

Service bulletin

CCpilot XM software patch upgrade August 12, 2011.

CrossControl is releasing a software patch upgrade for CCpilot XM.

The upgrade prevents erratic behavior of the display at startup. Form, fit and functionality are not affected.



Symptom

During start-up, the display occasionally shows unexpected graphics (see examples on next page). Even though the screen graphics is faulty, the rest of the computer works as expected. Often the symptoms disappear after a restart and it never appears within running applications.

Diagnosis

The problem is software related and comes from faulty behavior in one of the programmable executing circuits inside the computer.

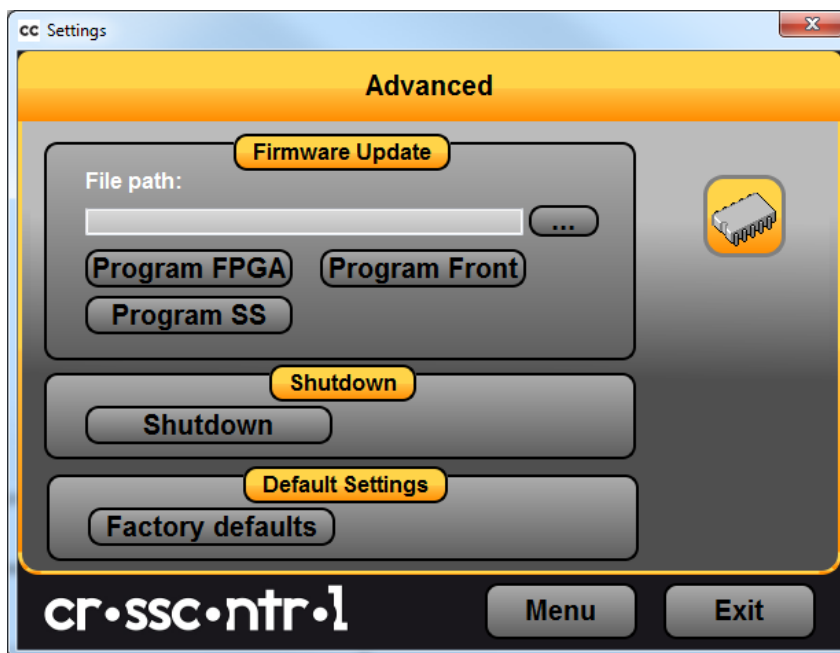
Solution

A software upgrade is deployed in serial production from 2011-08-11 and will also be made available for downloads from our OEM customer support site at <http://support.crosscontrol.com/>.

The file is called CCpilot XM - FPGA_v0.3.3.0.zip

Installation

The patch is simply installed via the CCSettings application:



- If necessary, first upgrade the CrossControl CCAux package by downloading and installing CCAux: CCpilot XM - Application Package.
- On the Advanced tab in CCsettings, select the file (ccp_xm_fpga_0.3.3.0.mcs)
- Press "Program FPGA" and follow the instructions.

For further information or assistance please contact your normal CrossControl contact person.

CCpilot XM – Faulty graphics examples

Please find below examples of the kind of erratic graphics that have been observed.

