

White Screen problem

Problem:

DL850 (both 540 and 270 versions) have been experiencing occasional crash, where the screen goes white, and nothing responds.



Scope:

Systems produced from 2008 until april 2012 .
270 kHz: SW version 4.03.00 and below
540 kHz SW version 4.01.31 and below.

Cause:

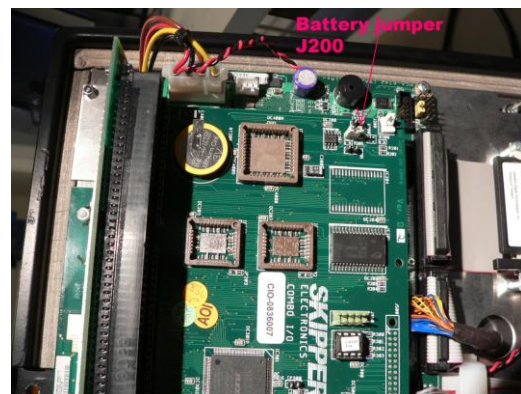
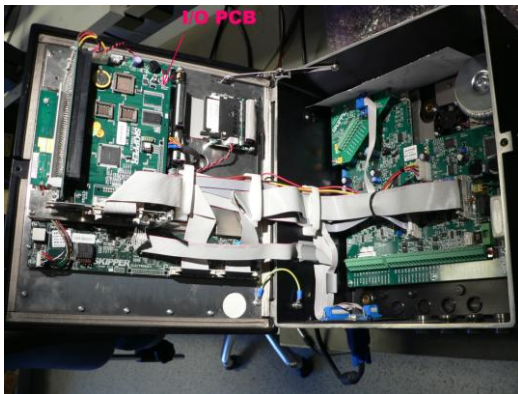
The problem is caused when the power of the system is lost while the system is writing to the memory on the IO card. In some rare cases, the corrupted data can form an instruction to the CPU, that places it in a loop on boot up.

Temporary solution:

To fix the problem when it happens, turn off power, remove the battery link on the IO card. Wait for 30 minutes, and reinsert the battery link.

Power up the system.

The settings will be lost, but the system will restart. There is no need to change any cards, but upgrade software to prevent this happening again.



Final solution:

Upgrade of software.

Software 4.03.03 or greater removes this problem for the DL850N/D27.

Software 4.01.32 or greater removes this problem for the DL850N/D.

Software and upgrade procedure may be downloaded from SKIPPER web page:

www.skipper-service.no/skipdoc/skipdoc.php