

## Hardlock FAQs

---

### **1. My new computer does not have a parallel port, only a USB port. How can I exchange my black parallel lock (dongle) for a USB lock?**

First, please contact us by email, [software@rocscience.com](mailto:software@rocscience.com), and let us know that you wish to exchange your existing black parallel lock for a USB replacement lock. There is a \$50.00 USD charge for each lock, plus a shipping/handling fee to send you the new lock. You will be asked to provide a credit card for this charge. Your existing black lock must be returned by a traceable method and the package marked for customs purposes, "Returned goods, no commercial value".

### **2. I get a hardlock not found error. What do I do?**

Here are some things to try if you are having problems with your Rocscience software finding the hardlock:

1. If you are using one of our old parallel port hardlocks, contact us at [software@rocscience.com](mailto:software@rocscience.com) or +416-698-8217 to arrange to have a USB hardlock sent to you. The parallel port hardlocks are no longer supported. There will be a shipping/handling charge, payable by a credit card.
2. Contact us at [software@rocscience.com](mailto:software@rocscience.com) or +416-698-8217 to get the latest update of your Rocscience software product. We can email you a link to the latest version of your software.
3. You may be now using a more recent operating system than when you first purchased the software. You must go to our [Hardlock Driver Download page](#) and download and install the latest Windows Hardlock Driver. If you are using an older version of our software, you may need to upgrade to run the software on your newer computer with its newer operating system. Make sure you install the driver without the hardlock attached to the computer, then attach the hardlock once the driver has successfully installed.
4. Conflicts with previous installed older drivers or incorrect installation of the USB device can lead to a Hardlock Not Found error. Perform the following sequence. Make sure you first get the latest Rocscience software update as described in step 2.
  - a. Log in as Administrator or an account with Administrator privileges.
  - b. Download the latest hardlock driver and save it to your desktop. Here's the link to the latest driver:  
<http://www.rocscience.com/downloads/hardlock/hldr32.exe>
  - c. Close all software and UNPLUG the Rocscience hardlock and ALL other hardlock devices..
  - d. Go to your Add or Remove programs and remove the "Hasp HL Device Driver" and/or the "Hardlock Device Driver " and/or "Hasp SRM Run-time" and/or Sentinel Hasp Run-time" entries. Depending on what versions of the driver you had previously installed you might see one or the other or all these entries. Uninstall all of them if they exist
  - e. Reboot the computer.
  - f. Login and install the driver you downloaded in step b.
  - g. Download and install the latest version of your Rocscience software product. You need to contact Rocscience for a link to the product download and installation information. See step 2 above for more information
  - h. Plug in the hardlock. The computer should notice the new hardware and automatically install the necessary drivers.
  - i. Try and run the Rocscience software.