Update manual of Infineon TPM firmware for Windows 10

Introduction

- When you will update, the TPM must be enabled.
  If you are not using TPM now, update it when you use it.
- When you will update, you must have administrator privileges.
- Please backup your data.
- When update TPM firmware, the data in TPM is lost.
- If you are using any apllication of using TPM, please follow the instructions of the application.
- If you are using Virtual Smart Card with TPM, the information of Virtual Smart Card is lost.
- If you are using PIN of Windows with TPM, you can not use the PIN you are currently using after updating.
  If you have set the sign-in to PIN, please change the setting so that you can sign in with a non-PIN.

Preparation

- Exit all other applications.
- Connect AC adaptor.
- Suspend or turn off BitLocker.

Information

How to suspend or turn off BitLocker

Select "Suspend protection" or Trun off BitLocker" from Manage BitLocker.
To show Manage BitLocker following steps.

- Settings -> Enter "Manage BitLocker" in search
- File Explorer -> This PC -> Right click on Local Disk(C:) and select Manage BitLocker

When you restart the system, the protection is resumed.
If the system restarts before executes udpate tool, suspend BitLocker again.

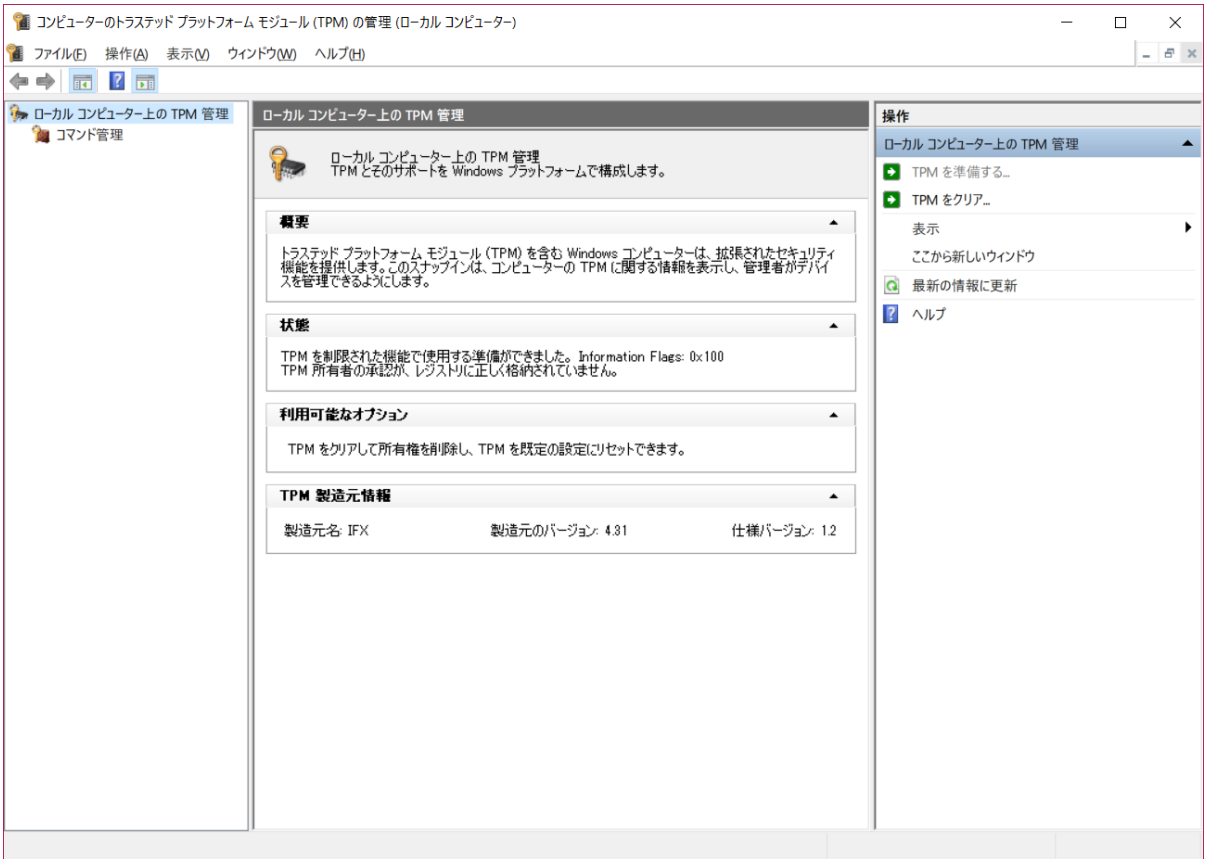
How to clear the TPM

Execute tpm.msc and select Clear TPM. The system is restarted and displaied "TPM configuration change was required to State : Clear".
Please select "Execute".

