

How to restore the system and software

Scenes to be Used

1. When the system software of the machine crashed or machine failed entering the system, we need to restore the system of the machine.
2. The image quality is not good under old version software as new software version.

ATTENTION PLEASE

Generally we only need to upgrade the operation software (application) and FPGA after restore the system, do not upgrade KB and PB. Only when the Key board is not working well, we can take KB upgrade into consideration!!!

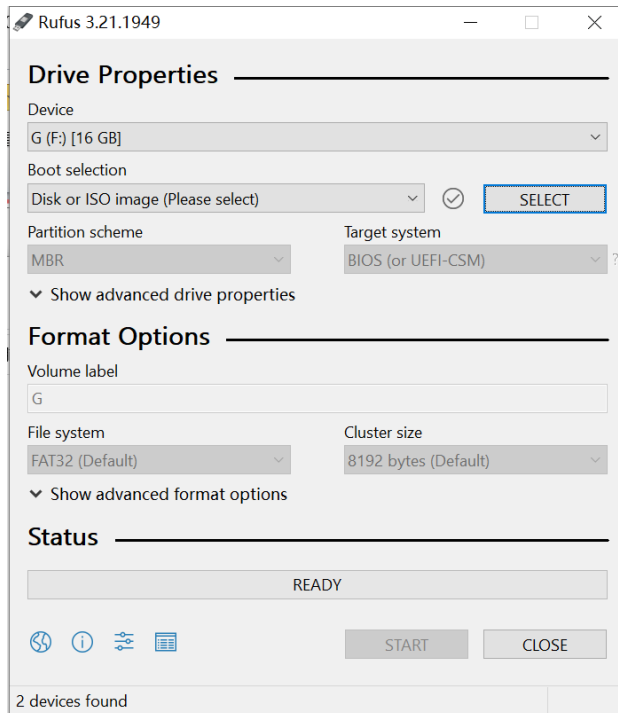
Tools Needed

Tools				Files
 Laptop/PC with network	 External Keyboard	 USB Disk (≥8GB)	 Rufus Appli- cation (https://rufus.ie/en/)	➤ LiveCD-XU16042-64bit-20211115(V1.5) – For startup disk making ➤ xxxx-XUxxxxVx-xxxxxxx(Vx.x.xRelease) – Operation system ➤ CC-xxxx-Vx.x.x-XXXXXX.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

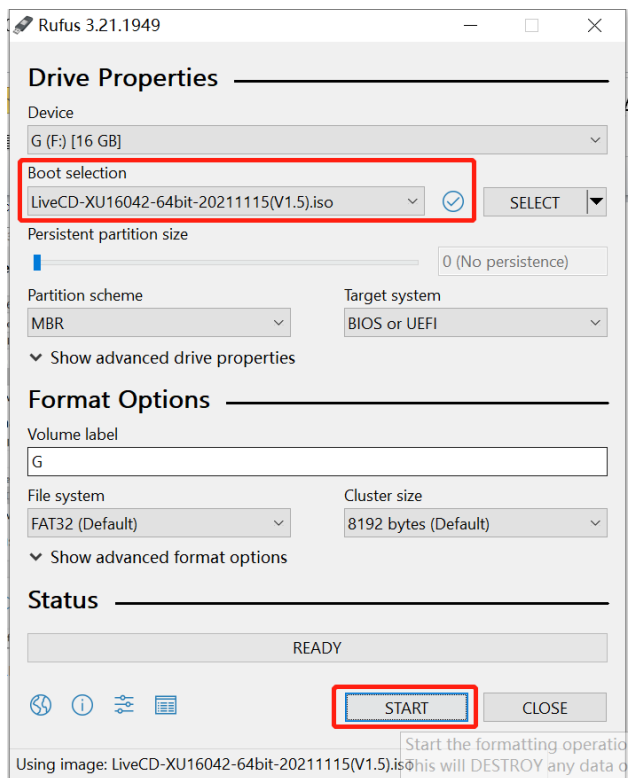
Operation Process

1. Prepare the startup disk

- 1.1 Download the files provided by factory Service team or prepared in advance, put them on the desktop of the PC.
- 1.2 If we only want to upgrade the software, then we can only copy the files for application, key board and power board in the root directory of the USB disk and go to step 2.8. For system restoration please follow as below.
- 1.3 Download the application Rufus from the link above or from factory Service team, and install it in your laptop or PC.
 rufus-3.21
- 1.4 Connect the USB disk in the laptop or PC, run *Rufus* application, it will recognize the USB disk automatically, let's confirm whether it's the one we are going to use.



