139 Helpsheet

GDS INSTRUMENTS LIMITED

World Leaders in Computer Controlled Testing Systems for Geotechnical Engineers and Geologists

Software

GDSLAB

HASP Dongle Troubleshooting

1. Introduction

GDS software is protected by a hardware key (dongle) which plugs into the computer's parallel printer port. Without this dongle in place the software will only run in demonstration mode. Each GDS software CD is sent out with a matched dongle. The software installed from that CD will only run when used with the corresponding dongle.

To use a GDS dongle there are three components which all need to be installed correctly on your PC:
1. The dongle needs to be plugged into the parallel printer port
2. The dongle hardware drivers need to be installed on the PC
3. The GDS security software corresponding to the attached dongle needs to be installed on the PC

On each GDS software CD there will be written a number (eg. HASP 123). This should correspond to the number on the label of the dongle supplied with the CD (eg. GDSHASP 000123).

You should have completed the above steps correctly when initially installing the software by following the installation procedure in the software manual that accompanied the software CD. This procedure is slightly different depending on the GDS software package being installed.

The main difference is that when installing the GDSLAB software the dongle hardware driver should be installed automatically when the GDS security software is installed from the Installation Manager. In other GDS software packaged the hardware driver needs to be installed separately.

However if you still are having problems with the security on GDS software then this guide should help you to solve the problem.

2. Troubleshooting Dongle Problems

Dongle problems when running GDS software occur when one of these three steps has not been completed correctly. You will be shown a message in the software showing that there is a problem.

Most GDS software is modular, with the user only purchasing the desired test modules. Therefore security checks are made when each software module is accessed. Only software modules that have been purchased will have been enabled on the dongle. If further modules are purchased then these can be enabled remotely by GDS (see GDS Helpsheet 117).

If you cannot access a particular test module then firstly check that the software module you are trying to use has actually been purchased from GDS. If it has been purchased then please contact GDS, and we will update the dongle to allow access to that software module.

If you cannot access any of the software modules then this usually means that there has been a problem during the installation of the software.

If you are using the GDSLAB control and acquisition software then there are three error messages that could be shown depending on the problem. These will be shown in a message box as shown below.

GDSLAB Error Messages

Message 1

To solve the problem use the following Troubleshooting Solutions:

    A = Hardware
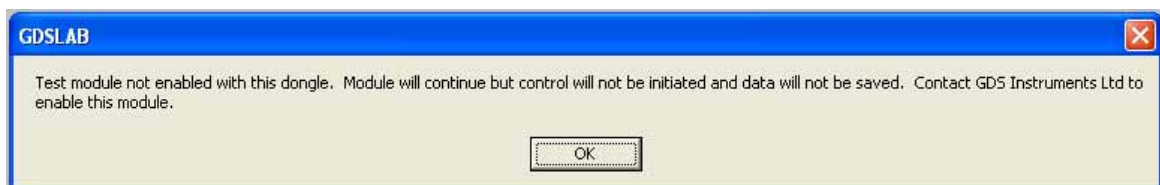   B = Dongle Hardware Driver
    C = GDS Security Software

Message 2

To solve the problem use the following Troubleshooting Solutions:

    C = GDS Security Software

Message 3

To solve the problem use the following Troubleshooting Solutions:

    D = Dongle Memory

If you are not using GDSLAB control and acquisition software then please follow the all of the troubleshooting actions shown on the following pages.

Troubleshooting Actions:

A) Hardware

Make sure that dongle is plugged firmly into the parallel printer port at the back of your PC.

B) Dongle Hardware Driver

Insert the GDS software CD into the CD drive and browse the contents of the CD using Windows Explorer. Run the file **D:\Hasp\Update\Customer.exe** by double clicking on the filename.

