



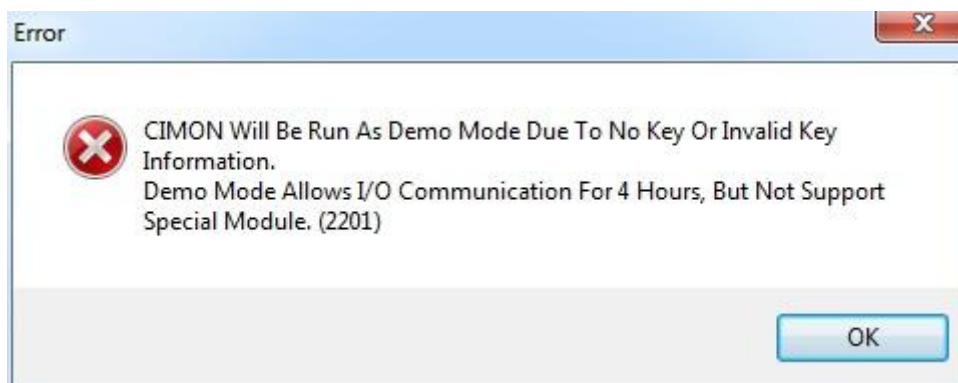
Project runs in Demo mode even after Dongle key is inserted.



This issue could be caused by three reasons.

- 1) System does not recognize Dongle key properly.
- 2) Project is developed under the lower version of CIMON-D, compared to the current CIMON-D.
- 3) Due to Windows compatibility issue.

1. When system does not recognize Dongle key properly.



- Check out that USB Dongle key is inserted into PC's USB port securely.
(Go to the Device manager of Control Panel, and check a Dongle installation driver)

At CIMON-D version **2.14 or less** - "SafeNet Inc. Hardlock Key"

At CIMON-D version **3.00 or higher** - "SafeNet Inc. Sentinel HL Key"

- Reinstall the Dongle installation program (Driver).

At CIMON-D version **2.14 or less** - "Hardlock Device Driver"

(Setup file is "hldrv32" located under folder "hldinst")

At CIMON-D version **3.00 or higher** - "Sentinel Runtime Setup"

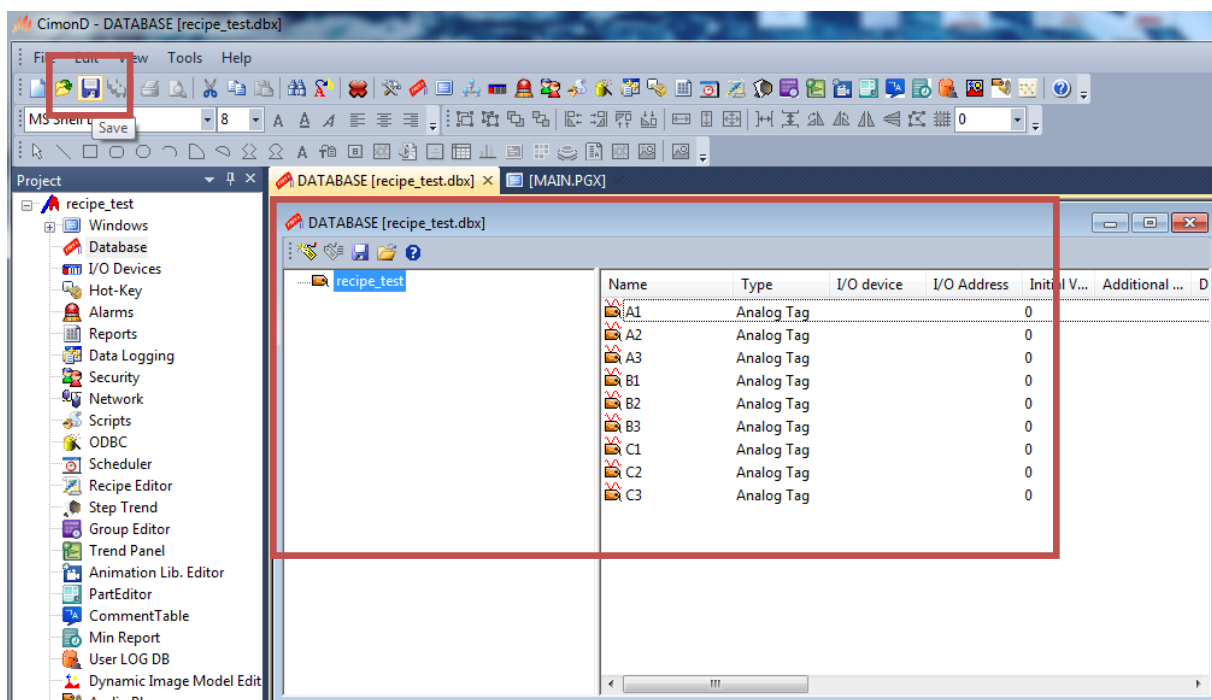
(Setup file is "HASPUserSetup" located at folder "hldinst2")

