



HYPACK® User, Heal Thyself!!!

By Roy Goyette

If you are going to experience a problem with HYPACK I can almost guarantee it's going to happen when you are out of cell phone range or in some area where you can't contact tech. support. I don't know why, but it just seems to be the case; it happens when you can least afford to have the system down. You need to have some sort of plan to get back up and going again and it truly helps to think ahead on this so you don't lose your cool and toss that \$3000 dollar Toughbook in the drink.

"Damn computers never do what I want them to do, only what I tell them to do."

First and foremost, carry a copy of the software around with you. The install CD doesn't add too much weight to the boat; you really don't have to be concerned that you're adding draft by taking this CD along with you. You should also have another CD, or perhaps a thumb drive, with any and all updates along with you as well. If worse comes to worse, you can reinstall in less than 5 minutes and that is a heck of a lot better than motoring to shore, running back to the office, and trying to find that CD again or connecting to the Internet and downloading the software and reinstalling then running back to the job site.

That's the worst case scenario for sure! More likely the problem can be resolved with a little bit of investigation and experimentation. I can't cover all of the issues that may pop up, but the most common one would be entering SURVEY or DREDGEPACK® and seeing the old "Windows has encountered a problem" error message. "Why me!", you must ask at this point, "Wasn't it bad enough that there were no coffee and donuts this morning? Now the computer refuses to work!" Here are some steps that may help you resolve the problem all on your own.

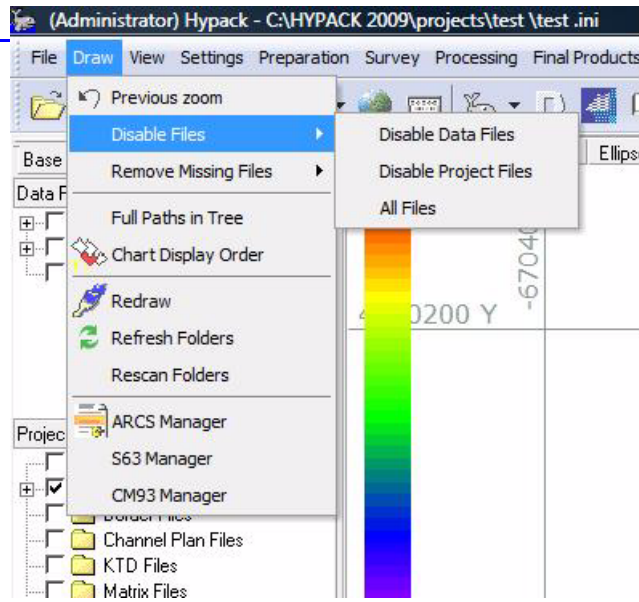
Typically when you get this type of error when entering the SURVEY portion of HYPACK®, the problem will be one of two issues: either a data file or project file is responsible, or something in the hardware setup is responsible. Here are some steps to determine if this is the case and which one is giving you the problem.

My first recommendation is eliminate the possibility that a data file or project file is causing the problem. It's really simple to do this.

FIGURE 1. Disabling your Files

1. **Select DRAW-DISABLE FILES** and you'll see the popup menu appear giving you some options on what to disable.
2. First **disable your Data files**,
3. **Run SURVEY** again to see if you still have a problem.

If the problem no longer exists, then one of those data files is causing the issue. You would have to enable each file individually, testing SURVEY each time to determine which file or files is the bad guy. When you find it, remove it from the project.



If you are still getting that error...

4. **Go back to the Draw menu**, this time **disabling the Project Files**.
5. **Test SURVEY**.

If SURVEY runs without errors this time, one of your Project Files is the bad guy. Again, you would have to enable them one at a time, testing SURVEY after each one, to determine which file is giving you the problem. When you find the culprit, remove that file from your project or simply keep it disabled.