A DOS window should open with the program **Customer.exe**. Click on Get ID on the right of the screen. The ID of the attached dongle should now be displayed.
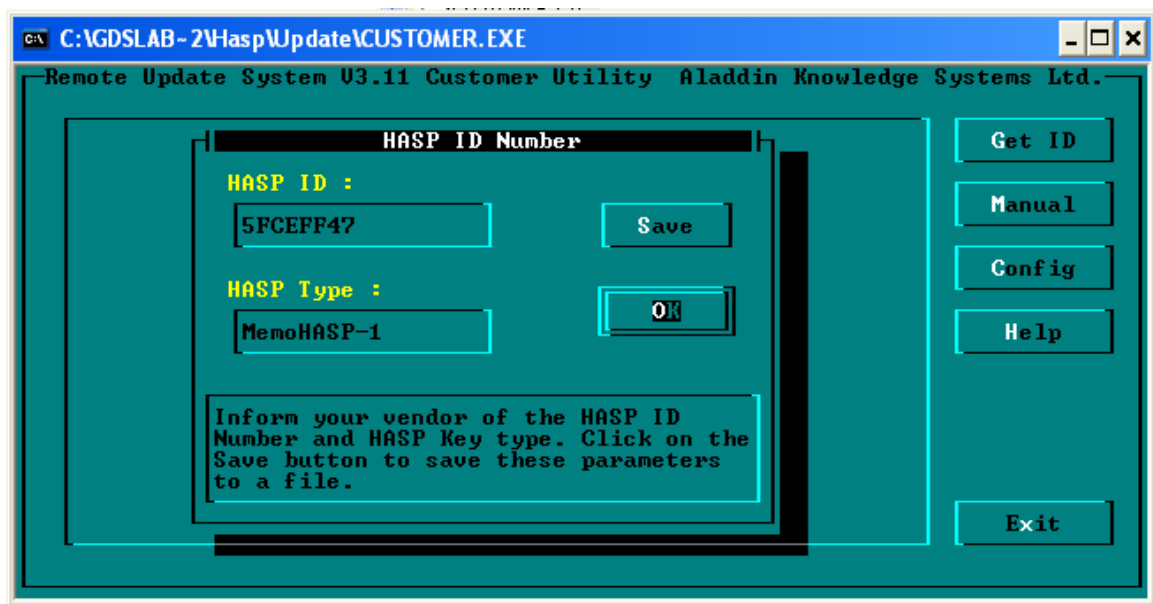

Make a note of this **ID number**.

If the program **Customer.exe** opens and you can get the ID of the dongle then this means that the dongle hardware driver has been installed correctly.

If when you run **Customer.exe** and the program fails to open then this means that the dongle hardware driver has not been installed correctly.

To manually install the dongle hardware driver, with the GDS software CD in the drive click on Start at the bottom left of the screen then click on Run. Then type in **D:\Hasp\Hinstall -i** . Now click on OK.
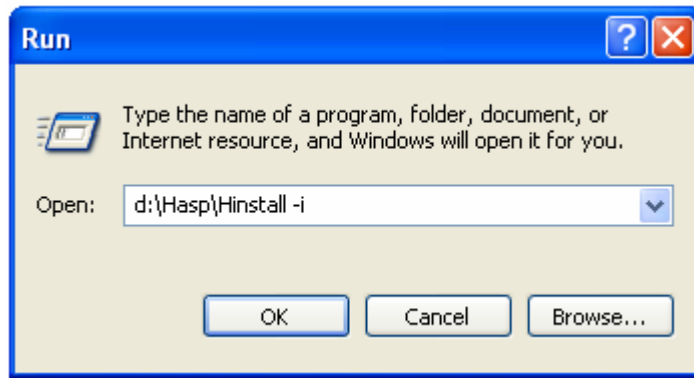
The dongle hardware driver installer will run and you should get a message saying the installation has been successful. If there is any problem installing the dongle hardware driver then contact GDS.


C) GDS Security Software

If the software still gives an error message in the software that there is a problem with the dongle then you need to make sure that the GDS security files have been correctly installed.

Before you reinstall the GDS security files you need to make sure that you remove any old versions of the security files first as the Windows Installation Wizard does not always overwrite older versions of files with the latest version if the older version is still present (this applies to the all GDS software installations not just the security files).

Open Windows Explorer and browse the C:\Windows\System32\ directory (\System\ if using Windows 98/Me). If there is a file called GDS_Hasp.dll in the list then delete it. You may need to change your settings so that you can view system files if no .dll files are shown in the folder.

Browse the GDSLAB CD and run **D:\Hasp\Setup.exe**. This will install the GDS security files on your PC. This will have copied the GDS_Hasp.dll file to the Windows system directory.

