

KNEO 300 Installation Guide V1.6.2

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info @ kneron.us

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Doc Version	Description	Firmware Version	Author	Date
1.5	Rewrite the document	V. 0.16.0	Oscar Law	2024/05/22
1.6.2	Include system_path_autostart.zip	V. 0.16.2	Oscar Law	2024/07/19

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1. Introduction

KNEO 300 is an NPU-based edge AI server, especially used to implement LLM applications, supporting 30TOPS AI computing power, equipped with an all-metal casing, fan cooling, and rich peripheral interfaces. Compared with traditional GPU LLM inference, it has the advantages of low cost, low power consumption, and high efficiency, and can be widely used in fields such as enterprise AIGC.

KNEO 300 has built-in Kneron self-developed edge chatbot software, mainly used to answer questions and provide information. Its function is similar to an advanced offline virtual assistant. Here are some of the key features and uses of this chat product:

1. Q&A: Ability to answer various questions covering a wide range of topics such as science, history, culture, technology, etc.
2. Language Understanding: Strong understanding of natural language and the ability to understand and respond to complex and abstract queries.
3. Text generation: In addition to answering questions, you can write articles, create stories, generate creative content, etc.
4. User interaction: Able to have smooth conversations with users and provide helpful answers and suggestions based on database and other information. Wide range of applications: education, customer support, HR, company training, IT support, etc.
5. Privacy and Security: This system adopts offline mode, which greatly protects the security of user information, data, and privacy.

2. Product

2.1 Product Overview

- KNEO 300 series AI box appearance



Figure 2-1 KNEO 300 Series AI Box

- KNE300 series AI box peripheral interfaces (from left to right)



1. UP : RS232
2. Down : RS485
3. UP : Ethernet (1000mbps)
4. Down : USB3.0x2
5. UP : Ethernet (1000mbps)
6. HDMI 2.0
7. TF Card
8. DC 12V
9. Power button

- Product parameters

CPU	8-core A53, 2.0GHz
NPU	30 TOPS (INT8)
DRAM	16GB LPDDR4
eMMC	64GB
Power	DC12V, AC100-240V, 50-60HZ
Operating System	Ubuntu
Size	210mm*130mm*45mm
Operating Environment	Operating Temperature: -20°C~60°C; Storage Temperature: -20°C~70°C; Operating Humidity: 10%~90%RH;
Ethernet	2*Gigabit Ethernet
USB	2*USB3.0
Connecting Ports	1*RS232
	1*RS485

Table 2-1 KNEO 300 Product Specification

2.2 Accessories List

After receiving the device, check whether the accessories are complete:

- KNEO 300 AI box
- One 12V-5A power adapter
- One HDMI cable
- One Ethernet cable
- A pack of expansion screws
-

In addition, during use, you also need the following conditions:

- Display
Monitor or TV with HDMI port.
- Network
100M/1000M wired network.

