Support Note

Kenai Operating System v1.0.7.0

An updated Windows 10 Operating System image is available for Kenai. Since Windows 10 automatically downloads and updates to the latest version when connected to the Internet, there is no reason for users upgrade to this revision if they are not experiencing any difficulties with the OS on their tablet.

Trimble recommends users update the OS through Windows10 update to see if that fixes any problems, before completely re-installing the OS, which will over write all user settings and data. Updating Windows 10 over the internet may take some time depending on factors such as internet speed, and how long it was since the last update.

The Kenai OS image version 1.0.7.0 is based on the Windows10 Professional build 1809 and contains Kenai specific device drivers and applications. Windows Updates until 16th Nov 2018 have been applied to the image.

Changes

- Windows Operating System version 1089 (Build 17763.134) is the base OS image.
- The latest Windows security update (KB4467708) has been applied.
- The Semi-Annual Update Channel has been selected. This allows postponing features updates for 365 days and Security/Quality updates for 30 days.
- After installing this image, it will take nearly 15 minutes before the Kenai Tablet will show the OOBE language selection screen. This slow behavior is a side effect of version 1809.

Known Bugs (carried over from Kenai OS v1.0.5.4)

- The camera application will still show a split image under 4:3 aspect ratio. It is a vendor issue. See the support bulletin on Kenai support pages for more details.
- Some of the Windows Live Tiles in the start menu do not load correctly. Users will see a message "A great app is on its way!" which scrolls and is replaced with a down arrow. This will sometimes resolve itself if the tablet is connected to the internet for a length of time. If not, the Tiles can be left as they are, or removed by right clicking, then selecting the circle with the pin icon in the top right corner

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General Notes

- Under WIndows 10 Professional, the installation of all Windows Updates is controlled by Microsoft. This behavior cannot be disabled. Trimble has published a support note outlining steps users can take to minimize disruptions to daily workflows caused by the Windows update process. Go to the Kenai support pages (link at the end of this document) for more details.
- Previously, when a Kenai tablet was connected to the Internet during the OOBE, Windows Update would immediately search for available Windows updates. The heavy network traffic and the heavy I/O of the update analysis had the side effect of causing the Kenai to respond slowly and erratically. Removing the Wireless Network setup from the OOBE eliminates this behavior during the initial setup stage, however, Windows updates will automatically start when the tablet is connected to the internet, and users can expect some impact on performance while updates are occurring.

Installing a Windows 10 Operating System Update on the Kenai Tablet.

Important Info

- You will need a 16GB or larger USB flash drive and a USB Keyboard.

- The flash drive will be formatted and all files on the drive will be lost.

- This process completely re-installs the Windows 10 operating system on the Kenai tablet. All data is erased and cannot be recovered, so ensure that user information, settings etc. that need to be kept are properly backed up onto external storage for recovery later.

- After the OS installation and the tablet is restarted, the standard Microsoft Out-Of-Box-Experience (aka OOBE) will be displayed. A language will need to be selected and a new user will need to be created.

Steps to Create a USB Flash Drive

- Download the OS V1.0.7.0 image files to a PC from here

  https://drive.google.com/a/trimble.com/file/d/1Vx-o16AMHGioBopcCaS5GjLGSXAUD11S/view?usp=sharing

  If the link doesn't open by clicking on it, cut and paste into your browser. You may see several messages from Google because it can't preview the file, or scan for viruses due to the size of the file. Click "Download" or "Download anyway" to continue.

  Note: The zip file is over 8GB. Ensure that your PC has enough room to store up to 9 GB. The image must be downloaded onto a drive that is formatted NTFS. (FAT32 formatted drives are limited to file sizes of less than 4GB).

- Connect the USB flash drive to a PC that has the OS image files.

- In File Explorer, right click on the USB flash drive and select 'Format...' to show the Format dialog box.

- Select the FAT32 file system option. Use the Quick Format option.

- Change the Volume label to "WINPE" (all capital letters)

- Select Start to format the USB flash drive

- Open the zip file and copy the contents to the newly formatted USB flash drive. *****IMPORTANT***** Do not copy the zip file. Copy the **contents** of the zip file.

- The USB disk should have multiple folders at the top level similar to below.
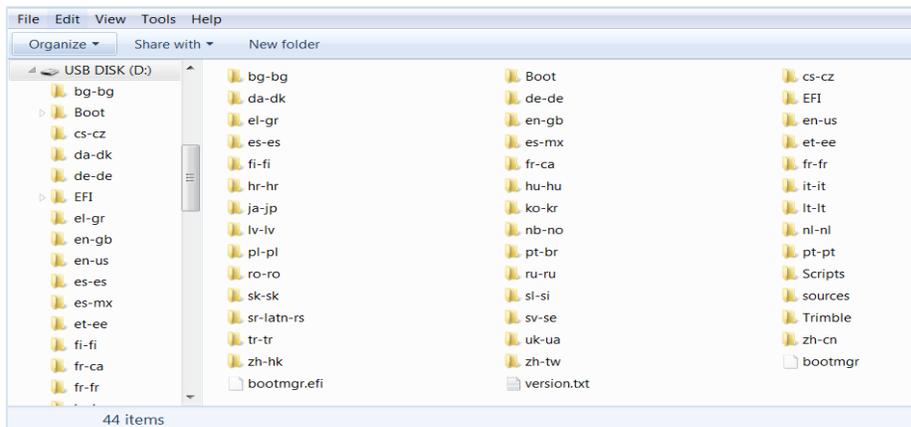
- When the contents of the zip files have been copied, right click on the USB flash drive and select 'Eject'.
- Remove the USB flash drive from the PC.

OS Installation:

- Ensure Kenai is powered off
- Connect the Kenai to the AC Charger or place into a powered office dock
- Plug the USB Drive into the Kenai
- Power on the Kenai
- Immediately press and hold the Windows Button (the one directly below the Power Button)
- Let go when you see the Boot Menu and the App Menu
- Select the USB Drive from the Boot Menu
- This will start the OS update process. A Command window will appear showing progress.
- When the updated is completed, remove the USB drive, plug in the USB Keyboard and type "exit" then "enter", or hold the power key down until the blue power LED turns of.
- Turn the tablet back on by pressing the power key.
- Follow the Windows 10 on screen setup instructions to complete the OS upgrade.
  Note: Sections of this process do take some time so be patient. Do not turn off the power, or shut down the tablet. As a guide the setup process should take about 45 minutes.

Additional Support

For more details on setting up the Windows 10 operating system, go to:

https://support.microsoft.com/en-us/products/windows?os=windows-10

For technical support for the Trimble Kenai tablet, contact your Trimble Support Group or Dealer, or go to:

http://www.trimble.com/Mobile-Computing/Kenai-Product-Page.aspx?tab=Technical_Support

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