

2021 to 2022

Q80022204 - When M1 Mac navigates certain files (large image files up to 3GB) in Finder a kernel panic occurs and the system crashes. There is no issue at all using Intel machines with the same data.

Please temporary decrease the max command length to avoid system crash. In controller configuration page, the system configuration menu, there has a feature called 'Max Command Length'. The default setting is 4M, please change it to 1M and reboot the system once. Update firmware to version 1.62 and latest version driver for this workaround.

Unique solution ID: #1983

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