3. System update

3.1 Account Setup

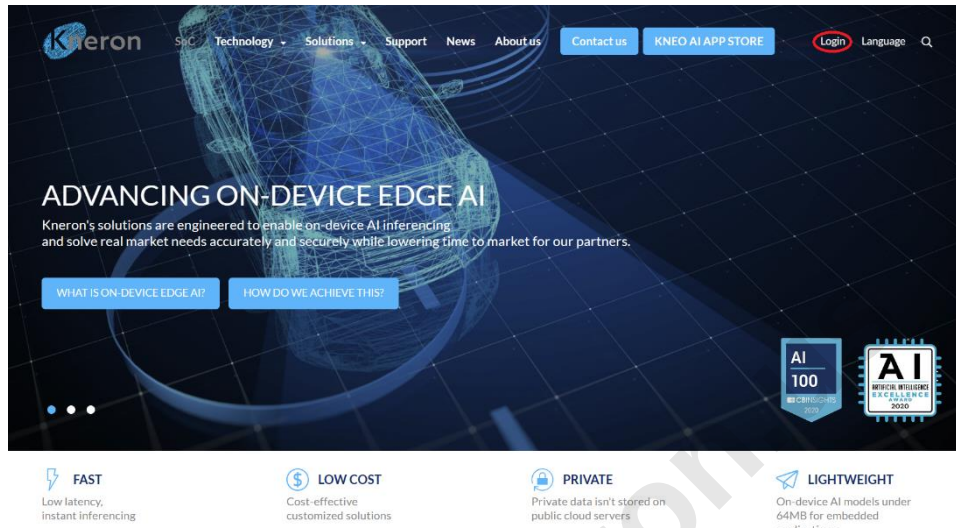


Figure 3-1 Kneron Home Page

For system updates, the administrator must register the user account on the Kneron home page. The administrator clicks the top right-hand **Login** button, which displays the login page. The administrator clicks the **Create an account** button and then follows the instructions to set up the user account. After the account setup, please provide the login e-mail to the Kneron salesperson, who shall grant permission to access the KNEO 300 documents and updated firmware.

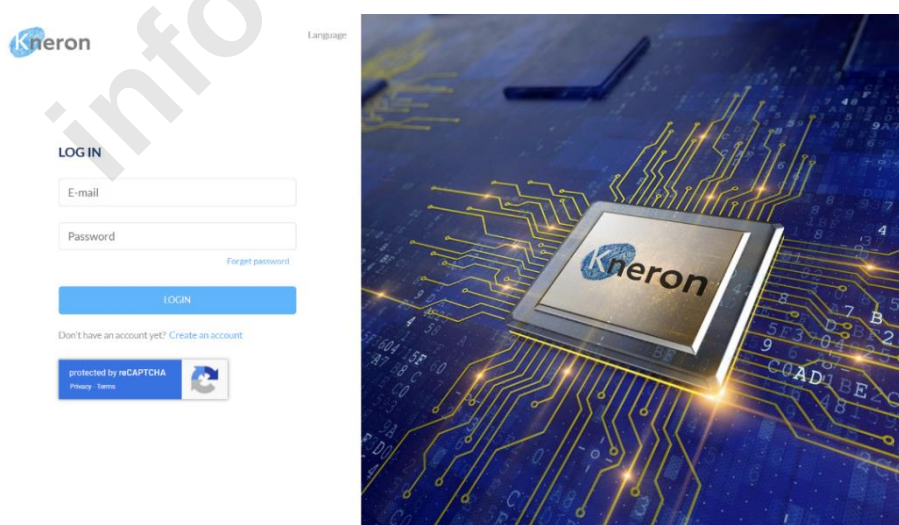
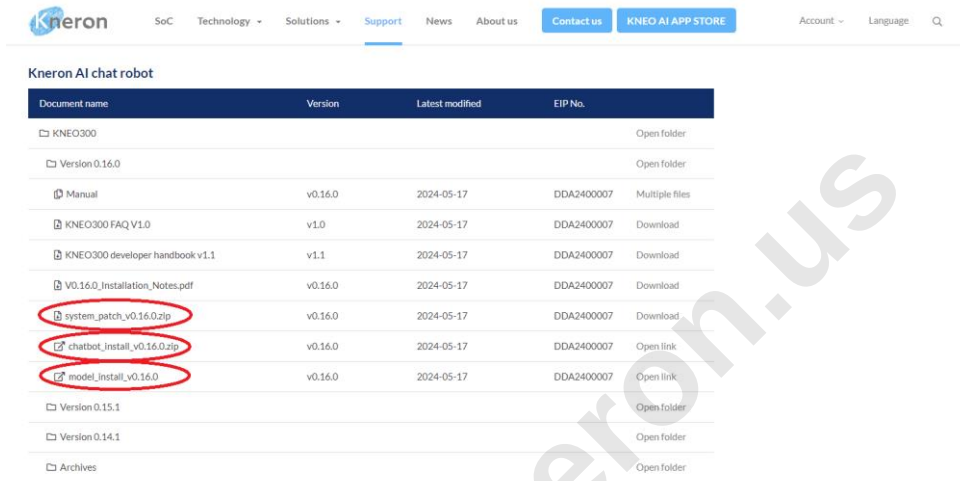