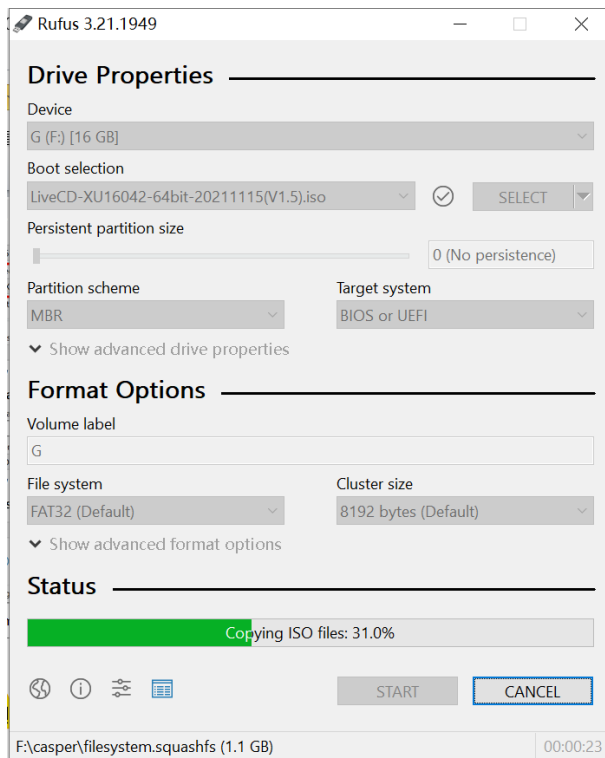
1.5 Click SLECT and choose **LiveCD-XU16042-64bit-20211115(V1.5)** file, and click START.

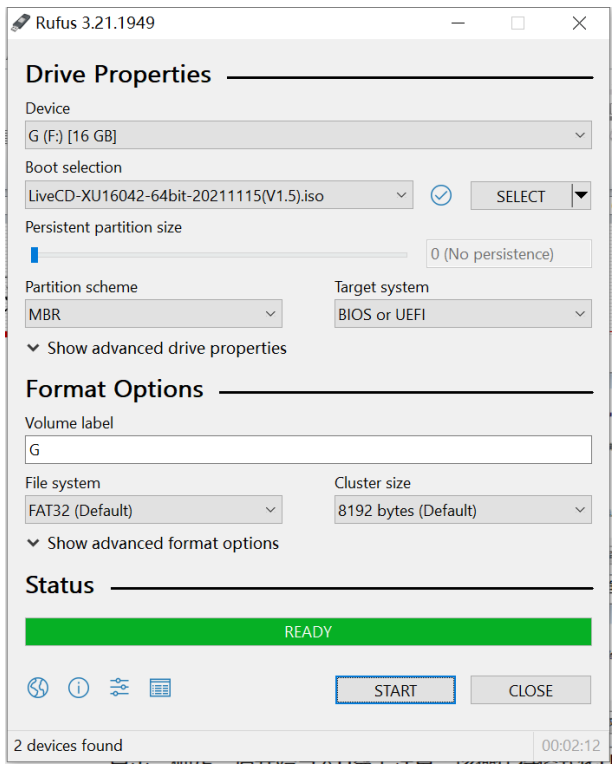


1.6 Perform the operation as below when there's a dialogue box prompt, click OK.



1.7 The application will copy the file into the USB disk, check the status as below until it's READY, and CLOSE it.





1.8 Unzip the system file **xxxx-XUxxxxVx-xxxxxxxx(Vx.x.xRelease)**, 9701-XU16046V3-20230111(V1.0.3Release) for instance, and copy the whole extracted folder in the root directory of **system-backup** folder. Copy the application software and FPGA to the root directory of USB disk, now the Startup disk is ready. If need to upgrade the key board firmware, we can also copy the file to the root directory.

G (F:)		搜索
名称	修改日期	
boot	2023/4/27 14:20	
casper	2023/4/27 14:20	
dists	2023/4/27 14:22	
EFI	2023/4/27 14:22	
install	2023/4/27 14:22	
isolinux	2023/4/27 14:22	
logo	2023/4/27 14:22	
pics	2023/4/27 14:22	
pool	2023/4/27 14:22	
preseed	2023/4/27 14:22	
shell-backup	2023/4/27 14:22	
system-backup	2023/4/27 14:22	
wallpaper	2023/4/27 14:22	
autorun	2023/4/27 14:22	
autorun	2023/4/27 14:22	
md5sum	2023/4/27 14:22	
README.diskdefines	2023/4/27 14:22	
syslinux.cfg	2023/4/27 14:22	
ubuntu	2023/4/27 14:22	
CC-9701-V1.0.3-r16208.tar	2023/2/6 11:46	

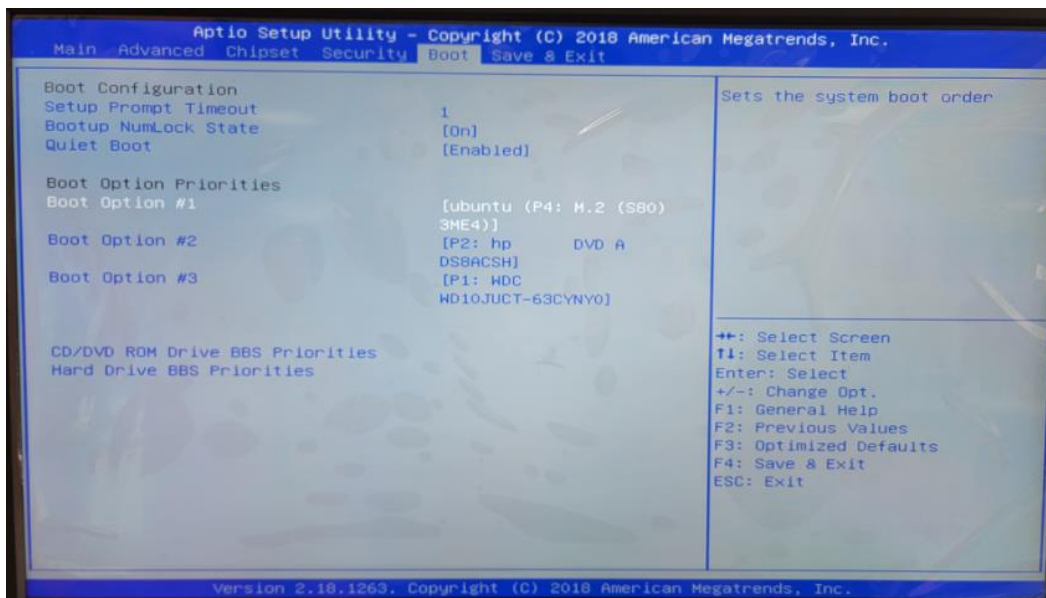
G (F:) > system-backup			搜索"system-backup"
名称	修改日期	类型	
9701-XU16046V3-20230111(V1.0.3Release)	2023/2/6 11:26	文件夹	

