Mesa 3 Windows Firmware Fails to Update

If the error message **Failed: updating UEFI version** appears while attempting to update the firmware,

1. Restart the Mesa 3 Windows tablet.
2. Press Esc on the USB keyboard.
3. From the Save & Exit tab, select Restore Defaults.
4. At the Load Optimized Defaults prompt, select Yes.
5. From the Security tab, select Secure Boot.
6. Change the Secure Boot to Disabled.
7. Press F4 to save and exit.
8. After the tablet reboots, delete the .config file in the Downloads folder.
9. Run the firmware update again.

Note: *If the unit is failing to mount the EFI partition, reboot the tablet and repeat the steps again.*

Service Request

If the firmware update still fails, contact support@junipersys.com and include the following troubleshooting information:

1. Open an Admin Command prompt.
2. Select an open drive letter.
3. In the Command Prompt window, enter the following commands:

```
mountvol p: /s

p:

dir /s/b

c:

mountvol p: /d
```

4. Copy the text in the command window and paste the text in a text file.
5. Attach the text file to your service request email.