Figure 3-2 Kneron User Login

3.2 Installation Files

After the permission is granted, the administrator can access the KNEO 300 document from the Kneron developer site (<https://www.kneron.com/support/developers/>), then click the KNEO300 under the entry **Kneron AI chat robot** to access different releases. For the current release, please click Version 0.16.2. **If the entry hasn't shown up, please follow up with the Kneron salesperson for permission access.**



Document name	Version	Latest modified	EIP No.	
KNEO300				Open folder
Version 0.16.0				Open folder
Manual	v0.16.0	2024-05-17	DDA2400007	Multiple files
KNEO300 FAQ V1.0	v1.0	2024-05-17	DDA2400007	Download
KNEO300 developer handbook v1.1	v1.1	2024-05-17	DDA2400007	Download
V0.16.0_Installation_Notes.pdf	v0.16.0	2024-05-17	DDA2400007	Download
system_patch_v0.16.0.zip	v0.16.0	2024-05-17	DDA2400007	Download
chatbot_install_v0.16.0.zip	v0.16.0	2024-05-17	DDA2400007	Open link
model_install_v0.16.0	v0.16.0	2024-05-17	DDA2400007	Open link
Version 0.15.1				Open folder
Version 0.14.1				Open folder
Archives				Open folder

Figure 3-3 KENO 300 Document

The administrator can access the KNEO 300 Installation guide (v1.6.2), there are three installation files: **system_patch_v0.16.0.zip**(firmware), **chatbot_install_v0.16.2.zip**(software), **model_install_v0.16.2.zip** (model) and **system_path_autostart.zip** (autostart). **If the system is upgraded to v0.16.0, please ignore the firmware update.** Otherwise, the administrator clicks **Download** button on the right-hand side and downloads **system_patch_v0.16.0.zip** to the **Downloads** directory. To download **chatbot_install_v0.16.2.zip**, the administrator presses the **Open link** button, which directs to the link directory, then clicks the top left-hand Download button to store the file in the Downloads directory.

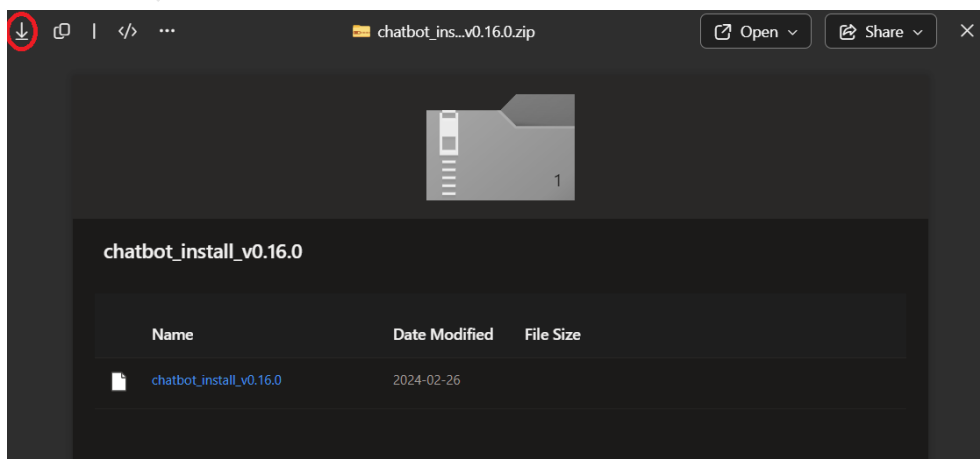


Figure 3-4 Download chatbot_install_v0.16.2.zip

Similarly, the administrator presses the Open link button to the **Model** folder and downloads the install.sh, README.txt, and model_install_v0.16.2.zip, separately to the **Downloads** directory. The administrator selects the file and clicks the Download button to download the file individually. **Don't download all three files together using the Download button only, it creates Model.zip larger than 4Gb limit and fails to uncompress it during the model installation.**