2. Restore the system and software

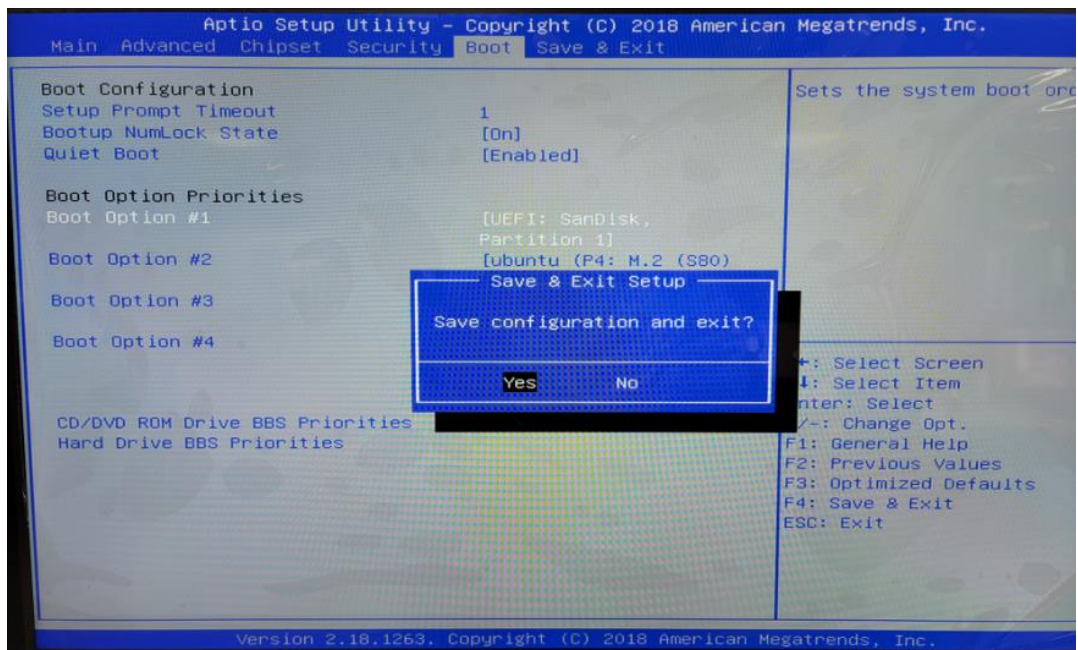
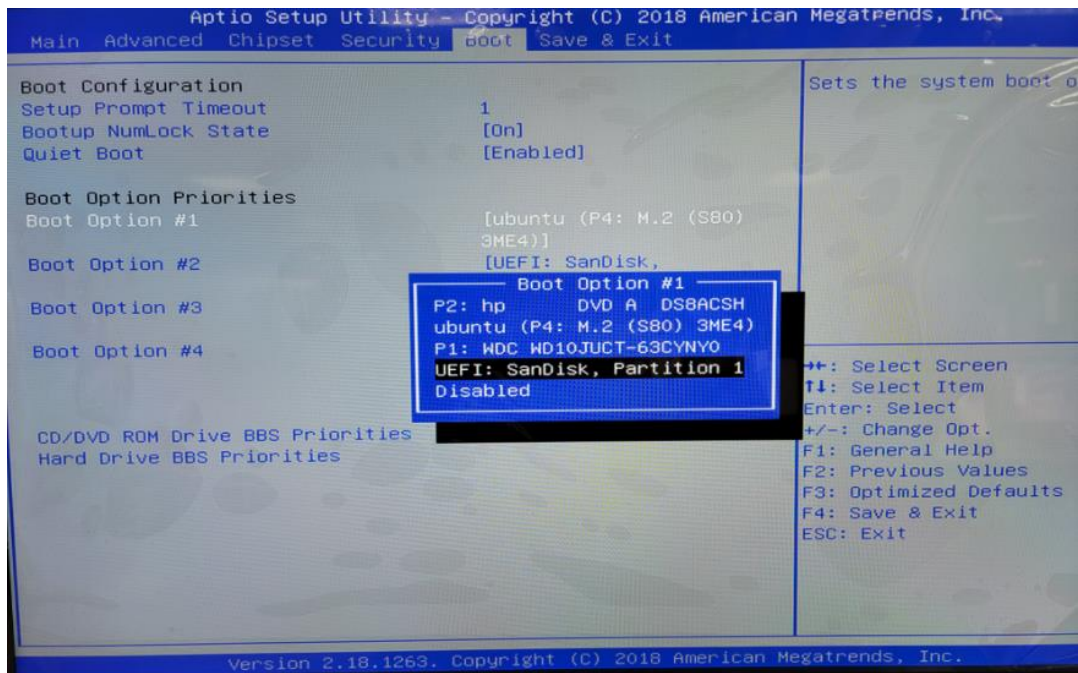
2.1 Insert the prepared USB disk into the machine.