---

1. Confirm version of firmware

Execute tpm.msc.
Confirm the Manufacturer Name is "IFX" and Manufacturer Version is "4.31" or "4.32".



2. Extract update package

Execute EPxxxxxxxxxx.exe.
Please select the target folder to extract.

3. Make pre-configuration for updating

Execute "Save.bat" which included in extracted folder as administrator.
Right click on "Save.bat" and select "Run as administrator".
If showed dialog of User Account Control, select "Yes".
Confirm that a windows is opened and "Success to set the registry" is displayed.
Press any key to close the window.

4. Clear TPM

Clear the TPM. (See "How to clear the TPM).
If BitLocker is enabled, suspend or turn off BitLocker before clear TPM.
The system restarts. Wait for the restart to be completed.

5. Confirm preparation

Confirm AC adaptor is connected.
Confirm BitLocker is suspened or turned off.

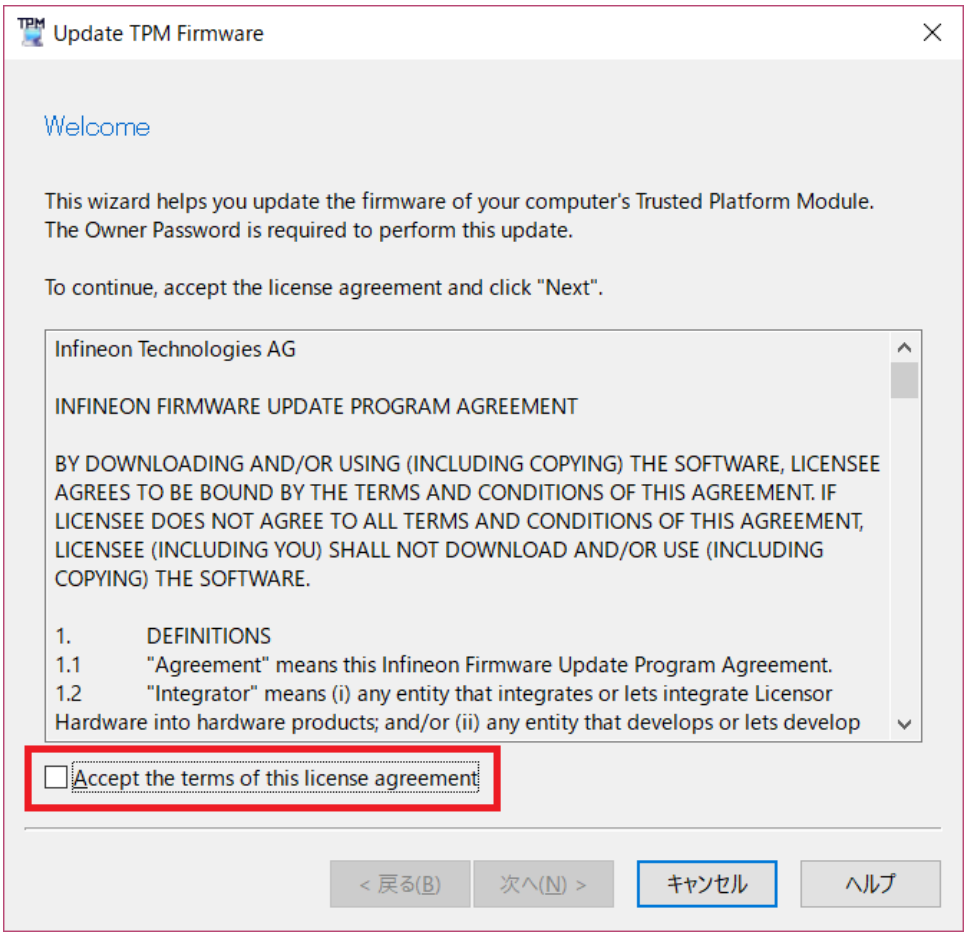
6. Execute update tool

Execute "IFXTPMUpdate_TPM12_r0103.exe" which included in extracted folder.
If showed dialog of User Account Control, select "Yes".

