

Release Version v3.4.0 (2016/11/28)

Modules:

Type	Item	Version
USB Content	Rescue.tar.bz2	3.4.0.31

Why and How to Use:

- User Scenario:

When NUUO Crystal Servers (supported firmware: v3.4.0.31 and above) are not well-functioned because of any upgrade failure, users can plug-in the Rescue USB to fix broken files in the SATA-DOM.

- Use Steps:

1. Find a USB, which format must be FAT32 and have at least 1G space, with only one rescue file named rescue.tar.bz2 in it.
2. Inject the rescue USB (FAT32) to the NUUO Crystal Server.
3. Manually reboot the server.
4. Wait for the rescue process for about 15 minutes.
5. The server will automatically shut down after the process is completed.
6. Eject the rescue USB.
7. Power on the server manually and check the firmware version.
8. The rescue process is finished.
9. The rescue process will not be completed if the Rescue USB doesn't remove from the rescued server. If the server needs to do rescue process again, it will need to re-execute the steps from 1-7.

Troubleshooting:

If the rescue process is not completed, the servers will not be automatically shut down. Users can check the error messages from the log file rescue_usb_log in the Rescue USB.

- **No mountable USB found** means the system doesn't detect the Rescue USB.
- **Special machine does not support Rescue USB** means the system is an OEM/ODM version and it doesn't support to use the Rescue USB.
- **Resources were occupied, please restart and try again** means some resources are occupied. If the message occurs after rebooting, the system may be corrupted. Please send e-mail to express@nuuo.com for further troubleshooting.

- **Extract firmware failed** means the system can't extract the rescue file rescue.tar.bz2. Please replace the file in the Rescue USB.
- **Special firmware version is not acceptable or Firmware version is not acceptable** means the current firmware version is not supported. Please make sure the firmware is later than v3.3.0.0.
- **Upgrade procedure check failed or Rescue failed** means the firmware may be corrupted. Please send e-mail to express@nuuo.com for further troubleshooting.
- **Unknown error occurs while rescuing** means other errors. Please send e-mail to express@nuuo.com for further troubleshooting.

Notice:

- A Rescue USB is unable to rescue Titan/OEM/ODM/TitanPro Servers.
- Only can be used when Crystal Servers are able to operate.
- The firmware of the server must be **later than v3.3.0.0**.
- A Rescue USB must be **FAT32**.

Release Note:

- v3.4.0
 - Fix issue that cannot recognize some kinds of USB drives which do not have boot flag.
- v3.3.0
 - Initial version