



Welcome back, Randal!

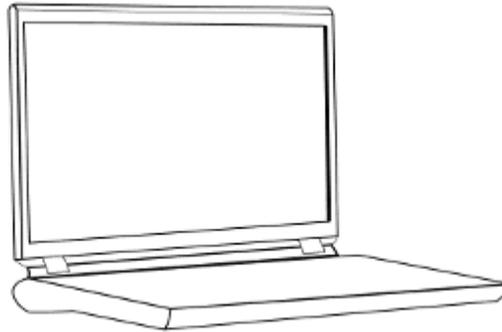
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Case #31177



System: Oryx Pro (oryp4)

Case Subject: Your Drivers Were Never Uploaded to Debian

[review configuration](#)

Oryx Pro

- Pop!_OS 18.04 LTS (64-bit) with full-disk encryption
- 6 GB GTX 1060 with 1280 CUDA Cores
- 15.6" Matte IPS 1080p IPS Display
- 4.1 GHz i7-8750H (9MB Cache – 6 Cores – 12 Threads)
- 8 GB DDR4 at 2400 MHz (1× 8 GB)
- 1 TB M.2 SSD
- No Additional M.2 Drive
- No Additional 2.5" Drive
- United States Keyboard
- WiFi up to 867 Mbps + Bluetooth
- 1 Year Limited Parts and Labor Warranty
- Normal Assembly Service

Messages



our inquiry or response here

your inquiry or response here...

 ATTACH

SEND 

Randal,

I'll speak to our engineers once they get back from a conference that they are at currently about switching the python dependency.

Aaron, 9/20/2018 8:01 am



Python 3.6 is too new. Ideally your engineers should have allowed either 3.5 or 3.6 instead of locking us in to only the newest software. At issue is it a reasonable risk to run blue LED lights 24/7 that can not only damage your eyes, but cause premature burn out of the keyboard backlight. Your engineer could do a much better job of developing drivers and using the Linux Firmware Shared Infrastructure. There are other developers out there who write drivers and support most of the major Linux distros. You only support one which doesn't make any sense at all.

Clevo and Seager are culprits as well and have no intention of changing their ways when it comes to manufacturing. Clevo's goal is to make it cheap, and they are not a long term planner. Their power management is a mess.

Randal, 9/18/2018 9:53 pm

Randal,

I'll check with the engineers on that python change and see but I believe he wants to stick with the latest python version.

Aaron, 9/18/2018 4:02 pm



Ladies and Gentlemen:

I am wondering if you would be able to modify your driver so that it accepts Python 3.5 as well as Python 3.6? The reason I ask is that Python 3.6 is not available in Debian stable nor is it available in backports. It is available in Debian Testing, and SID. Your driver development guy crafting software that has dependencies that are way too new and preventing many users from using your software. Also, your System76 driver needs to be uploaded to the Debian repository so that it may be inspected, reviewed, and analyzed.

I would like to applaud the fact that you uploaded the System76 Nvidia driver to Debian. You now just need to upload your offer files and software to the repos. The problem is that your video driver won't work unless the System76 Driver is first

installed, and you still haven't upload that to Debian.

Please have your developer modify your System76 driver so that it works with both Python 3.5 as well as Python 3.6

I need to install your driver because my keyboard lights are blue and won't shut off. This occurred after installing Debian.

From a practical standpoint Debian should be able to install a Kernel driver to where everything should work out of the box. Apparently Cleavo goes for cheap and leaves all the expense to Saeger and you. They could have installed system software so that most driver s wouldn't be required.

Randal, 9/17/2018 2:40 pm



Randal,

Our drivers are packaged for Ubuntu and Pop OS and are built on Launchpad here:

<https://launchpad.net/system76-driver>

You can get the deb file for the driver and NVIDIA drivers here:

<https://launchpad.net/~system76-dev/+archive/ubuntu/stable/+packages>

Since Debian does not handle PPA's like Ubuntu does. I have not seen the NVIDIA drivers installing well on Debian and you may need to get the driver from NVIDIA with their .run files instead for those.

<https://wiki.debian.org/NvidiaGraphicsDrivers>

Our engineers test with Ubuntu and Pop OS only as that is where we are putting our effects into that development. We can't support every Linux distribution out there as that would take more engineering, time, and resources.

Aaron, 8/1/2018 2:35 pm



and you before I purchased this laptop that I would only buy the laptop if you offered drivers that can be universally used with any Operating System. Previously you advised you had drivers that worked with Debian even though you don't use the LVM shared firmware infrastructure. I have installed Debian stable which is considered one of the most functional and reliable OSs, but the back light keyboard won't shut off, and I have no way to adjust the screen brightness. One of your other colleagues advised I should follow the commands listed in the following URL and add Debian to the repository <https://support.system76.com/articles/system76-driver/> but that is not how Debian works, and the command she offered is not to be found. Debian has a process to where you have to have your software undergoes testing to determine whether or not it meets the grade of being allowed in the distro. Alternatively Debian will allow you to offer "backports", but you have done neither, so it looks like I have been the victim of fraud.

You continue to emphasize that you don't test with Debian, and I continue to emphasize you are a reseller and not an integrator. An engineer would openly test with most of the major OSs, so i am not dealing with engineers. Please stop telling the public that you provide drivers for Debian, either that or provide a legitimate way to access these. Attached is a snapshot of my screen confirming your drivers don't exist in Debian. All you have to do is email it to them, so not sure what the problem is.

Randal South
ATTACHMENT

 08-01-2018_missing-Drivers.odt

Randal, 8/1/2018 12:26 pm