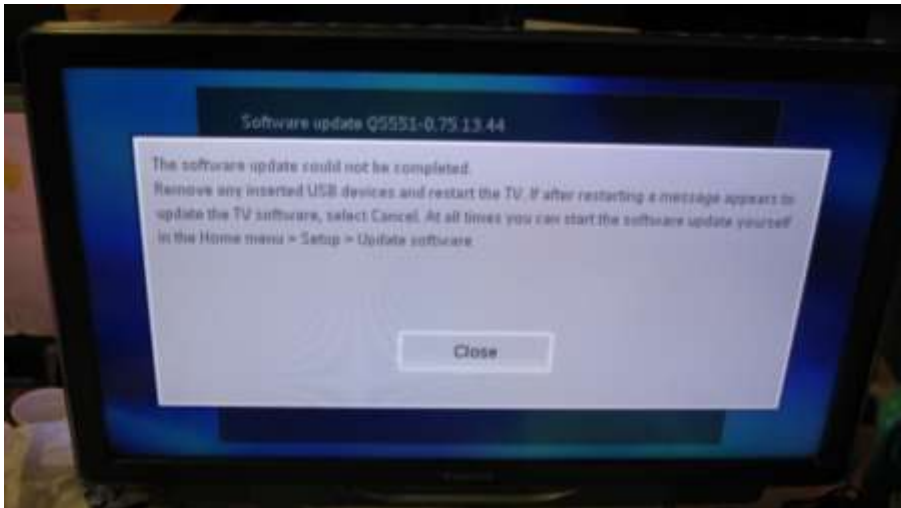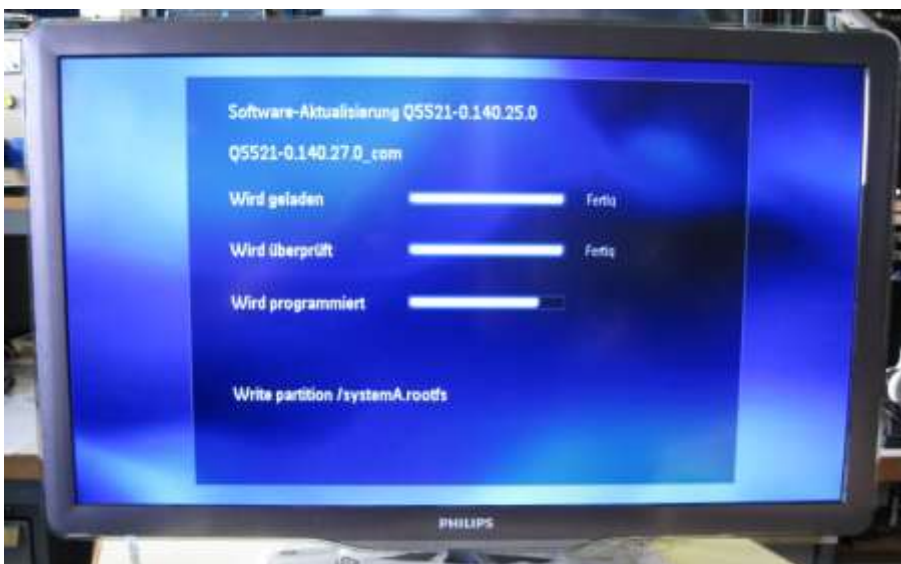## 1. SYMPTOM
- Software upgrading failing, or
- Channels are not stored anymore, or
- Menu items are disappearing out of the HOME menu.

2. HOW TO RECOGNIZE FAILING SOFTWARE UPGRADE?
- Message: "The software update could not be completed".
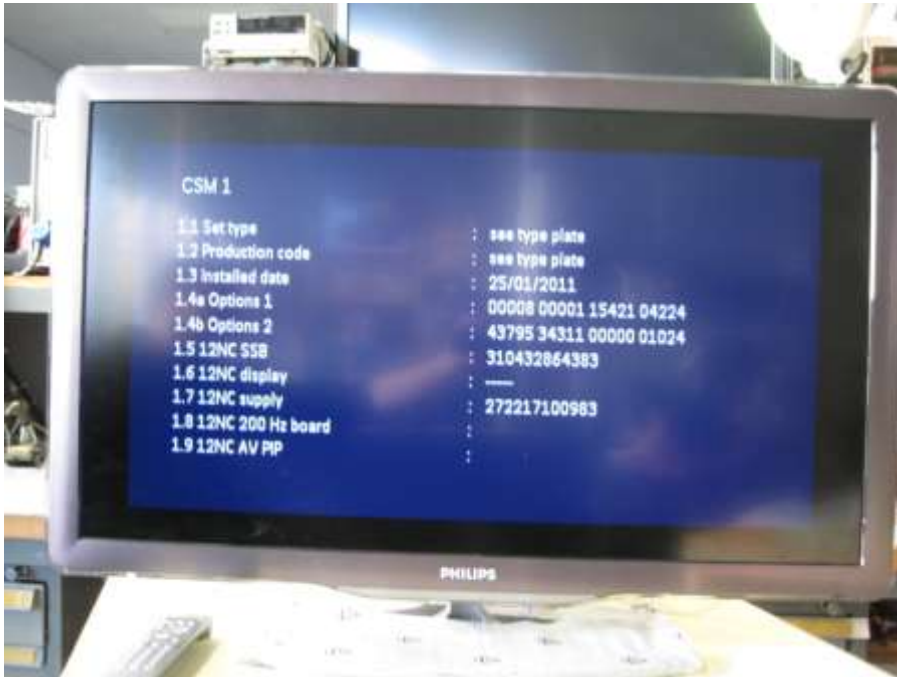

- 3rd programming bar stops at 80%

3. ROOT CAUSE

Too many big files in the Flash, this in combination with a high number of bad blocks.

4. CURE

- Activate CSM menu (Customer Service Menu) by pressing **1 2 3 6 5 4** on the remote control.

- Press following sequence with the remote control:
  1. Press 1x the red button
  2. Press **2 5 3 2 7**
  This will clear all debug dumps from the flash. Dump count is reset to zero.

For workshop, following logging will appear in the UART:

```
DEBUG DUMP on Flash: clear...
DEBUG DUMP on Flash: clear done
```

5. REMOTE CONTROL

Red
button

2 = **C**
5 = **L**
3 = **E**
2 = **A**
7 = **R**