

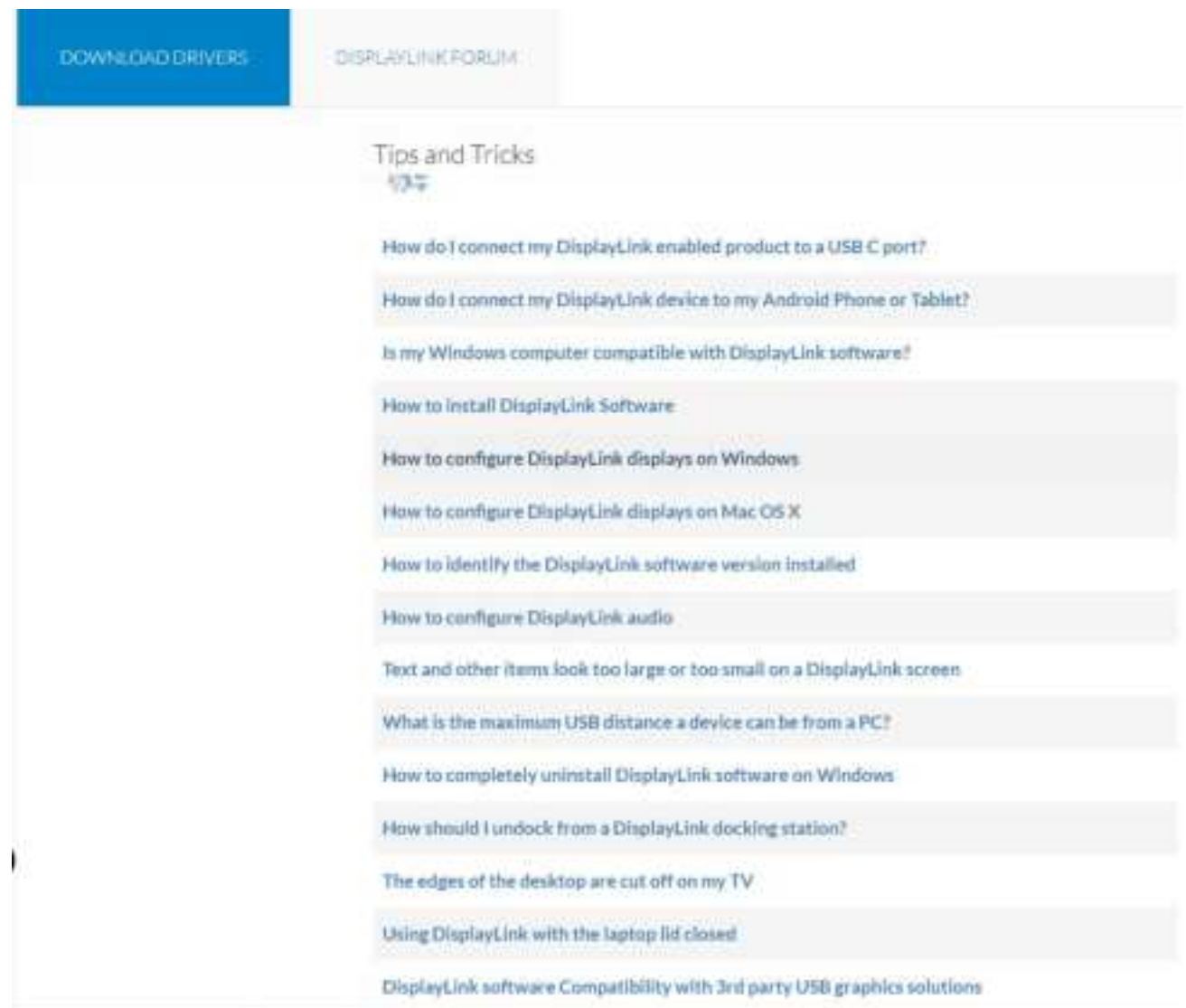
# Troubleshooting Guide

If you encounter problems during use, please don't worry. Please click the detailed steps for different situations below to troubleshoot.

