

Service Bulletin #2:

SSE 22 – Primar certificate error

Severity of situation:

MINOR

Error in the product that does not affect the general usability.

MAJOR

Error in the product that is likely to cause failure of the product, reducing its usability.

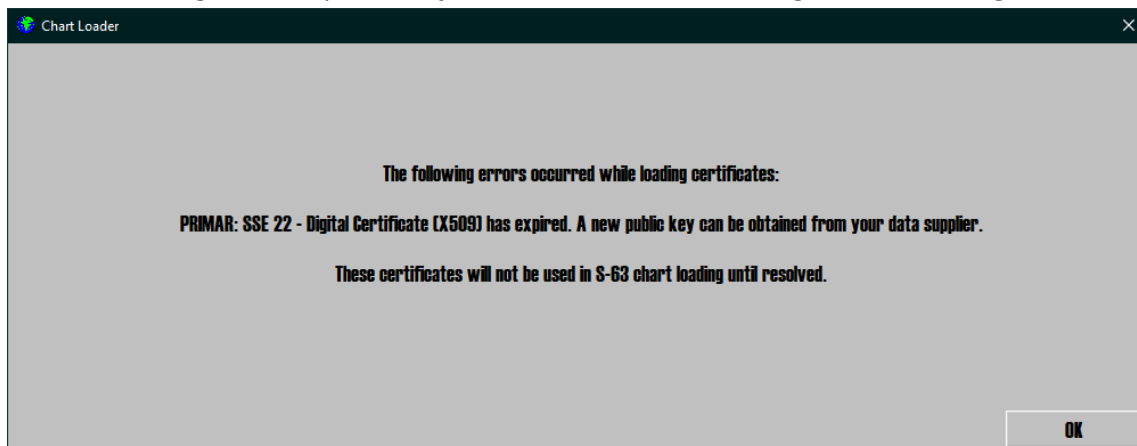
CRITICAL

Error in the product that can render the product hazardous and unsafe.

Severity assessment: The issue can affect all TECDIS and TELchart units with S63 charts, but it is not harmful to the unit. The fix is easy to perform, and is only required to be performed once.

Issue description:

When adding chart updates, you will see the following error message:



Applies to:

Telko Model name	Serial number range	Software version range	Severity
TECDIS	Any	All with S63 charts	Minor
TELchart ECS	Any	All with S63 charts	Minor

Distribution

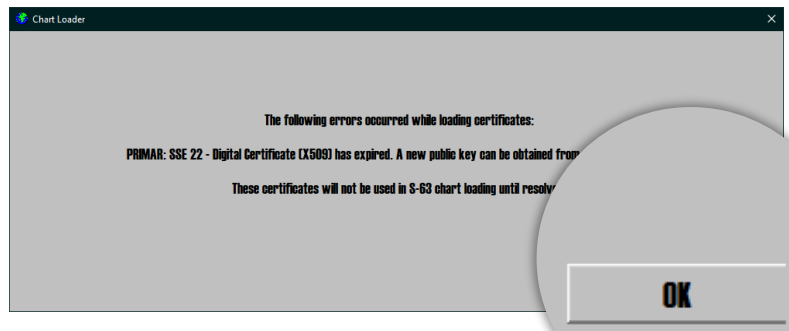
We recommend that this Service Memo is distributed to **all** dealers and service technicians.

The recommended action is relatively easy to perform, and the crew can perform the correcting steps themselves.

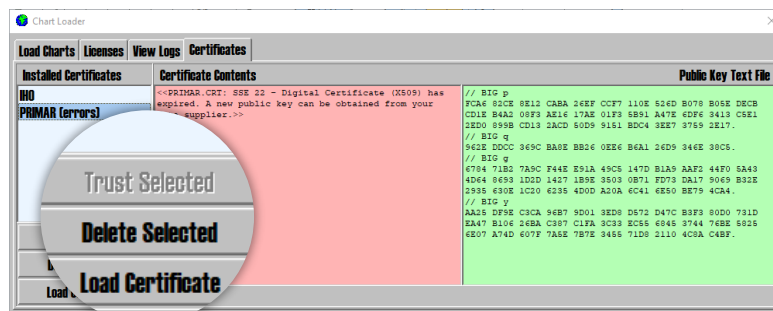
Recommended action:

- 1 In the appearing error message, click **OK**.

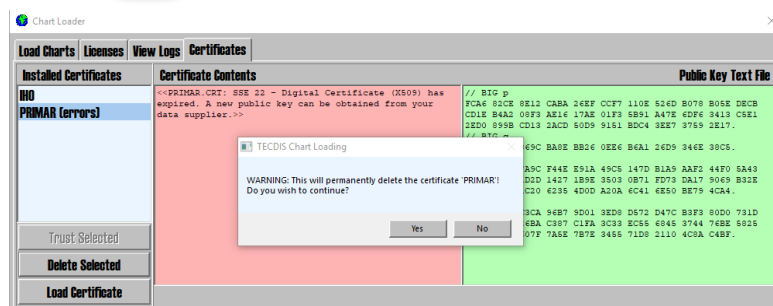
If you do not have the error message displayed, open the **S63 Chart Loader** (or **Load Charts** inside the **TECDIS/Telchart** program).



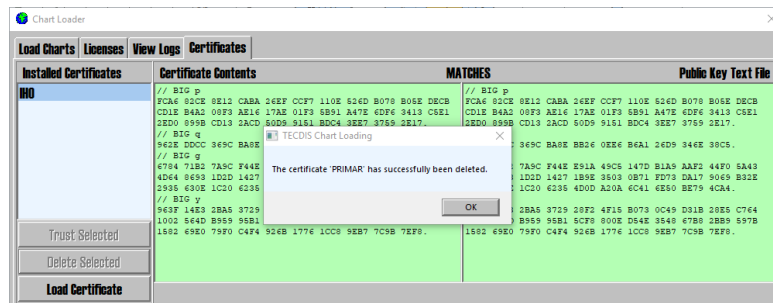
- 2 In the Certificate tab of the chart loader, make sure **PRIMAR** is selected, and press the button **Delete Selected**.



- 3 A warning message will appear. Press **Yes** to confirm deletion.



- 4 You will now get a confirmation message.



- 5 Restart the computer (without Service Key inserted) and verify that the error message does not appear on system startup or when performing chart loading.

Background:

The issue is caused by an obsolete/expired certificate for chart loading with Primar charts. The certificate was necessary before as Primar did not have a fully IHO compliant verification regime, and instead issued their own certificates.

For some years now, this has not been the case, and Primar now is fully compliant against IHO, and TECDIS can verify Primar charts with the IHO certificate.

Root cause analysis

The obsolete certificate was not removed from the TECDIS installer files in good time after Primar fully adopted the IHO verification regime. The reason for this is under investigation by Telko.

On behalf of the Telko Support Team

Cato Haugland

Document revision history

1.0	19 th October 2018	Initial release	Cato Haugland
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