

Geosolve Installation Error Hardware key not found or recognized

If, after installation (running Setup.exe), you find that the dongle is not recognized please try the following

Option 1 64 bit machines

You will need the latest dongle drivers.

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.

Option 2 Kechk32.DLL

You may be using an out of date version of the dongle driver Kechk32.DLL

Download www.geosolve.co.uk/files/Kechk32_DLL to your

program folder, allowing it to overwrite the existing the file.

Option 3 Port memory

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 4 Remove dongle

Remove the dongle

Reboot

Insert the dongle

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

Option 5 Memory Integrity

Recent editions of Windows offer a **Memory Integrity** setting called **Core Isolation**.

If **Core Isolation** is switched on you may see an error message such as

Windows cannot load the device driver for this hardware.

The driver may be corrupted or missing. (Code 39)

or

The software is either not designed to run on Windows or it contains an error.

These are ways in which you you can turn **Memory Integrity** off:

Method A

Start > All Apps > Scroll down and click Windows Security > Device Security
> Core Isolation > Memory Integrity : Switch to Off

Method B

PC Settings

In the "Find a setting" box type "**Core isolation**"

At the "Core isolation" screen set "**Memory integrity**" to Off

Reboot after the above.

Option 6 Reinstall the software (with caution)

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 7 Language settings

Language settings

Try removing special language support during installation.