

Has Power but ENVR Does Not Boot

Stuck on Matrix Orbital Issue (BIOS or Grub Menu)

This message is the manufacturer/model of the LCD display itself. This will display on ALL EnVR systems when they first boot up and will remain until the LCD process prompts newer information to the LCD, such as “Loading OS” or “Loading Envysion.” This message should clear within a few seconds of booting up. If the message does not clear after several minutes, this likely indicates a problem. Most commonly the Hard Drive is not being detected by the motherboard, and the EnVR is stuck waiting for a boot device. Though this could simply indicate that the LCD screen has a loose connection to the motherboard (highly uncommon).

Important: The message Matrix Orbital is NOT an error. It is only an issue if the EnVR cannot boot pass this message for more than 5 to 10 minutes.

Troubleshooting Steps (BIOS or Grub) Menu:

1. Reboot the EnVR.

2. Connect the keyboard and/or PVM to the back of the EnVR if they do not have one already attached.

3. Attempt to boot the Hard Drive from the BIOS and the OS from the GRUB menu. If the system does not recognize the keyboard, try a different USB port.

Boot from the BIOS:

1. Plug in a wired Keyboard, typically into the back of the DVR, then reboot.
2. If the screen is asking to run setup, press the corresponding F key.
Typically F1, then go to step 4.
If not, you will need to press the BIOS F key while it is booting up. Proceed to step 3
3. Determine the Motherboard manufacturer by the splash screen. If the motherboard is:
 - ASUS or American Megatrends -> Press F8.
 - Intel -> Press F10.
 - MSI -> Proceed to boot the OS from the GRUB menu

4. A password prompt may appear. If it does ask for a password, you will need to get that password from the help desk.
5. The boot menu will appear. Select the hard drive
 - ASUS or American Megatrends -> Select P1: WDC
 - Intel -> Select AOS1 WDC
 - Gen 8 Models- > Select CT250MX500SSD4
6. If you do not see the hard drive option, the EnVR system may not detect it. Check to see if there is any activity with the HDD light on the ENVR. If there is not, open up the case and re-seat the SATA cable and try to select the hard drive again. If it still does not detect the HDD relay that information to the help desk. Take a picture of the screen and upload it to your FN work order.
7. If it detects the HDD but still does not boot, proceed to the next section to try booting from GRUB.

Boot the OS from the GRUB Menu:

1. Repeatedly press the ESC key during bootup to access the GRUB menu.
2. The GRUB Menu will appear. If it does not, relay that information to the help desk.
3. Select the top kernel to boot to the OS
4. If the primary boot option fails, get back to the GRUB menu and select the rescue option and have the help desk rep escalate the ticket.