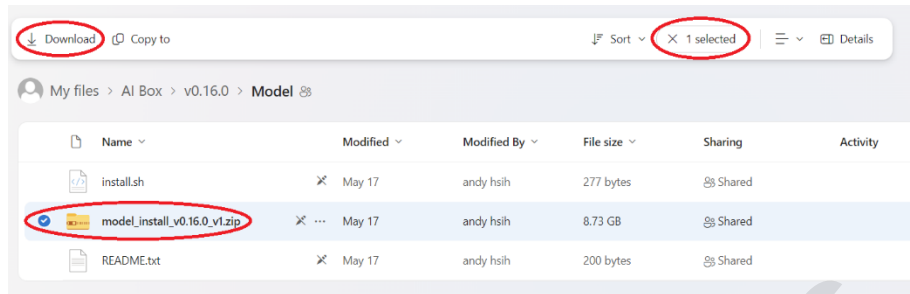


Figure 3-5 Download model_install_v0.16.2.zip

For 0.16.2 release, it offers an additional file system_path_autostart.zip, which can configure the system for automatic startup, the administrator is no longer required to initialize the system.

3.3 System Access

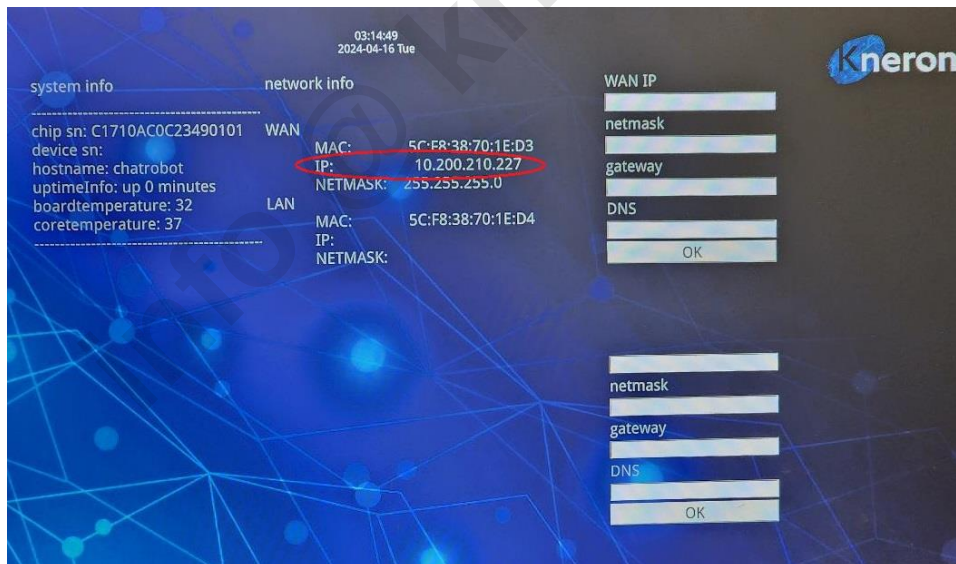


Figure 3-6 KNEO 300 IP Address

The administrator remote login the machine to perform the system installation, it first powers up the system with the following steps:

- Connect the power cable to the 12V-5A power adapter.

- Connect the device and monitor with an HDMI cable.
- Plug the network cable into UP: Ethernet (1) and connect to the network.
- The device will automatically turn on after being powered on. The monitor will display the IP address (i.e. 10.200.210.227) on the screen.