7. Update procedure

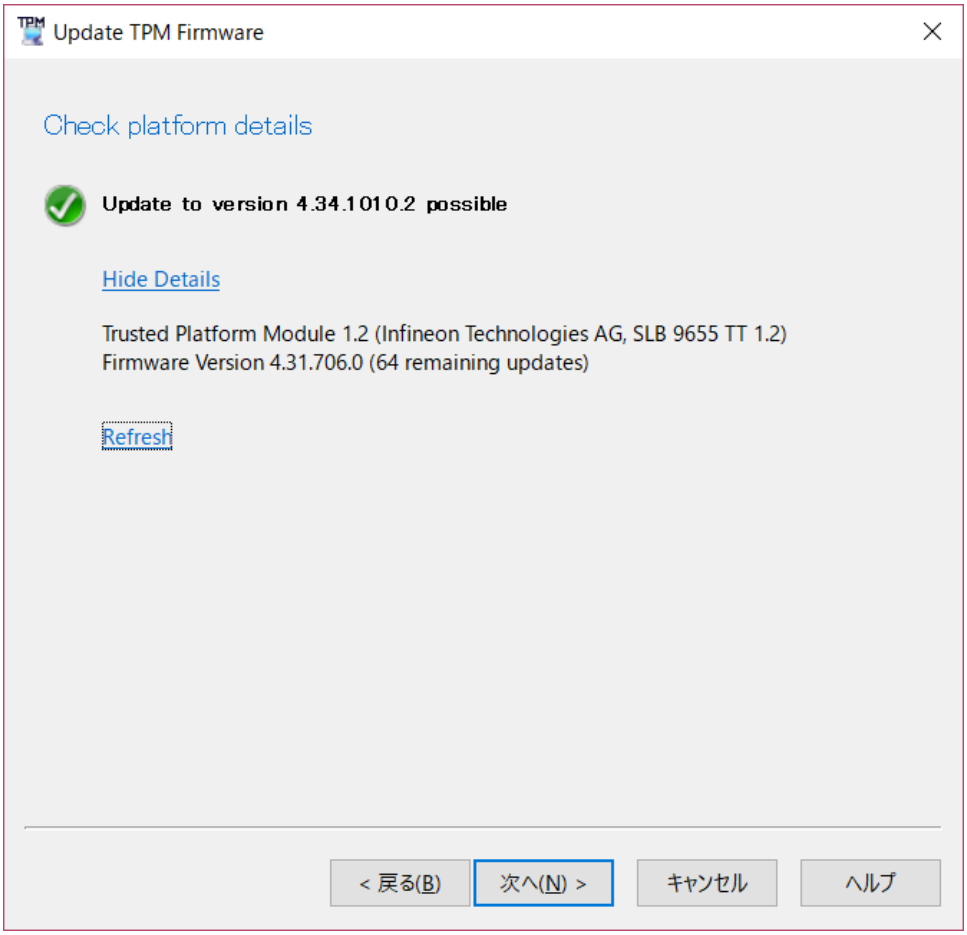
7-1. License agreement

Check "Accept the terms of this license agreement", and select "Next".



