

Raven Marine Service Bulletin

Number: **ALL-2009-08-10-001**

Title: **WHII 2.6 White Screen at Startup**

Software Versions

WHII 2.6, SendClient 4.65, AisClient 1.67

Hardware

All hardware and software configurations.

Description

WHII 2.6 can sometimes fail in the following fashion:

- 1) Boot up the laptop.
- 2) Start the WHII program.
- 3) Select Normal mode.
- 4) Press Y in response to the disclaimer screen.
- 5) A white screen appears, and the program seems unresponsive to key and mouse presses.
This is because the F6 Screen (Trip and Own Vessel Information) has gotten behind the main chart screen, and is waiting for input. But the user cannot tell this is the case, and the program seems frozen.

Work-Around

Right-click on the WHII task bar icon, and the F6 Screen will come to the foreground and the program will operate properly.

Fix Schedule

We are not able to reliably re-create this problem, and, therefore do not currently have a fix. When we are able to fix this problem, we will likely provide a primary installer for WHII 2.7, which will run on Microsoft .net 1.1, the same WHII 2.6.

There will be a beta later this year, WHII 3.0.1b, that runs on Microsoft .net 3.5. If .net 3.5 is not already installed on the laptop, it requires a 2-meg setup program which invokes a 38-meg download from the internet.