



HYPACK
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Sounding Better!

Older HYPACK® Versions Can Create New Problems

By Rob Baird

This just in: HYPACK® 2017a has been out for several months now, after a few rounds of HYPACK® 2017 supplemental updates were released. All of the HYPACK® 2017 supplemental updates were incorporated into the HYPACK® 2017a version, which can be found at the following link:

<http://support.hypack.com/support/index.php?/Knowledgebase/Article/View/499/101/hypack-2017a---mid-year-update>

OK, so now that we have that PSA (Public Service Announcement) out of the way, let's get back to the regularly-scheduled HYPACK Tech Support reality... where our users still call in with issues in software versions dating back to HYPACK® 6.2b!! (Yes, we still get calls about this and other ancient HYPACK® software versions.)

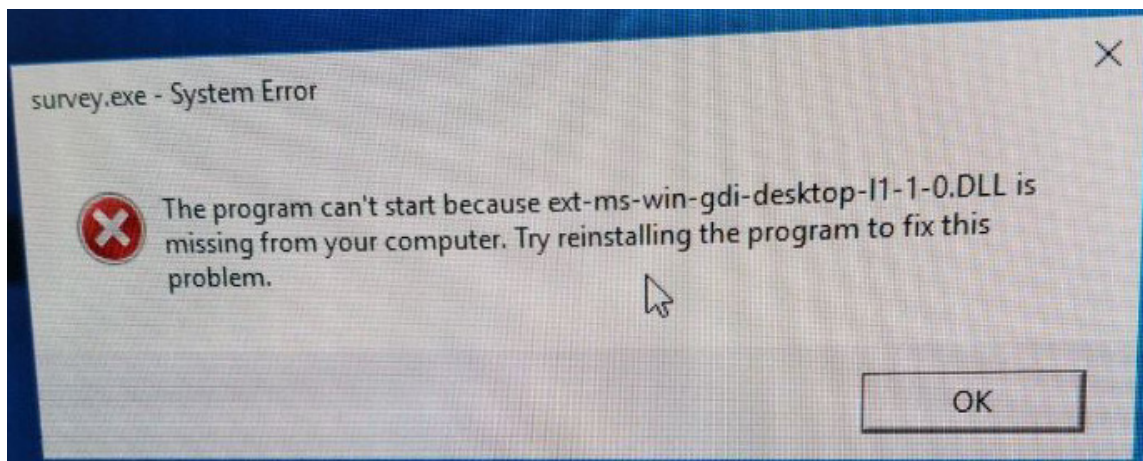
With many HYPACK® users running older versions, it's quite the challenge for us at HYPACK to troubleshoot issues after we stop using those versions regularly. We also keep only the last few versions available to the public for download. Our website, www.hypack.com, currently shows available downloads and updates back to HYPACK® 2015, but nothing earlier than that.

It's always a good idea to check back regularly throughout the year to see what HYPACK® software updates and new installations are available for download. Here is a link to our current available downloads:

<http://support.hypack.com/support/index.php?/Knowledgebase/List/Index/24>

While we're on the subject of software updates, here is an example of how you can use our website to self-diagnose issues. Figure 1 shows an error I saw recently, which only dates back to HYPACK® 2016...

FIGURE 1. HYPACK® 2016 Error



Thankfully, there was enough information available on our website to remind me of the issue, known as the Windows 10 Anniversary Update. It's also an alarming example of how Windows updates can potentially wreak havoc on a previously-working HYPACK® installation. HYPACK® programs that can be affected include GEODETIC PARAMETERS, HYPACK® HARDWARE, LICENSE MANAGER and HYPACK® SURVEY. Thankfully, the fix for this issue can be found here:

<http://support.hypack.com/support/index.php?/Knowledgebase/Article/View/355/24/windows-10-anniversary-update---fix-to-run-hypack-2016>

So again, we urge you to remember to check back to our Updates page often to make sure your HYPACK® installation is as updated as possible. And, if and when things get tough, you can always call us at (860) 635-1500 and ask for Technical Support.