



Before performing any service always follow applicable safety precautions. Consult company safety manual or supervisor for questions concerning safety.

**SUBJECT: ICS crash when updating Display firmware on QX tools**

**Affected Products:** All users of ICS Package 1.4.20 who are trying to update the Display firmware on tools with a current version 2.x.x.x.

**Affected Date Range:** N/A

**Related Issue #:** CAPA #2289745

**Issue Description:**

Using ICS Package 1.4.20, some customers have an issue when updating the Display firmware on older tools (ones where the bootloader update is required). After the bootloader download, ICS will crash and the firmware update cannot be completed.

**Actions Required:**

If you experience the ICS crash, it is recommended to uninstall ICS, and install ICS Package 1.4.15. Then update the Display firmware. Once the firmware is updated you can reinstall ICS Package 1.4.20, and do the tool update again. This time the firmware will update correctly.

--See link below for Package 1.4.15.

<ftp://ftp.irco.com/PRODUCTION%20RELEASES/QEQM-QX%20Series%20ICS%20USB%20Package%201.4.15/>

--User: asSoftwareRead  
Password: 4&4erum6?a

**Material Disposition:**

N/A

**Warranty Strategy:**

N/A

**Additional Comments:**

N/A

**For Additional Information:**

Browse the Knowledge Base: <https://irtoolhelp.ingersollrand.com>

[Submit a Request](#) for assistance

Technical/Warranty Support: Contact Ingersoll Rand Technical Support at [irtoolhelp@irco.com](mailto:irtoolhelp@irco.com).

Phone: 800-483-4981

**Distribution:**

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**Document Revision History:**

Revision	Date	Comments	Responsible
0	05NOV2021	Original issue	Mike Zalot

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