

FAQ's About Software HASP Keys

1. **When I start one of the EddyVISION software modules, I get a message that no key is attached, but the correct HASP key is attached to the PC's printer port. What actions should I take?**

Check the Timeout date(s): Start EddyAdmin, click **Util | Show Keys ...** on the menu bar, and check the **Timeout** date(s). This feature protects the software from unauthorized use after the **Timeout** date has passed. If the **Timeout** date(s) has expired, notify CoreStar, and a new enable code(s) can be sent via email, fax, or verbally. This feature protects the licensee if a key(s) is lost or stolen. If a key is lost or stolen, the licensee may obtain a new key(s) at cost - plus shipping; otherwise, the replacement cost will be the full software price. Updated *eddyvision.key* files are automatically emailed to licensed users at the beginning of each year or when new software is purchased. It's a good idea to check the **Timeout** dates of all keys prior to the start of each job. If the **Timeout** dates are imminent, notify CoreStar, and a new enable code(s) can be readily provided. If a security key message still appears after verifying that the **Timeout** date(s) hasn't passed, proceed to the next step.

Re-install the HASP driver: On the Windows task bar, click **Start > Run > Browse**. Select the file named *[install_path]\...\HASP\hinstall.exe* and click **OK**. On the **Run** dialog, type a space then */i* at the end of the file name. The entry should appear as *x: [install_path]\...\HASP\hinstall.exe /i*, where *x:* is the name of the drive where the CoreStar EddyVISION32 software is installed. Finally, click **OK** on the **Run** dialog. Once the HASP driver is reinstalled, a confirmation message will appear. Afterwards, restart the CoreStar software. If a security key message still appears, proceed to the next step.

Obtain a Replacement Key(s): Each security key contains a permanent lithium battery, which should last for several years; however, if the battery dies, a new key is required. Once the 'dead' key is returned to CoreStar, it will be replaced with a new key at no cost - except for shipping.

2. **How do I update my HASP key(s) using the *eddyvision.key* file I received via email?**

- STEP 1:** In *EddyAdmin*, select **Util | Show Keys**. The *HASP Keys* dialog displayed shows the list of *HASP* keys that are currently attached to any parallel port of the computer. A module is enabled if it is toggled green. The OMNI key is special and applies only to CoreStar portable tester units. The NetView key is special as well and applies only to the network version of DBMS. There is no physical *HASP* key associated with either of these.
- STEP 2:** To update a key, click the **UPDATE KEY** button located to the right of the key of interest, i.e., Analysis, DBMS, etc.

FAQ's About Software HASP Keys

- STEP 3:** A dialog appears with 8 fields each containing room for 4 hexadecimal digits (i.e. digits 0 to 9 and letters A to F).
- STEP 4:** Click the **LOAD FILE** button.
- STEP 5:** Select the **eddyvision.key** file. If the current key is in the file, the update codes will be filled in automatically.
- STEP 6:** Click **OK**. The timeouts dates should now be updated. If the enable codes for your key(s) are not in the **.key** file, contact CoreStar and we can either FAX or e-mail you the proper enable codes, which you can then type in.

3. Where is the *eddyvision.key* file stored on my PC?

The *eddyvision.key* file is typically stored under the *[install_path]\...\HASP* directory.

4. I just purchased a laptop, but it doesn't have a parallel port to connect the HASP key too. What are my options to use EddyVISION on this PC?

CoreStar intends to include support for USB HASP keys in a future software release. You can call and check with CoreStar to see if USB HASP key support is currently available and arrange to trade-in your current parallel port key. If not, you can purchase a 3rd party PCMCIA parallel port card. A card that has been found to work by some EddyVISION users for this purpose is the SPP-100 from Quatech (quatech.com). Per the HASP API manual, the parallel port must be set to one of the following I/O addresses 0x378, 0x278, 0x3BC for the port to work with the HASP key.

To view or change the I/O address for a parallel port on a Windows XP computer, right-click My Computer, select Properties, click the Hardware tab, click the Device Manager button, expand PORTS (COM & LPT), right-click Printer Port (LPT1), select Properties, click Resources tab, deselect "use automatic settings, and select a Basic configuration so that one of the three I/O addresses is selected.

Note: Most port replicators sold with laptops that provide a parallel port will not work with HASP keys because these parallel ports are not true EPP ports, but rather simulated parallel ports via a USB port.