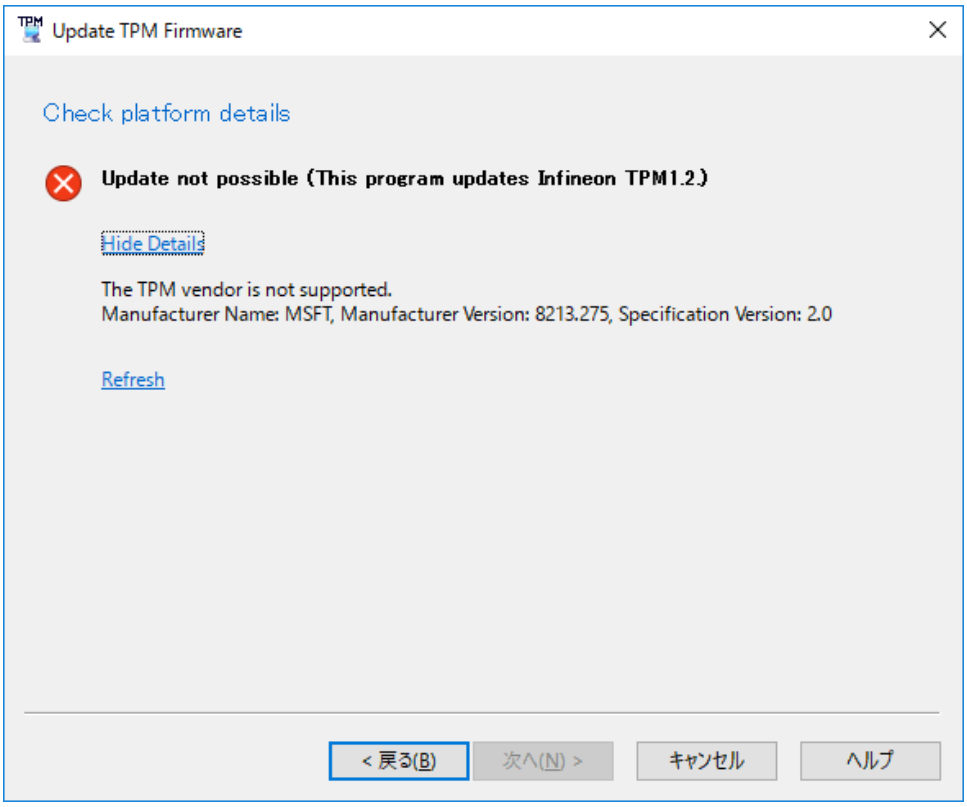
7-2. Check conditions of update

When all conditions are satisfied, you can select "Next".
Please select "Next".



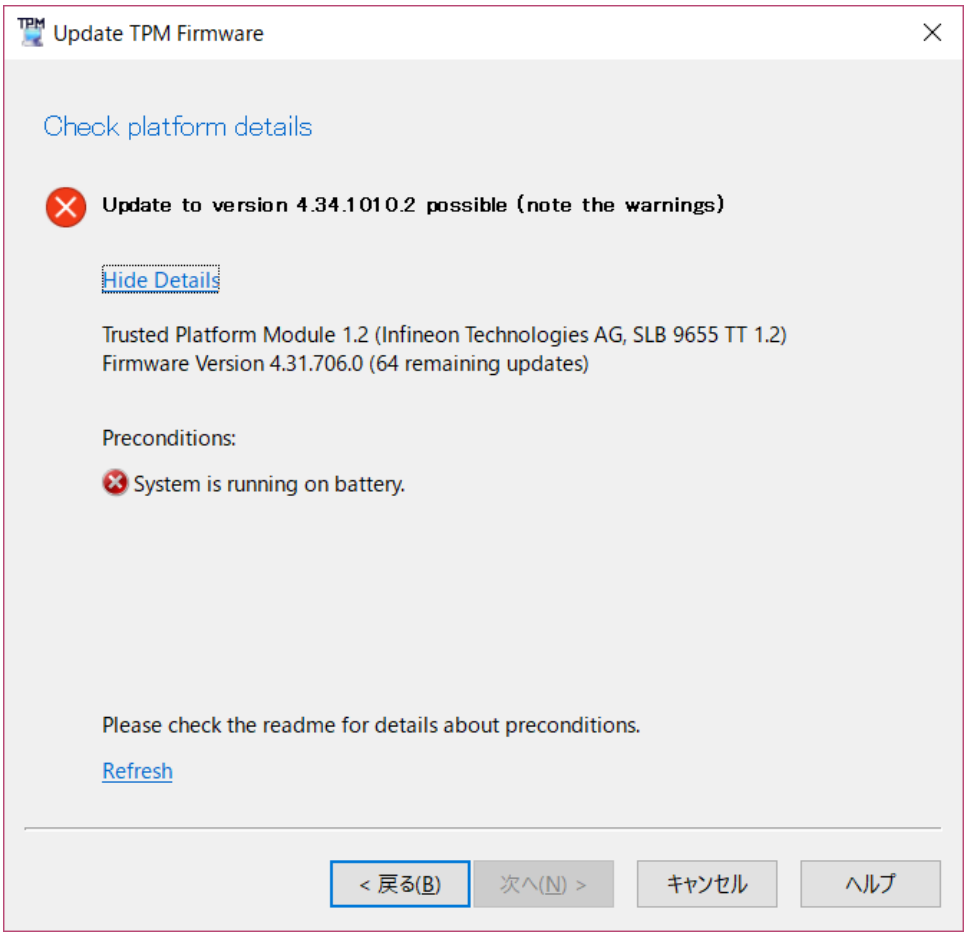
Error pattern

A) The TPM is not target of update.



