1.   Q3 Urgent recovery update

Dear customer

We have an urgent update for the Q3 media server that you must install in order to keep using the Q3.

Unfortunately we left a timeout setting in windows in the wrong state which means that the server is counting down to disable itself.

If the server is still running now, follow the preventative procedure below (1.1), after this and at your leisure you **must** still download and update the recovery stick of the server, and ideally the server itself.

If the server is not running anymore or if you have the about 1 hour time to resolve this download and install the recovery stick solution by following the instructions below. (1.2)

The fault shows itself that the server powers up with only a black background on all outputs including the GUI and the white cursor. There will be no other windows items on the outputs.

When using the recovery method, it is important to save the user data that is stored on the C drive, this recovery will completely overwrite the C drive data. The Media drive M will not be affected.

1.1   Preventative procedure

If the server is still operational, you can stop this timer and prevent the problem:

➔ *Start up the server and then close Ai*
➔ *In windows "start" type cmd and select cmd.exe*
➔ *When the CMD window is up type in:*
➔ *net accounts /maxpwage:unlimited*
➔ *Press enter*
➔ *Then close the command window*

Important: You still need to run the new recovery at some point to fully resolve the issue after this, since running the older recovery will cause the original fault to appear again.

1.2   OS recovery

If the server has already stopped responding, or you have enough time to resolve this problem 100%, then follow the below procedure to create a new recovery image for the recovery stick and then run the recovery stick on the server.

Warning: In some cases this may need you to re-licence the Ai application by submitting us the fingerprint.

1.2.1   *Download recovery stick web installer*

➔ *The new recovery image is available by following this link :*
https://www.avolites.com/ai/Ai Q3 v10.3 Recovery Creator (Web Installer).exe

OR

➔ *Go to the Avolites website select Software, then Downloads and Finally the Ai tab.*

Locate "Q3 recovery creator installer" and press the download button on the right of the page.

After selecting the installer:

➔ *Click on "Run" when your web browser asks you to run Q3 recovery creator (web installer).exe*
➔ *Depending on your PC security settings you may be warned about the application, click on "advanced" and then "Run Anyway"*

This will then start the Q3 web installer application, select this from your task bar.

➔ *Insert the original Recovery stick in your PC that runs the web installer*
➔ *Click on next,*
➔ *Then select "install from internet". This will update the recovery stick directly from the internet. The other options allow you to download first and then run the updater.*
➔ *Select the recovery USB stick and press "Install"*

This will now download the files and install them on the USB stick. The process takes between 30 minutes and an hour depending on your internet speed.

➔ *Take the USB stick to the server and follow the OS recovery procedure below*

1.2.2   *OS recovery*

The following procedure re-installs the OS and Ai, and all data that is contained on the C drive.

Warning: Make sure to back up any user files on drive C before doing this procedure

➔ *Backup user's data that is on drive C*
➔ *Shut the server down*
➔ *Insert the supplied Recovery USB stick in the server front USB socket*
➔ *Start the server and Press F12 to enter the Boot menu*
➔ *In the boot menu select the option to enter UEFI: Sandisk, Partition 2*
➔ *This will automatically start the installation, Follow the prompts on screen*
➔ *We advise in this case to use the " 1 Standard Recovery" option to be used*
➔ *After the OS install, if you have a capture card fitted run the capture card installer as detailed below,*
➔ *If there are no capture cards installed, then the server is ready to use*
➔ *Power cycle the server*

Note: The above instruction assumes that the recovery stick is the supplied one and therefore shows up as "UEFI: Sandisk, Partition 2", other sticks will have a different name, but will always have UEFI: *name* Partition 2

The recovery will not affect you media drive, therefore there is no need to make changes there, any