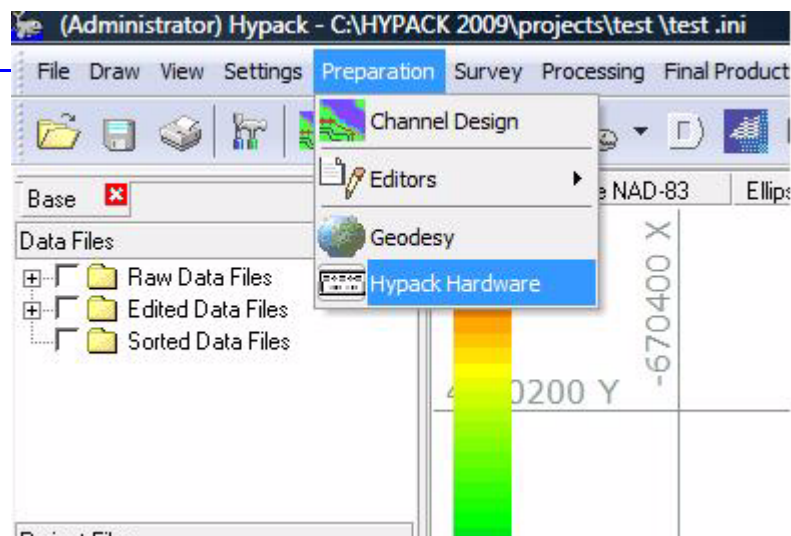
If you are still getting that error...

Well then we've eliminated any possibility of it being a data file or a project file so that leaves us with the hardware.

Let's go to HYPACK® HARDWARE then and see if the problem is a hardware device.

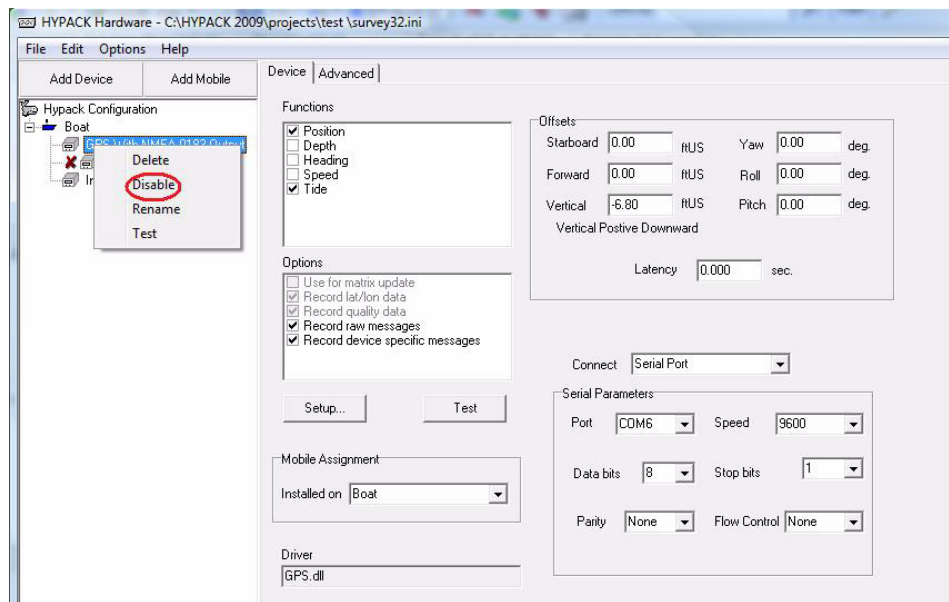
FIGURE 2. Launching HYPACK® HARDWARE

1. **On the main HYPACK® select PREPARATION - HYPACK HARDWARE** and the Hardware window will open for you.
The process is almost exactly the same it involves disabling



devices this time instead of files and then testing SURVEY to see if it runs.

FIGURE 3. Disabling Devices in HYPACK® HARDWARE



2. **Right-click on a device in your device list and select 'Disable' from the pop-up menu that appears.**
3. **Save your hardware configuration and exit HYPACK® HARDWARE.**
4. **Test SURVEY.**
5. **Disable one device at a time, testing SURVEY each time until SURVEY runs successfully.**

If SURVEY runs, the problem is with the device you just disabled. To correct the problem, try the following:

1. **Delete the device** from your configuration entirely
2. **Reinstall it** to your configuration.
3. **Test SURVEY.**

In some cases, just reinstalling a device will not work. The problem may be in the actual file that contains the hardware setup.

If this process doesn't work for you, contact tech. support for more assistance.