[Rakuten Kobo] Re: Conversation with Ni Ma

9 messages

Rakuten Kobo <support@rakutenkobo.zendesk.com>   Thu, Jan 18, 2024 at 12:31 PM
Reply-To: Rakuten Kobo <support+id4259592@rakutenkobo.zendesk.com>
To: Ni Ma <nicolecrivain@gmail.com>

##- Veuillez saisir votre réponse au-dessus de cette ligne -##

Votre demande (4259592) a été mise à jour. Pour ajouter des commentaires supplémentaires, répondez à cet email.

Système (Rakuten Kobo)
18 janv. 2024, 12:31 UTC−5

(12:31:33) Camille E: Great! Thanks for confirming and I do apologize in this inconvenience. Just to be sure, are you referring to the kernel and bootloader to be made public?

Système (Rakuten Kobo)
18 janv. 2024, 12:11 UTC−5

(12:11:47) Ni Ma: nicolecrivain@gmail.com
"We Were Liars"

Système (Rakuten Kobo)
18 janv. 2024, 12:09 UTC−5

(12:09:51) Camille E: Thank you for contacting Rakuten Kobo. Please allow me one moment to find your account and verify it. To do that, can you please provide the email address of your Kobo account and the last book you have purchased?

Système (Rakuten Kobo)
18 janv. 2024, 11:45 UTC−5

(11:45:52) Ni Ma: https://github.com/kobolabs/Kobo-Reader/issues/103#issuecomment-1892866558

Système (Rakuten Kobo)

18 janv. 2024, 11:45 UTC−5

(11:45:42) Ni Ma: Hello, I recently filed an issue on the Kobo-Reader GitHub repository, which is supposed to contain kernel and bootloader sources for every device that has gone public. It has been three days and I have yet to receive a repy. I think the issue's comment will sum it up better, but basically, when it comes to the Kobo Libra 2, there seems to be different hardware revisions of the same eReader, which changes between them are not reflected in the source code provided, which could easily lead to a brick of the device if code written for an older revision was run on a more recent one. Sometimes, the power management system (especially the voltage regulators) differs, and that can be a huge issue. I hope that in writing this to you, you will be able to forward it to the person in charge. The bootloader and kernel sources are both supposed to be made public since they are based on open-source code, and by not publishing the changes made to it, there is a violation of the GPL license in which they were released.
Thanks a lot for your time and support, and have a good day !

Cet e-mail provient de Rakuten Kobo. Fourni par Zendesk

[ZKP6XN-K5E2K]

Rakuten Kobo <support@rakutenkobo.zendesk.com>   Thu, Jan 18, 2024 at 12:32 PM
Reply-To: Rakuten Kobo <support+id4259592@rakutenkobo.zendesk.com>
To: Ni Ma <nicolecrivain@gmail.com>

##- Veuillez saisir votre réponse au-dessus de cette ligne -##

Votre demande (4259592) a été mise à jour. Pour ajouter des commentaires supplémentaires, répondez à cet email.

Système (Rakuten Kobo)

18 janv. 2024, 12:32 UTC−5

(12:32:43) Ni Ma: Yes, they are public for the revision A, or at least one of the earlier revisions. I would request that the different kernels and bootloaders for any revisions since the 'A' one should be made public. Thanks

Système (Rakuten Kobo)

18 janv. 2024, 12:31 UTC−5

(12:31:33) Camille E: Great! Thanks for confirming and I do apologize in this inconvenience. Just to be sure, are you referring to the kernel and bootloader to be made public?

Système (Rakuten Kobo)
18 janv. 2024, 12:11 UTC−5

(12:11:47) Ni Ma: nicolecrivain@gmail.com
"We Were Liars"

Système (Rakuten Kobo)
18 janv. 2024, 12:09 UTC−5

(12:09:51) Camille E: Thank you for contacting Rakuten Kobo. Please allow me one moment to find your account and verify it. To do that, can you please provide the email address of your Kobo account and the last book you have purchased?

Système (Rakuten Kobo)
18 janv. 2024, 11:45 UTC−5

(11:45:52) Ni Ma: https://github.com/kobolabs/Kobo-Reader/issues/103#issuecomment-1892866558

Système (Rakuten Kobo)
18 janv. 2024, 11:45 UTC−5

(11:45:42) Ni Ma: Hello, I recently filed an issue on the Kobo-Reader GitHub repository, which is supposed to contain kernel and bootloader sources for every device that has gone public. It has been three days and I have yet to receive a repy. I think the issue's comment will sum it up better, but basically, when it comes to the Kobo Libra 2, there seems to be different hardware revisions of the same eReader, which changes between them are not reflected in the source code provided, which could easily lead to a brick of the device if code written for an older revision was run on a more recent one. Sometimes, the power management system (especially the voltage regulators) differs, and that can be a huge issue. I hope that in writing this to you, you will be able to forward it to the person in charge. The bootloader and kernel sources are both supposed to be made public since they are based on open-source code, and by not publishing the changes made to it, there is a violation of the GPL license in which they were released.
Thanks a lot for your time and support, and have a good day !

