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Preparation 2 – Download everything we share

Tools			Files			
				>	LiveCD-XU16042-64bit-20211115(V1.5) – For startup disk making	ISO file
		1	Rufus	>	xxxx-XUxxxxxVx-xxxxxxx(Vx.x.x Release) - Operation system	Operation system
-		Can be a second se	Rufus Appli- cation	>	CC-xxxx-Vx.x.x- rxxxxxx .tar – For Applica- tion upgrading	Application software
Laptop/PC with network	External Keyboard	USB Disk (≥8GB)	(<u>https://rufu</u> <u>s.ie/en/</u>)	>	CC-xxxx-Vx.x.x- KB .tar – For key board upgrading	Key board firmware
		8GB/16GB/32GB		>	CC-xxxx-Vx.x.x- PB .tar – For power board upgrading	Power board firmware
		+				Plus, FPGA software

Note

- > All the files downloaded should be put on desktop, not USB drive
- Please backup the files in USB drive, or use a new USB drive
- > Only the operation system file need to be extracted, others no need
- > Check the video or instruction manual to start this operation procedure
- > The extracted operation system file should be put in system-back folder of your ready pen drive
- > If you would like to change the logo and wallpaper, need to put them into corresponding folders





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Note

Backup the needed data before restoration if the machine still running well.

- Keep the machine as off status.
- Insert the USB drive on the back of the machine (USB port), check the video now
- Connect the USB keyboard, constantly press F7 key after power on the machine
- Choose the correct boot option, the name should include your USB drive
- If you would like to change the logo and wallpaper, do it here
- After successfully restored the system, select exit and power off, then remove the USB drive when the machine is completely off





Note

- > There's no order priority of the software upgrading, make sure complete all of files from the link
- The machine will automatically restart after each upgrade. It is recommended to unplug the USB drive after each upgrade to prevent the machine from automatically entering the restoration interface
- It may take longer time upgrading the FPGA file



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What problem we may encounter and how to fix



Case 1 – Failed to download file when making boot drive

Rufus 4.5.2180			×	100
设备选项 ———				- 12
设备				
NO_LABEL (F:) [32 GB]			~	
引导类型选择				100
LiveCD-XU16042-64bit-2024012	26(V1.7.2) ~	9 i	选择	
持久分区大小				
-	-			
Error: failed to downlo	ad files		关闭	
Error: failed to downlo	ad files		关闭	
Error: failed to downlo 32 GB 文件系统	ad files 籏大小		关闭	
Error: failed to downlo 32 GB 文件系统 FAT32 (默认) ~	ad files 籏大小 16 K 字节	(默认)	关闭	
Error: failed to downlo 32 GB 文件系统 FAT32 (默认) ~ ◆ 显示高级格式化选项	ad files 籏大小 16 K 字节	(默认)	关闭	
Error: failed to downlo 32 GB 文件系统 FAT32 (默认) > 显示高级格式化选项 状态	ad files 簇大小 16 K 字节	(默认)	关闭	
Error: failed to downlo 32 GB 文件系统 FAT32 (默认) ~ ◆ 显示高级格式化选项 状态 下载 Idl	ad files 養大小 16 K 字节 linux.sys 中	(默认)	关闭	
Error: failed to downlo 32 GB 文件系统 FAT32 (默认) ~ ~ 显示高级格式化选项 状态 下载 Idl ③ ① 奈 圓	ad files	(默认)	关闭	



Why – Local public internet limitation

How – Suggest you to connect your laptop to mobile hotspot



Case 2 – Failed to copy system file to drive

An unexpected error is keeping you from copying the file. If you continue	An error has occurred.
to receive this erior, you can also an open of problem. Error 0x800701B1: A device which does not exist was specified.	The destination you have specified does not exist. It might be an offline network location or an empty CD or DVD drive. Check the location and try again.
root.ext4 Type: EXT4 File Size: 2.13 GB Date modified: 27/06/2024 7:23	9607-XU16046V6-20240628(V1.0.4Release) Type: File folder Date modified: 29/06/2024 11:55
Do this for all current items	Do this for gll current items
Try Again Skip Cancel	Tey Again Skip Cancel
More details	Manual Contraction of

Why – Firewall limit or lock the drive, lead to failing to read and write files to drive



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Case 3 – Filed to enter administration interface







Why – Wrong boot device was selected

How – Select correct boot device, generally it should be as UEFI: XXXX(U disk brand) Partition 1

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Case 4 – Error: No system backup files found in system-backup directory





Why – System file was not extracted , or U disk no enough space to put the system file, or the extracted file include two folders.

