

17 November 2016

PASCO update on Google Chrome OS version 54

What is the situation?

- The latest release of the Google Chrome OS, version 54, breaks the USB Serial Communication used by the PS-3500 BLE Adaptor.

What does this mean?

- Bluetooth Low Energy (BLE) devices cannot connect to Chromebooks that have updated to version 54. All PASCO BLE wireless sensors are affected for wireless connection.
- Direct USB connection is not affected and works as expected. PASCO wireless sensors with USB capability and USB interfaces (USB Link, Airlink, Airlink 2, SPARKlink, SPARKlink Air and 550) are unaffected.

What should you do?

- If your machines have not updated to V54, we suggest freezing the OS at V53 until Google fixes the OS. See below for instructions on how to prevent updates.
- If your machines are already updated you can connect your PASCO Wireless sensors that have a USB connection (for example AirLink, Force/Accel, Pressure, etc.) via the USB port until the issue is resolved. Non-USB enabled BLE sensors such as Temp, pH, Light, will not work.
- If your machines are already updated and USB connection is not possible consider rolling the OS back to v53 to regain use of BLE devices. See below for rollback instructions.

Who is responsible for fixing this problem?

Google. This problem is due to changes Google made which broke this part of the operating system. PASCO, and all other companies, are dependent on Google to fix the issue. The issue is logged with Google and other developers have noted the same problem. Engineering is monitoring the situation with Google closely. Note the period for Google between releases is typically 2-4 weeks although there is no guarantee that the next release will address this issue. We will keep you updated as we learn more.

How do we prevent updates on Chrome books?

Managed Chromebooks can be restricted to OS updates to a specified OS Version. We have verified this through the Admin Console. There appears to be no method to restrict OS updates on unmanaged systems—that is, on the client side. Also note that rollback (“Powerwashing”) is not available via the Admin Console and is available on the client side.

See instructions here: <https://support.google.com/chrome/a/answer/1375678?hl=en>

Restrict Google Chrome version to at most

Prevents Chrome devices from updating to versions of Chrome OS beyond the version number specified. Using this setting is recommended only if a later version of Chrome OS causes compatibility issues with tools in your domain that need to be resolved prior to updating the Chrome OS version.

You can configure one or more of your Chrome devices to use the development or beta channel to help identify compatibility issues in upcoming versions of Chrome. For more information, see [Chrome release best practices](#).

How do I roll back the OS?

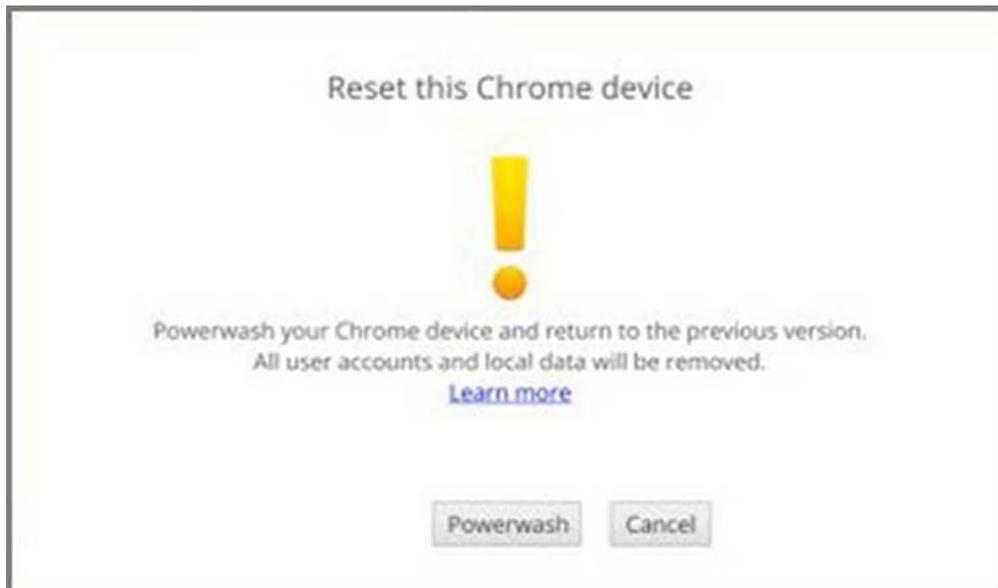
OS Rollback From Login Screen:

The rollback will revert to an OS version prior to the current stable build.

Example: If you were running OS 39 then updated to 41, the roll back will take you to OS 40.

You now have the option to roll back the OS from the Chromebook login screen. This may be useful when the Chromebook is malfunctioning to the point that login isn't possible.

1. Reboot your Chromebook.
2. Press Ctrl + Alt + Shift + R to bring up the Powerwash option.



3. Press Ctrl + Alt + Shift + R again to see the "Powerwash and Revert" option.



4. Accept the terms and risks.

The Powerwash will start and roll back your Chromebook to the previous stable build.