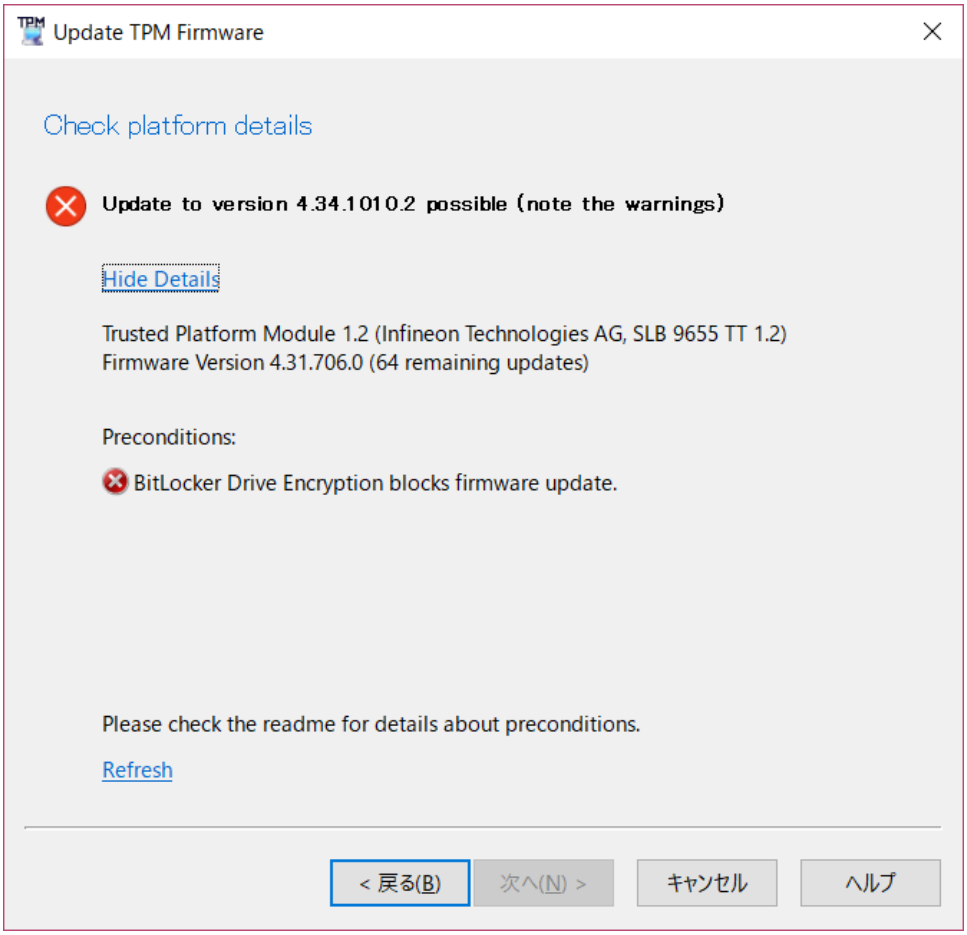
There is no need to update.

B) AC adaptor is not connected.



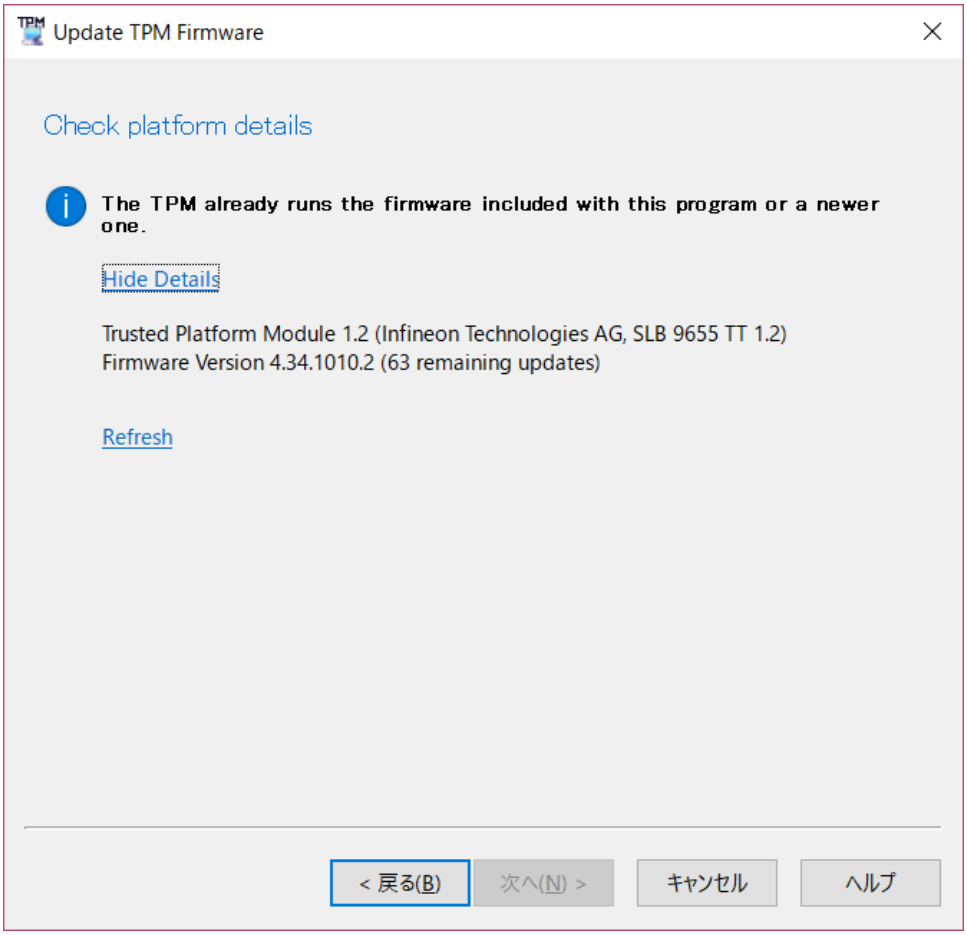
Connect AC adaptor and select "Refresh"