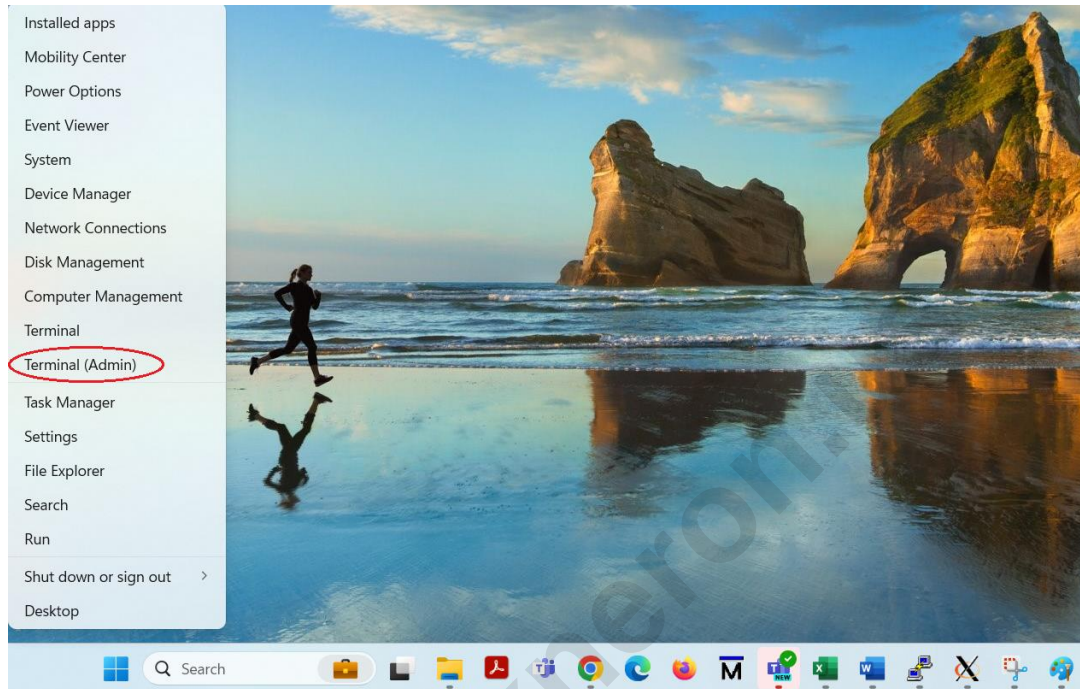


Figure 3-7 Windows PowerShell

Invoke the Windows PowerShell Terminal (Admin) to access the KNEO 300. First, click the lower left side Windows start icon  with the right button, then select the Terminal (Admin) to create the terminal windows. The administrator can use the command ping with the IP address (i.e. 10.200.210.227) to check machine accessibility. If the pinging fails, please contact the local IT department to ensure the KNEO 300 is accessible. After that, it hits the CTRL-C to terminate the ping process and start to initialize the server using either ssh:

```
Windows PowerShell
Copyright (C) Microsoft Corporation. All rights reserved.

Install the latest PowerShell for new features and improvements! https://aka.ms/PSWindows

PS C:\Users\oscar> ping 10.200.210.227

Pinging 10.200.210.227 with 32 bytes of data:
Reply from 10.200.210.227: bytes=32 time=14ms TTL=62
```

3.4 Remote Login

To log in to the KNEO 300 with the command ssh. The username is linaro and the password is linaro

```
C:\Users\oscar > ssh linaro@10.200.210.227
linaro@10.200.210.227's password:
```

