

## Technical Solutions

# SDK3 Linux Device Driver Installation - Cannot detect camera

*Products Affected* – Neo, Zyla

*Software Affected* – Andor SDK3 for Linux

**Description of Error:** Cannot recognise the device driver after installing SDK3 on Linux, or may cause system crash even if camera is detected.

Linux users need to ensure that the '*nopat*' kernel is enabled. There is no standard way to enable *nopat* as each Linux distribution is different. However, there is a standard way to check if the option is enabled.

Run '*cat /proc/cmdline*'.

The output from this should contain the string '*nopat*'. If it does not, then Bitflow will not work and you may have trouble detecting the camera.

For Example: If using **Ubuntu**, edit the file */etc/default/grub*. Locate the line that begins '*GRUB\_CMDLINE\_LINUX\_DEFAULT*' and add '*nopat*' to it. (ie. the */etc/default/grub* should have the line '*GRUB\_CMDLINE\_LINUX\_DEFAULT="quiet splash nopat"*').

After editing this file it's important to run the command '*update-grub*', otherwise the edit will have no effect. A system reboot will also be required.

If using other Linux distributions then you will need to find how to enable the *nopat* option for the respective distribution.

Please also refer to the SDK3 manual – Linux installation chapter - for further information.