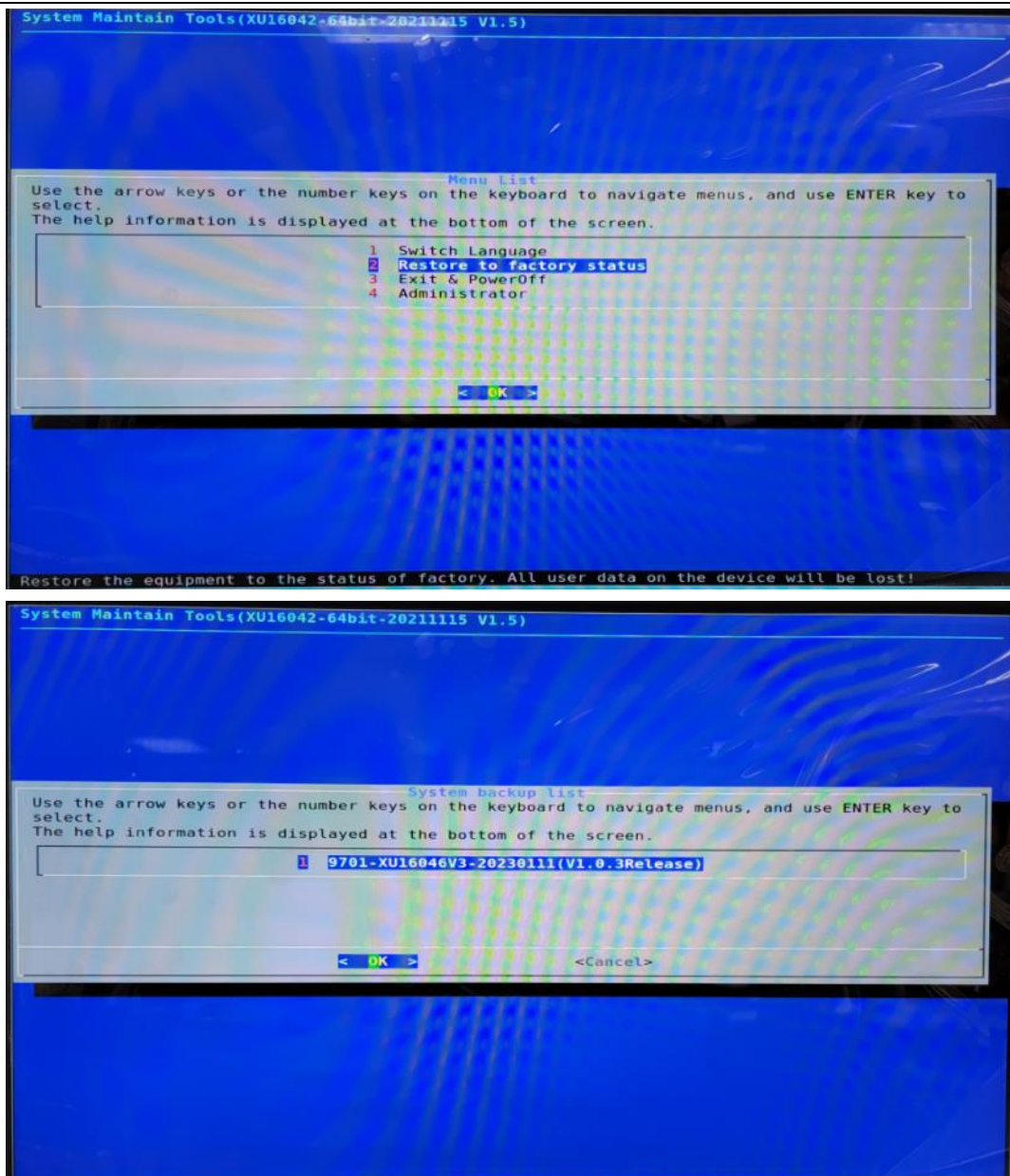
2.2 Power on the machine, keep pressing Del key on the keyboard of the machine or the external keyboard we prepared while the machine is booting to access to the BIOS interface.

