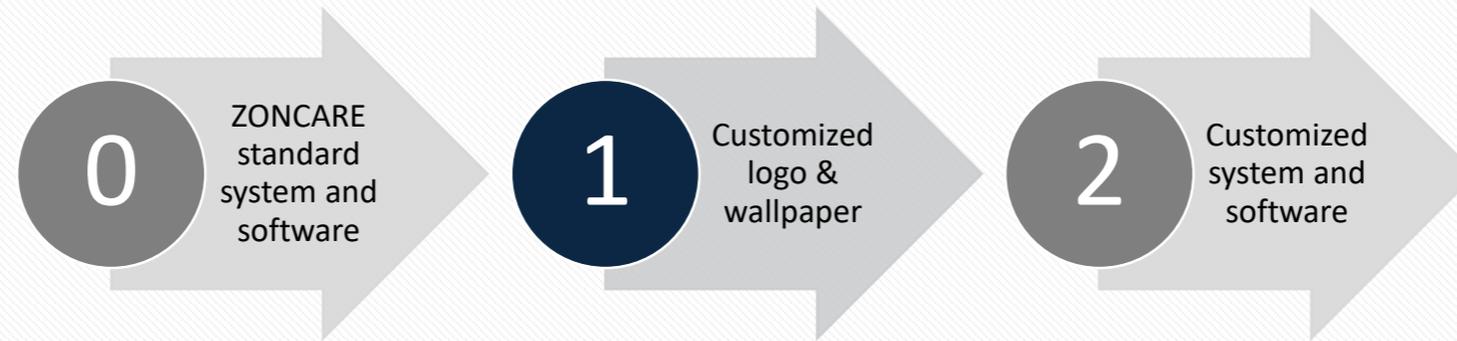

03

How to do it

How to do it

Preparation 1 - Share the SN

Share us the SN



How to do it

Preparation 2 – Download everything we share

Tools				Files
 <p>Laptop/PC with network</p>	 <p>External Keyboard</p>	 <p>USB Disk (≥8GB)</p> <p>8GB/16GB/32GB</p>	 <p>Rufus Application (https://rufus.ie/en/)</p>	<ul style="list-style-type: none"> ➤ LiveCD-XU16042-64bit-20211115(V1.5) – For startup disk making ➤ xxxx-XUxxxxxVx-xxxxxxx(Vx.x.xRelease) – Operation system ➤ CC-xxxx-Vx.x.x-RXXXXX.tar – For Application upgrading ➤ CC-xxxx-Vx.x.x-KB.tar – For key board upgrading ➤ CC-xxxx-Vx.x.x-PB.tar – For power board upgrading

