

Technical Bulletin: aiGeni Service Failure Due to NVIDIA Automatic Update and Runtime Configuration

Issue Summary

A known issue has been identified in which aiGeni services may fail after an automatic NVIDIA image update. This issue impacts systems relying on container runtime environments.

Root Cause

The issue was caused by a newly deployed NVIDIA image introduced through an automatic update. During this process:

- The system incorrectly interpreted the nvidia.toml configuration file as **version 3**
- This misinterpretation resulted in an incompatible NVIDIA runtime configuration
- Consequently, aiGeni services were unable to start or operate correctly

Symptoms

Customers affected by this issue may experience:

- aiGeni services failing to start
- Status indicator showing **orange** instead of the normal operation state
- Runtime or container-related errors
- System instability

Resolution

This issue has been resolved starting from **aiGeni version 1.00.0018-12241030**.

The updated installer addresses the problem by:

- Deploying a stable NVIDIA runtime configuration that is fully compatible with aiGeni
- Preventing nvidia.toml from being modified by future automatic updates
- Restoring normal operation of aiGeni services

Required Action

Customers encountering this issue should perform a full reinstallation using the updated installer:

1. Execute **uninstaller.sh** to remove the existing installation
2. Reboot the system
3. Install the latest version (**1.00.0018-12241030 or later**) using:

altos_aigeni_installer_xx.run

Support

If the issue persists after completing the upgrade, please contact:

AltosCare.Taiwan@altoscomputing.com