

Service Bulletin #1-2018:

TECDIS Startup USB 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 2138 B units, and if the unit does not find the eToken at all, the issue can reach a critical level. The issue is however likely to be seen during installation, and all vessels who rely solely on the TECDIS system for navigation, have a dual installation. This reduces the risk, and places the issue in the MAJOR category.

Issue description:

On system startup, you may experience that the unit takes a long time to load, and sometimes ends with “**No eToken dongle present**” even though the eToken is connected.

Applies to:

Model name	Serial number range	Software version range	Severity
TECDIS 2138 B	Any	All	Major

Distribution:

We recommend that this Service Memo is distributed to **all** dealers and service technicians. The recommended action is relatively easy to perform, and in most cases the crew can perform the correcting steps.

Verifying the issue:

1. Insert the Service Key before starting the unit.
2. The unit takes a long time to load TECDIS Software after you see the Telko background image.
3. The message “**No eToken dongle present**” comes up (this may take 2-4 minutes). The *TECDIS splash screen* is also shown.
4. If you wait up to 5 additional minutes, a yellow rectangle should appear on the splash screen, indicating that the unit is in **Service Mode**. You can now remove the error message, and you are granted access to Windows.
5. Open **Computer**, go to the folder *C:\Program Files(x86)\TECDIS\CMCLInstall*, run **ETSwap.exe** and verify that both a “Computer configured to use” and a “Currently connected” area is shown and specify the same eToken ID. Then press **Exit**.
6. You can now open **TECDIS Setup** and go to the **Licensing** tab. Press the **Show/Edit License** button, and verify that the eToken ID is displayed.
7. If the previous steps are all found to be true, then the issue is verified.

Recommended action:

This issue has a patch that allows the unit to start up correctly. The tradeoff with the patch is that startup now takes longer. The patch is a temporary solution.

The issue must be reported to Telko on support@telko.no, so that a solution to fix the root cause can be distributed to the vessel. Use SB18-01 as reference.

Installing the patch:

1. Download the following file: www.telko.no/furuno/ETokenWait.exe.
2. Place it on the **Service Key**.
3. **Insert** the Service Key in the TECDIS unit.
4. **Start** the TECDIS unit.
5. Wait for the **Service Mode** label to appear.
6. Exit to **Windows** desktop.
7. Open **Computer**.
8. Go to C:\Program Files(x86)\TECDIS.
9. **Paste** the ETokenWait.exe program in the TECDIS folder.
 - You will be asked if you want to replace the existing file, select **Replace the file**.
10. **Remove** the Service Key from the TECDIS
11. **Restart** the unit and verify that TECDIS starts as normal.

Note that the system startup may take longer with the patch applied.

Background:

The issue is caused by a delay in the driver initialization for connected USB devices. The patch first identifies if the eToken is connected, and then identifies when the eToken driver is initialized and the system is ready to start the TECDIS software. The standard TECDIS startup solution then takes over and TECDIS starts as normal.

Root cause analysis

The root cause of the driver initialization delay is not yet confirmed. When it is confirmed, and a permanent solution is available, all registered vessels will be notified. As will all Telko business partners.

The issue is analyzed/handled in **case #14** in the Telko Quality system.

On behalf of the Telko Support Team

Cato Haugland

Document revision history

1.0	17 th April 2018	Initial release	Cato Haugland
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