ISO file

Operation system

Application software

Key board firmware

Power board firmware

Plus, FPGA software

How to do it

Step 1 - Make the boot drive

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



How to restore
system or upgrade



How to change
logo and wallpaper

How to do it

Step 2 – Restore system

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

How to do it

Step 3 – Upgrade software and firmware

Note

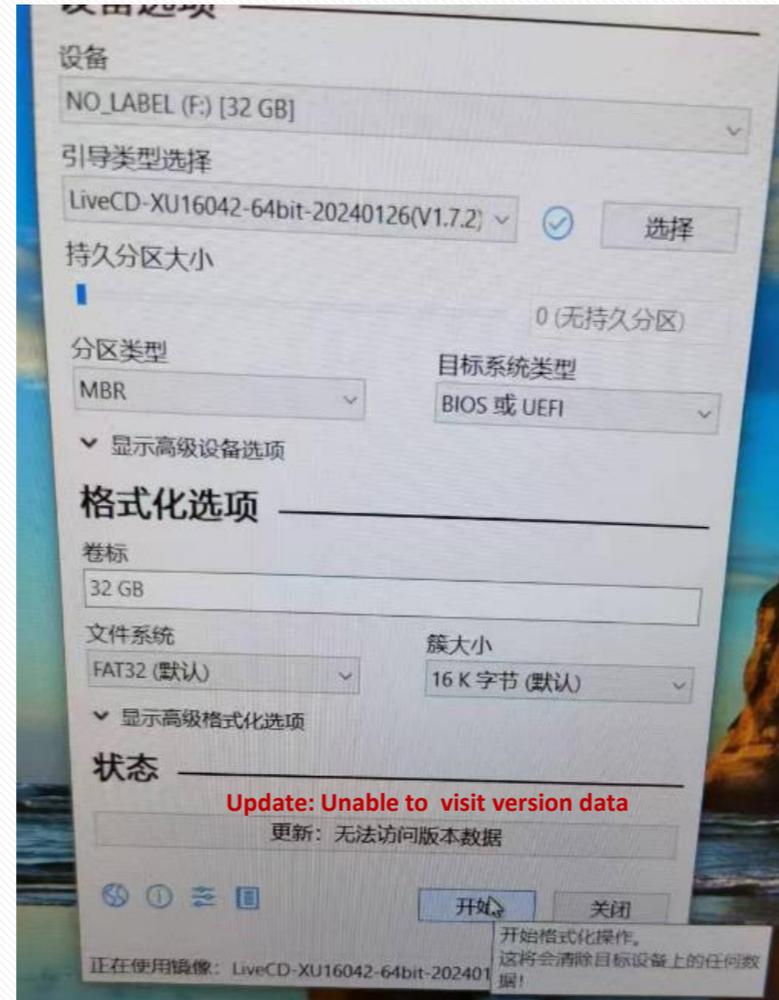
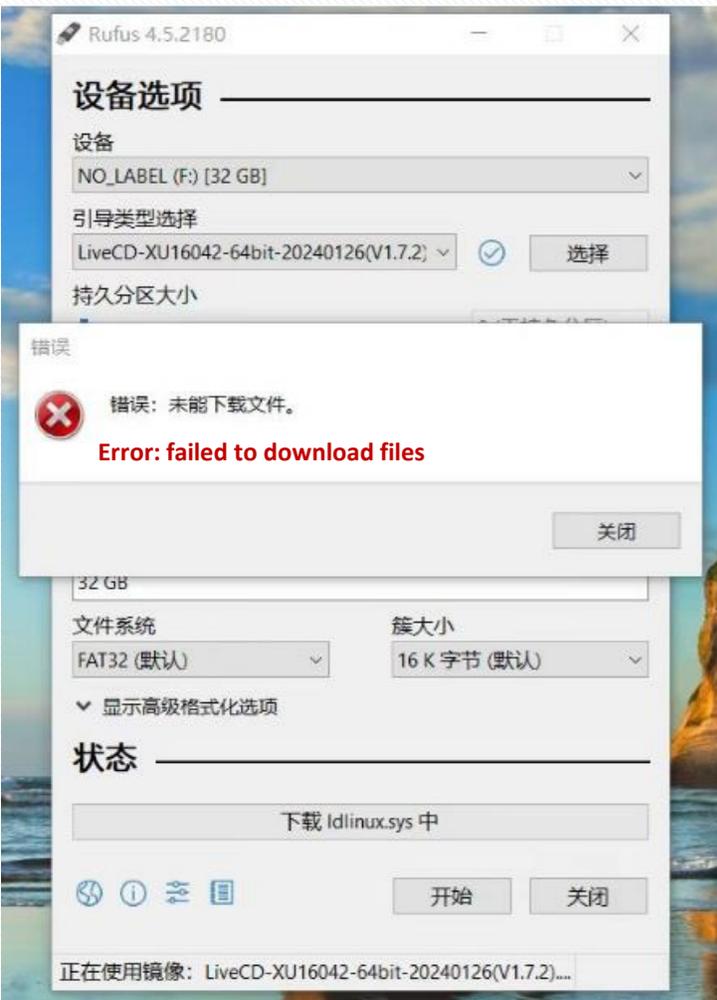
- There's no order priority of the software upgrading, make sure complete all of files from the link
- The machine will automatically restart after each upgrade. It is recommended to unplug the USB drive after each upgrade to prevent the machine from automatically entering the restoration interface
-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