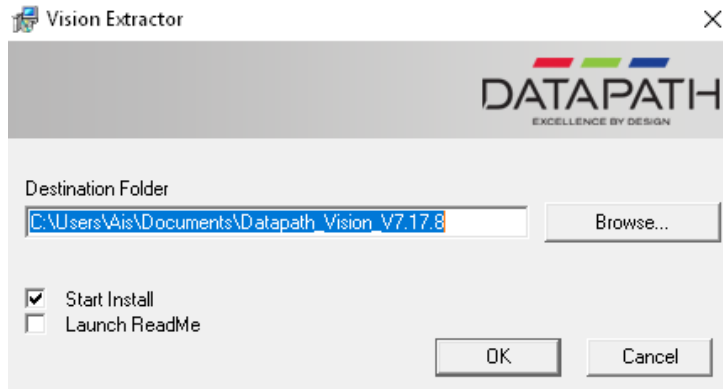## This completes the procedure for servers without capture cards

The following steps are only applicable to servers that have a Capture card fitted.

1.2.3   *Capture card driver installation*

After the recovery stick the drivers need to be re-installer only if capture cards are fitted.
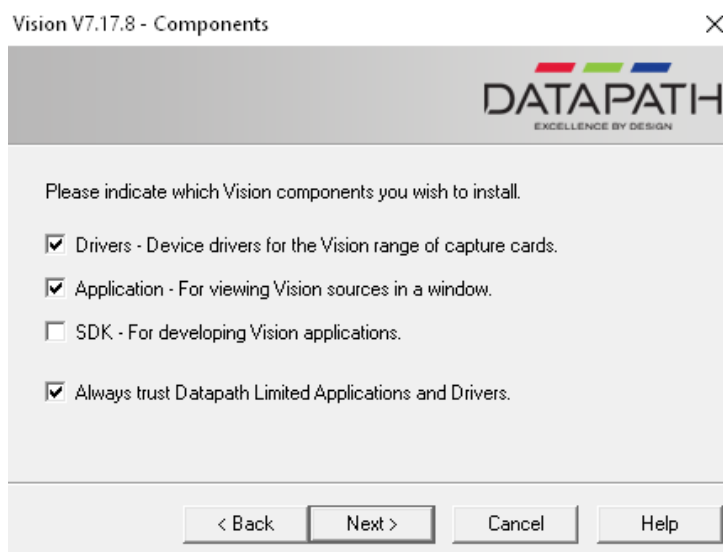
➔ *The software for the capture card must now be installed, the drivers are stored in the C:\master\datapath directory*

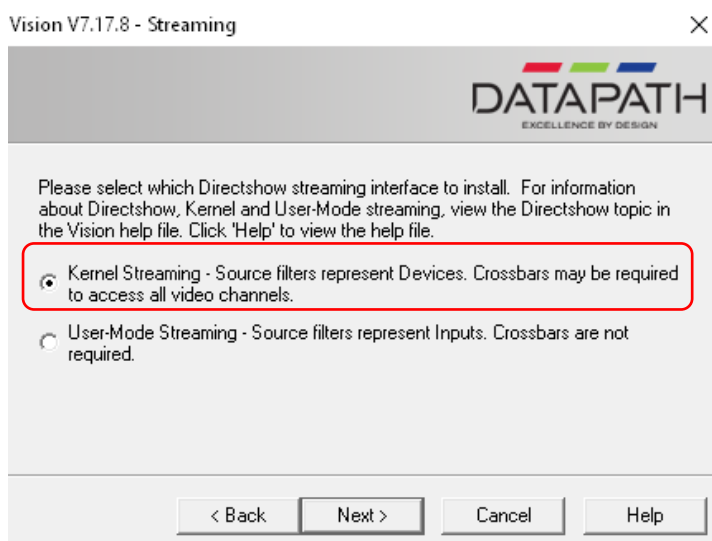➔ *Open the desired folder and run the Vision installer*

➔ *Ensure that the Destination folder for the installer is within the C drive (system)*

➔ *Follow the prompts in the installation wizard*

➔ *When the installation wizard which Vision components you wish to install ensure that Drivers, Application and Always trust Datapath are selected*

➔ *When the installation wizard asks which Directshow streaming interface you wish to install ensure Kernel Streaming is selected*

➔ *Complete the install and restart the server*

➔ *Test the input card.*

This completes the procedure for servers with capture cards