After the login, it displays the message as follows:

```
Welcome to Ubuntu 20.04 LTS (GNU/Linux 5.4.217-bm1684-g4758df7c6cfd-dirty aarch64)

* Documentation:  https://help.ubuntu.com
* Management:    https://landscape.canonical.com
* Support:        https://ubuntu.com/advantage

* Strictly confined Kubernetes makes edge and IoT secure. Learn how MicroK8s
  just raised the bar for easy, resilient and secure K8s cluster deployment.

https://ubuntu.com/engage/secure-kubernetes-at-the-edge overlay / overlay
rw,relatime,lowerdir = /media/root-ro,upperdir=/media/root-rw/overlay, workdir=/media/root-
rw/overlay-workdir 0 0
/dev/mmcblk0p5 /media/root-rw ext4 rw,relatime 0 0
/dev/mmcblk0p4 /media/root-ro ext4 ro,relatime 0 0

Last login: Tue Apr 16 01:45:17 2024 from 10.200.211.128
linaro@chatrobot:~$
```

3.5 Database Backup

All the databases are stored in the directory: /home/linaro/kneron_chatbot_prod/kneron_doc_chat/knowledge_base/content, which is further divided into the EN (English) and ZN (Chinese) subdirectories. They store the different language databases dependent on the system setting, if the language is set to English, all the databases are stored under the EN subdirectory. After the administrator initializes the servers using English. All the databases are stored under the subdirectory (EN), the users can access those databases only. The administrator can re-initialize the system using Chinese so that the users can access those databases under the subdirectory (ZN). The system update automatically backs up the current databases and restores them after installation. **However, it recommends the administrator to back up all the databases before the system update.**

For example, the system administrator can back up the user's database in the Windows environment using the command: `scp -r <administrator name>@<ip address>:<user directory>/<database name> .`

with the option flag -r

```
C:\Users\oscar> scp -r linaro@10.200.210.227:/home/linaro/kneron_chatbot_prod/kneron_doc_chat/
knowledge_base/content/EN/oscarlaw/bda602 .
linaro@10.200.210.227's password:
Understanding Artificial Intelligence (5).pdf          100% 9854KB  40.6MB/s   00:00
index.pkl                                             100% 442KB   30.6MB/s   00:00
index.faiss                                           100% 881KB   49.9MB/s   00:00
title_keyword.json                                   100%  96     23.4KB/s   00:00
parent.pkl                                           100%  43KB    8.2MB/s    00:00
```

where the administrator's name is linaro with password linaro, the ip address is the local ip (i.e. 10.200.210.227), the user directory is the private directory (i.e. /home/linaro/kneron_chatbot_prod/kneron_doc_chat/knowledge_base/content/EN/oscarlaw) and the database name is the private database (i.e. bda602).

3.6 System Installation

To update the system, please ask all the users to log out of the KNEO 300, then reboot the system using the command: `sudo reboot`.

```
linaro@chatrobot: sudo reboot
```

After the system reboot, the administrator launches two PowerShell windows, one is used to remote login the KNEO 300 to perform the system installation, and the other is used to transfer the installation files from the Windows to the KNEO 300.

3.6.1 System Patch Update

Due to the limit of the disk space of the working directory (i.e. /home/linaro), the installation is done using the directory /data. All the files must be installed individually and not uncompressed all the files at once, resulting in disk space issues. The administrator first transfers the system_patch_v0.16.0.zip to the KNEO 300 from Windows.

```
C:\Users\oscar> scp system_patch_v0.16.0.zip linaro@10.200.210.227:/data
linaro@10.200.210.227's password:
system_patch_v0.16.0.zip          100%  12MB  42.8MB/s   00:00
```

The administrator uncompresses the system_patch_v0.16.0.zip using unzip, it creates the subdirectory

called `system_patch_v0.16.0`. After the uncompressing, the administrator removes the `system_patch_v0.16.0.zip`, and then changes to the subdirectory `system_patch_v0.16.0` to start the system update.

```
linaro@chatrobot:/data$ unzip system_patch_v0.16.0.zip
Archive:  system_patch_v0.16.0.zip
  inflating: system_patch_v0.16.0/README.txt
  extracting: system_patch_v0.16.0/emmcboot
  extracting: system_patch_v0.16.0/flash_update
  inflating: system_patch_v0.16.0/patch
  inflating: system_patch_v0.16.0/setup
  extracting: system_patch_v0.16.0/spi_flash
linaro@chatrobot:/data$ rm system_patch_v0.16.0.zip
linaro@chatrobot:/data$ cd system_patch_v0.16.0/
```

