



# Windows 10 v.2004 update resulting in Q Local incompatibility

Software update is **now available!**

Dear Q Local customer,

In the past week we have had a couple of customers report that upon attempting to use Q Local™ after installing the Windows® 10 v.2004 update, their computer displayed the Windows blue Error Screen and/or spontaneously restarted.

Upon further evaluation by the development team, it has been determined that there is a documented compatibility issue between Windows 10 v.2004 and a third-party driver packaged with Q Local. This incompatibility makes it impossible to use current Q Local versions (3.9, 4.0, 4.1) on a computer that has been updated with Windows 10 v.2004 until the driver has been updated.

[Download the driver](#)

**A driver update is now available for download.** If you need to ensure that you will have access to Q Local on a specific computer, you might, in consultation with your Security and IT departments, consider delaying the update on that computer until you have installed the new driver.

[View instructions for pausing Windows updates](#) →

[Download the driver](#) →

Please visit our [Q Local page](#) for more information and check back regularly to stay informed of the latest updates.

We understand the role these tools play in your workday and apologize for any inconvenience this may have caused.

Regards,

Your Q Local Team

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