04

What problem we may encounter and how to fix

What problem we may encounter and how to fix

Case 1 – Failed to download file when making boot drive

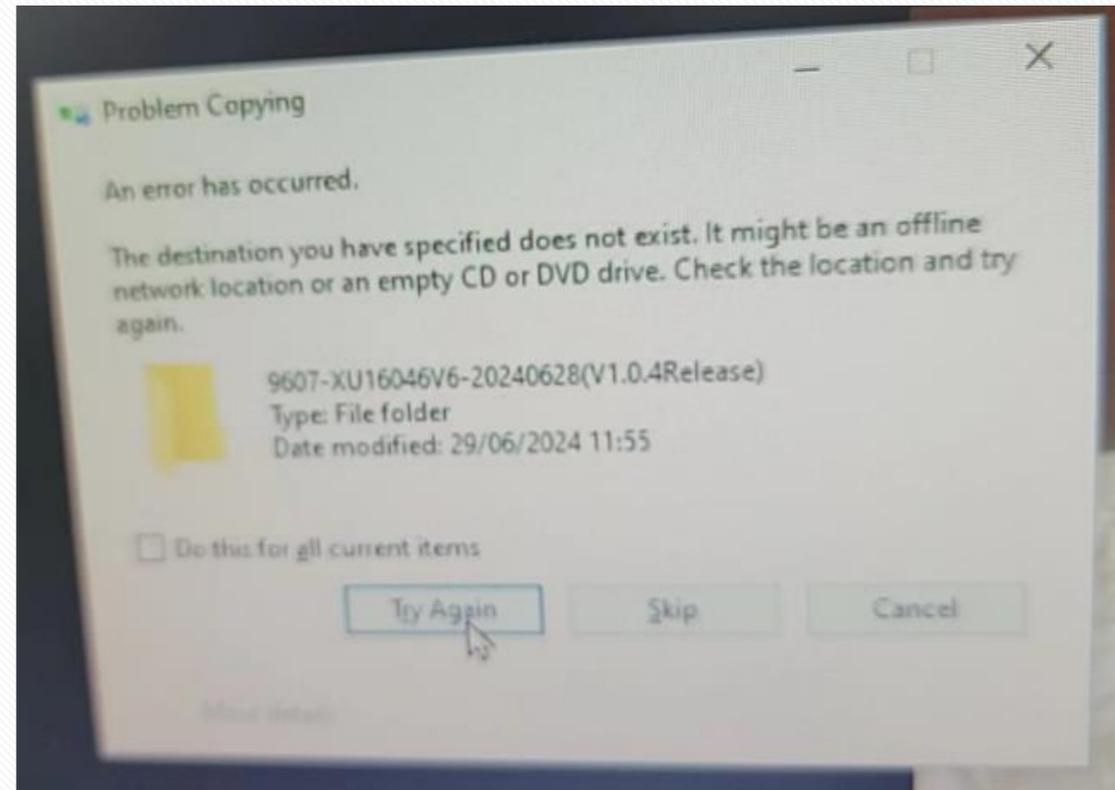
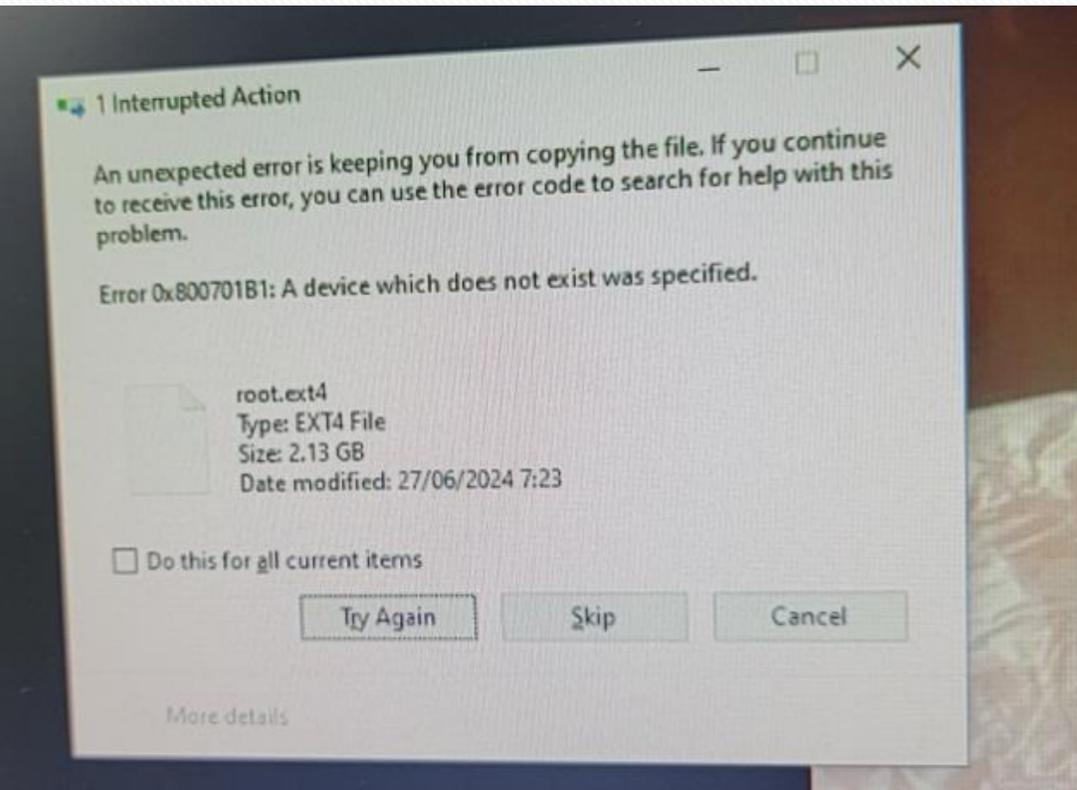