※ If above two methods do not resolve the issue, please contact CIMON distributor or administrator.

2. The lower version of project is running at the higher version of CIMON-D or CIMON-X.

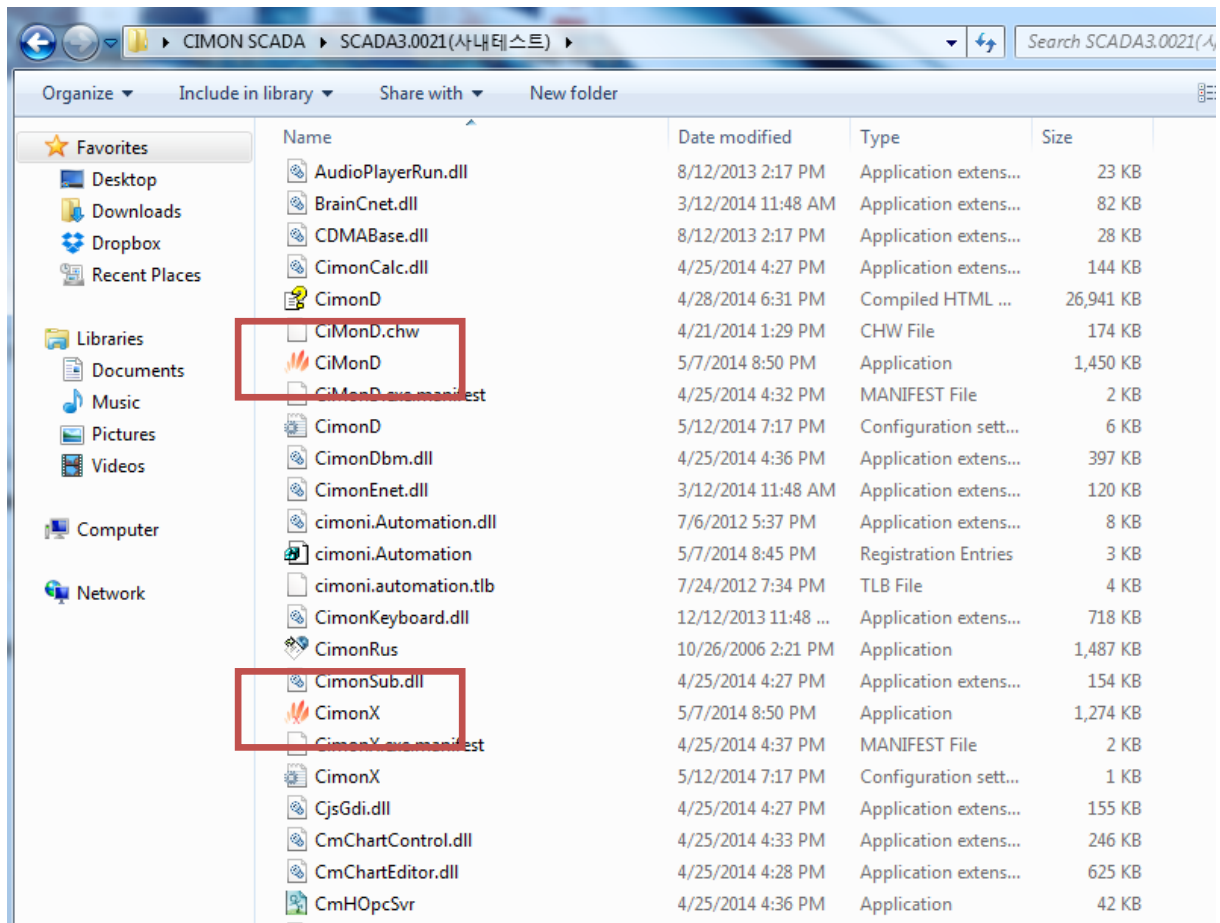
To convert the lower project version into higher version, Tag Database must be saved with **DS Dongle** installed.

