

SERVICE BULLETIN #4: TECDIS FREEZE DURING ROUTE ACTIVATION

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.

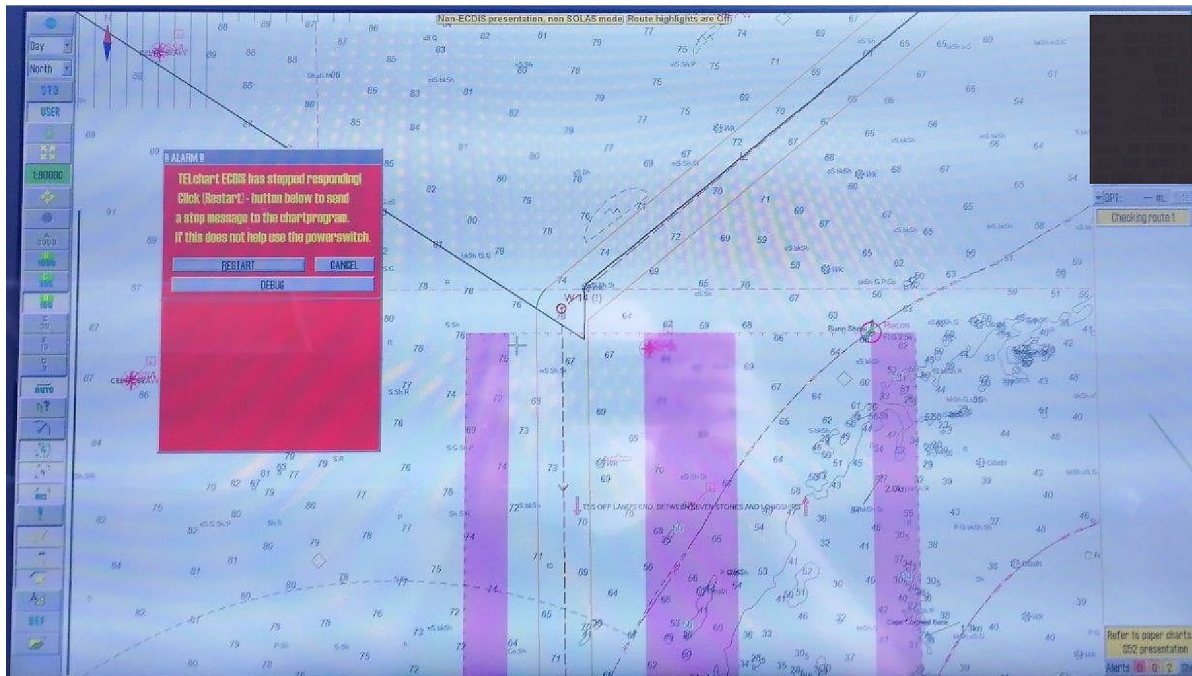
CRITICAL

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

Severity assessment: The issue has affected a small number of vessels so far, and none have reported that both TECDISes freeze during the issue. The freeze is temporary, and reports indicate that full functionality is achieved after 20 minutes.

ISSUE DESCRIPTION

When activating routes, the system freezes during route checking. The TECDIS will appear similar to the example below:



The TECDIS will stay frozen for roughly 20 minutes, while it is processing the route activation.

APPLIES TO:

Telko Model name	Serial number range	Software version range	Severity
TECDIS	Not clarified	Not clarified	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 the crew can perform the correcting steps themselves.

RECOMMENDED ACTION

As the root cause is not identified, we have two suggested fixes:

Chart update to AVCS week 9

Try updating charts with the method advised by your chart provider (Navtor, Nautisk, ChartCo, GNS, etc).

If AVCS week 9 is not available for your vessel, please contact your chart provider.

A few vessels have reported that if the TECDIS is left alone for roughly 20 minutes after it freezes, normal operation is restored automatically. This can be a workaround until the chart update for week 9 becomes available.

Datawash

Please perform the steps below on both TECDISes **simultaneously**

1. Insert service key, and exit TECDIS to windows desktop
2. In windows, go to: **C:/Program Files/TECDIS** and locate the **Datawash.exe** file
3. **Double click** the file, and run it.
4. Follow the steps in the program. Make sure **Detailed log** is checked.



5. Make sure you perform a backup when the program asks you to!



6. Restart TECDIS computer **without service key** when the Datawash program is finished.

Background

The issue is experienced on vessels with the following similarities:

- All are activating routes in the vicinity of the English channel
- All are using AVCS week 8
- All are deep sea vessels

At this stage we cannot rule out that other vessel types, chart services or geographical areas are affected.

Root cause analysis

As the route activation process in TECDIS interacts with both the user database (routes, symbols, etc) and the chart database, the root cause can be one of several. We are currently investigating this, together with our SDK supplier and our chart providers.

On behalf of the Telko Support Team

Cato Haugland

Document revision history

1.0	27 th February 2019	Initial release	Cato Haugland
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