Why – Local public internet limitation

How – Suggest you to connect your laptop to mobile hotspot

What problem we may encounter and how to fix

Case 2 – Failed to copy system file to drive

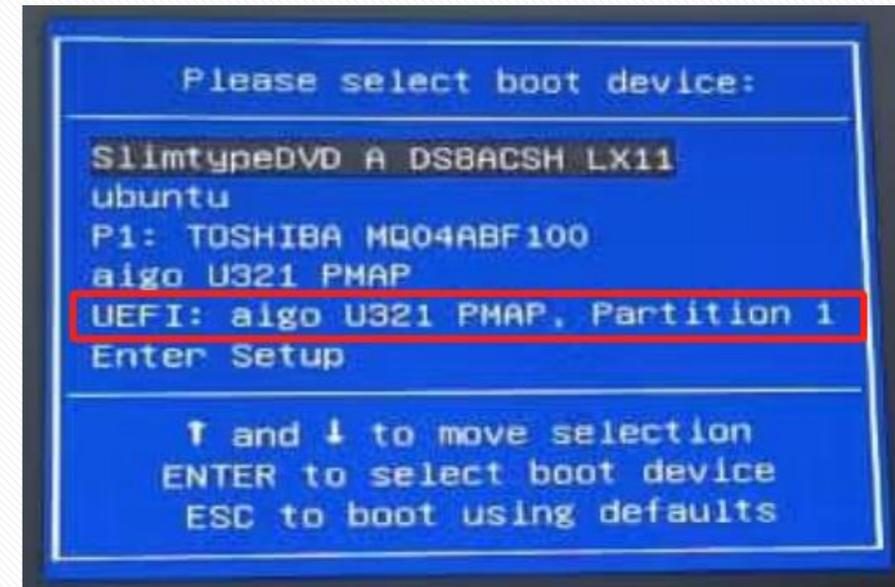
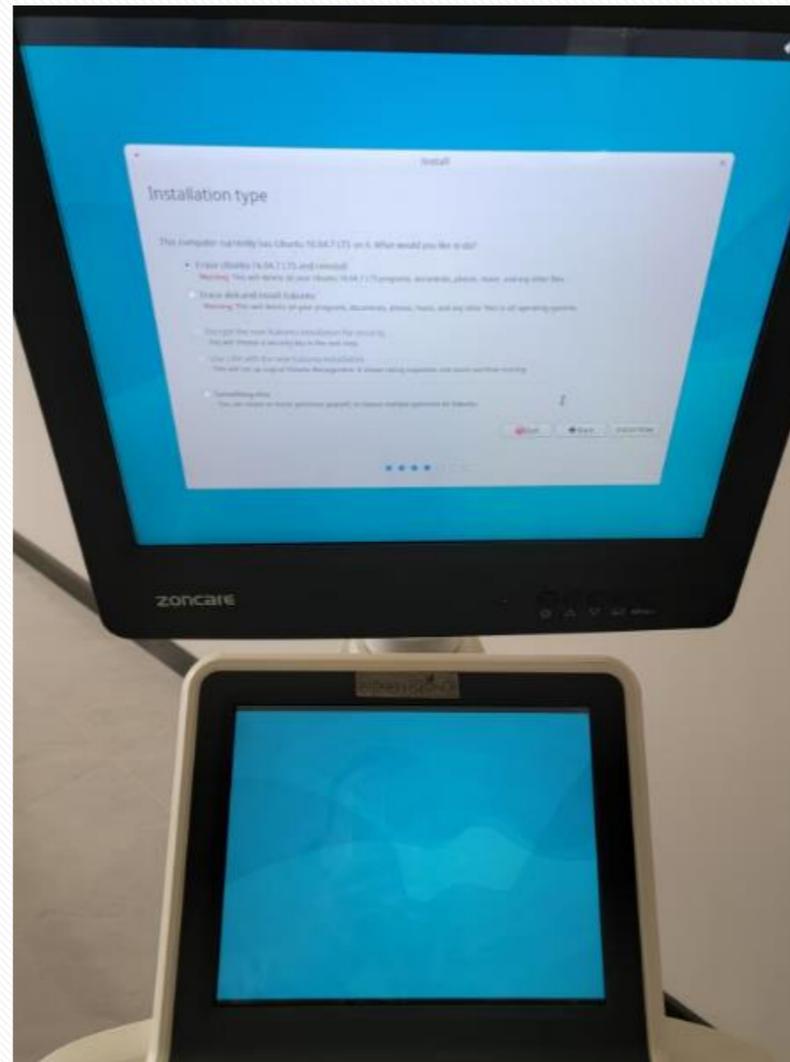
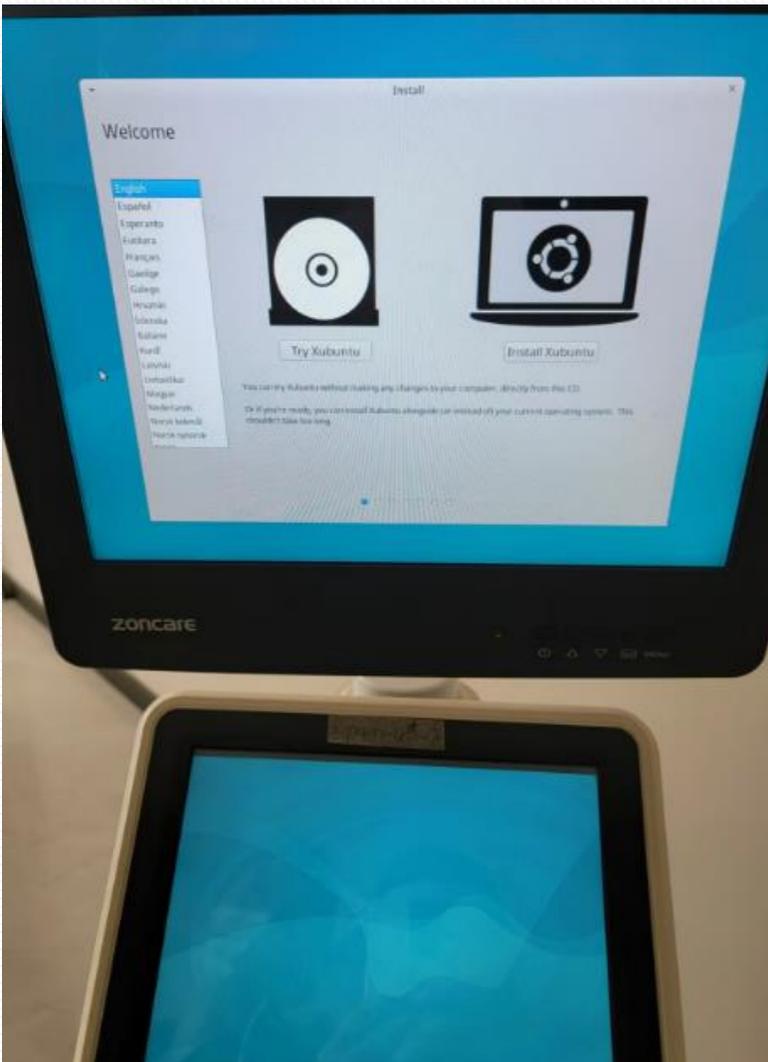