How – Confirm the space is sufficient and the file is correctly extracted and copied.



Case 5 – Error: The system backup selected was not found

Error: The system backup selected was not found!	
<mark>< 0</mark> K >	

Why – The file format is incorrect and contains unnecessary prefixes, suffixes, or spaces.

How – Change the file name

arrow ko	System backup list
- arrow ke	ys of the number keys on the keyboard to navigate menus, and u
lp informa	tion is displayed at the bottom of the screen.
	9436-XU16046V3-20221202(V1.0.2Release) 2 (1)
	< OK > <cancel></cancel>
	System backup list
keys or t	he number keys on the keyboard to havigate menus, and us
mation is	s displayed at the bottom of the screen.
	9436-XU16046V3-20221202(V1.0.2Release)
	u a a a a a a a a a a a a a a a a a a a
	< OK > <cancel></cancel>

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Case 6 – The MD5 of the app. Ext4 does not match!



Why – The currently calculated	checksum does
not match the checksum in the	file.

How – Re-download the file from link, or try to use another drive and make sure connect the rear USB port on the back of the machine

app.ext4	2024/6/28 10:55	EXT4 文件	1,191,209
data.ext4	2024/6/28 10:55	EXT4 文件	1 KB
efi.vfat	2024/6/27 8:22	VFAT 文件	1,937 KB
partition.md5	2024/6/28 18:56	MD5 文件	1 KB
partition.table	2024/6/5 5:51	TABLE文件	1 KB
root.ext4	2024/6/27 8:23	EXT4 文件	2,235,894

Case 7 – Error: partition-table . Txt not found



Why – The file is not complete, or unstable read & write between machine and USB drive

How – Re-download the file from link, make sure connect the rear USB port of the machine, or change another USB dirve

partition.md5 2024/6/28 18:56 partition.table 2024/6/5 5:51	TABLE 文件	1 KB
partition.md5 2024/6/28 18:56		
	MD5 文件	1 KB
efi.vfat 2024/6/27 8:22	VFAT 文件	1,937 KB
data.ext4 2024/6/28 10:55	EXT4 文件	1 KB
app.ext4 2024/6/28 10:55	EXT4 文件	1,191,209



Case 8 – Two rabbits appeared after reboot



Why – Use the wrong operation system file

How – Use correct system file, can confirm with factory engineer



Case 9 – Still give code error

[0.045134] ACPI Exception: AE_BAD_PARAMETER, Could not install PciConfig han dler for Root Bridge PCI0 (20170831/evrgnini-241) [1.124663] Couldn't get size: 0x80000000000000 [1.24688] MODSIGN: Couldn't get UEFI db list [1.128354] Couldn't get size: 0x80000000000000 [1.646206] ACPI Error: [DSSP] Namespace lookup failure, AE_NOT_FOUND (201708 31/psargs-364) [1.646221] ACPI Error: Method parse/execution failed _SB.PCI0.SAT0.PRT1._GT F, AE_NOT_FOUND (20170831/psparse-550) [1.701780] ACPI Error: [DSSP] Namespace lookup failure, AE_NOT_FOUND (201708 31/psargs-364) [1.701792] ACPI Error: Method parse/execution failed _SB.PCI0.SAT0.PRT1._GT F, AE_NOT_FOUND (20170831/psparse-550) BusyBox v1.22.1 (Ubuntu 1:1.22.0-15ubuntu1.4) built-in shell (ash) Enter 'help' for a list of built-in commands.

(initramfs) _



Neboot and Select proper Boot device or Insert Boot Hedia in selected Boot device and press a boy



Why – The ISO file was wrong, or hardware issue like hard drive, cables of hard drive or mainboard

How – Confirm with factory engineer and redo the restoration process. Then try to replace the hardware if still remain

GNU GRUB version 2.04

Minimal BASH-like line editing is supported. For the first word, TAB lists possible command completions. Anywhere else TAB lists possible device or file completions.

grub> _

Case 10 – Upgrade failed, file error!





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Why – The file format is incorrect and contains unnecessary prefixes, suffixes, or spaces.

How – Change the file name

Case 11 – Success to restore except the user profile info!



Why – During the system restoration process, the user configuration information inside the machine, such as wallpaper, logo, etc., will be backed up to the ISO file (boot disk) first, and will be written back to the machine after the restoration. If the software version is too old and does not support the backup function, this prompt will appear.

How – No need to care about it, doesn't affect the function of machine