



Important Notice for Mac® Users

ICY BOX products with DisplayLink driver support!

Some secondary display products no longer work on macOS® 10.13.4, including all products using DisplayLink technology like USB docks and graphics adapters, and all apps which enable using a tablet as a second monitor. It's unclear if Apple will be providing fixes. The only available solution currently is to disable updates and stay on macOS® 10.13.3.

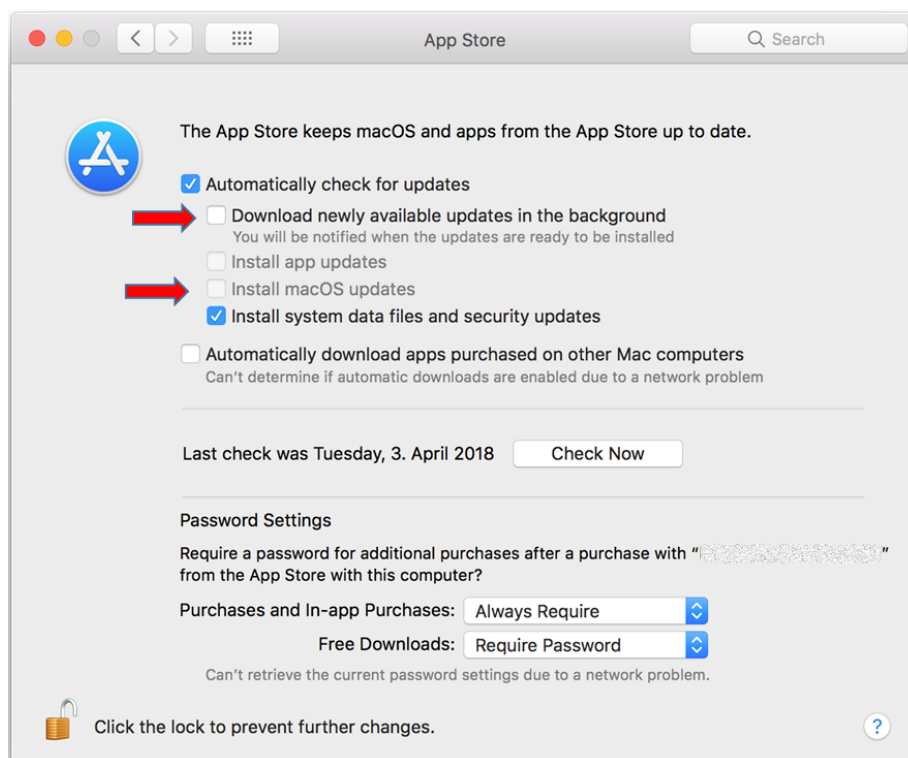
Background

Recently we wrote that the beta version of the next release of macOS®, version 10.13.4, would cause USB video adapters and USB docking stations based on DisplayLink technology to stop working. This only affects Mac users; it does not affect those running Windows or Chrome OS.

Apple released the final version of 10.13.4 in the evening of 3/29/2018 and unfortunately, the problem has not been fixed. If a system is updated to the final public release of macOS® 10.13.4, all graphics devices that aren't directly controlled by the system's graphics processor or AirPlay will stop working.

As a result, we strongly recommend that any ICY BOX customer using a DisplayLink-based product not update to macOS® 10.13.4. For advanced users, reinstalling macOS® 10.13.3 and the necessary DisplayLink drivers should restore functionality. However, this time-consuming, complex process isn't for everyone.

To disable automatic update to 10.13.4, uncheck the two highlighted boxes in the screenshot below. The boxes to uncheck (disable) are "Download updates in the background" and "Install macOS updates". These are found in the "App Store" portion of "System Preferences" within macOS®.





Once a Mac is on macOS® 10.13.4 it is a technically difficult process to return the system to 10.13.3. Here are some options:

1. [Revert to earlier version \(Apple support\)](#)
2. [Re-install from recovery environment \(Apple Support\)](#)
3. [Time Machine and other options](#)

FAQ

Are docks from other brands affected by this OS update?

Yes, all brands of products, which use DisplayLink chipset and drivers, are affected. Regardless of brand, if the product uses DisplayLink technology for graphics output, it will no longer function as expected after updating to macOS® 10.13.4.

Has Apple permanently disabled DisplayLink Support?

Not that we know of, but they've not made any statements on timeframe or commitment to fix.

What is DisplayLink doing?

While the primary issue is out of DisplayLink's hands, DisplayLink has released a beta driver version 4.3 that will allow DisplayLink-powered displays to function in what is known as 'clone' mode.

When using clone mode, the image from the primary display (either an internal notebook display or an external display connected to a built-in video output not using DisplayLink technology) is 'cloned' to the DisplayLink-powered display. This will happen transparently and there will be no ability to control this behaviour via the 'Displays' preference pane. The resolution of the DisplayLink-powered displays will match that of the primary and will scale and/or letterbox as necessary.

The beta driver (version 4.3) can be downloaded from DisplayLink directly here -> <http://www.displaylink.com/downloads/macOS®>

Is there a way for users or organizations to request that Apple fix the issue?

For those with an Apple developer ID, DisplayLink suggests reporting the issue to Apple, referencing existing bug ID #37385102 to help raise the priority of the issue: <https://developer.apple.com/bug-reporting/>

Is this a temporary or permanent situation?

We don't know at the moment. We understand that the current situation will be extremely frustrating for our customers. We are taking every step we can with DisplayLink and Apple. We will update you with updates as we have them.

If you have any additional questions, please contact us!