If you still can't solve it, please contact our after-sales department. Thank you for your patience and understanding!

## 一、 Tips and Tricks

<https://support.displaylink.com/knowledgebase/topics/78161>



The screenshot shows the DisplayLink support website interface. At the top, there are two tabs: 'DOWNLOAD DRIVERS' (highlighted in blue) and 'DISPLAYLINK FORUM'. Below the tabs, the 'Tips and Tricks' section is displayed, featuring a list of 15 topics. Each topic is represented by a light blue rectangular button with rounded corners. The topics are as follows:

- How do I connect my DisplayLink enabled product to a USB C port?
- How do I connect my DisplayLink device to my Android Phone or Tablet?
- Is my Windows computer compatible with DisplayLink software?
- How to install DisplayLink Software
- How to configure DisplayLink displays on Windows
- How to configure DisplayLink displays on Mac OS X
- How to identify the DisplayLink software version installed
- How to configure DisplayLink audio
- Text and other items look too large or too small on a DisplayLink screen
- What is the maximum USB distance a device can be from a PC?
- How to completely uninstall DisplayLink software on Windows
- How should I undock from a DisplayLink docking station?
- The edges of the desktop are cut off on my TV
- Using DisplayLink with the laptop lid closed
- DisplayLink software Compatibility with 3rd party USB graphics solutions

