

Geosolve Installation Error Hardware key not found or recognized

For 64-bit and Windows Vista or Windows 7 machines see [64 bit machines](#) (below)
If, after installation (running Setup.exe), you find that the dongle is not recognized please try the following

Option 1

On some machines (mainly laptops) the machine seems to "remember" the Port that was used for a printer and refuses to acknowledge the presence of a different USB device. This appears to be a "Windows" problem. Others who have researched this issue have been unable to come up with the cause or a solution. The only work-around is to use another USB port.

Option 2

Remove the dongle

Reboot

Insert the dongle

At the message "New Hardware Found" allow the drivers to be located and installed automatically.

Option 3

Re-install the dongle driver manually as follows:

For 64-bit machines, Windows Vista and Windows 7 download

www.geosolve.co.uk/files/AzRockey.exe

Save the downloaded file in the program folder.

Run the downloaded file. (Do not run AzRockey.exe on a 32-bit XP machine)

Reboot.

For 32-bit machines the driver, AzSetup.exe, is included in the installation wizard (Setup.exe).

Option 4

Remove all traces of the program:

Go to Start / All programs / the program in question / Uninstall.

Go to Start / Settings / Control Panel / Add / Remove Software and remove any reference to the program in question.

Go to: Start / Settings / Control Panel / System / Hardware / Device Manager / Universal Bus Controllers

If you see any problems showing (yellow marker), delete that USB Device and reboot. For Win2K and WinXP Pro users. You must have administrator privileges to install a driver.

Reinstall the program without the dongle plugged in. After installation plug in the dongle When you see the message "New Hardware Found", let it install automatically but do not select the option to search the internet for the drivers. You do not have to point to any location. The Rockey should have a steady light if working properly.

Option 5

Language settings Try removing special language support during installation.