



Field Bulletin #: FB009

Date of Notice: August 27, 2019

Revised: September 3, 2020

Affected Product(s): All Sunhillo Products that provide a Web-based User Interface

Affected Part Number(s): Longport, RIC1, Ventnor, Margate, Brigantine SGP, SGP

Problem Description:

Using the latest Firefox or Chrome browsers to interface with Sunhillo products through the web-based user interface may cause erroneous behaviour including the display of error: "Signal 11 last debug line 0 aborting".

Analysis:

Sunhillo's SureLine software that runs on Longport, RIC1, Ventnor, Margate, Brigantine SGP and SGP is compatible with Mozilla Firefox versions 45 thru 67 and Internet Explorer 11 for Windows 7 through Windows 10. Recent Google Chrome and Mozilla Firefox updates have caused an incompatibility with Sunhillo web-based product interfaces that will exhibit erroneous behaviour including: displaying wrong information or displaying: "Signal 11 last debug line 0 aborting". Using any unsupported web browser to create and save configurations may result in corrupted configuration files that are unrecoverable by normal methods without contacting Sunhillo technical support.

Sunhillo Support strongly recommends that any configuration that received this error when a save was attempted be remade in order to avoid any corruption that may have occurred.

Resolution:

For product users that have the SureLine software, this issue has been fixed in v7.6.1 or higher. With any other product or SureLine version less than v7.6.1 and this error is encountered, please try Mozilla Firefox version 45 thru 67, Mozilla Firefox ESR version or Internet Explorer 11.

Recommended Action:

For SureLine-based products, Sunhillo recommends our customers upgrade to at least v7.6.1 or higher. For non-SureLine products, please contact sales or support.