## 二、Corporate Deployment

<https://support.displaylink.com/knowledgebase/topics/92322>

DOWNLOAD DRIVERS

DISPLAYLINK FORUM

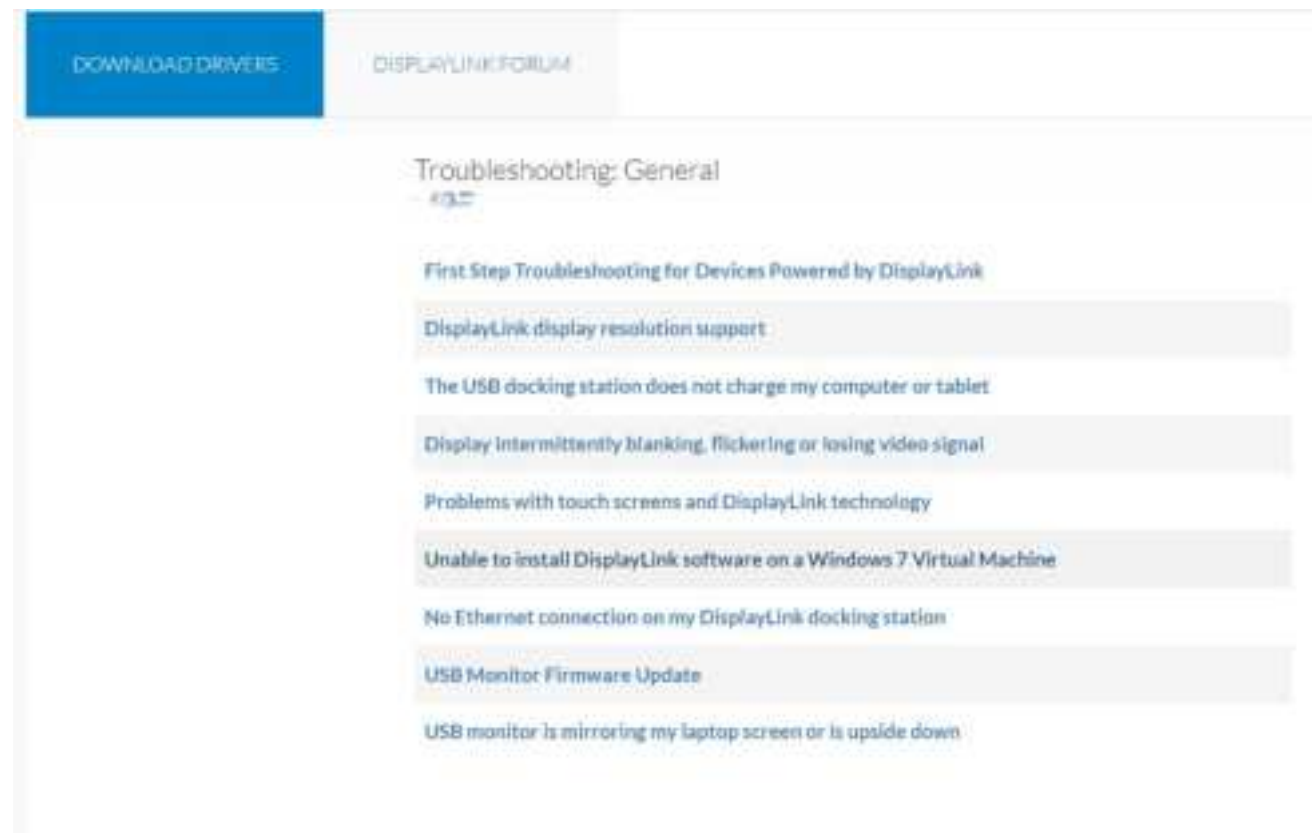
### Corporate Deployment

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- How to deploy DisplayLink Windows software within a corporation
- How to deploy DisplayLink macOS software within a corporation
- How to deploy DisplayLink MSI files in a corporate environment with GPO or SCCM
- Problems with 802.1x authentication and DisplayLink docks
- Installation switches for installing DisplayLink software on Windows
- How to prevent Windows checking or upgrading from Windows Update every time a new DisplayLink device is connected
- How to hide the DisplayLink UI icon in the system tray
- Using DisplayLink Ethernet for Network PXE boot
- DisplayLink support for Windows PE
- Disabling WiFi access when USB wired Ethernet is connected
- Use Group Policy to disable the Ethernet of DisplayLink docking stations
- How to Deploy DisplayLink INF Drivers to install with Windows 10 image with DISM
- Display Layout Provisioning in Hot Desking/Hotelling Environment
- Dock Management Tool User Guide
- How to deploy DisplayLink macOS software with JAMF Pro

