

Service Bulletin #7: TelReport issue

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.

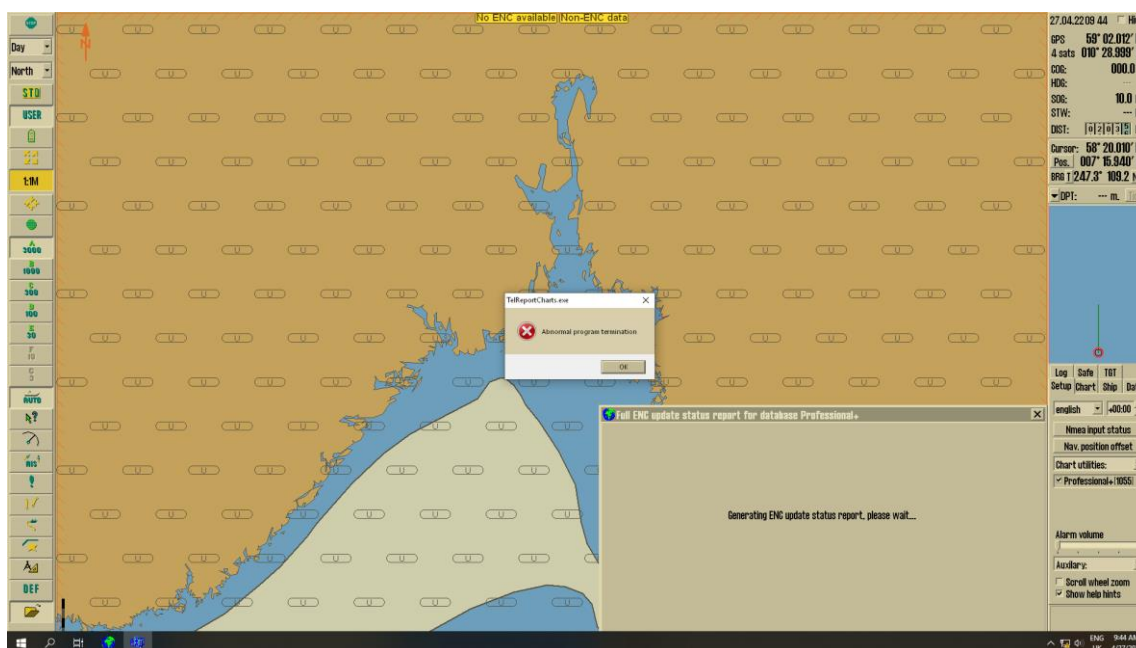
CRITICAL

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

Severity assessment: The issue prevents use of the affected features but does not impact general use of the product.

Issue description:

When trying to read or print ENC update status reports or route printouts, you will see the following error message:



Applies to:

Telko Model name	Serial number range	Software version range	Severity
TECDIS	Any	All with Win 10	Minor
COASTAL	Any	All with Win 10	Minor

Distribution

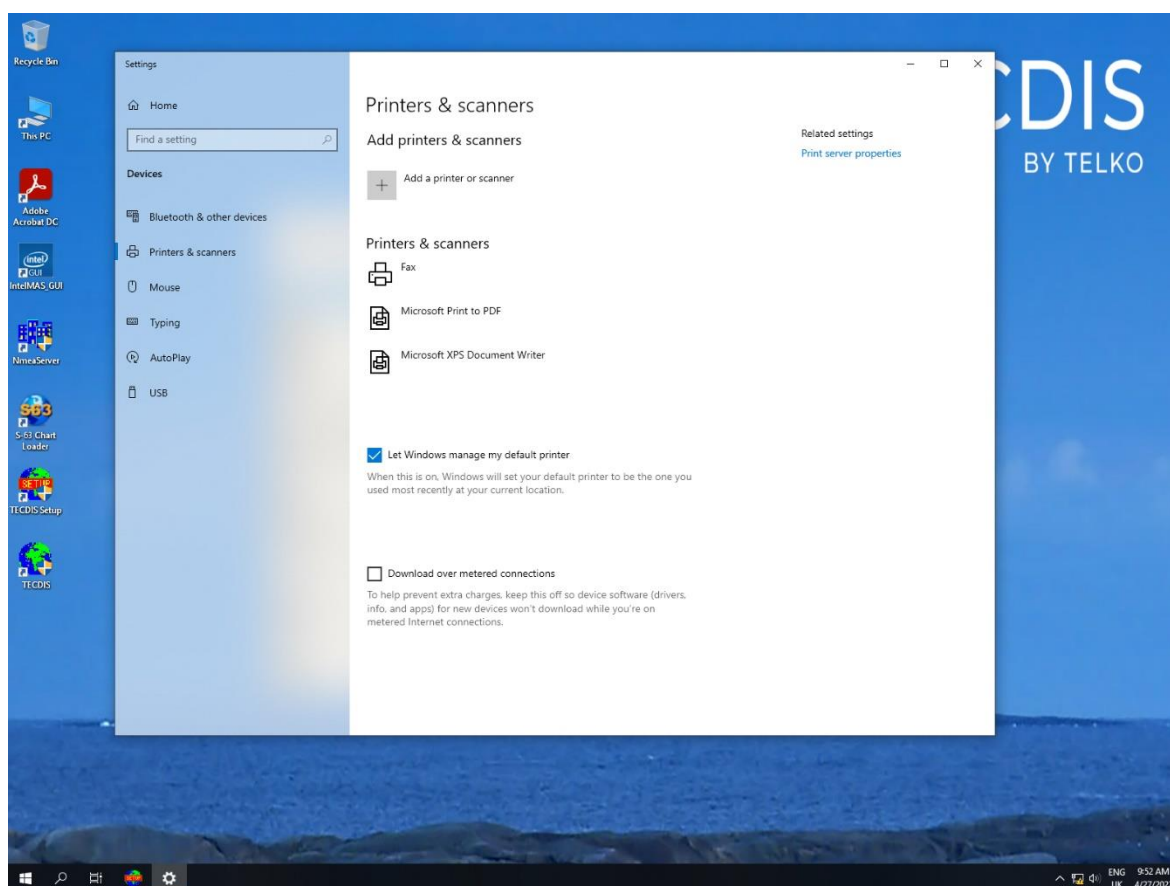
We recommend that this Service Memo is distributed to **all** dealers and service technicians.

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

Recommended action:

On the bottom of the taskbar to the left press the search button next to “start”, and search printer. Open the “printer & scanners” setting, then go to the checkbox “Let Windows manage my default printer” and untick this box.

Also, remove any listed printers that are not present in the current installation, and ensure that one of the remaining printers is set as default.



NB! Don't remove the 3 standard printers, as show in the screenshot above.

Background:

The issue is experienced on TECDIS and COASTAL units with Windows 10 installed.

Root cause analysis

The root cause for this issue is a compatibility problem between the windows 10 automated management of default printer and the software components used in the product for the route and ENC update status printouts.

On behalf of the Telko Support Team

Thomas Holtan

Document revision history

1.0	27 th April 2022	Initial release	Thomas Holtan
-----	-----------------------------	-----------------	---------------