

# Unable to Update Device Cores/Packages/OS

Scenario:

When trying to do an update or load a new Device Core, Package, or Operating System (update only) an error occurs or the update will not progress.

Fix 1: Check that the BP has proper access to our servers.

1. Check there is internet connection available for your Blue Pill device
2. For updates the Blue Pill needs to be able to access [pkg.skaarhoj.com](https://pkg.skaarhoj.com) on https to do updates via port 443 (standard)
3. The Blue Pill also uses a https call to <https://www.ntppool.org> to determine if it can reach the internet, so if that is not possible.
4. The blue Pill also needs to have access to network time via NTP, otherwise it might fail to validate the authenticity of update.

- NTP requires full bidirectional access to the privileged UDP port 123.

- The NTP servers we are using are:

  - [0.pool.ntp.org](https://0.pool.ntp.org)

  - [1.pool.ntp.org](https://1.pool.ntp.org)

  - [2.pool.ntp.org](https://2.pool.ntp.org)

  - [3.pool.ntp.org](https://3.pool.ntp.org)

Fix 2: Download the cores to load manually onto the Blue Pill from <https://devices.skaarhoj.com/>

1. Navigate to the device you are trying to control. Click on **STABLE** or **PRE** will download the latest stable or prerelease version, as indicated in the version number within the parenthesis.

SKAARHOJ

☰

Categories

All Categories

PTZ Camera

Classic Camera

Video Switcher

Video Router

Audio Device

Light Device

Video Processing

Motion System

Tally System

Generic Protocol

Devices supported by Blue Pill platform (including prereleases)

Canon XC

(core-canon-xc)

Latest Version: v1.0.5-pre6 (See All Versions)

Core for Canon cameras supporting the XC protocol

Download Package

STABLE(V1.0.4)PRE(V1.0.5-PRE6)

(Last Stable: 11/30/2023, 11:55 PM)

(Last Prerelease: 01/19/2024, 04:37 PM)

Technical Information

PARAMETER LISTWIKI ARTICLES

See latest changelog

Supported Models:

- CR-N100
- CR-N300
- CR-N500
- CR-N700
- CR-X300
- EOS-C300
- EOS-C500
- EOS-C70
- XF605

Preset Configurations available

Standard Class Panels: Show All ✓

Pro Class Panels: Show All ✓

Light Class Panels: Show All ✓

Config Classes explained

2. To download the core packages and OS that make the Blue Pill work, select **Other Packages** at the top of the page.

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DEVICES









DEVICE CORES

PANELS

Show Prereleases ?

Other Packages

Search for device

Image	Name	Package	Description	Parameters	Show supported panels
	ColorBox	core-aja-colorbox	AJA ColorBox	SUPPORTED PARAMETER LIST	SHOW PANELS
	Aja Helo	core-aja-helo	The Aja Helo model.	SUPPORTED PARAMETER LIST	SHOW PANELS
	Aja Helo (Advance)	core-aja-helo	The advance Aja Helo model. This will auto generate all parameters from the device file. Use this with caution, as these parameters might not have full support.	SUPPORTED PARAMETER LIST	SHOW PANELS
	KUMO 1604	core-aja-kumo	AJA KUMO 16 input, 4 output router	SUPPORTED PARAMETER LIST	SHOW PANELS
	KUMO 1616	core-aja-kumo	AJA KUMO 16 input, 16 output router	SUPPORTED PARAMETER LIST	SHOW PANELS
	KUMO 3232	core-aja-kumo	AJA KUMO 32 input, 32 output router	SUPPORTED PARAMETER LIST	SHOW PANELS
	KUMO 6464	core-aja-kumo	AJA KUMO 64 input, 64 output router	SUPPORTED PARAMETER LIST	SHOW PANELS
	DLive	core-allenheath-dlive	Connect to a DLive Mixrack or Director software. At the moment it works best when connected to Director.	SUPPORTED PARAMETER LIST	SHOW PANELS

Both the latest prerelease and stable release are available as options.

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Other Packages

Here you can find the most important packages for your BluePill. These can be downloaded and uploaded to the BluePill via the 'Packages' tab

Package: reactor

Reactor is the main package on every Blue Pill and Blue Pill inside device. It manages your configurations and connects panels to devices

Download:

PRE

STABLE

ALL VERSIONS

Package: system-manager

The system-manager powers the packages and settings page of your device. It is essentially the backbone of your blue pill

Download:

PRE

STABLE

ALL VERSIONS

Package: hardware-manager

The hardware-manager takes care of ingesting all button or fader interactions and filling all your displays on your device

Download:

PRE

STABLE

Package: devicecore-connector

In some usecases devicecores running on a bluepill need to be shared with other devices on the network. This is done by the devicecore-connector

Download:

PRE

STABLE

ALL VERSIONS

skaarOS

skaarOS is the operating system of your BluePill and BluePillInside devices. It can be updated by uploading the .raub file via the 'Packages' tab

Download:

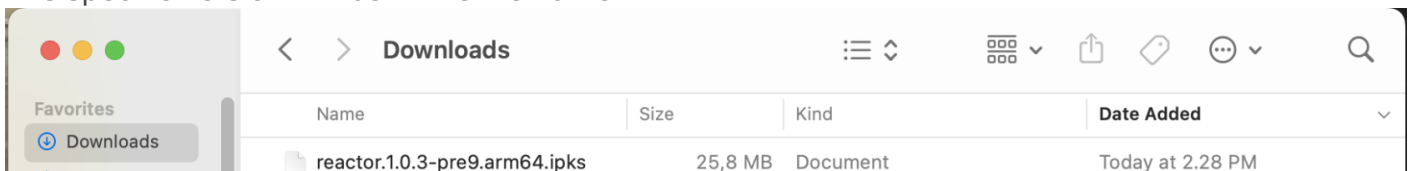
PRE

STABLE

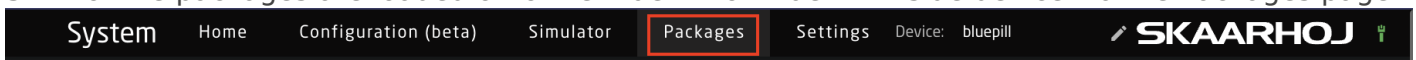
BACK TO OVERVIEW

skaarhoj.com

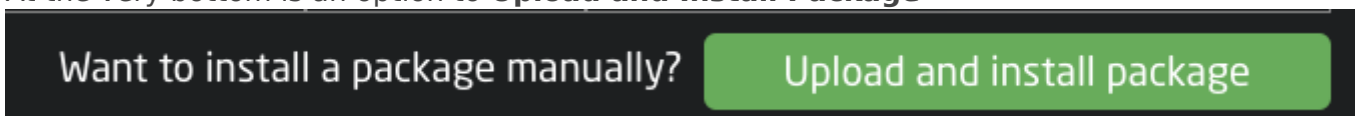
The specific version will be in the file name.



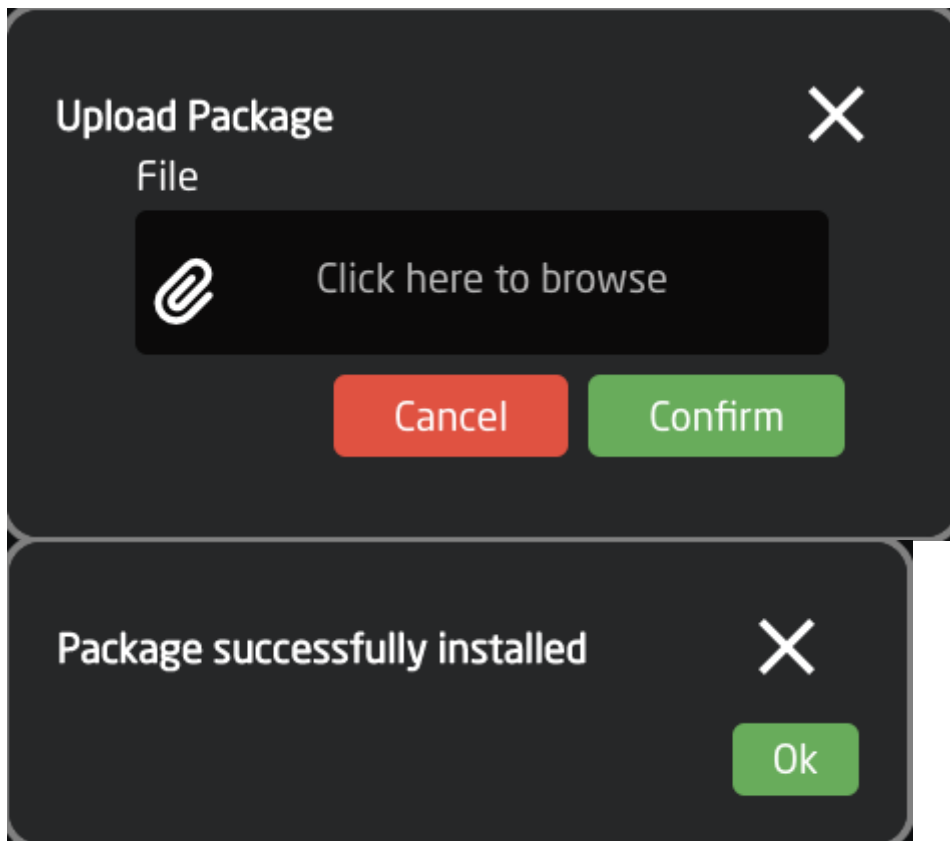
3. All of the packages are loaded onto the Blue Pill or Blue Pill Inside device via the Packages page.



At the very bottom is an option to **Upload and Install Package**



Then select the package from your computer for uploading. All packages will be **.ipks** files except for SkaarOS which will be a **.raub** file. If the file names do not have the proper file type extension please and therefor fail to load, please contact [support@skaarhoj.com](mailto:support@skaarhoj.com)



Please note: Blue Pill devices running Skaar OS v0.11 or earlier and/or init v0.1.23 or earlier may have trouble loading packages from offline. Please contact support if you experience any difficulty.

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Revision #4

Created 27 May 2022 09:57:48 by Heather Pedersen

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