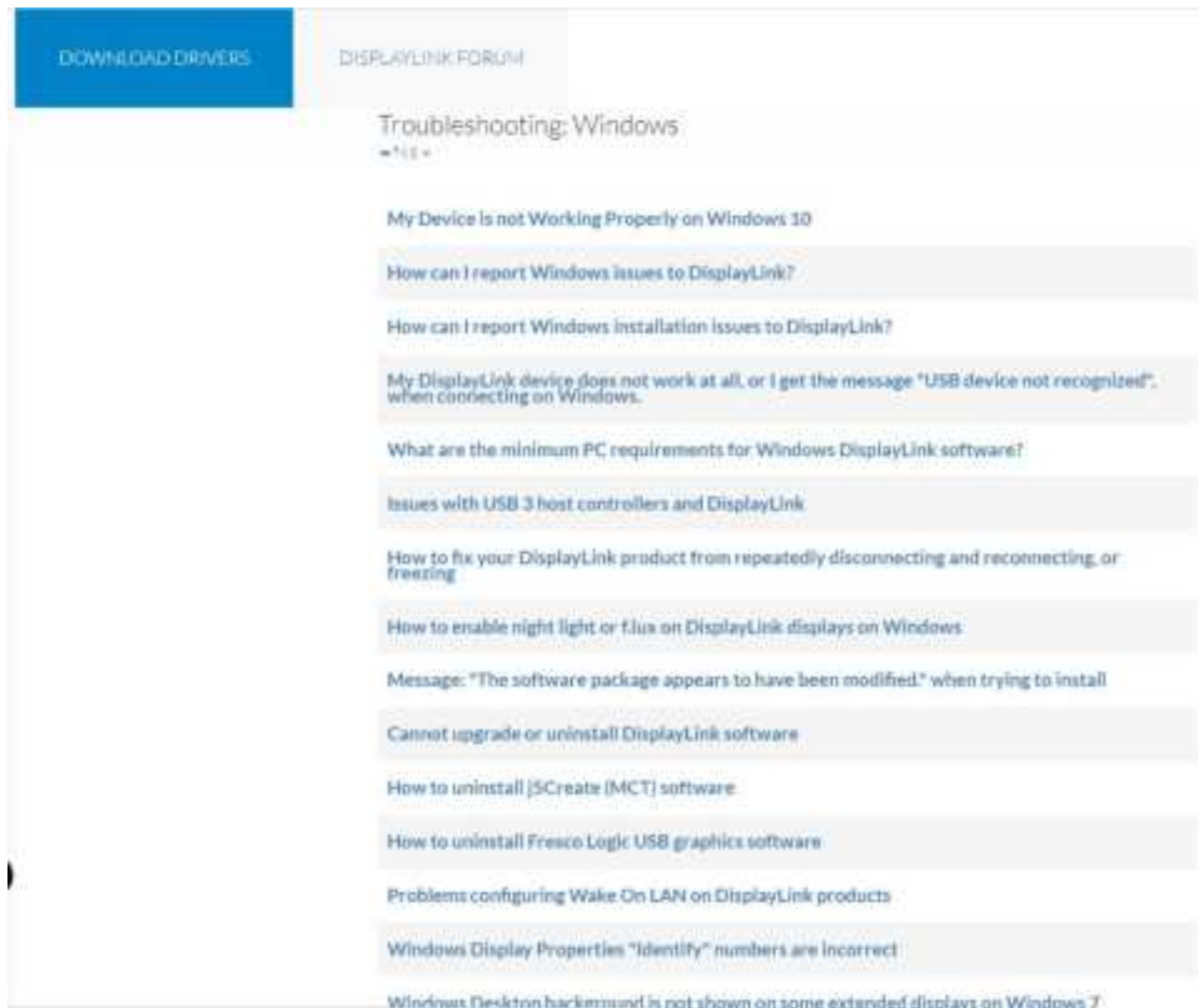
### 三、 Troubleshooting: General

<https://support.displaylink.com/knowledgebase/topics/80206>



### 四、 Troubleshooting: Windows

<https://support.displaylink.com/knowledgebase/topics/78152>



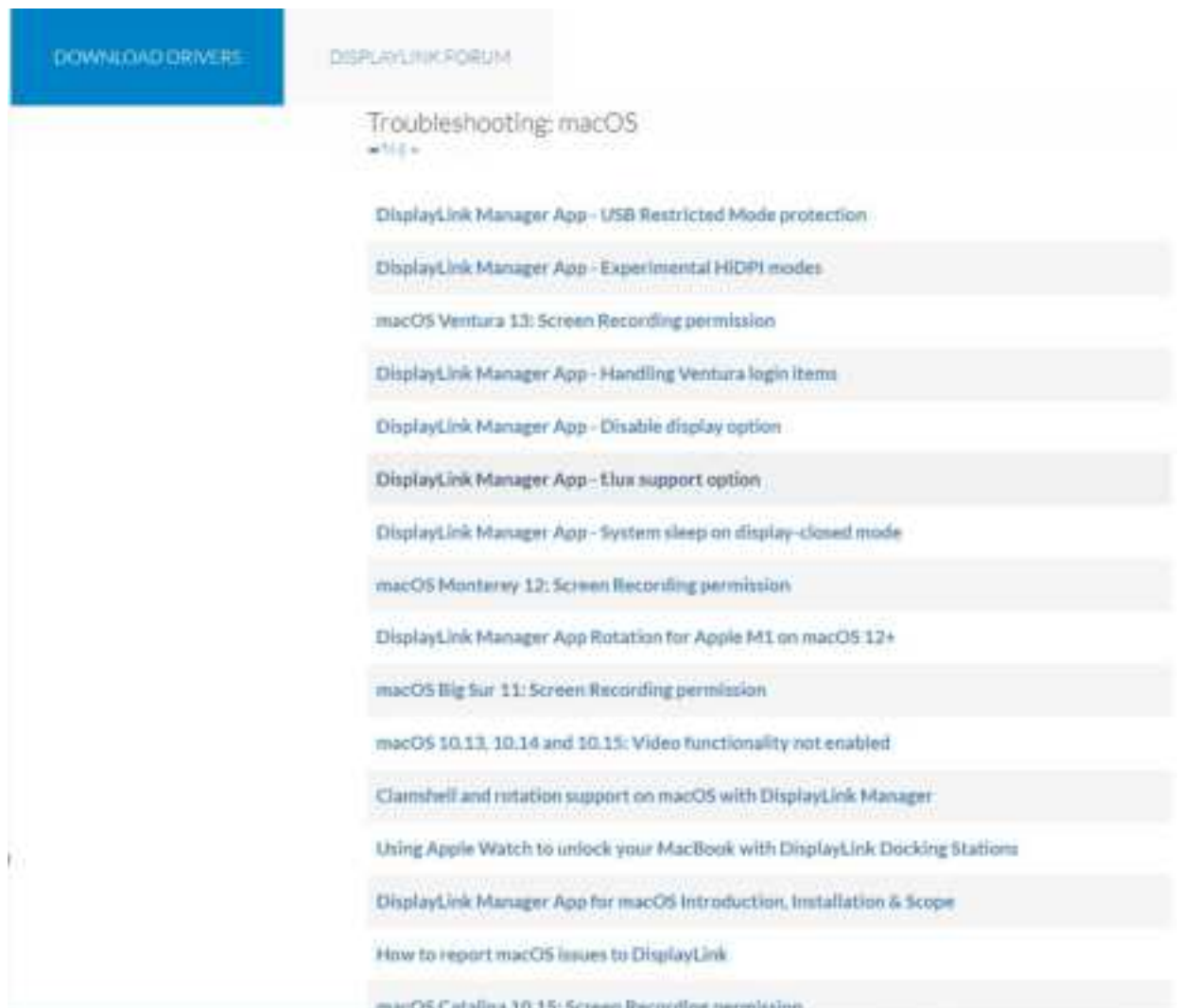
## 五、Troubleshooting: macOS

1、INFORMATION ABOUT MACOS 10.15 1, user has to explicitly enable this system extension in the Security & Privacy system preference after installation and before the DisplayLink software is allowed to run. Kernel extension is enabled:

<https://support.displaylink.com/knowledgebase/articles/11880042>

2、macOS Catalina 10.15 requires the user to permit "Screen Recording" in order for DisplayLink devices to work properly. Screen recording:

