

## Technical Advisory Notification

**Notification #: 29-00416**

**Notification Title: ZM3 systems requiring TPM (Trusted Platform Module) functionality**

- All ZM3 Systems built before MFD 2242 which can be located on the serial label sticker.

**Date of Publication: 11/02/2022**

**Notification Summary:**

ZM3 TPM Functionality

**Description of Advisory:**

ZM3 systems that require TPM (Trusted Platform Module) functionality require minor rework to enable TPM function in BIOS.

**Customer Impact:**

Customers who require TPM functionality will need return units to our Customer Service facility for re-work. Please note, per Microsoft, TPM functionality is required when utilizing Windows 11.

**Recommended Action:**

Contact Customer Service to establish RMA for all units that require TPM functionality enabled. This only impacts ZM3 units with serial label MFD date less than "2242". Customers that do not require TPM function, do not need to have their systems sent back for re-work.

Users should contact ZMicro, Inc. Customer Service for any questions regarding warranty provisions or to receive a Return Materials Authorization number to service the system. All other terms and conditions of ZMicro, Inc. warranty remain unchanged. Please contact us via email at [customer.service@zmicro.com](mailto:customer.service@zmicro.com) or by calling 858-831-7040 M–F, 8am–5pm PST.

**Technical Advisory Revision History:**

Date of Revision	Revision Number	Revision Notes
11/7/22	A	Initial Release