

Ich habe schlechte Laune, weil ...

Post by “CMMChris” of Apr 26th 2021, 11:17 am

CalDigit TS3 Plus sleep issues with M1 MacBook Pro

11:10:19 AM
Bereits bearbeitet von: [User Name]
Bereits gelöst

Standardformalitäten

Die oben beschriebenen Titel für das Feedback sind:

CalDigit TS3 Plus sleep issues with M1 MacBook Pro

in welchem Bereich tritt das Problem auf?

OS/Firmware

Welche bei dem Problem relevanten Softwarekomponenten sind betroffen?

CalDigit

Etwas was das Problem auslöst (Zustände, 10:00 MEET 14:00 13:00)

Seit wann tritt das Problem auf?

Seitdem ich das Gerät angeschafft habe (Problem immer noch)

Tags

Beschreibung

Beschreibe bitte das Problem und wie sich das Problem reproduzieren lässt:

I am struggling with MacBook Pro as a desktop machine for work. It is being used in Standalone mode with a CalDigit TS3 Plus. The monitor is attached via DisplayPort to the Thunderbolt dock. It is working fine for the first part of the morning. Then in the afternoon, there is an annoying issue with sleep.

When I use the MacBook Pro to watch my monitor will go to sleep as normal (no change in separator). However, it doesn't stay in sleep. Every minute or so it will wake up with a dim screen and "no signal" message and keep doing so every couple of hours. This is annoying since I cannot even use my mouse.

Also, if I turn off the MacBook Pro to watch the monitor on a desktop for an extended period of time, something goes wrong and I can't wake the MacBook Pro up by using pressing sleep on the keyboard or pressing holding the mouse anymore. After a while I can't wake the monitor up. The solution of the CalDigit TS3 Plus dock for a while and then off again I can't get a picture on the screen. I then have to reset the dock from the M1 MacBook Pro and it works. It never goes to sleep with a picture on the screen.

This is happening just since I use the CalDigit TS3 Plus (before a month or two) and happens all the time (both the screen waking from sleep with no picture without me wanting anything on itself on the back up after an extended period of sleep).

Labels attached: CalDigit about this issue and they told me that they are aware of that issue but cannot do anything about it (they're using macOS 11.4.0) or the M1 Thunderbolt controller itself.

I am a huge macOS fan and I love the screen space it gives when I use the M1 MacBook Pro for work. I absolutely love my screen setup (the MacBook Pro and getting a desktop after a longer period of sleep when using the USB-C to HDMI Adapter) but I definitely cannot be related to Thunderbolt and a random screen management.

I would be glad if this problem could be resolved in the near future. If you need to allow viewing the issue or more information, I will happily provide them.

Diagnoseberichte

System-Diagnoseberichte herunterladen

System-Diagnosebericht

System-Diagnosebericht, 2021-04-26 11:10:19 AM, M1, MacBook Pro 13, 20210426, 10:00

Bitte beschreiben Sie die erfassten System-Diagnoseberichte

CalDigit

System-Diagnosebericht

System-Diagnosebericht, 2021-04-26 11:10:19 AM, M1, MacBook Pro 13, 20210426, 10:00

der Fälle mit einer Wand spricht.

CMSchmieder Strieder

11:10:19 AM

Issues will persist with 11.4 (Beta 5, 6 Beta), the issue with the MacBook not waking the screen after a long sleep period got worse now. It happens more often. I am this morning had happened again.

- 1. Turn on screen of the Dock with the MacBook plugged in to standard mode.
- 2. CalDigit TS3 Plus from USB indicator turns on.
- 3. MacBook wakes the monitor plugged in stand.
- 4. Screen a bit on my MacBook monitor turns.
- 5. Monitor screen turns on but with a black screen, gets back resolved after a while.
- 6. CalDigit TS3 Plus from USB indicator turns off again.
- 7. Screen stays on the MacBook monitor.
- 8. CalDigit TS3 Plus from USB indicator turns on again.
- 9. Monitor screen turns on but again with a black screen, gets back to sleep.
- 10. Using the Thunderbolt dock with the display.
- 11. Using the Thunderbolt dock back into the MacBook again.
- 12. Screen is the same as before.
- 13. Monitor screen finally wakes up and displays the login screen.

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This is so annoying, why don't you guys try to fix this? Why not even a solution to this hardware? I can be not the only one having issues with display wake on a M1 machine looking at the complete screen wake-up screen.