Why – Firewall limit or lock the drive, lead to failing to read and write files to drive

How – Turn off all the firewalls, contact factory if still failed

What problem we may encounter and how to fix

Case 3 – Filed to enter administration interface

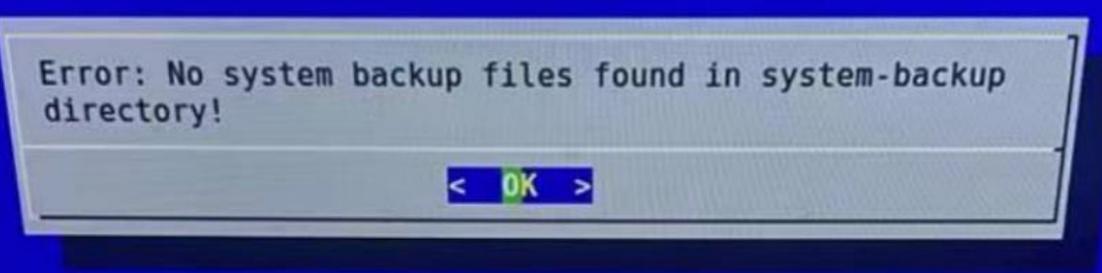


Why – Wrong boot device was selected

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

What problem we may encounter and how to fix

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



Error: No system backup files found in system-backup directory!

< OK >



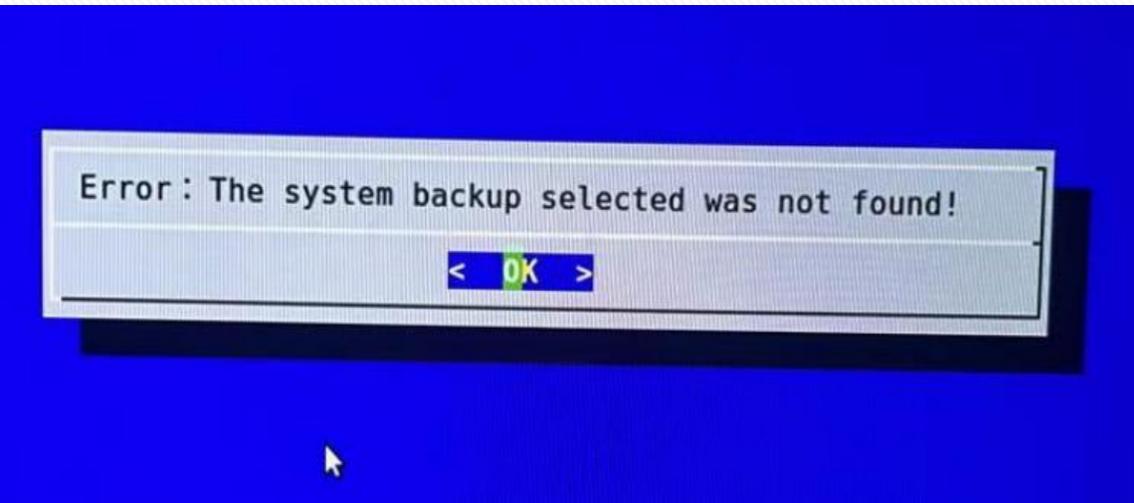
Why – System file was not extracted , or U disk no enough space to put the system file, or the extracted file include two folders.