If you are using the GDSLAB control and acquisition software then the GDS security software can be installed from GDSLAB. Go to Management and open the Installation Manager.
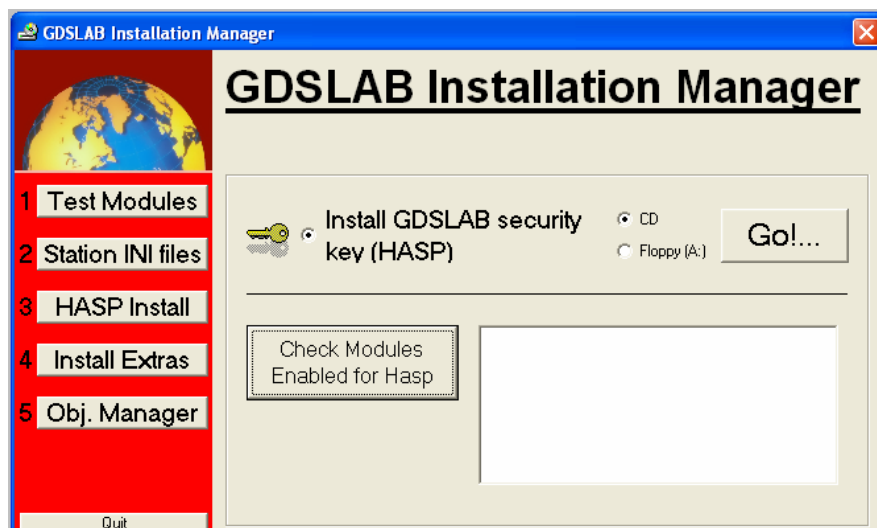
Click on Go to install the GDS security files (this should also automatically install the dongle hardware driver as well). Then click on Check Modules Enabled for Hasp button to see which GDSLAB test modules are enabled on your dongle.

If the list is still empty then select the Object Manager and scroll down to the file **GDS_Hasp.dll**. Click on the filename which should then show a description of the file in the boxes on the right. Check that the GDS Hasp security module number matched the number on your dongle and check that the ID matches the ID that you noted from the **Customer.exe** program (the ID is only shown in recent versions of GDS_Hasp.dll).
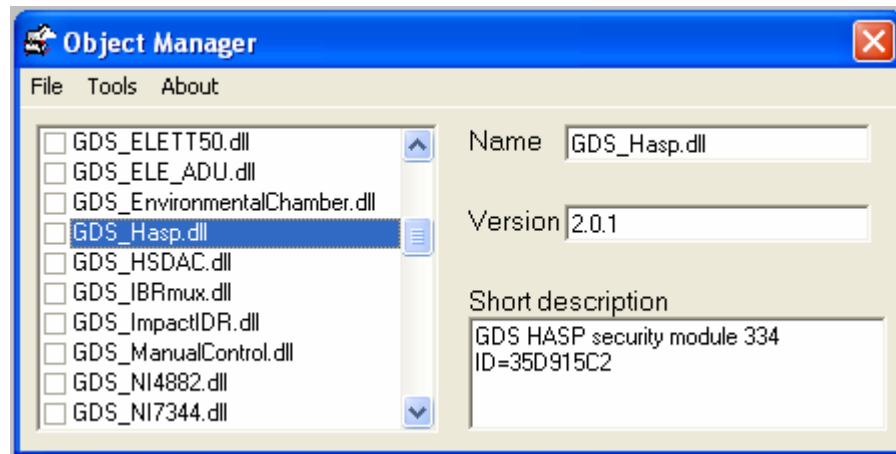
If both these number are correct then the GDS security files have been installed correctly and the GDS software should run correctly.

If either of these numbers are not correct, or if you still get a message in the software that there is a problem with the dongle then contact GDS. You will be sent a new version of the GDS security files.

D) Dongle Memory

If after having been sent a new version of the GDS security files by GDS and after followed all the troubleshooting solutions shown above you still get an error showing that there is a problem with the dongle then it is possible that the correct setting have not been enabled in the memory of the dongle.

This is also the case if some software modules can be used but others bring up an error message.

In this case contact GDS and you will be sent instructions for updating the memory of the dongle. This is done by entering the supplied update codes into Customer.exe (please refer to GDS Helpsheet 117 for further details).