system76

Welcome back, Randal!

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Case #31182
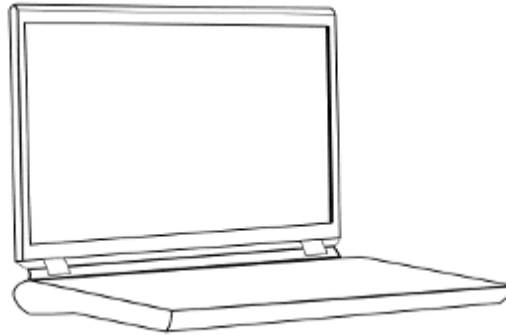
System: Oryx Pro (oryp4)

Case Subject: Looking for Files for Keyboard Back Light Control and Screen Brightness Control

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

your inquiry or response here...

✎ **ATTACH**

SEND ⏦

Hello Randal,

We write, test, and support our software in Pop! OS which is based on Ubuntu. Your hardware functions and I understand you are frustrated with the lack of utility support in Debian. As there are no Debian developers that work for System76, we have no way to upload to that distribution. The software that we write is open source and available at https://github.com/pop-os/

Debian support is not on our roadmap. The goals of the Debian project and how it is governed preclude fast updates in any of their official releases. That is why we created Pop! OS. It allows us to update software as issues are found on our hardware.

Thomas , 12/11/2018 8:53 am

response below has no relevancy at all to the false and misleading statements your sales staff made with respect to the capability of this laptop. And for the record, Cleavo doesn't support Linux at all, nor does their US Distributor Saeger. They are quite open about it, and get offended when anyone from the US contact them since they don't want to be bothered.

The issue is not the shortcomings of Debian, but your sales staff misleading the capability of running other OS besides Ubuntu. As you are aware your laptop will only run Ubuntu without writing an entirely different driver because your developer either doesn't know how or can't afford to write drivers within your budget that will service most of the major distros.

What I want to know is when or if you plan on uploading a driver so that other distros will work with your computers. You may recall that I reported problems to you within the first 30 days, such as an overly sensitive and dysfunctional pad while running Ubuntu, and no access to "F" keys in Debian, and not being able to shut off the keyboard in back lights. I elected to keep the laptop with the understanding that you would address these short comings and it has now been close 5 months and still no support. When do you plan on fixing my broken hardware?

Cleavo has a decently bright screen, a generous amount of ports, but the other things I addressed are a serious short coming. Also, I have requested Dell to increase screen brightness in their Precision series which is potentially available for private branding as well, and they are significantly easier to work with than Saeger or Cleavo, but it is going to take another 4-6 months. Dell did make good on their promise to significantly increase ports and expandability in their Precision line, confirm Linux will run on it, but their screen brightness is only 350 candela/nits, and that one last remaining issue alone is why I won't buy it. Like most people with dark colored retinas, I have difficulty with dim screens. This isn't as much of an issue for someone with northern European ancestry and lighter retinas because people with those characteristics are able to absorb more light in a dimmer light setting when reading.

I would like an ETA from you on when you plan on addressing your driver issue. Also, hope you take a look at making things in the US. Except for the monitor, you should be able to make everything here and just as cheap if not cheaper than Asia. I am an expert at manufacturing logistics, so let me know if you want some volunteer help to move you along. The state of Arizona is often the best place to stage this type of activity, and while they don't have the most generous financial incentives, they do have the manufacturing infrastructure because of the remanants left over after the military industrial complex.

You can get a Class 100 clean room at U of A tuscon, and Mastek Enterprises can make you just about any type of board you need for testing, and cheap. Locally they have a well qualified thermal engineer, heat sink manufacturers, regional smelters for metal procurement, and the state rolls out the red carpet. It isn't like California where the state government treats you like a piece of shit. Everyone is professional, courteus, and welcomes manufacturing. There really is no reason to make things overseas, and only someone who doesn't know what they are doing will even consider it, or even consider rebranding an Asian made laptop.

I will wait your response on drivers, but this is your responsibility. Prior to buying this laptop you did consistently assure me that Debian and most of the major distros would run on this. Fixing this is nothing more than a programming hack which I don't have time to deal with.