<https://support.displaylink.com/knowledgebase/articles/1916602>



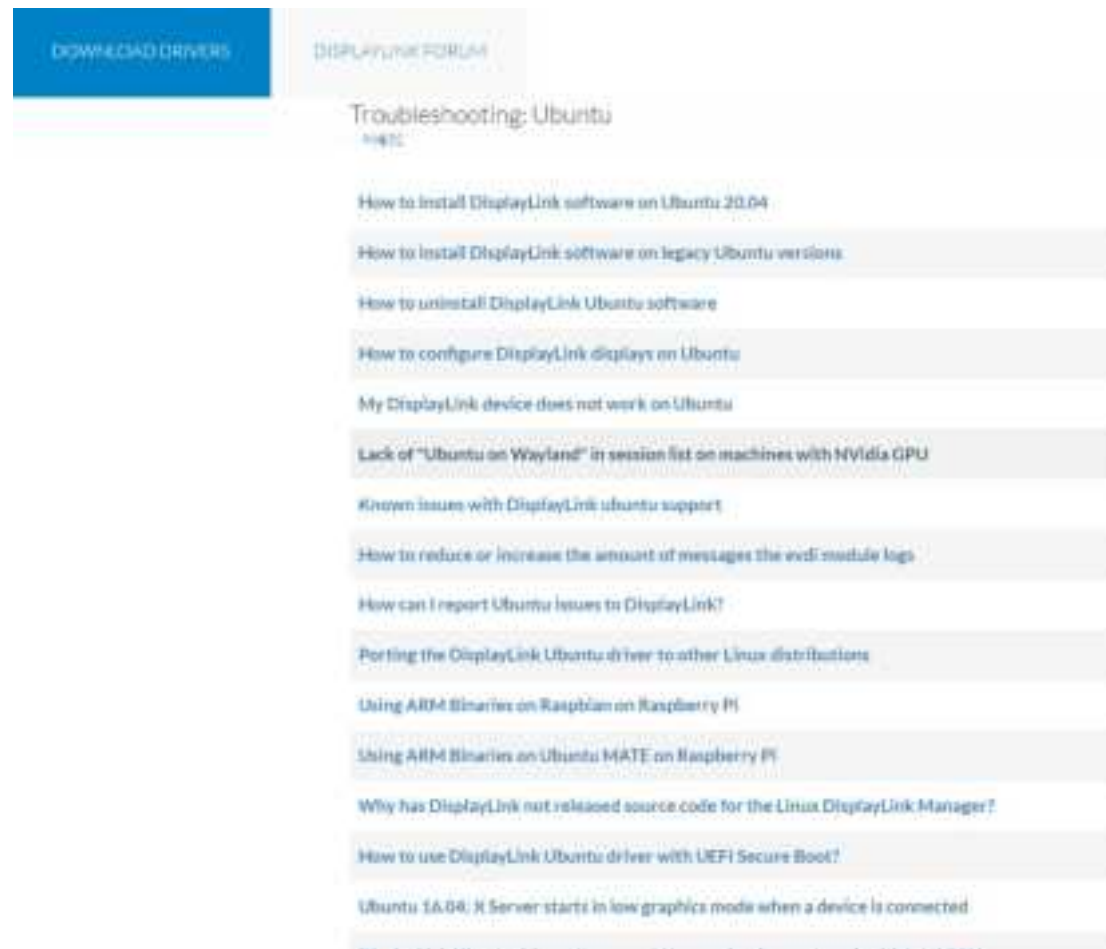
## 六、 Troubleshooting: Android

<https://support.displaylink.com/knowledgebase/topics/82407>



## 七、 Troubleshooting: Ubuntu

<https://support.displaylink.com/knowledgebase/topics/103927>



The screenshot shows the 'DISPLAYLINK FORUM' section of the DisplayLink support website. The main heading is 'Troubleshooting: Ubuntu' with a sub-heading '1472'. Below this, there is a list of 15 forum topics, each with a title and a small icon of a person. The topics are:

- How to install DisplayLink software on Ubuntu 20.04
- How to install DisplayLink software on legacy Ubuntu versions
- How to uninstall DisplayLink Ubuntu software
- How to configure DisplayLink displays on Ubuntu
- My DisplayLink device does not work on Ubuntu
- Lack of "Ubuntu on Wayland" in session list on machines with NVIDIA GPU
- Known issues with DisplayLink ubuntu support
- How to reduce or increase the amount of messages the xrd module logs
- How can I report Ubuntu issues to DisplayLink?
- Porting the DisplayLink Ubuntu driver to other Linux distributions
- Using ARM Binaries on Raspbian on Raspberry Pi
- Using ARM Binaries on Ubuntu MATE on Raspberry Pi
- Why has DisplayLink not released source code for the Linux DisplayLink Manager?
- How to use DisplayLink Ubuntu driver with UEFI Secure Boot?
- Ubuntu 16.04: X Server starts in low graphics mode when a device is connected