

# aiGeni Software Upgrade Installation Guide

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## Why is this upgrade required?

Recent issues have been identified affecting aiGeni installation and operation:

- A NVIDIA automatic update introduced a runtime configuration issue that may prevent aiGeni services from running properly
- Additionally, the installer may fail to download required NVIDIA assets due to an external download issue observed since **April 8, 2026**

This upgrade addresses both issues by:

- Fixing the NVIDIA runtime configuration
- Restoring normal aiGeni service operation
- Preventing the issue from recurring
- Including all required assets within the installer : no external download required

## Upgrade Instructions

Please follow the steps below to reinstall and upgrade your aiGeni software using the latest installer:

### Step 1: Uninstall Existing aiGeni

- Locate the uninstaller.sh file on your Altos USB drive
- Right-click the file and select “Run as a program” to begin the uninstallation process

## Step 2: Restart Your Device

- Once the uninstallation is complete, restart your device to ensure all components are fully removed.

## Step 3: Install and Upgrade to Version 1.00.0018-2604091200

- Remove any existing installer files (\*.run) from your Altos USB drive to avoid version conflicts.
- Download the aiGeni installer file:  
[altos\\_aigeni\\_installer\\_1.00.0018-2604091200-arm64.run](#) from the Altos website
- Copy the downloaded installer file to your Altos USB drive, replacing any previous versions
- **(Recommended)** Verify file integrity before installation using the MD5 checksum:  
In Ubuntu terminal:  
Enter your USB drive, where your installer is located:  
`md5sum altos\_aigeni\_installer\_1.00.0018-2604091200-arm64.run`
- Compare the generated checksum with the MD5 value provided
- Right-click the installer file and select “Run as a program” to start the installation and upgrade process
- Follow the on-screen instructions to complete the installation

If you encounter any issues during installation or upgrade, please do not hesitate to contact our support team for assistance at [AltosCare.Taiwan@altoscomputing.com](mailto:AltosCare.Taiwan@altoscomputing.com)