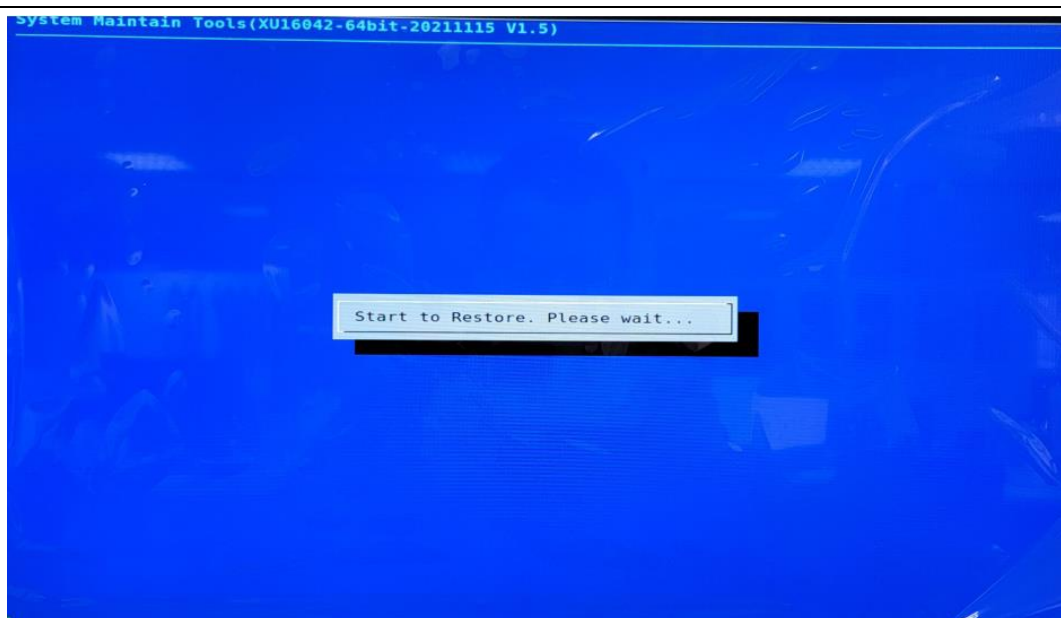


2.3 Go to Boot interface and change the Boot Option #1 to the USB disk we inserted, press enter and press Q4 or F4 to save and exit.



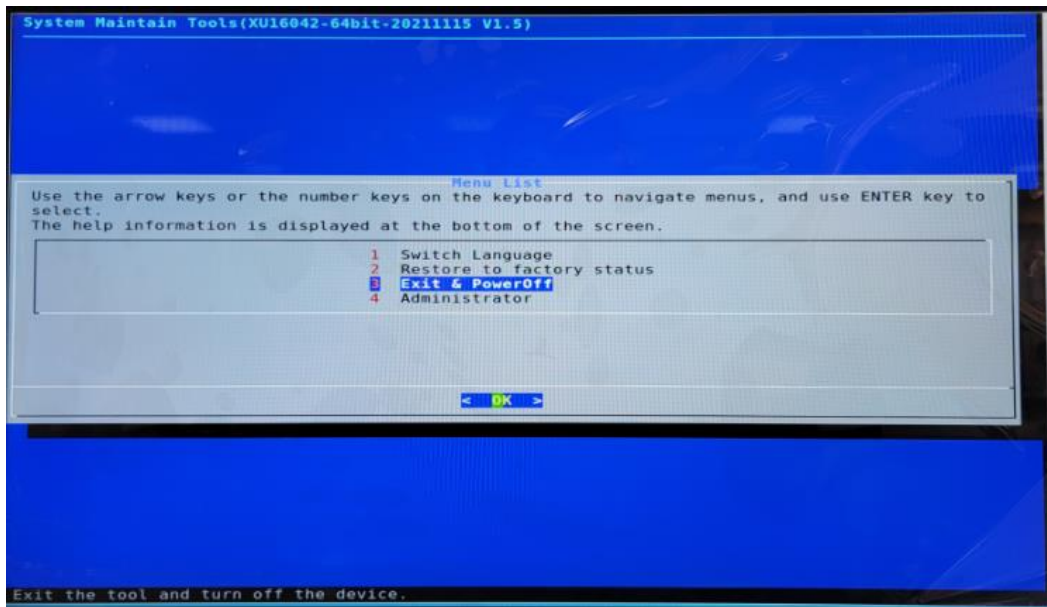
- 2.4 Then the machine will reboot and access to the System Maintain Tools interface as below, select 2 Restore to factory status, and choose file name **xxxx-XUxxxxxVx-xxxxxxxx(Vx.x.xRelease)**, 9701-XU16046V3-20230111(V1.0.3Release) for instance, then wait about 10mins.



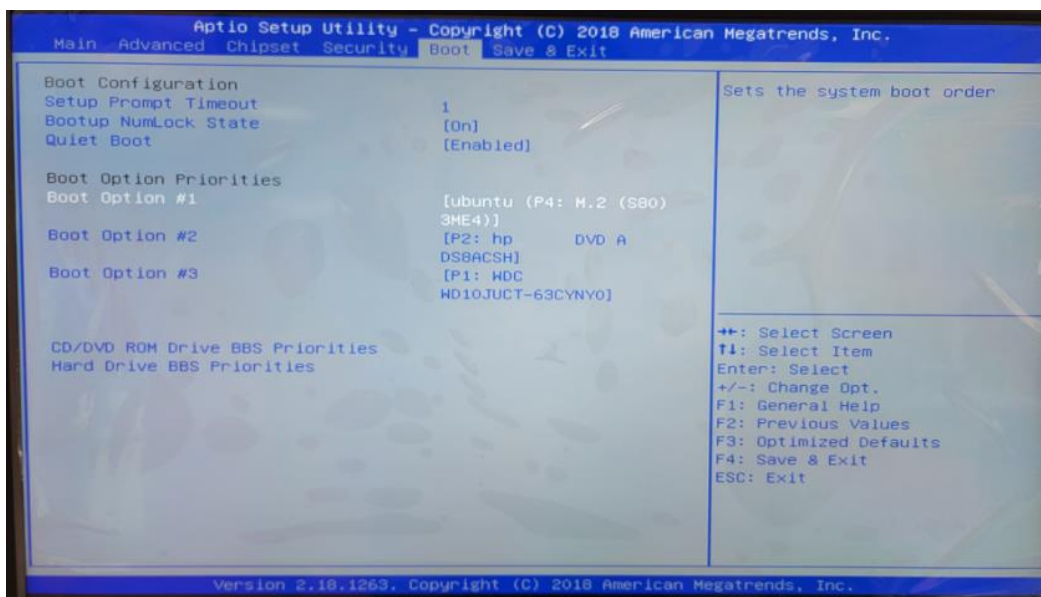


2.5 After about 10mins the restoration process will be completed, click OK and select 3 Exit & Power off. Remove the USB disk.