Randal, 12/10/2018 6:17 pm

Hello Randal,

Our Intel GPU based laptops are very usable on Debian. Debian stable doesn't have a new enough kernel to support all of the hardware on your Oryx Pro laptop. The system76-driver on this hardware does not provide any drivers. It limits TDP when the machine switches from AC power to battery and it saves and restores the keyboard back-light. System76-dkms does kernel modules that provide /sys files to control the keyboard back-lights.

We test our hardware on Pop! OS and Ubuntu as that is as large of a testing matrix that is supportable for a small development team that we have here. Debian is often requested but it is too hard to ship modern hardware with the age of the kernel shipped in the stable release.

We understand your frustration with ODM's that don't support there hardware by releasing specs and drivers. That is one of the reasons that we have been working to design more hardware here in Denver and have created a the Thelio.io board to move more functionality onto open hardware. These are the beginning steps to have as much of the hardware open and support on Open Source operating systems as possible.

Thomas , 12/10/2018 5:58 pm

reminder that you still haven't fixed your driver problem and non of your drivers work in Debian Stable. You may recall that prior to purchasing this laptop you had advised that other developers use Debian, but this isn't the case unless they plan on developing their own drivers.

So far you have uploaded drivers to the Debian repository, but those drivers don't work with Debian; they work only with Ubuntu, so not sure how that is going to help any of us. A competent driver developer has no problem getting one set of drivers that works with most of the major distros, but that is not what we are seeing here, and I would like to know why you can't deliver the drivers that were promised.

At this time I have no audio for voip, can't shut off the led backlights in the keyboard, and have no Fkeys. Additionally there is no tool for toning down the overly sensitive touchpad which was a lot worse in POP (Ubuntu), but still a little bit of a problem in Debian as well. There are fixes to all of these things, but the driver issue is a matter that should be handled by the vendor and not the user.

Your Cleavo has a decent screen brightness, a generous amount of ports and expansion slots, but poor batter management, and wantonly lacking in mid ware so that driver development is not so complex. In summary Cleavo has exclusively relegated all software issues to their resellers which is why I recommend people resell Dell instead of Cleavo. However, the best that Dell can deliver in screen brightness is only 350 nits/candela, and in order to compete with Apple you need 450 nits/candela.

Cleavo in its brightest setting is above 400 nits/candela. However, Cleavo offers no support and absolutely despises anyone contacting them, especially if you are a US Citizen. They prefer to only deal with Saeger which you are quite familiar with.

Any particular reason you are ignoring your responsibilities for driver development? You can't legitimately expect me to keep a laptop where I can't shut off my keyboard back lights, have no F keys (function keys), and an overly sensitive mousepad. You have never offered a fix, and I find it bizarre that you would upload drivers to the Debian repository that only work with Ubuntu.

Randal, 12/9/2018 10:56 pm

Hi Randal,

Here is a link to the system76-power which will save the back-light for the keyboard in Pop!

http://ppa.launchpad.net/system76/pop/ubuntu/pool/main/s/system76-power/system76-power_0.1.2~1531952102~18.04~eb86327_amd64.deb

You'll need to install xbacklight as well

sudo apt install xbacklight

And I think you'll want to try running system76-driver as well

http://ppa.launchpad.net/system76/pop/ubuntu/pool/main/s/system76-driver/system76-driver_18.10.0~1534362721~18.10~776fea6_all.deb

I don't have a Debian install handy to check if those will install correctly as Debian is a bit different from Ubuntu, but I'm not seeing any install dependencies that should block the install.

Thomas , 8/16/2018 3:10 pm

...d doen't work properly in Pop. Apparently the touchpad sensitivity is set to hyper sensitivity and even the slightest brush will delete most things on the screen that have already been typed. There are other posting on the net about this.

I did try to use standard linux commands for adjusting the touchpad sensitivity but none of the had any effect. Those problems disappeared after installing the Debian Distro, but now I have no control over the back light keyboard, no control over the screen resolution, nor any control over the F-Keys nor control over screen brightness.

Also, you may recall that I attempted to run XFCE with POP and it didn't work very well. For some reason the processor would became hyper activated.

Please forward me the software used to control the backlight keyboard in POP. There is a possibility this would work in Debian.

Randal, 8/16/2018 9:58 am

no Xbacklight in Debian. However there is Xset and Xandr, but neither work. Due to the type of hardware in this computer software is going to be needed. Please forward me the software used in Pop for controlling the keyboard backlight. Attached is a snapshot showing no Xbacklight

🔗 08-16-2018_no-XBacklight.png

Randal, 8/16/2018 9:51 am

Randal,

You can use the program xbacklight to adjust the backlight of the keyboard like so:

xbacklight -set 50

The keyboard is not working in Pop either? What is not working on the keyboard in Pop? Did you load the NVIDIA image of Pop?

