



PONDS 3.2 TECHNICAL MEMO

Date: August 31, 2009

Re: **Potential Device Driver Issues for Hardware Locks from Aladdin Knowledge Systems Ltd.**

The following memo outlines some potential device driver issues for hardware locks manufactured by Aladdin Knowledge Systems Ltd. Two frequently seen products from Aladdin are the **Hardlock** and **HASP** hardware locks.

The Aladdin hardware lock products are used for a variety of common engineering software, including:

PONDS 3.2, uses the HASP

PONDS 3.3, uses the HASP HL

ICPR, uses the Hardlock

Groundwater Vistas, uses the Hardlock

Others...

ICPR and Groundwater Vistas install the device drivers for the Hardlock automatically, whereas PONDS users must install the device driver for the HASP as a separate install. PONDS uses a device driver named **HASP SRM Run-time**.

If more than one of these software packages are installed (say PONDS 3.3, ICPR and Groundwater Vistas), you can end up with multiple device drivers installed. For example, if you look in **Windows Control Panel / Add Remove Software** you might see entries for Hardlock drivers as well as the HASP SRM Run-time driver (and potentially other combinations).

If you have multiple drivers installed, a problem may occur when you try to uninstall the HASP SRM Run-time driver (which may be necessary to update to the latest HASP SRM driver, for example). The HASP SRM Run-time driver may not uninstall properly if previous driver versions (including the drivers for the Hardlock) are still installed. You might see the following message:

"Drivers from previous installations are still present. Use the previous installer to completely remove these drivers."

In this case, "previous installations" may refer to either the drivers for the Hardlock (used by ICPR, Groundwater Vistas, etc) or the HASP SRM Run-Time driver. Uninstalling the Hardlock drivers (for ICPR and Groundwater Vistas) before uninstalling the HASP SRM driver seems to solve the uninstall problem. However, at this point, it also renders ICPR and Groundwater Vistas inoperable.

However, if you re-install the HASP SRM Run-time driver (latest version recommended) it appears to support both the Hardlock and HASP hardware locks, and it is not necessary to reinstall the individual Hardlock driver for ICPR or Groundwater Vistas, i.e., ICPR and Groundwater Vistas should continue to work once the HASP SRM Run-time driver is installed. However, if they don't, then it may be necessary to reinstall these software packages.

PONDS users are encouraged to report any other device driver issues which may be encountered with other software packages and/or versions.