

PONDS Technical Memo - Device Driver Conflict with AdICPR v3

June 30, 2002

Issue:

Device driver conflict with AdICPR version 3 for Windows.

Background:

Both PONDS and AdICPR v3 use hardware locks manufactured by Aladdin Knowledge Systems. Currently, the PONDS 3.2 Application Suite uses the Aladdin **HASP** hardware lock. However, previous versions of PONDS, including the standalone PONDS 3.2 Refined Method Module, have used the Aladdin **Hardlock LT** hardware lock. Aladdin Knowledge Systems no longer supports the **Hardlock LT** hardware lock.

With AdICPR version 3 for Windows, Streamline Technologies has started using the Aladdin **Hardlock** hardware lock. Note that the **Hardlock LT** and the **Hardlock** are not the same lock. Unfortunately, the device drivers for both the **Hardlock LT** and the **Hardlock** have the same name (**hldr32.dll**) such that the two hardware locks cannot coexist peacefully.

PONDS users who have upgraded from earlier versions which used the **Hardlock LT** driver, or users who have not upgraded, may experience difficulty in installing the latest version of AdICPR, because the device driver for the **Hardlock LT** may still be on their system.

Users who have trouble installing AdICPR v3 should do the following:

1. Make sure you are using the current version of PONDS which uses the **HASP** hardware lock. Otherwise, PONDS and AdICPR v3 can not coexist on the same machine.
2. Remove any existing device drivers for both the **Hardlock LT** and **Hardlock** hardware locks by first going into the Windows Control Panel and uninstalling the driver, if it appears in the Add or Remove Programs option.
3. Confirm that the driver (hldr32.dll) has been removed from your system. Check the Windows\System and Windows\System32 directories for occurrences of this file and delete or move to a temporary folder for safe keeping.
4. Reinstall the device driver for the **Hardlock** hardware lock (for AdICPR). If necessary, reinstall the device driver for the **HASP** hardware lock (for PONDS).

Note that it may be necessary to reboot your computer at some point in this process.