



## TPM "F1" Problem Fix (Optiplex 7000-series TPMs)

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This checklist is based on

[https://www.dell.com/support/kbdoc/en-us/000103639/how-to-troubleshoot-and-resolve-common-issues-with-tpm-and-bitlocker#TPM\\_failure](https://www.dell.com/support/kbdoc/en-us/000103639/how-to-troubleshoot-and-resolve-common-issues-with-tpm-and-bitlocker#TPM_failure)

**SYMPTOM:** *Dell Optiplex 7000 Series reboots and returns a boot failure and asks user to press F1 to retry.*

- Ensure the drive is not Bitlocked. If it is, remove Bitlocker and allow to decrypt.
- Shutdown computer
- Remove power input for >= 30 seconds
- Plug power input back in
- Startup computer
- "F1" prompt should not come up. If it does: REPEAT 30 second power removal and retry
- Login to Windows
- Run Admin Powershell and perform "get-tpm" command
- If TPM is now "visible" to system you should see a table with information filled in.
- While still in Admin Powershell, perform "Disable-TpmAutoProvisioning"
- Run (Windows-R) tpm.msc
- Select Clear TPM
- Reboot when prompted
- Download the latest TPM 2.0 firmware for this Dell system
- Install (Restart Required)
- After restart, run Admin Powershell and perform "Enable-TpmAutoProvisioning"
- Restart computer
- Verify that TPM is enabled and ready for use by Running (Windows-R) tpm.msc and reviewing the data.
- Complete the procedure by sipping on your Tall Mocha with Extra Shot, no Whip and a twist of lime