



HYPACK
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Sounding Better!

Castaway Connection Issue in HYPACK® 2017

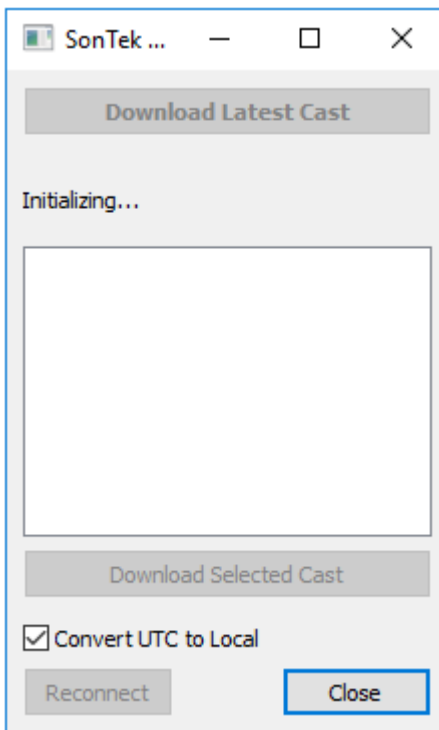
By Caryn Zacharias

We have found an issue for some users trying to connect to the CASTAWAY with Windows® 10 Operating Systems.

IN THE SOUND VELOCITY PROGRAM

You can connect to the CASTAWAY using the CASTAWAY Software, but when trying to import the cast using the HYPACK® SOUND VELOCITY program, it will not connect. You will see “Initializing...” and nothing else happens.

FIGURE 1. Failed Castaway Download

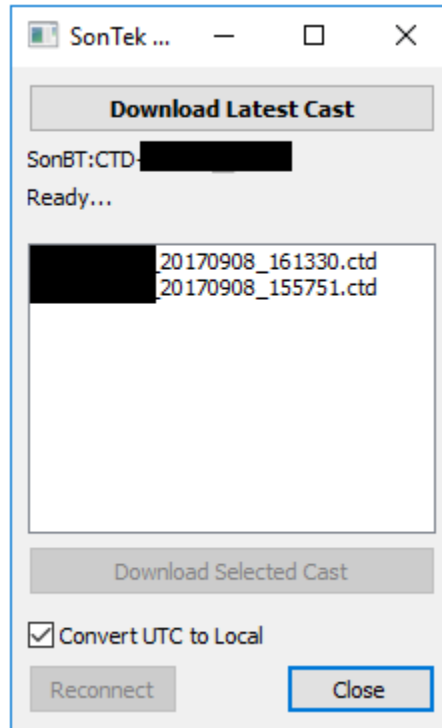


The programmer found this issue is caused by the improper registering of the components3.dll. There is now an updated soundv.exe (v. 17.2.12) where the program does not need to register Components3. You can find this updated soundv.exe here: <http://support.hypack.com/support/index.php?/Knowledgebase/Article/View/501/109/sound-velocity-editor>

| | | |
|------------|---------|--|
| soundv.exe | 17.2.12 | Make it so Comp3 doesn't need to be registered and is loaded at run time. Sometimes causes CastAway connection issues with Windows 10. |
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Once the update is installed, your CASTAWAY data will import properly. You should see something like the window below:

FIGURE 2. Successful CASTAWAY Download

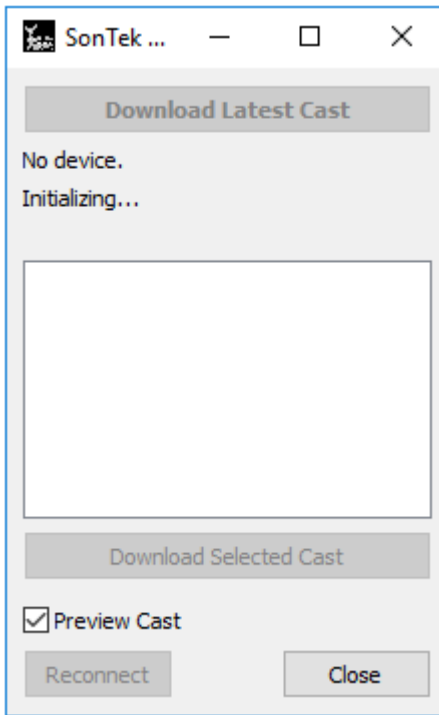


IN HYSWEEP® SURVEY

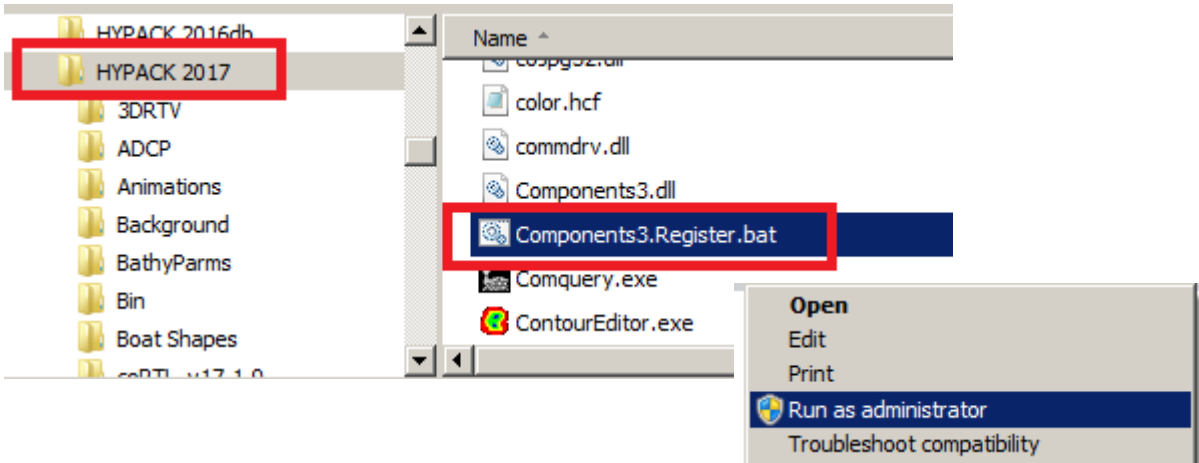
The issue is not only with the Sound Velocity Utility, it is also an issue when trying to import directly in HYSWEEP® SURVEY.

The **HYSWEEP® program** has not been resolved yet, but should be available by the time this article is published. When trying to import in this program you will see “No device. Initializing...” and it will not connect.

FIGURE 3. Failed Download in HYSWEEP® SURVEY



You can try to force the components3.dll to register in Windows Explorer: Go to C:\HYPACK 2017, right-click on Components3.Register.bat, and choose "Run as Administrator".



SONTEK M9

If you use a SonTek M9, you may see issues interfacing with the sonar too. This is also a Components3 register issue. Run the Components3.Register.bat as Admin. There will be a new Sontek M9 driver out to resolve this issue.