



Information Letter

Product Notification

APOS application issue – dropdown menus disappear when selected

Background:

It has been reported issues when opening drop-down menus in APOS. The menus disappear after a few seconds. It is not affecting the positioning of Transponders / Array or causing any unintentional behavior. The root-cause is found in the function that exits the User from “Service-mode” to “Operator-mode”.

Affected systems:

All HIPAP's, TTC30/10, ACU30, cPAP30/10, APOS Survey OS and µPAP.

Additional information on ACU30 (Acoustic Command Unit) for ACS 500 system:

ACU30 is running APOS in the background of the ACU Control application.

ACU30 running WIN XP with APOS 4 the ACU Control software is working as normal.

Affected units are WIN 7 with APOS 5 / 6. The issue does not affect the valve control.

Individual Service Notice for affected ACU30 will be distributed: SN UNAV01-2025 ACU30 APOS issue.

Please contact Kongsberg Discovery support if you have ACU30 issues.

Affected APOS versions:

All prior to 6.11.3

Temporary solutions:

- 1- Log on as Service-user. This will fix it until system reverts to Operator-mode (1hour)
APOS – USER – LOGON – “Service / 1997”
- 2- Send this file in (from all APOS OS's) for modification C:\APOS\CFG\SysConfHPRU.cdb. Kongsberg can modify it to set the system in “Service-mode” permanent. The file(s) are sent back to customer, and it needs to be pasted back into the same place it was copied from. (Procedure will be given)

Permanent solution:

- 1- For systems using APOS 6.7.0 or later, an application upgrade is made (APOS 6.11.3). This can be downloaded from Kongsberg FTP-site on request. Current version in use can be checked on your system in APOS – HELP – ABOUT APOS. WinHPR-version is then populated.
- 2- For systems using APOS 5.x.x the fix is pr. today the temporary solutions listed above, or a file can be sent for you to install in C:\APOS\BIN-folder. It is called DefaultUser.exe. If you run this, the APOS OS can be set permanently to Service-mode.
- 3- For systems using APOS 4.x.x the fix is pr. today the temporary solutions listed above.



< UNAV HIPAP > - Kongsberg Discovery

Ref. IL UNAV01-2025 APOS issue

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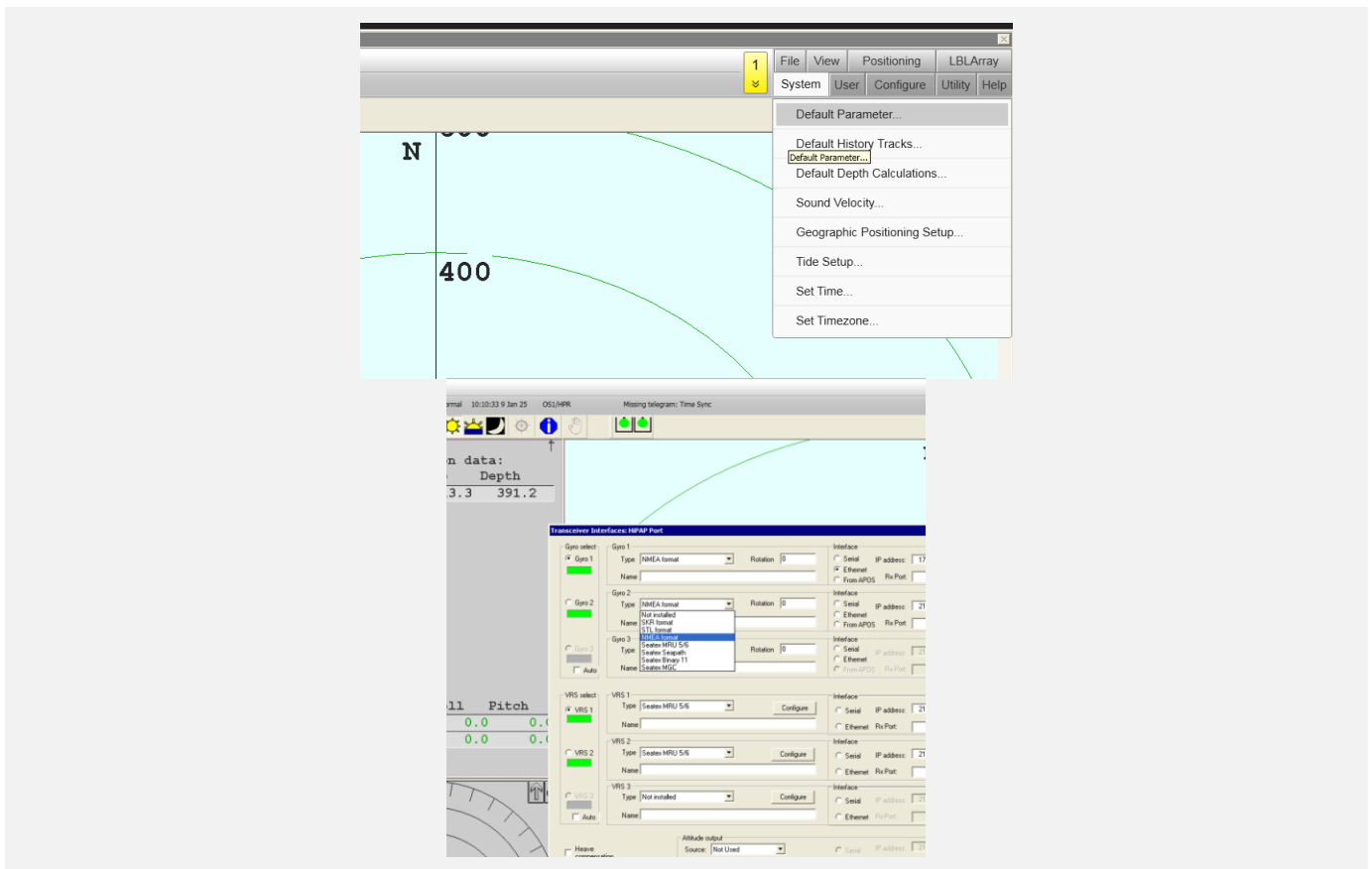
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Examples on menus affected



If you need more information, please contact Kongsberg Discovery support.

Telephone **+47 3303 2407**

Email: support.hpr@kd.kongsberg.com

Or download the **KD/KM-Support App** from the App Store or Google Play

Yours faithfully,

[Halvard Sagdahl]

Executive Vice President, Customer Services

Kongsberg Discovery AS