- 1) Insert DS Dongle into PC's USB port.
- 2) Open the project at the higher version of CIMON-D.
- 3) Open the Tag Database.
- 4) Click "Save" or "Save All" menu.

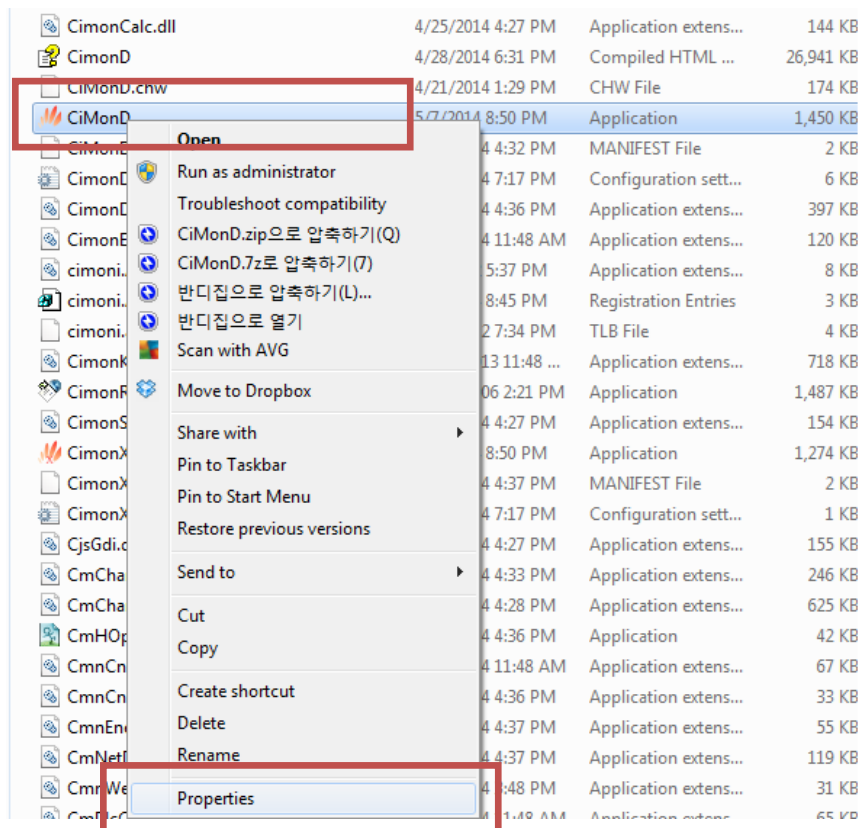


3. CIMON-X runs in Demo mode due to Windows Compatibility issue.

To set up compatibility, go to CIMON-SCADA installation folder. Search files "CimonD.exe" or "CimonX.exe".



Click a file "CimonD.exe", and mouse right click it.



Move to Compatibility tab, enable the “Runs this program as administrator” feature. Apply the same process to file “CimonX.exe”. Restart a Cimon-D program.