The administrator first reads the `README.txt` to understand the patch installation process, it changes the shell script `patch` to be executable using the command: `chmod +x patch` and then starts the firmware installation. It automatically reboots the system after the installation is completed. The administrator should remove the subdirectory using the command: `rm -r system_patch_v0.16.0` to save the disk space.

```
linaro@chatrobot:/data/system_patch_v0.16.0$ more README.txt
Install Steps

1. copy system_patch_v0.16.0.zip into box
2. unzip system_patch_v0.16.0.zip
3. go into system_patch_v0.16.0, and run the update scripts
    cd system_patch_v0.16.0
        chmod +x patch
        ./patch

linaro@chatrobot:/data/system_patch_v0.16.0$ chmod +x patch
linaro@chatrobot:/data/system_patch_v0.16.0$ ./patch
patch is finished
Now reboot
linaro@chatrobot:/data/system_patch_v0.16.0$ Connection to 10.200.210.227 closed by remote host.
Connection to 10.200.210.227 closed.
```

3.6.2 Chatbot Update

The administrator transfers the `chatbot_install_v0.16.2.zip` to the KNEO 300 using a similar command.

```
C:\Users\oscar\Downloads> scp chatbot_install_v0.16.2.zip linaro@10.200.210.227:/data
linaro@10.200.210.227's password:
chatbot_install_v0.16.2.zip                                100% 1210MB  37.0MB/s   00:32
```

Then, the administrator uncompresses the chat_install_v0.16.2.zip to create the subdirectory: chat_install_v0.16.2.zip, and removes the zip file after the uncompressing process.

```
linaro@chatrobot:/data$ unzip chatbot_install_v0.16.2.zip
Archive:  chatbot_install_v0.16.2.zip
  inflating: chatbot_install_v0.16.2/README.txt
  inflating: chatbot_install_v0.16.2/Release_notes.md
  inflating: chatbot_install_v0.16.2/debs.zip
  inflating: chatbot_install_v0.16.2/install.sh
  inflating: chatbot_install_v0.16.2/kneron_chatbot_prod.zip
  inflating: chatbot_install_v0.16.2/nginx.conf
  inflating: chatbot_install_v0.16.2/wheels.zip
```

The administrator reads README.txt and updates the software. It takes about 20 minutes to complete the software update process, then it automatically reboots the system again. The administrator finally removes the subdirectory using the command: rm -r chatbot_install_v0.16.2

```
linaro@chatrobot:/data/chatbot_install_v0.16.0$ more README.txt
Install Steps

1. copy chatbot_install_vX.zip(X means version, such as 0.14.0, chatbot_install_v0.14.0.zip)
into box
2. unzip chatbot_install_vX.zip
3. go into chatbot_install_vX, and run the update scripts
   cd chatbot_install_vX
   chmod +x install.sh
   ./install.sh

linaro@chatrobot:/data/chatbot_install_v0.16.2$ chmod +x install.sh
linaro@chatrobot:/data/chatbot_install_v0.16.2$ ./install.sh
Archive:  ./kneron_chatbot_prod.zip
  inflating: /data/kneron_chatbot_prod/README.md
  inflating: /data/kneron_chatbot_prod/Release_notes.md
  inflating: /data/kneron_chatbot_prod/envsetting.sh
... * *
0 upgraded, 0 newly installed, 0 to remove and 0 not upgraded.
Setup completed successfully.
/data/chatbot_install_v0.16.2
Done
linaro@chatrobot:/data/chatbot_install_v0.16.2$ Connection to 10.200.210.227 closed by remote
host.
Connection to 10.200.210.227 closed.
```

