



## Today's Customer Support Issues / Helpful Tips

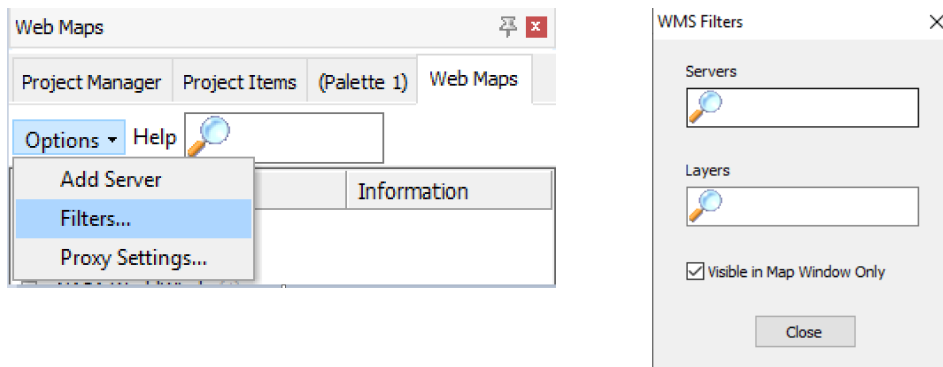
By Caryn Zacharias

In Support we receive a number of calls with a variety of questions. Often we hear the same question multiple times in one day or the same week. It is crazy how this happens and then we go on for months without hearing those questions and then it happens again. This article will list a few of these questions we receive and how to resolve the issue.

### ***HYPACK® 2019 WEB MAPS INCLUDES ENC AND RNC CHARTS***

HYPACK® 2019 changed how the ENC and RNC charts are downloaded. If you know the chart numbers, you can select the specific charts in the list and download them. However, if you do not know the numbers but the area of interest is within the map display, there is a filter option—“Visible in Map Window Only”—you can select. When you check this option, it restricts the list of charts to show only the charts in the current Map Window. To enable this option, select OPTIONS–FILTERS in the Web Maps tab.

**FIGURE 1.** *Filtering your Web Map List*



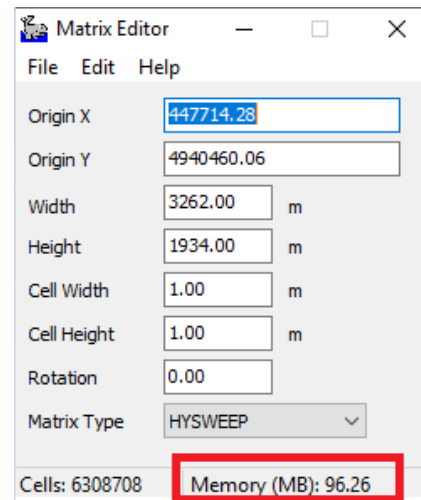
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## MATRIX SIZE

I had a few calls last week where SURVEY was crashing. SURVEY can crash for a number of reasons.

If SURVEY crashes immediately upon startup, usually a background chart is to blame. Turning all the background charts off and starting SURVEY is the troubleshooting technique. If SURVEY does not crash, then we start turning background charts on until we find the culprit(s).

Sometimes the culprit is the matrix size. Matrix files in SURVEY can not be huge. A good rule of thumb is to keep it less than 100 mb. If you find SURVEY crashing upon start up and have created a matrix, check its size. Open the matrix in the MATRIX EDITOR and see the memory size.

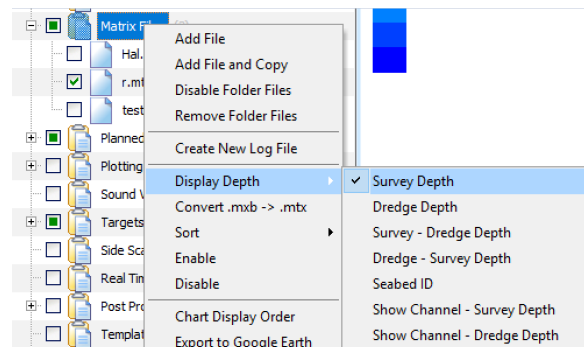


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## MATRIX SURVEY DEPTHS

I have received a number of calls in Support over the past few months where the matrix was not displaying in the shell. The issue was the dredge depth was selected as the display depth and the users were using a SURVEY matrix not a Dredge matrix.

To resolve this right-click on 'Matrix Files', select 'Display Depth' and select the depth you would like displayed.



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## UPDATES AVAILABLE

### MULTIPLE KEY ISSUE

We had noticed a number of users calling in with stripped HYPACK® keys over the past couple of years. After lots of questions, there was one common factor: the users were plugging a second HYPACK® key in at the same time. For some reason, if two keys were in at the same time, the program was viewing one key and stripping the other. This has been addressed in HYPACK® 2019. However, if you are still using an older version of HYPACK® and using multiple HYPACK® keys at the same time, you will need this fix:

#### [HYPACK Key Security Update](#)

Download the updates and extract to your C:\HYPACK 2017 or 2018 folder.

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**NOTE:** This fix will be needed for HYPACK 2017, 2017a, 2018 and 2018a.

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## GEOID 2018

GEOID 2018 is available in the HYPACK® 2019 Q3 Updates or here: <http://www.hypack.com/File%20Library/Geoid%20Models/USA/g2018.zip>

Download and extract to your C:\HYPACK 2019\datum folder.

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**NOTE:** GEOID18 does not cover Alaska, Hawaii, Guam and the Commonwealth of the Northern Mariana Islands (CNMI) where users should continue to use GEOID12B.

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As always if you have any questions or issues, please do not hesitate to contact HYPACK Support [help@hypack.com](mailto:help@hypack.com) or 1-860-635-1500.