

# SERVICE BULLETIN #6: TECDIS SLOWS DOWN DURING HEAD UP MODE

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## 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 is likely to affect all TECDIS units that are in continuous use over more than 4 weeks. Note that any system or program restart will reset the effect.

## ISSUE DESCRIPTION

When TECDIS is in Head Up mode, there is a memory leak in the system, causing it to become very slow after 1 to 2 weeks of continuous use. The memory leak is not caused by Head Up, but the increased rate of chart drawing needed, amplifies the issue. The potential outcome of this is freezing of TECDIS functions such as chart drawing.

The issue can be experienced in any TECDIS system with software version 4.8.3.1 to 4.8.3.4. If you are not using Head Up, the slowing effect is likely to appear after 1 to 3 months.

The TECDIS will remain sluggish and slow until the unit is restarted, if the system is not updated with TECDIS 4.8.3.5 or a special version of TECDIS 4.8.3.4 that includes the fix for this issue (4.8.3.4 s7).

## APPLIES TO:

Telko Model name	Serial number range	Software version range	Severity
TECDIS	All	4.8.3.1 to 4.8.3.4	Major

## DISTRIBUTION

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

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

## RECOMMENDED ACTION

### Immediate action

1. Turn off Head Up mode in TECDIS
2. Restart the TECDIS regularly (every 2 weeks should be enough)

### Corrective action

- Download the new TECDIS 4.8.3.5 version from <https://telko.no/support/TECDIS> when it is available.
- Alternatively contact Telko Support on [support@telko.no](mailto:support@telko.no) for access to the TECDIS 4.8.3.4 s7 special version.

## Background

The issue is experienced on vessels with the following similarities:

- All have continuously used TECDIS for more than 1 month, or had Head Up mode continuously active for more than 1 week.
- All are using TECDIS software of the current generation (4.8.3.x)
- All are using S63 charts (Charts from C-Map are updated in TECDIS Setup, so a program restart is initiated at least once per month)

### Root cause analysis

Several minor memory leaks were identified in the process of finding the cause for the experienced issue. The most important are the following:

- A small memory leak occurring on each chart redraw.
- A small memory leak occurring when retrieving light info for extra light-related functionality.

The reason the issue has not been identified before is due to the relatively small scale use of the Head Up display mode, as well as the time needed to check and verify the memory leaks.

## DOCUMENT REVISION HISTORY

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1.0	21 <sup>st</sup> February 2020	Initial release	Cato Haugland
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