Aaron, 8/16/2018 9:31 am

set but it doesn't work. I suspect this is because a piece of software is required. It might be possible to use the one that came with your Pop (Ubuntu), so I am going to need more info from you on what to. This laptop is a wreck, nothing works, and tag your it. Keyboard in pop doesn't work, no F keys in Debian work, keyboard backlight won't shut off in Debian, no way to adjust screen brightness, and only one screen resolution in Debian. You folks need to do better than this. You provided other files, but they do nothing, except take up my time.

Randal, 8/15/2018 11:20 pm

appreciate you providing some guidance on how to shut off the backlit in the keyboard. I was hoping this could be done with your drivers, but apparently it is going to take awhile before I can get usable and workable drivers.

Randal

Randal, 8/15/2018 10:04 pm

not able to install the System76 and System76 Nvidia drivers. I followed your instructions below and was finally able to get your wall paper file installed, but now receive an error indicating python3-evdev is missing after attempting to reinstall the System76 drivers. Attached is a snapshot. I don't recall seeing a python3-evdev file in the debian repository.

🔗 08-15-2018_python3-evdev_Missing.png

Randal, 8/15/2018

Randal,

For right now you can grab this package for that dependency:

https://launchpad.net/~system76-dev/+archive/ubuntu/stable/+files/system76-wallpapers_16.04.1_all.deb

I'll speak with the engineers later this week and see what we can do about that.

Aaron, 8/13/2018 12:00 pm

...ORMATION has occurred since attempting to install your System76 drivers. Apparently the Nvidia drivers require the System76 drivers to be installed first, but I get an error message indicating their is a missing dependency for an Ubuntu Wall Paper. It would appear your driver could be used in Debian and other systems if you made a minor change to the driver so that it doesn't change the existing Wall Paper of the distro someone is using it on.

I have attached the latest error I get for your System76 driver and would appreciate you making an update to this so that it is more usable. I had to switch distros because of problems with POP running XFCE desktop.

Randal

🔗 08-12-2018_system76-Driver-Error.png

Randal, 8/12/2018 11:14 pm

...pted to install the drivers and followed your instructions here https://launchpad.net/~system76-dev/+archive/ubuntu/stable/ but receive an error message indicating that the System76 and Nvidia drivers are not to be found. Please provide me these drivers immediately so that I can use the function keys on my laptop.

The following URL will take you to where the errors are showing up https://www.paste.org/94595

Randal, 8/12/2018 2:13 pm

...ron:

You need to issue a better driver for Debian machines. Your .deb file on your website produces the following error

"When this package is installed, you will automatically be upgraded to newer nvidia driver versions after System76 has thouroughly tested them.
This driver will generally depend on a newer nvidia driver than the official nvidia-current-updates Ubuntu package.
If you don't want to be automatically upgraded to newer nvidia drivers, simply remove this package."

Your Nvidia .deb files also has problems. You really should be uploading your drivers to Debian so that volunteers can dissect your packages and enter them into the Debian repository. It just isn't that difficult. Additionally you need to use the LVM shared infrastructure.

When I purchased this machine you advised that you had Debian Drivers that would work for this machine, but it is becoming increasingly apparently that you have nothing..

Randal, 8/12/2018 12:51 pm

Randal,

Here is the source code for both:

https://github.com/pop-os/system76-driver/tree/master_bionic/debian

Aaron, 8/10/2018 9:52 am

ou please provide the source code for your two drivers you reference below? Also, it would really be helpful if you start submitting your .deb file directly to Debian so that i may install them with the apt-get command from their repository. I am aware that you don't test your laptops with Debian, but you should at least allow others at Debian to test these files. With few exceptions it is not considered a good practice to install files outside of the repository unless the vendor has certified they were tested.

Randal, 8/9/2018 11:19 pm

Randal,

It would be the system76-driver and the system76-driver-nvidia.

Aaron, 8/1/2018 5:29 pm

dentify which files on the following site control keyboard backlight control and screen brightness https://launchpad.net/~system76-dev/+archive/ubuntu/stable/+packages

I am running Debian stable.

Randal

Randal, 8/1/2018 3:15 pm