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



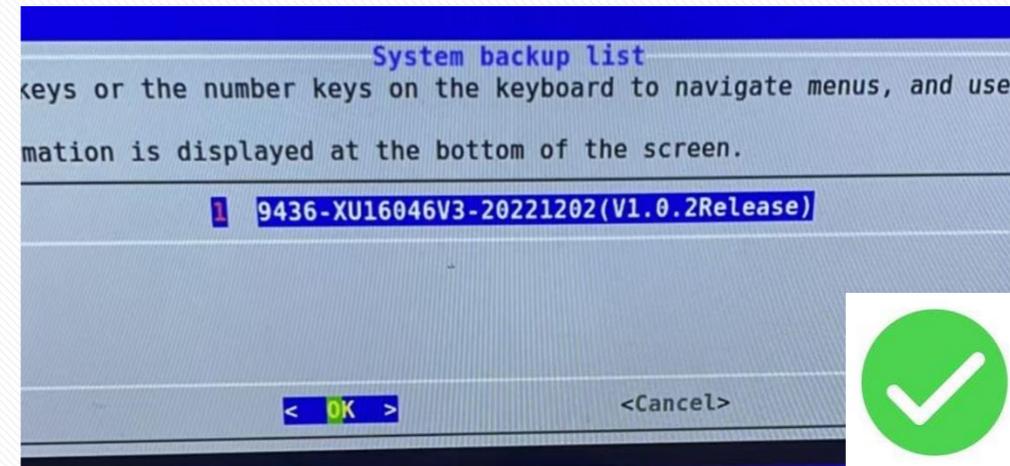
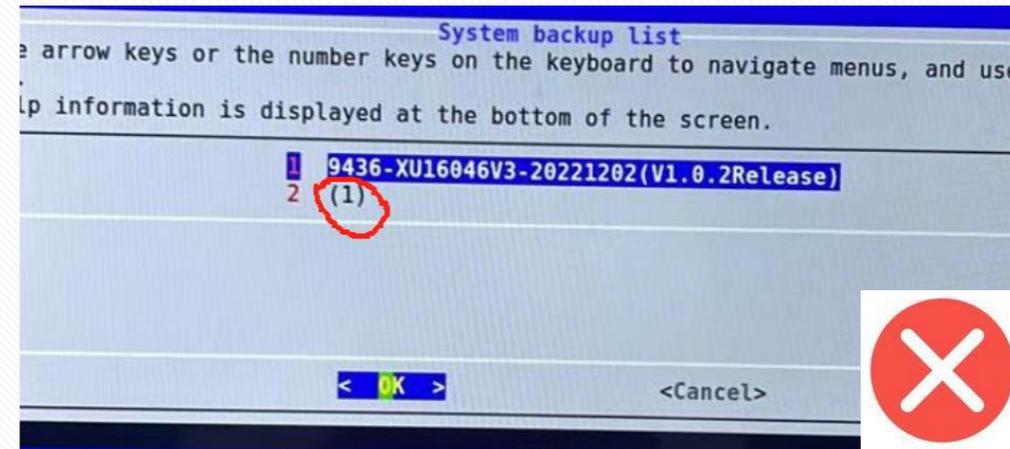
What problem we may encounter and how to fix

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



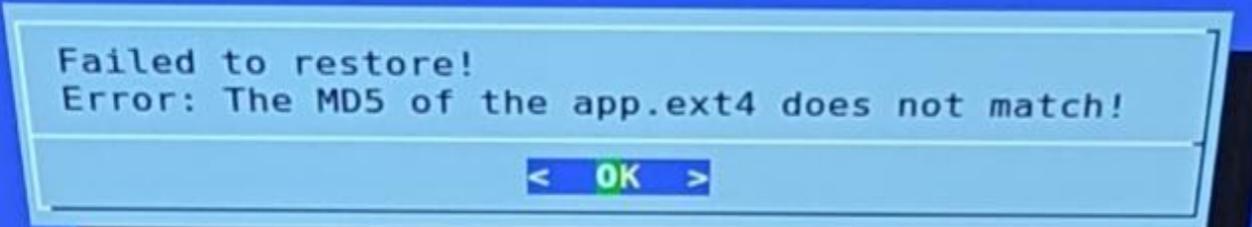
Why – The file format is incorrect and contains unnecessary prefixes, suffixes, or spaces.