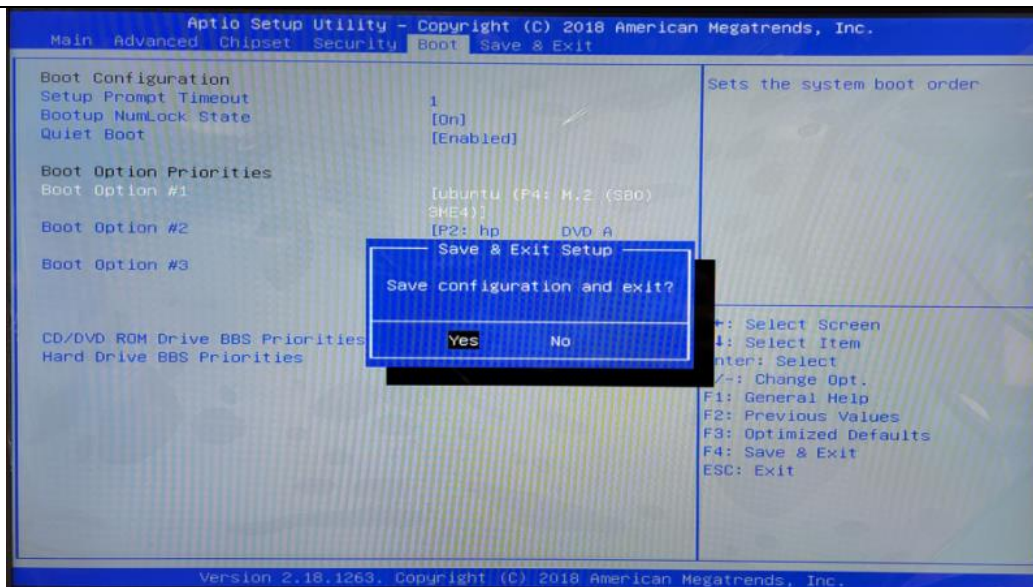




2.6 Power on the machine, repeat step 2.3 to confirm whether the Boot option back to original status as below, the Boot Option #1 should be [ubuntu (P4: M.2 (s80)3ME4)].