C) BitLocker is still enabled.



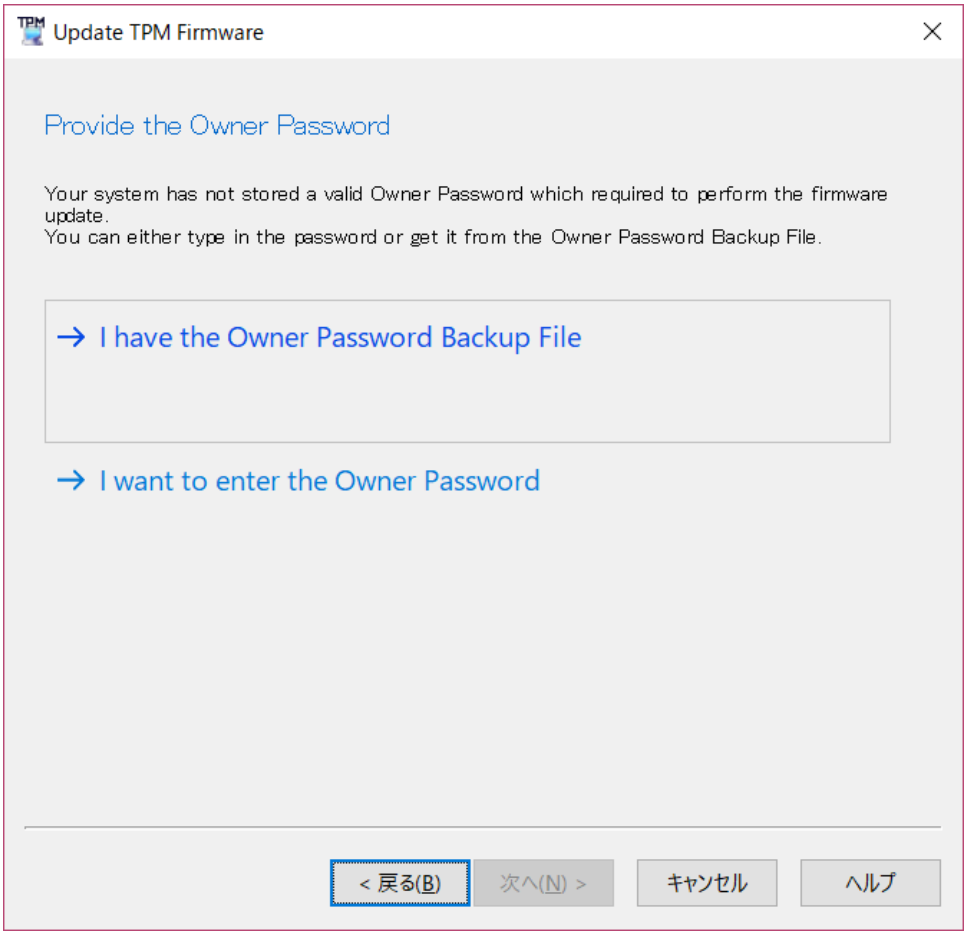
Suspend or turn off the BitLocker and select "Refresh".

D) The TPM is already updated.



There is no need to update.