How – Change the file name



What problem we may encounter and how to fix

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



Failed to restore!
Error: The MD5 of the app.ext4 does not match!

< OK >

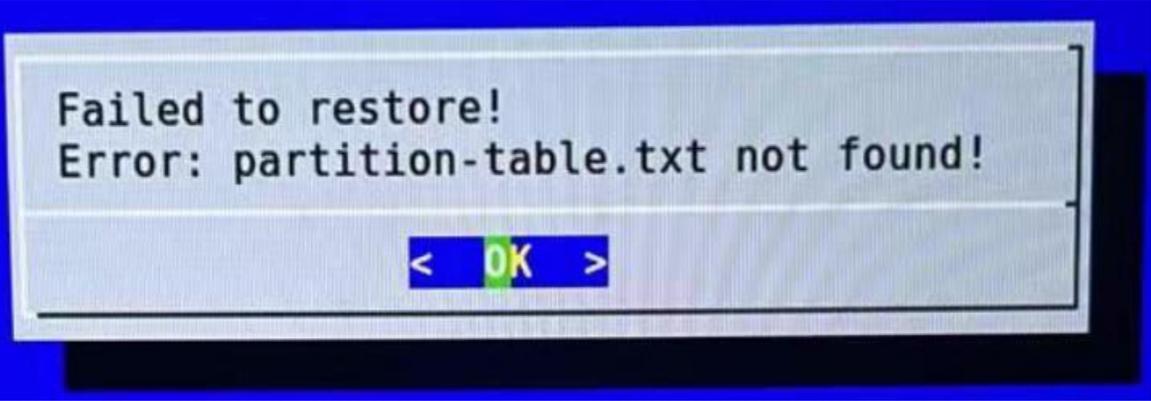
Why – The currently calculated checksum does not match the checksum in the file.

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...

What problem we may encounter and how to fix

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



```
Failed to restore!  
Error: partition-table.txt not found!
```

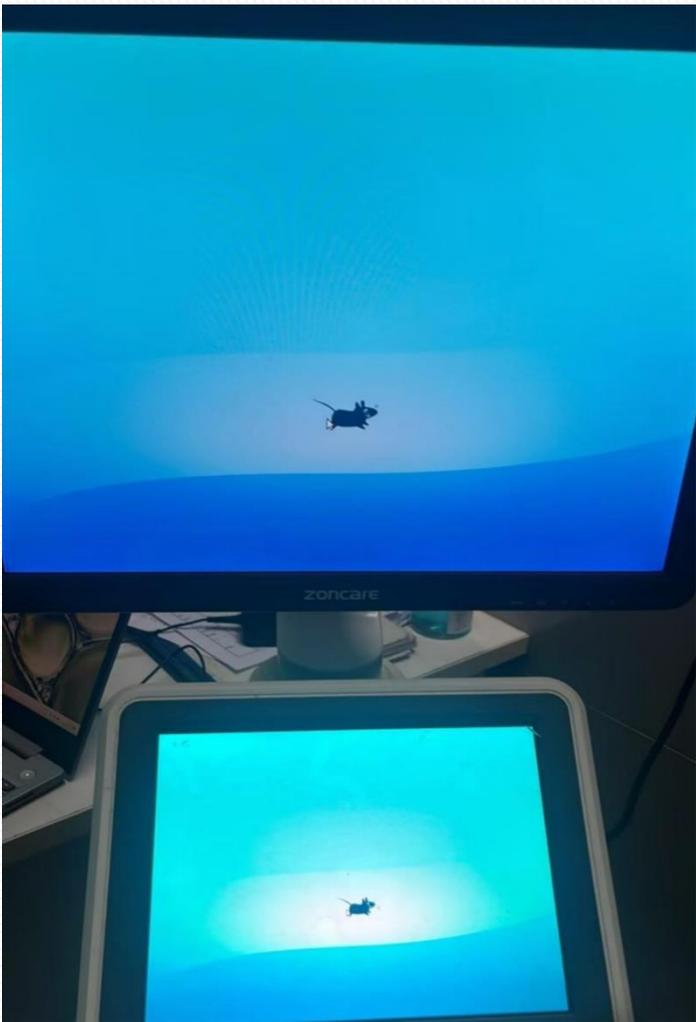
Why – The file is not complete, or unstable read & write between machine and USB drive

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

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...

