

Bibby Lin

寄件者: Jerry Liao
寄件日期: 2015年1月30日星期五 下午 2:00
收件者: Bibby Lin
副本: Jack Su; Roy Ching
主旨: RE: GENE-BT05 Driver Question #EUK019-14-011

Hello Bibby,

根據此網頁:

https://downloadcenter.intel.com/Detail_Desc.aspx?DwnldID=23414&lang=zht

安裝適用於 Intel® NUC 主機板與套件

而又根據此網頁

<http://www.intel.com.tw/content/www/tw/zh/nuc/nuc-kit-de3815tykhe.html>

Intel® Atom™ 處理器 E3815

(1.46 GHz 單核心，512 KB 快取記憶體，5 瓦散熱設計功耗 (TDP))

所以它是拿來給 NUC 的板子裝的，而 NUC 有使用 BT 系列 CPU 的只有 E3815，也就是 GENE-BT05 I SKU

所以 GENE-BT05 with J1900 不能裝是正常的

Sincerely,

Jerry Liao
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From: Jerry Liao
Sent: Friday, January 30, 2015 1:45 PM
To: Bibby Lin
Cc: Jack Su; Roy Ching
Subject: RE: GENE-BT05 Driver Question #EUK019-14-011

Hello Bibby,

測試的結果: 不行

BIOS: GBT5BM14

OS: UEFI Win8.1 Pro 64bit

早上的

BIOS: GBTAM12

OS: 一樣

Sincerely,

Jerry Liao

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From: Bibby Lin
Sent: Friday, January 30, 2015 10:58 AM
To: Jerry Liao
Cc: Jack Su; Roy Ching
Subject: RE: GENE-BT05 Driver Question #EUK019-14-011

Hello Jerry,

那我待會拿 J1900 給你，再請幫忙測試看看，客人是用 J1900 遇到問題，這會跟 CPU 有關係嗎?

Best Regards,
Bibby Lin
AAEON Technology Inc.
Tel : 886-2-89191234 Ext : 1546

From: Jerry Liao
Sent: Friday, January 30, 2015 10:56 AM
To: Bibby Lin
Cc: Jack Su; Roy Ching
Subject: RE: GENE-BT05 Driver Question #EUK019-14-011

Hello Bibby,

我這邊使用 GENE-BT05(E3825) Win 8.1 Pro 裝沒有問題

Sincerely,

Jerry Liao
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From: Bibby Lin
Sent: Friday, January 30, 2015 9:49 AM
To: Jerry Liao
Cc: Jack Su; Roy Ching
Subject: FW: GENE-BT05 Driver Question #EUK019-14-011

Hello Jerry,

客人使用 Gene-BT05 with J1900 CPU (GENE-BT05-A10-0010)搭配 Win 8.1 pro，發現無法安裝 MBI is Intel® Mailbox Interface Device (Intel® MBI) driver，請問你有遇到類似問題嗎??

Best Regards,
Bibby Lin
AAEON Technology Inc.
Tel : 886-2-89191234 Ext : 1546

From: Han Zhang [<mailto:HanZhang@aaeon.eu>]
Sent: Friday, January 30, 2015 12:08 AM
To: Bibby Lin
Cc: Jessie Liu; Jack Su
Subject: AW: GENE-BT05 Driver Question #EUK019-14-011

Dear Bibby,

Customer failed to install MBI driver in Gene-BT05 with J1900 CPU (GENE-BT05-A10-0010)
They get message something like; 'system not suitable.'
Could you kindly check the reason?
You can get more information under following email,

Thanks and best regards,
Han

Von: Han Zhang
Gesendet: Donnerstag, 29. Januar 2015 17:05
An: 'Liam Layton'
Cc: Peter Marchant; Jessie Liu
Betreff: AW: GENE-BT05 Driver Question #EUK019-14-011

Dear Liam,

1# TXE is Intel Trusted Execution Engine.
Trusted Execution Technology need TPM support.

2# MBI is Intel® Mailbox Interface Device (Intel® MBI) driver.
I will check internal why it could not be install in Gene-BT05 with J1900

Thanks and best regards,
Han

Von: Liam Layton [<mailto:LiamLayton@review-displays.co.uk>]
Gesendet: Donnerstag, 29. Januar 2015 11:45
An: Han Zhang
Cc: Peter Marchant
Betreff: GENE-BT05 Driver Question #EUK019-14-011

Hi Han,

Please could you help me with the following?

Our customer is has been using several of the GENE-BT05 versions; N2930, N2807 and a J1900 SKU. The customer has been using the driver CD's supplied with the boards, but they claim that on the J1900 SKU the TXE, TPM and MBI drivers do not install with the message something like; 'system not suitable'.

The exact J1900 board they are using is the GENE-BT05-A10-0010 which I understand does not have TPM so that would explain the TPM driver not installing correctly, but I was hoping that you could advise as to why the other drivers are not installing?

OS is: WE Industry 8.1 Pro.

Regards,

Liam Layton
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