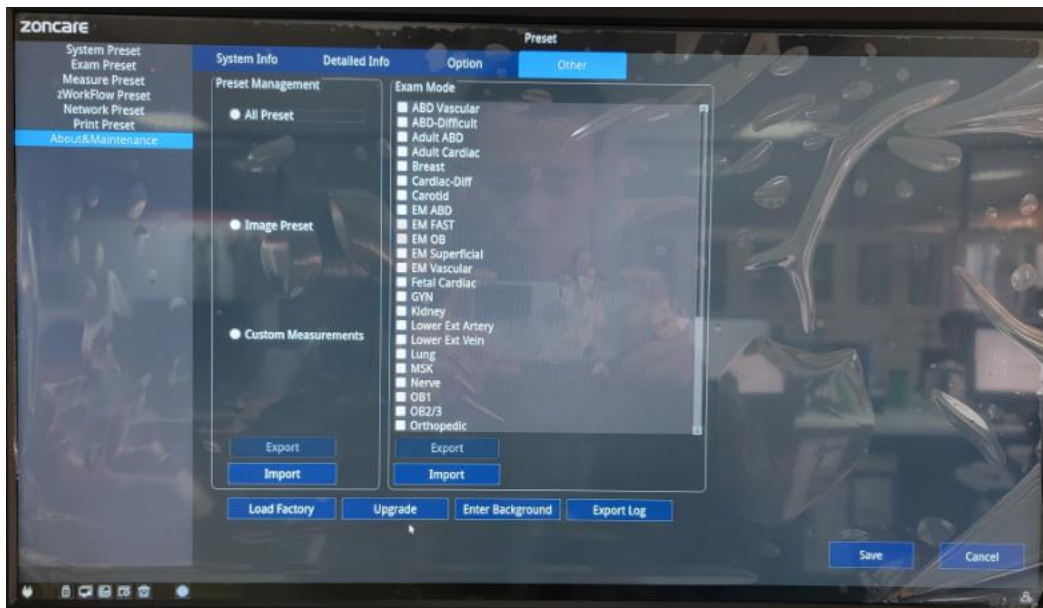


2.7 Click Q4 or F4, Yes to save and exit, then machine will reboot.

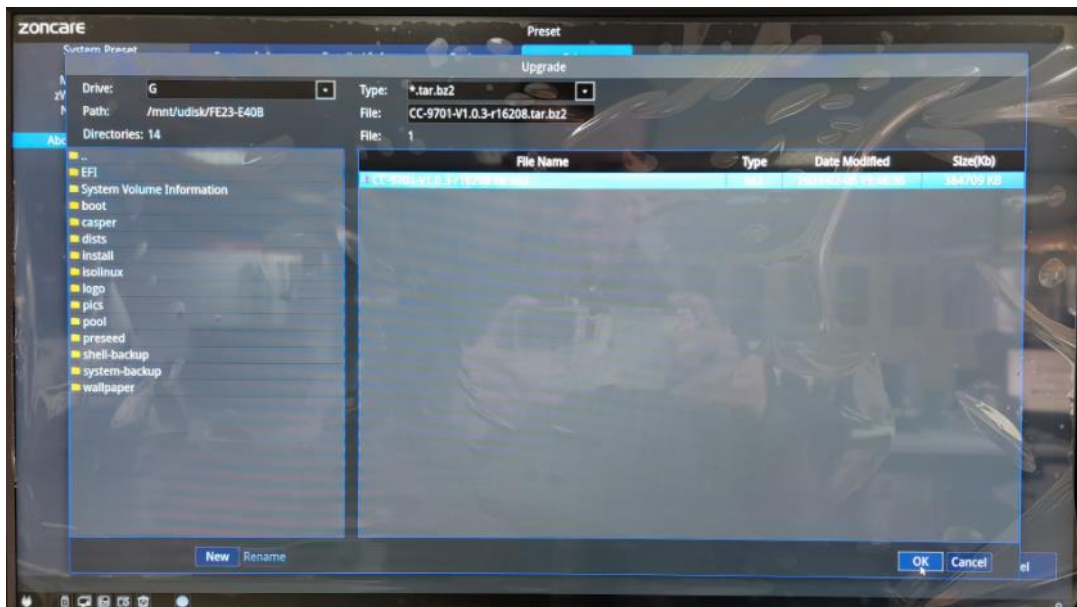


2.8 Insert the USB disk into the machine after the system is ready.

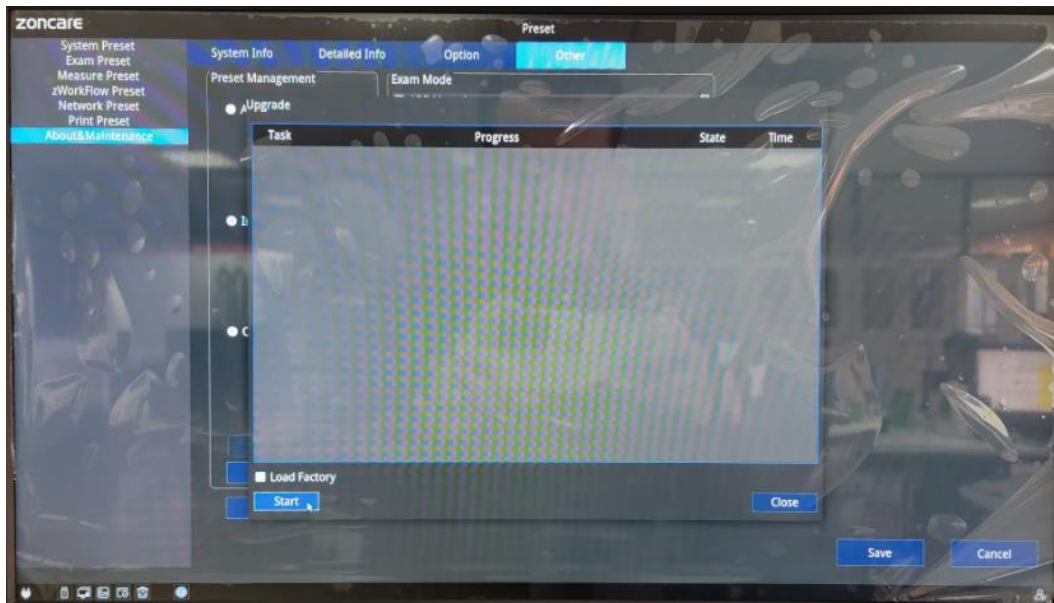
2.9 Click Setup on the keyboard of the machine, go to About & Maintenance – Other.



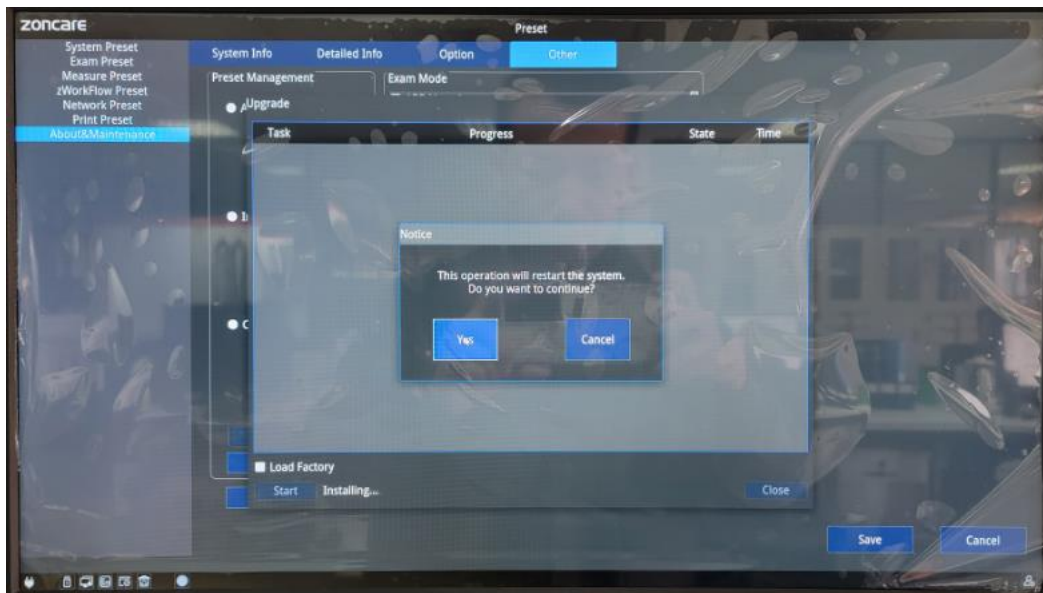
2.10 Click Upgrade and select the files in USB disk, and OK.



