HYPACK
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Sounding Better!

Helpful Hints to Troubleshoot HYPACK

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Here in Tech Support we get all kinds of calls. Some turn out to be really quick answers and the customer feels silly for asking and often says, "Oh man! Now I feel silly.", "Wish I had realized that before calling". No worries; this is what we are here for! For those who do get embarrassed for calling to ask questions, I thought I'd write up some of the typical calls we get and some quick checks you can do on your own before calling Tech Support.

Typical calls:

- I opened HYPACK® and everything is greyed out.
- I go into HYPACK® SURVEY or DREDGEPACK® and I am not seeing any of my backgrounds in the Map Window; it's all white.
- HYPACK® shows 'Viewer Mode' at the top.
- I am getting a Hardlock Error 2, 5 or 6.

QUESTION 1: HYPACK® OPENS WITH EVERYTHING GREYED OUT

ANSWER 1: This happens when a project is not open. Check the top bar in the HYPACK® Shell (Figure 1). If it just says "HYPACK" and no project is listed, that means a project is not loaded.

WHAT TO DO:

Go to the Project Manager and select a project, then the menus will be enabled again.

FIGURE 1. *No Open Project*
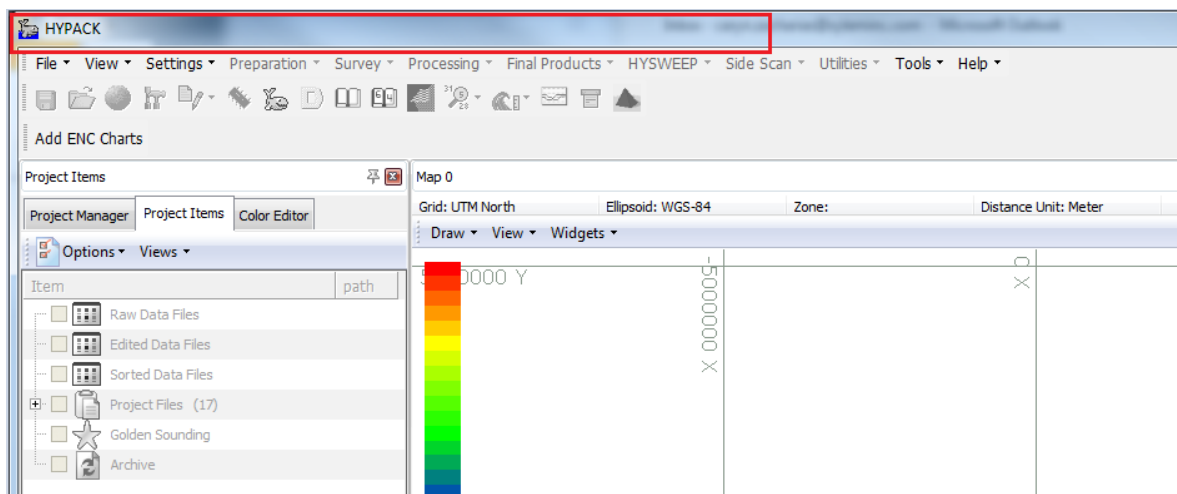
WHY THIS HAPPENS: This happens if the configuration file has been deleted, a project was deleted outside of HYPACK® or the configuration file is corrupt.

QUESTION 2: BACKGROUND CHARTS DON'T APPEAR IN THE HYPACK® SURVEY OR DREDGEPACK® MAP WINDOW

ANSWER 2: There are a few reasons why you would not see any background files: The HYPACK® HARDWARE is not correct, the Project Geodesy is not correct or the GPS is not working.

If the geodesy and hardware setup are correct and the GPS data is streaming, then the vessel should be in the correct location and you should see your background files. If you still do not see the background files, it is possible the background files were created with a different geodesy setting.

WHAT TO DO:

- **First, check the Project Geodesy.** Make sure the Geodesy is set correctly for where you are located.
- **Second, check HYPACK® HARDWARE.** Make sure devices are installed and test the devices to ensure data is streaming.
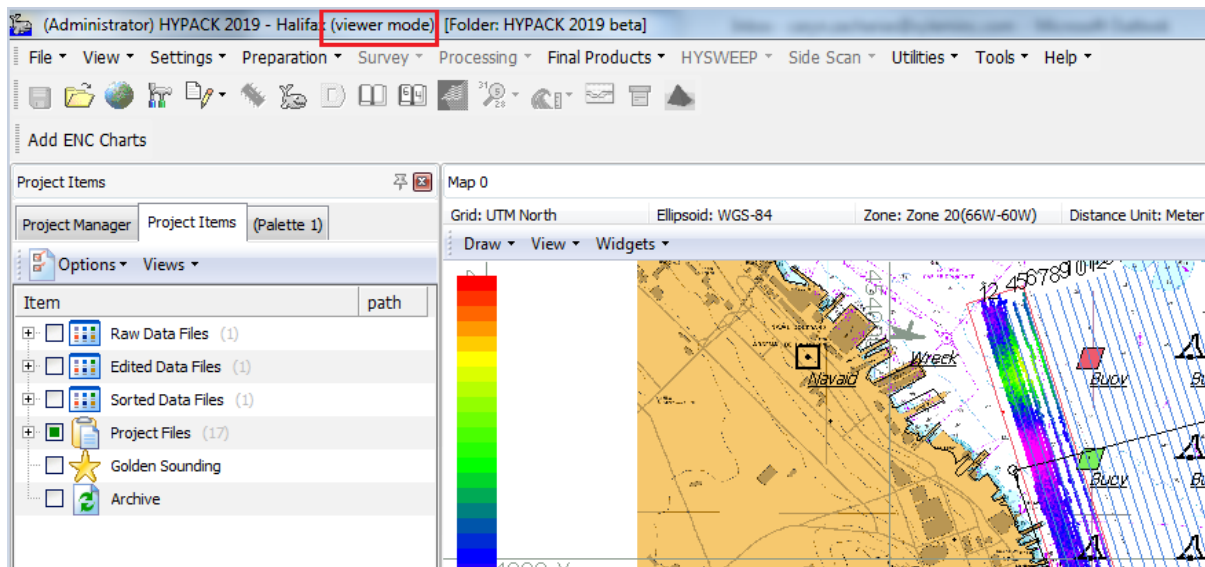
  We have seen the hardware configuration get removed, and the user has had to reload the hardware configuration or reinstall the devices.

  We have also seen where the GPS is installed in HARDWARE but the connection setup is incorrect, the cable is disconnected or the GPS is not actually on.

QUESTION 3: HYPACK® TITLE BAR SAYS "VIEWER MODE"

FIGURE 2. Viewer Mode

ANSWER 3: There are a couple of reasons that HYPACK® opens in Viewer Mode:

- **The HYPACK® key is not plugged into the computer.**
- **The HYPACK® key is not detected by the computer.**

WHAT TO DO:

- **Check whether the USB port is bad**. Try the key in another USB port.

- **Check whether the key is recognized.** In HYPACK®, select SETTINGS – LICENSE MANAGER and see if the key information is displayed.
  - **If the key is not recognized**, you will see the following screen:

  - **If the key is recognized, but HYPACK® still opens in Viewer mode**: This could mean one or more HYPACK® programs are already open when you tried to open the HYPACK® Shell. Close all of the HYPACK® programs, wait a few seconds for everything to close properly and then restart HYPACK®.
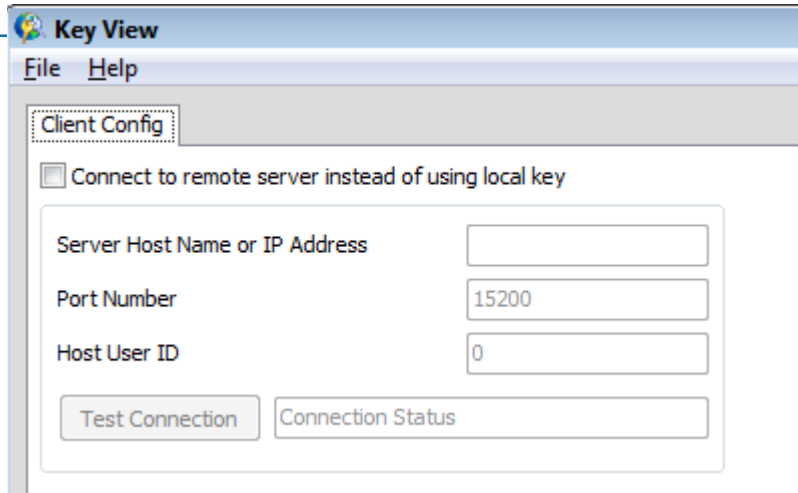
    If you are still in Viewer mode, this means HYPACK® did not shut down properly and the HYPACK® Background process (hybkgnd.exe) is probably still running. It is best to open a Windows® Task Manager and see if any HYPACK® processes are still running. In this case, end the tasks, then restart HYPACK®.

QUESTION 4: I AM GETTING A HARDLOCK ERROR

Typical Hardlock (HYPACK® Key) Errors are numbered 2, 5, or 6.

ANSWER 4: '

- **Hardlock: error 2'** means no HYPACK® key is found. Either the key is not plugged into the USB port or not seated correctly.

  WHAT TO DO: Unplug and reseat the key, then restart HYPACK®. If the error still pops up, try a different USB port.
- **'Hardlock: error 5'** means the HYPACK® Key was pulled out and reseated while HYPACK® was open.

  WHAT TO DO: Close HYPACK®, give it a few seconds to close properly, and restart HYPACK®.
- **'Hardlock: error 6'** means a newer HYPACK® file was installed for which the key is not licensed. This happens when your HYPACK® key has not been updated yet and you install the latest HYPACK® Supplemental.

As always, if you continue to have issues, please do not hesitate to contact HYPACK Tech Support at help@hypack.com or call 860-635-1500.