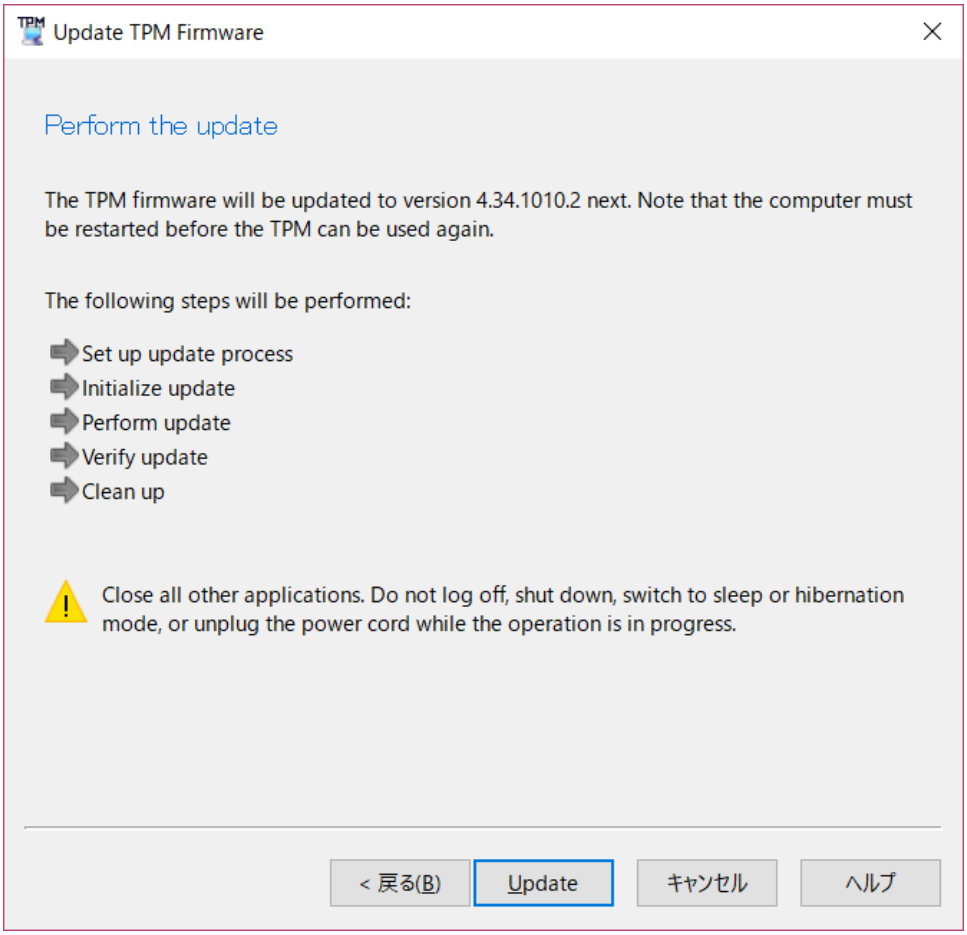
E) Need to input the owner password.



If you know the owner password, enter the password.
If you have file of owner password, specify the password file.
If neither is available, you need to clear the TPM. To exit the tool, select "Cancel".
For clearing the TPM, see "How to clear the TPM"
Resume from step3.