2.11 Click Start.



2.12 And YES, let's wait for a while.





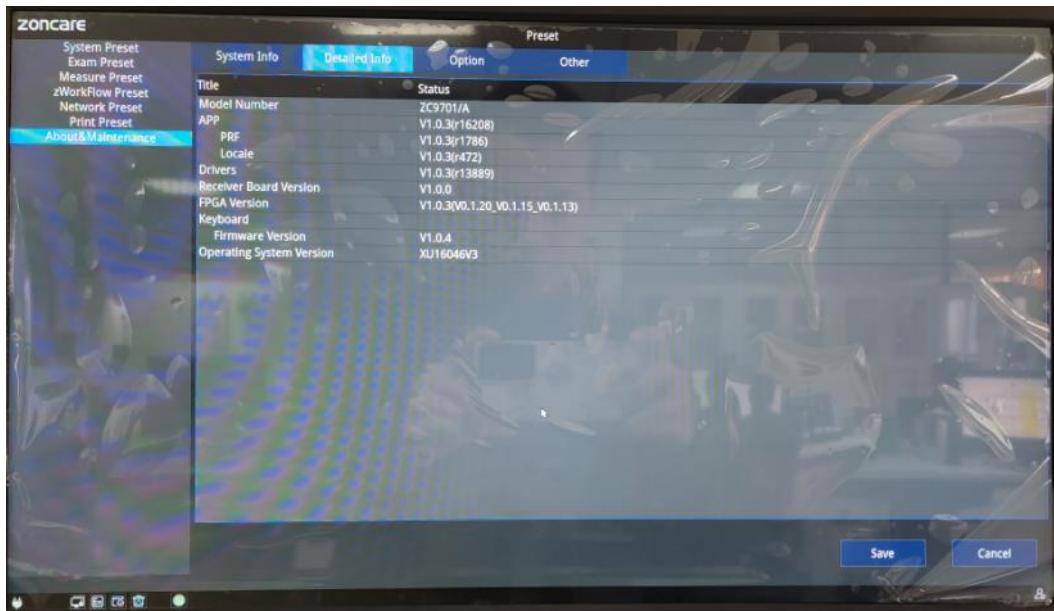
2.13 Click OK after upgraded successfully.



2.14 Remove the USB disk and power on the machine

2.15 Repeat steps from 2.8 to 2.13 to complete all files upgrading.

2.16 After finishing the upgrading, we can see the detailed information of the software version as below, now the machine is ready!



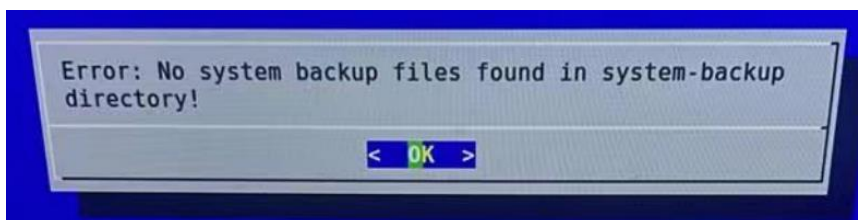
3. Abnormal cases and solutions

3.1 Case 1, "Failed to restore!" "Error: partition table.txt not found"



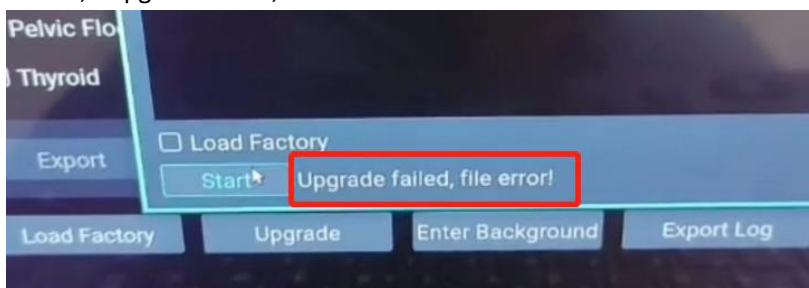
Solution: Please download the operation system file from the link we provided again, extract the file and follow step 1.8.

3.2 Case 2, "Error: No system backup files found in system-backup directory!"



Solution: Extract the compressed operation system file and put it in directory of system-back folder of the bootable USB drive.

3.3 Case 3, "Upgrade failed, file error" after click Start.



Solution: Rename the file in USB drive, we can remove the numbers ahead, but do not change the property of the file. Then connect it to machine and try again.

Please feel free to contact us if the problem remaining, many thanks!