I use a Dell TB-19 docking station with my Dell laptop. Attached to my dock is a Logitech Unifying dongle, which I use to connect to logitech mouse and keyboard. When I first connect my laptop to the docking station and start up the computer, neither the logitech mouse or keyboard works. I have to enter my credentials through the laptop keyboard. Once the login is completed, everything works fine. What would cause the unifying dongle to fail at first, but then work after the login is completed? What can I do to fix this?

**ChatGPT said:**

Your Logitech Unifying receiver doesn't work at first (during boot and login) when connected via the Dell TB‑19 dock, but starts working once Windows has loaded—this is a known limitation with Dell’s Thunderbolt docking architecture:

**🔍 Why it happens**

* **Thunderbolt docks (like WD19TB / TB‑19) are not fully active during pre-boot**, so any USB devices on the dock (including Logitech Unifying dongles) may *not be detected until after Windows takes over*[Reddit+11Dell+11Super User+11](https://www.dell.com/support/kbdoc/en-us/000210881/peripheral-devices-do-not-work-if-wd19tb-tbs-docking-station-connected-while-in-the-bios?utm_source=chatgpt.com)[Dell+1](https://www.dell.com/community/en/conversations/latitude/wd19tb-usb-not-working-on-startup/647f900bf4ccf8a8de1389a7?utm_source=chatgpt.com).
* **This behavior is expected by design** and Dell support confirms it is not considered a defect but a consequence of how the dock initializes under BIOS/UEFI pre-boot[Dell+1](https://www.dell.com/support/kbdoc/en-us/000210881/peripheral-devices-do-not-work-if-wd19tb-tbs-docking-station-connected-while-in-the-bios?utm_source=chatgpt.com).

Community reports reaffirm this: many users describe exactly your experience—external USB keyboards and mice connected to the dock don’t work until after you log in via the laptop keyboard. One user noted, *“external USB keyboard and USB mouse connected to the dock station don’t work until Windows credentials entered on built in keyboard.”*[Dell](https://www.dell.com/community/en/conversations/storage-drives-media/dell-thunderbolt-dock-wd19tb-issue-with-mousekeyboard/647f8c5af4ccf8a8dec9f574?utm_source=chatgpt.com)

**✅ Possible workarounds & fixes**

**1. Boot with dock connected**

Shut down your laptop entirely and **boot with the TB‑19 dock already plugged in**. That way, USB devices on the dock may be recognized earlier in the boot process[Reddit+13Dell+13Dell+13](https://www.dell.com/support/kbdoc/en-us/000210881/peripheral-devices-do-not-work-if-wd19tb-tbs-docking-station-connected-while-in-the-bios?utm_source=chatgpt.com).

**2. Update system firmware & drivers**

* **Update your laptop BIOS/UEFI** to the latest version available from Dell.
* **Update the Thunderbolt controller firmware and dock firmware**.  
  Dell has indicated older BIOS or dock firmware can exacerbate detection issues[Dell+1](https://www.dell.com/community/en/conversations/latitude/wd19tb-usb-not-working-on-startup/647f900bf4ccf8a8de1389a7?utm_source=chatgpt.com).

**3. Adjust BIOS USB / Thunderbolt settings**

In your UEFI/BIOS:

* Enable **USB Boot Support**
* Enable **External USB Ports**
* Enable **Thunderbolt Boot Support**  
  These options help with device enumeration early in the boot[Dell+2Dell+2](https://www.dell.com/community/en/conversations/latitude/wd19tb-usb-not-working-on-startup/647f900bf4ccf8a8de1389a7?utm_source=chatgpt.com).

**4. (Enterprise) GPO workaround – use with caution**

Some organizations enable Group Policy settings to allow Thunderbolt device access prior to login—such as to support BitLocker recovery screens. However, **this lowers security** and isn’t recommended unless IT has evaluated the risks[Dell](https://www.dell.com/community/en/conversations/latitude/wd19tb-usb-not-working-on-startup/647f900bf4ccf8a8de1389a7?utm_source=chatgpt.com).

**🧠 Additional USB‑C hub behavior note**

A related issue also occurs with many USB‑C hubs: the Logitech Unifying dongle often is only enumerated at boot and will not work until a reboot if the dock/hub is hot‑plugged or switched between systems[Dell+3Super User+3Dell+3](https://superuser.com/questions/1645208/logitech-usb-unifying-receiver-and-usb-c-hubs?utm_source=chatgpt.com). One user found even flipping the USB‑C plug orientation solved it—strange, but real! However, this anecdote is less directly relevant in your docking‑station context.

**✅ Summary Table**

| **Symptom** | **Cause** | **Possible Solution** |
| --- | --- | --- |
| Logitech devices don’t work at login | TB‑19 dock not active during early boot | Boot with dock already connected |
| Didn’t work despite updates | Outdated BIOS, dock firmware or missing USB settings | Update BIOS, dock firmware; enable USB/Thunderbolt features in BIOS |
| Need secure boot environment | Enabling pre-login USB access increases BitLocker risk | Restrict changes; optional GPO managed by IT |

**🔧 Recommended Steps for You**

1. **Fully shut down your laptop**, then power it on **with the dock plugged in**.
2. **Update your BIOS firmware and dock firmware** to their latest versions via Dell's support site.
3. **Go into BIOS/UEFI settings** and ensure:
   * USB Boot Support is **Enabled**
   * External USB Ports are **Enabled**
   * Thunderbolt Boot Support is **Enabled**
4. **Avoid enabling group policies or BIOS options that start Thunderbolt devices before login**, unless you're okay with increased BitLocker recovery prompts or potential security concerns.
5. If none of these resolve the issue, you'll likely need to continue using your laptop’s built-in keyboard to log in and rely on the dock once Windows has fully booted.

**🧾 Final Thoughts**

This isn't a hardware defect; it's a known quirk of Dell’s Thunderbolt dock behavior during system startup. The workaround is booting with the dock connected and updating relevant firmware/settings. After login, everything should continue working normally.

Let me know if you'd like help finding the latest firmware or adjusting BIOS options!