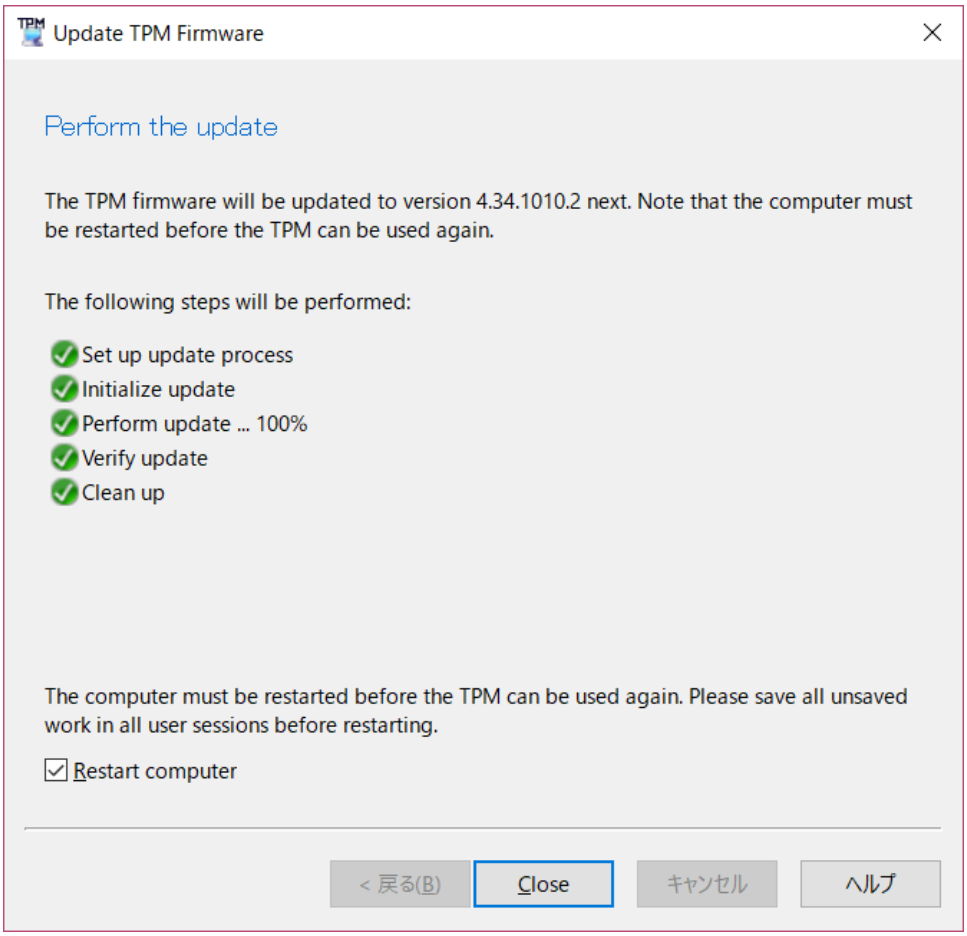
7-3. Execute update

Select "Update".
Do not suspend, hibernation, restart or shutdown the system.



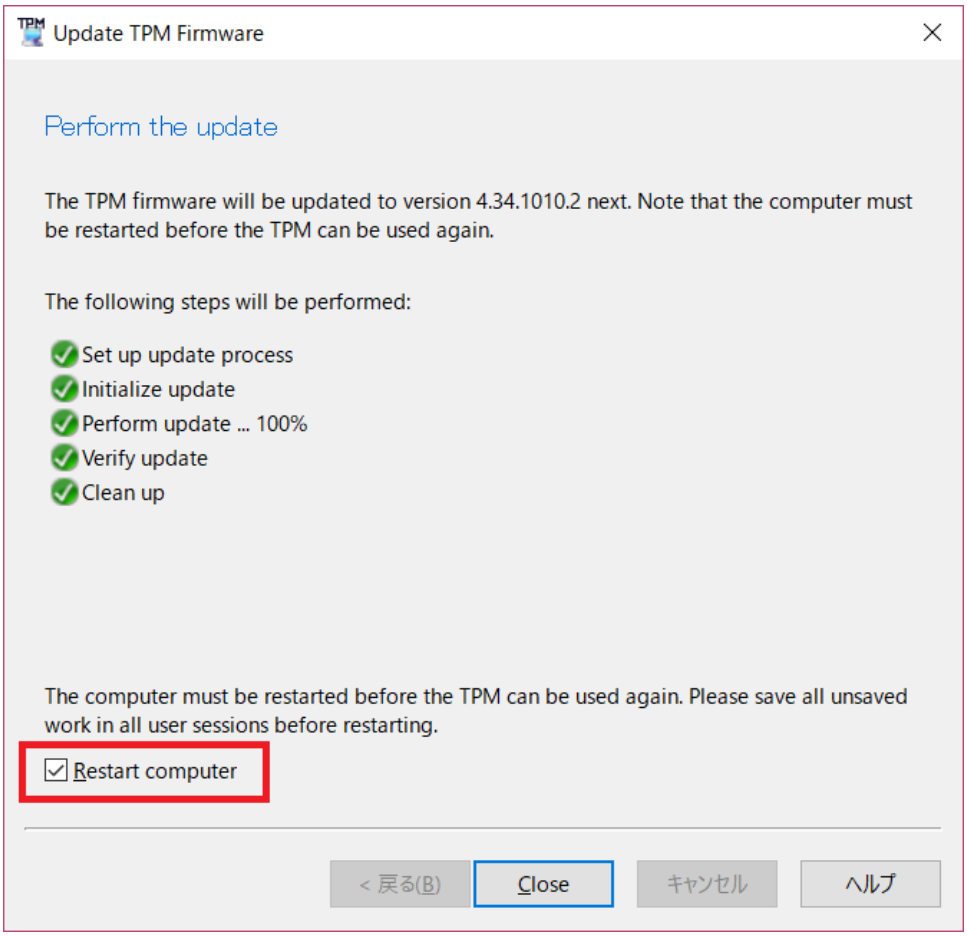
7-4. Wait to complete the update

When showed this screen, update is complete.



8. restart the system

Check "Restart computer" and select "Close".
The system will restart.



9. Resotre changed settings

Execute "Restore.bat" which included in extracted folder as administrator.
Right click on "Restore.bat" and select "Run as administrator".
If showed dialog of User Account Control, select "Yes".
Confirm that a windows is opened and "Success to restore the registry" is displayed.
Press any key to close the window.