[Quoted text hidden]

Votre demande (4259592) a été mise à jour. Pour ajouter des commentaires supplémentaires, répondez à cet email.

Système (Rakuten Kobo)
18 janv. 2024, 14:03 UTC−5

(14:03:00) Camille E: Apologies on this, but is this specifically with the model Kobo Libra 2?

[Quoted text hidden]

[Quoted text hidden]

Rakuten Kobo <support@rakutenkobo.zendesk.com>   Thu, Jan 18, 2024 at 2:03 PM
Reply-To: Rakuten Kobo <support+id4259592@rakutenkobo.zendesk.com>
To: Ni Ma <nicolecrivain@gmail.com>

Votre demande (4259592) a été mise à jour. Pour ajouter des commentaires supplémentaires, répondez à cet email.

Système (Rakuten Kobo)
18 janv. 2024, 14:03 UTC−5

(14:03:39) Ni Ma: Yes, my comment addresses only that device, although there may have been unpublished sources for other device's revisions as well.

[Quoted text hidden]

[Quoted text hidden]

Rakuten Kobo <support@rakutenkobo.zendesk.com>   Thu, Jan 18, 2024 at 2:16 PM
Reply-To: Rakuten Kobo <support+id4259592@rakutenkobo.zendesk.com>
To: Ni Ma <nicolecrivain@gmail.com>

Votre demande (4259592) a été mise à jour. Pour ajouter des commentaires supplémentaires, répondez à cet email.

Système (Rakuten Kobo)
18 janv. 2024, 14:16 UTC−5

(14:16:18) Camille E: I see. Please let me escalate this to our higher department for further investigation and will get back to you as soon as possible. Would that be alright?

[Quoted text hidden]

[Quoted text hidden]

Rakuten Kobo <support@rakutenkobo.zendesk.com>   Thu, Jan 18, 2024 at 2:16 PM
Reply-To: Rakuten Kobo <support+id4259592@rakutenkobo.zendesk.com>
To: Ni Ma <nicolecrivain@gmail.com>

##- Veuillez saisir votre réponse au-dessus de cette ligne -##

Votre demande (4259592) a été mise à jour. Pour ajouter des commentaires supplémentaires, répondez à cet email.

Système (Rakuten Kobo)
18 janv. 2024, 14:16 UTC−5

(14:16:32) Ni Ma: Yes, thanks a lot

[Quoted text hidden]

[Quoted text hidden]

Rakuten Kobo <support@rakutenkobo.zendesk.com>   Thu, Jan 18, 2024 at 2:20 PM
Reply-To: Rakuten Kobo <support+id4259592@rakutenkobo.zendesk.com>
To: Ni Ma <nicolecrivain@gmail.com>

##- Veuillez saisir votre réponse au-dessus de cette ligne -##

Votre demande (4259592) a été mise à jour. Pour ajouter des commentaires supplémentaires, répondez à cet email.

Système (Rakuten Kobo)
18 janv. 2024, 14:20 UTC−5

(14:20:03) Camille E: Your welcome! Have a good day.

[Quoted text hidden]

[Quoted text hidden]

Rakuten Kobo <support@rakutenkobo.zendesk.com>   Fri, Jan 19, 2024 at 8:22 AM
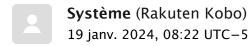Reply-To: Rakuten Kobo <support+id4259592@rakutenkobo.zendesk.com>
To: Ni Ma <nicolecrivain@gmail.com>

##- Veuillez saisir votre réponse au-dessus de cette ligne -##

Votre demande (4259592) a été mise à jour. Pour ajouter des commentaires supplémentaires, répondez à cet email.

Système (Rakuten Kobo)

19 janv. 2024, 08:22 UTC−5

(08:22:09) Camille E: Hello there, you may try to check on this link https://github.com/kobolabs/Kobo-Reader/tree/master/hw/imx6sll-libra2 about the kernel and bootloader for Kobo Libra 2.

[Quoted text hidden]

[Quoted text hidden]

Rakuten Kobo <support@rakutenkobo.zendesk.com>   Fri, Jan 19, 2024 at 8:24 AM
Reply-To: Rakuten Kobo <support+id4259592@rakutenkobo.zendesk.com>
To: Ni Ma <nicolecrivain@gmail.com>

Système (Rakuten Kobo)

19 janv. 2024, 08:24 UTC−5

(08:24:08) Ni Ma: Hi, if you read my issue, you will see that these sources are for an earlier Libra 2 revision that operated with a different voltage regulator than the revision I own. The bootloader sources do not reflect that change and compiling and running such a bootloader from the provided sources could permanently brick this specific revision.
https://github.com/kobolabs/Kobo-Reader/issues/103#issuecomment-1892866558
Thanks

[Quoted text hidden]

[Quoted text hidden]