USBC-NVME Firmware Update

This document provides the basic firmware update procedure for the USBC-NVME with Realtek NVME to USB 3 bridge chipsets as of January 11, 2021.

Applicable products: Plugable USBC-NVME <https://plugable.com/products/usbc-nvme>

## Upgrading the firmware

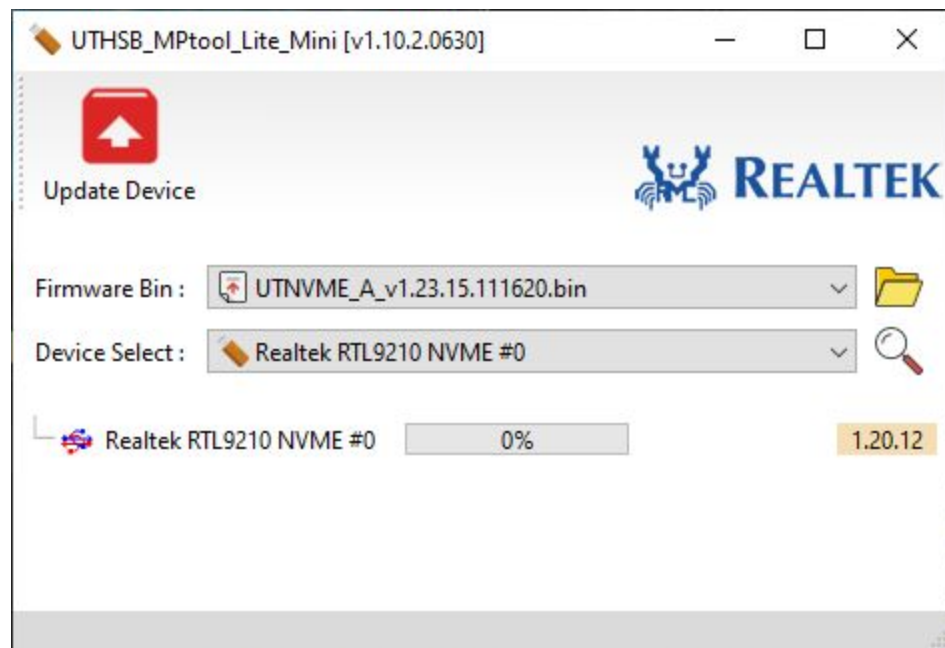
### System requirements:

- Desktop or laptop computer with the following:
  - USB 3 or USB-C port
  - Windows 10 ( 32 or 64 bit ), other versions of Windows may also be compatible  
Linux, Unix, and macOS are not currently supported

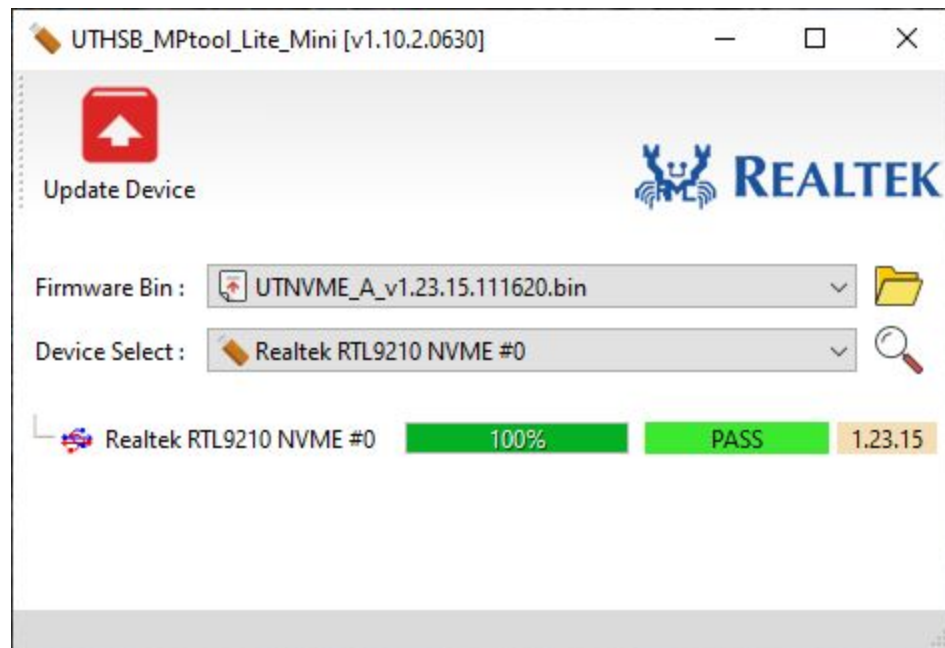
### The upgrade process

1. Remove the NVMe SSD from the enclosure
2. Connect the original USB-C to USB-C or USB-C to USB-A cable to the computer
3. Connect the enclosure to the USB-C end of the cable
  - a. Windows Explorer may launch with an error message, this can be closed or ignored
4. Open Windows File Explorer and navigate to the firmware updater extracted above
5. Double click on the file **USBC-NVME\_FirmwareUpdater\_x64.exe** for Windows 10 64-bit. Select Yes on the User Account Control window

6. Select the **Update Device** button to start the firmware update, the **Update Progress** bar should start to move from left to right with an increasing percentage



a.



b.

- i. The current firmware version is displayed in the lower right corner of the window, in the example above we upgraded from the 1.20.12 to 1.23.15 firmware version
- c. Windows File Explorer may open with an error message one or more times during the upgrade process, please close the error messages and explorer window after the update completes

7. When the update has completed please unplug the enclosure from the computer
8. Install the NVMe SSD into the enclosure
9. Reconnect the enclosure to the host computer

The drive should now be detected in either **Device Manager** or **Disk Management**, and can now be partitioned and formatted, if this has not already been performed. We have Youtube videos with instructions for formatting the drive:

Windows: <https://www.youtube.com/watch?v=1oI9qNn8mQQ>

MacOS: <https://www.youtube.com/watch?v=xaCuJmlu3hY>