system76

Welcome back, Randal!

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Case #30654
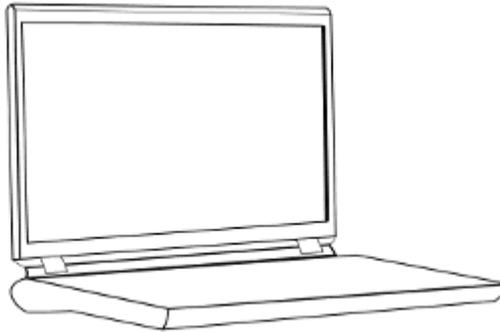
System: Oryx Pro (oryp4)

Case Subject: Keyboard Completely Unusable

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

your inquiry or response here...

🖉 **ATTACH**

SEND ➤

Randal,

Understood.

Aaron, 7/11/2018 9:20 am

like to test a different desktop before making a determination. I dont think a livecd with pop is definitive. Previous attempts at running xfce resulted in serious over heating. For this reason I am going to try a fresh install with a mimimalist bersion of Debian stable amd xfce.

Randal, 7/10/2018 10:43 pm

Randal,

Thanks for the call. Let's try a live disk since you don't have flash drive let's boot from the recovery partition and see if the keyboard behaves the same there as well.

Aaron, 7/9/2018 10:03 am

top has really bad keyboard and is completely unusable. Additionally charging doesn't correctly occur outside of Pop!_OS.
What do you recommend?

Randal, 7/9/2018 12:27 am