

Instructions for using Hardlock Diagnostics Program

Rocscience Inc. uses the Aladdin (<http://www.ealaddin.com/>) Hardlock system for copy protection. This requires a hardlock key attached to either a USB or Parallel port of the host computer in order to run Rocscience software. It also requires a hardlock driver be installed on the host computer. The hardlock driver should automatically be installed during installation of the software from the Rocscience CDROM. If for some reason the hardlock does not work, which usually means you got a “Hardlock Not Found” error when you tried to run the Rocscience software you installed, you can use the Aladdin Diagnostix program to look for the hardlock. Here are the steps to use the Diagnostix program with Rocscience software:

1. If the hardlock is not found, check that the Rocscience hardlock is the ONLY device attached to the port and that it is securely attached. Also try downloading the latest hardlock driver from our website:

<http://www.rocscience.com/downloads/Hardlock.asp>

First uninstall the current driver using the Add and Remove Programs program in the Control Panel. You should find the hardlock program listed under Hardlock Device Driver. Reboot the computer. Then reinstall the driver you just downloaded by double clicking on the hldrv32.exe file you downloaded and following the installation instructions.

2. Run your Rocscience software. If the hardlock is not found proceed to step 3.
3. Install the Diagnostix software.
4. Run Diagnostix by going to the Aladdin folder in your Start Menu.
5. In the Diagnostic Tools pane on the left side of the dialog, choose the Hardlock option. A Check Hardlock window should be displayed in the main pane.
6. Select the Local Access mode option.
7. Enter the following module address based on the Rocscience software you are running:

Program	Module Address
Unwedge	23663
Dips	23664
Rocdata	23665
Swedge	23666
Slide	23667
Phase2	23668
Rocfall	23670
Rocsupport	23671
Rocplane	23672

8. Press the Check Key option. Contact Rocscience technical support (techsupport@rocscience.com) describing your problem and the results of the diagnostics check.