

Touchpad Firmware Update on Intel QC71

Author: Tom Fichtner, Schenker Technologies GmbH (XMG)

Support: https://www.reddit.com/r/XMG_gg/

Date: December 12, 2020

Versions: Readme 1.9, Touchpad Firmware Rev. 25, Type 46, Parameter Ver. 28

This manual shows you how to update the Touchpad Firmware on XMG FUSION 15 (Intel QC71A and QC71B).

Warning: QC71C and QC71D (aka QC Refresh or 'QCR') are **not** supported by this firmware.

If you have RTX 2060 or RTX 2070 SUPER, do **not** install this firmware.

Only install this package on GTX 1660 Ti or RTX 2070 Max-Q.

Package Contents

The update consists of 2 tools. Both tools are for Windows 10 and require Admin privileges.

Check current version.bat	Displays the current version of the Touchpad Firmware. Can be used to verify whether or not the update was completed successfully
Update Touchpad Firmware.bat	A one-click tool that will flash the firmware onto your system

Requirements

Please make sure that you meet the following requirements:

- Make sure you have a system with GTX 1660 Ti or RTX 2070 Max-Q (**see warning above**)
- Make sure you have Intel Serial I/O Driver Installed ([Download Link](#))
 - Without this driver, the Update Tool will throw an error
- **Make sure you have a USB mouse available. Attach your USB mouse to your system**
 - This is important because you are not allowed to use the Touchpad during the Firmware Update
- Attach your laptop charger / power supply
- Save your work and close all other programs
- If you are running any other 3rd party anti-virus tool, please disable it
- Unzip the package somewhere on your local drive

Step 1: Run the Touchpad Firmware Update Tool

Instructions:

- **Stop using the Touchpad – attach your USB mouse**
- Double-click "Update Touchpad Firmware.bat"
- Confirm the Admin prompt with your USB mouse – **Do not touch your Touchpad during the update!**
- Read the messages and press any key to continue
- The update will take about 10 seconds to complete
- **After the update is complete, it will trigger an automatic reboot.** Without this reboot, some keyboard combinations might not work – so please allow this reboot to take place
- After the reboot, if you have disabled any anti-virus software before the update, please re-enable it again
- You can now resume to use your system and test out the responsiveness of the Touchpad

Step 2: Check Current Version again to verify that the update was complete

Instructions:

- Double-click "Check current version.bat" and read the output

If the update was successful, you should now have this output:

```
Firmware Ver: 3.6.0 Rev: 25 Type: 46 CRC: 0xF6614C07
Parameter Ver: 28 CRC: 0xBF4BAAF5
```

This output verifies that you now have Revision 25 with Parameter Ver: 28, meaning your update was indeed successful. You can now continue to use your system.

Troubleshooting / Error Messages

Update Failed / Cannot open file / Some files could not be extracted / Touchpad does not work anymore

In any of these events, please follow the same instructions again:

- Reboot, attach power adapter, disable the "Real-time protection" in Windows Defender
- If you are running any other 3rd party anti-virus tool, disable those as well
- Download Intel Serial I/O driver from [our download page](#), run it and choose the "Repair" option and Reboot
- Run the Update again

If you need additional help, please contact Support.

"deep sleep disable fail due to read 0x7cfailed due to deep sleep disable"

If you see this error message at the beginning of the process, please install Intel Serial I/O Driver ([download link](#)), reboot and try again.

Riot Games Vanguard is blocking inpoutx64.sys

The Anti-Cheat tool Riot Games Vanguard might block the 'inpoutx64.sys' driver as a false positive. Please deactivate Vanguard and try to run the update again. You can re-activate Vanguard after the update is completed successfully.