

LX console start-up issues.

The LX consoles are a very complex computer system with more than 10 individual electronic sub-systems that all connect via USB, SATA, AC97 and other interfaces. Occasionally the Linux operating system employed in the LX consoles can cause issues when first powered up, preventing the console from operating normally.

There are three manifestations of this issue.

- 1) Large monitor has a black screen with white upside down text.
- 2) Normal start-up, but all the small screens stay Grey/White.
- 3) All the small display screens continually chase in Red and/or the internal 15" screen remains black (or just very dark).

N.B. It is normal for all the small screens to chase Red until the show load dialog (below) is closed.



All of these conditions are easily solved by following the instructions below.

The first rule is: DO NOT power the console off !

Instead follow the instructions below.

Issue 1: The LX console starts up with the large monitor in black with white upside down text on the screens.

This occurs when the Linux OS crashes. The most common cause is what is called a race-condition - where two USB devices try to start up at the same time and cause havoc. Unplugging any usually stops the problem reappearing.

Resolution:

- Unplug ALL external USB devices (mice, wireless mouse/keyboard dongles, memory sticks, external screens etc).
- Perform a **Full Restart** (see instructions below).

Issue 2: The LX console starts up with the small display screens in solid Grey/White. The 15" monitor may also be very dark and/or black.

This occurs when the firmware controlling the screens does not start correctly.

Resolution:

- Perform a **Surface Restart** (see instructions below).

Issue 3: The LX console starts up with the small display screens chasing endlessly chasing in Red.

This occurs when the Linux operating system fails to correctly initialise USB communications with the LSC display driver.

Resolution:

- Perform a **Surface Restart** (see instructions below).

These issues only occur at initial power-up and are all related to the USB sub-system and the way Linux handles things when first started. Once the console is running correctly, they will not reappear unless the console is powered off again.

Instructions.

The three buttons shown on the image below have two special functions.

- 1) Full Restart
- 2) Surface Restart



Full Restart

Press and Hold all 3 buttons down for 5 seconds. The console will go black and restart – release the buttons.

Surface ReStart

Press and Hold all 3 buttons down for <1 second. All the small screens will flash Red and then return to normal operation. Never perform this function more than 3 times in less than 10 seconds.

Note:

To prevent ongoing issues with the console it is imperative that the console is never repeatedly power cycled on/off.

It is also desirable that whenever possible the console is shut down correctly. Tap the Power switch on the top left of the front panel and then tap the Shut Down button which appears on the 10.4” monitor.