What problem we may encounter and how to fix

Case 8 – Two rabbits appeared after reboot

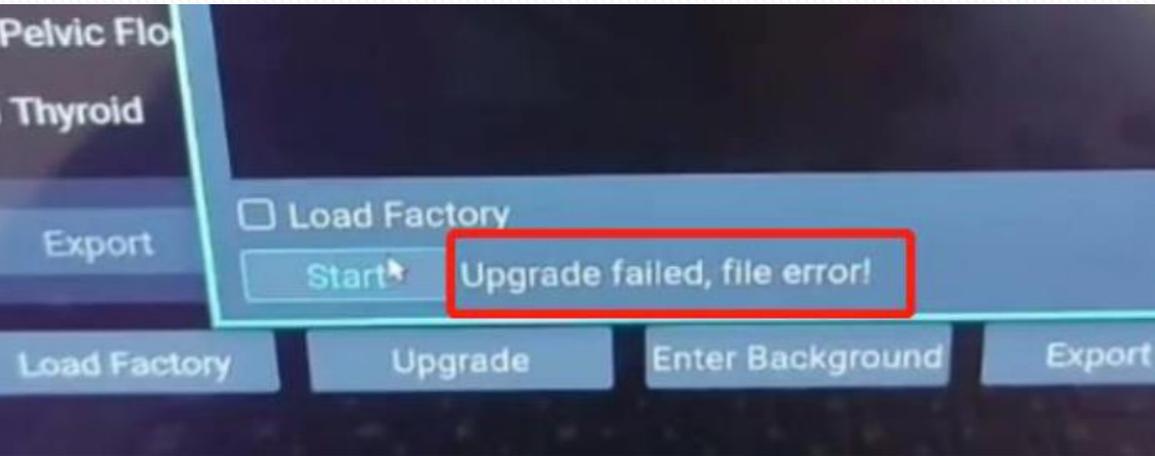


Why – Use the wrong operation system file

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

What problem we may encounter and how to fix

Case 10 – Upgrade failed, file error!

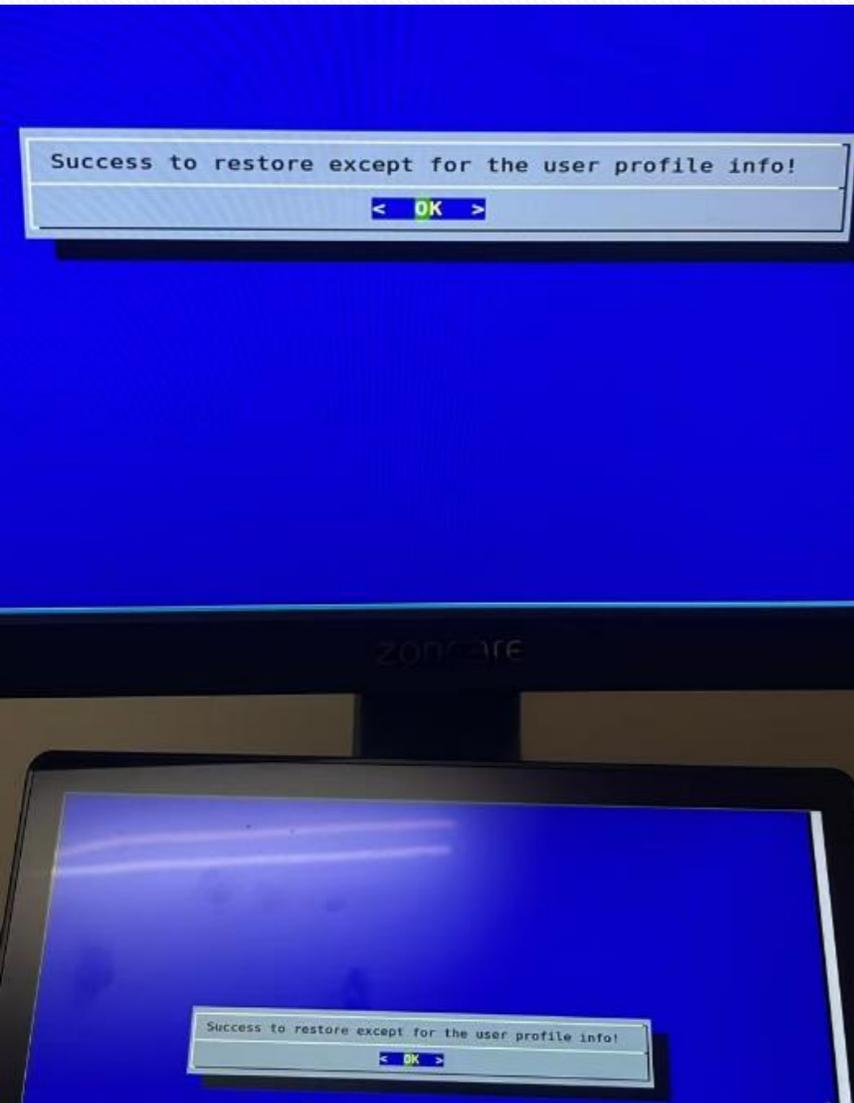


Why – The file format is incorrect and contains unnecessary prefixes, suffixes, or spaces.

How – Change the file name

What problem we may encounter and how to fix

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