3.6.3 Model Update

Don't download all three model files together using the Download button only, it creates Model.zip larger than 4Gb limit and fails to uncompress it during the model installation. The administrator must transfer the install.sh, README.txt, and model_install_v0.16.2.zip to the KNEO 300, separately.

```
C:\Users\oscar\Downloads> scp install.sh linaro@10.200.210.227:/data
linaro@10.200.210.227's password:
install.sh                                100% 274      0.3KB/s   00:00
C:\Users\oscar\Downloads> scp .\model_install_v0.16.2.zip linaro@10.200.210.227:/data
linaro@10.200.210.227's password:
model_install_v0.16.2.zip                 100% 7398MB  42.5MB/s   02:54
PS C:\Users\oscar\Downloads > scp .\README.txt linaro@10.200.210.227:/data
linaro@10.200.210.227's password:
README.txt                                100% 200      0.2KB/s   00:00
```

The administrator reads README.txt, updates the English and Chinese chatbot models, and removes the install.sh, model_install_v0.16.2.zip, and README.txt after update.

```
linaro@chatrobot:/data$ more README.txt
Install Steps

1. copy model_install_v0.16.2 into box
2. go into model_install_v0.16.2, and run the update scripts
   cd model_install_v0.16.2
   chmod +x install.sh
   ./install.sh

linaro@chatrobot:/data$ chmod +x install.sh
linaro@chatrobot:/data$ ./install.sh
Archive:  ./model_install_v0.16.2.zip
  inflating:
/data/kneron_chatbot_prod/kneron_doc_chat/kneron_models/npu_models/small/en/bert_en_f32.bmodel
  inflating:
/data/kneron_chatbot_prod/kneron_doc_chat/kneron_models/npu_models/small/zh/bert_zh_f32.bmodel
  inflating:
/data/kneron_chatbot_prod/kneron_doc_chat/kneron_models/npu_models/reranking/reranking_f32_v_0_1_0.bmodel
  inflating:
/data/kneron_chatbot_prod/kneron_doc_chat/kneron_models/chat/zh/kneron_llm_zh_v_0_3_3.bmodel
  inflating:
/data/kneron_chatbot_prod/kneron_doc_chat/kneron_models/chat/zh/kneron_llm_zh_v_0_2_0.bmodel
```



```
model update finished!
Done.
```

3.6.4 Automatic Startup

The administrator transfers the system_patch_autostart.zip to the KNEO 300 subdirectory /data

```
C:\Users\oscar\Downloads> scp system_patch_autostart.zip linaro@10.200.210.227:/data
linaro@10.200.210.227's password:
system_patch_autostart.zip                               100% 4392   867.6KB/s   00:00
```

Then, the administrator changes to the directory /data and uncompresses the file to create the subdirectory: /data/autostart

```
linaro@chatrobot:/data$ unzip system_patch_autostart.zip
Archive:  system_patch_autostart.zip
  inflating: system_patch_autostart/README.txt
  extracting: system_patch_autostart/autostart
  inflating: system_patch_autostart/patch
```

The administrator reads README.txt and executes the command patch. The system is rebooted and initializes the automatic startup.

```
linaro@chatrobot:/data/system_patch_autostart$ more README.txt
Install Steps

1. copy system_patch_autostart.zip into box
2. unzip system_patch_autostart.zip
3. go into system_patch_autostart, and run the update scripts
   cd system_patch_autostart
   chmod +x patch
   ./patch

linaro@chatrobot:/data/system_patch_autostart$ chmod +x patch
linaro@chatrobot:/data/system_patch_autostart$ ./patch
patch is finished
Now reboot
linaro@chatrobot:/data/system_patch_autostart$ Connection to 10.200.210.227 closed by remote host.
```