Frequently Asked Question



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 manage 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".



	SCADA 🕨 SCADA3.0021(사내테스트) 🕨		- √ 4y	Search SCADA3.0021(८,
Organize 🔻 Include	in library ▼ Share with ▼ New folder			:=:
Favorites	Name	Date modified	Туре	Size
Desktop	AudioPlayerRun.dll	8/12/2013 2:17 PM	Application extens	23 KB
Downloads	BrainCnet.dll	3/12/2014 11:48 AM	Application extens	82 KB
Stoppox	CDMABase.dll	8/12/2013 2:17 PM	Application extens	28 KB
Recent Places	CimonCalc.dll	4/25/2014 4:27 PM	Application extens	144 KB
	😰 CimonD	4/28/2014 6:31 PM	Compiled HTML	26,941 KB
😂 Libraries	CiMonD.chw	4/21/2014 1:29 PM	CHW File	174 KB
Documents	🚧 CiMonD	5/7/2014 8:50 PM	Application	1,450 KB
J Music	CiMonD.eve.moni ⁴ est	4/25/2014 4:32 PM	MANIFEST File	2 KB
Pictures	📰 CimonD	5/12/2014 7:17 PM	Configuration sett	6 KB
Videos	CimonDbm.dll	4/25/2014 4:36 PM	Application extens	397 KB
	CimonEnet.dll	3/12/2014 11:48 AM	Application extens	120 KB
🖳 Computer	🚳 cimoni.Automation.dll	7/6/2012 5:37 PM	Application extens	8 KB
	🔊 cimoni.Automation	5/7/2014 8:45 PM	Registration Entries	3 KB
📬 Network	cimoni.automation.tlb	7/24/2012 7:34 PM	TLB File	4 KB
	CimonKeyboard.dll	12/12/2013 11:48	Application extens	718 KB
	🎌 CimonRus	10/26/2006 2:21 PM	Application	1,487 KB
	CimonSub.dll	4/25/2014 4:27 PM	Application extens	154 KB
	🐠 CimonX	5/7/2014 8:50 PM	Application	1,274 KB
L L	CimenX eve manifest	4/25/2014 4:37 PM	MANIFEST File	2 KB
	CimonX	5/12/2014 7:17 PM	Configuration sett	1 KB
	🚳 CjsGdi.dll	4/25/2014 4:27 PM	Application extens	155 KB
	CmChartControl.dll	4/25/2014 4:33 PM	Application extens	246 KB
	CmChartEditor.dll	4/25/2014 4:28 PM	Application extens	625 KB
	🛐 CmHOpcSvr	4/25/2014 4:36 PM	Application	42 KB

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



CimonCalc.dll	4/25/2014 4:27 PM	Application extens	144 KB
😭 CimonD	4/28/2014 6:31 PM	Compiled HTML	26,941 KB
CIMonD.cnw	4/21/2014 1:29 PM	CHW File	174 KB
👭 CiMonD	5/7/2014 8:50 PM	Application	1,450 KB
Cititon	4 4:32 PM	MANIFEST File	2 KB
CimonE Run as administrator	4 7:17 PM	Configuration sett	6 KB
CimonE Troubleshoot compatibility	4 4:36 PM	Application extens	397 KB
🚳 CimonE 🔇 CiMonD.zip으로 압축하기(Q)	4 11:48 AM	Application extens	120 KB
🚳 cimoni. 🔇 CiMonD.7z로 압축하기(7)	5:37 PM	Application extens	8 KB
🔊 cimoni. 🔮 반디집으로 압축하기(L)	8:45 PM	Registration Entries	3 KB
🗋 cimoni. 🧕 반디집으로 열기	2 7:34 PM	TLB File	4 KB
Cimonk Scan with AVG	13 11:48	Application extens	718 KB
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CimonX Pin to Start Menu	4 4:37 PM	MANIFEST File	2 KB
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Siggical CjsGdi.c	4 4:27 PM	Application extens	155 KB
CmCha Send to	4 4:33 PM	Application extens	246 KB
CmCha Cut	4 4:28 PM	Application extens	625 KB
CmHOr Conv	4 4:36 PM	Application	42 KB
CmnCn	4 11:48 AM	Application extens	67 KB
Create shortcut	4 4:36 PM	Application extens	33 KB
CmnEn Delete	4 4:37 PM	Application extens	55 KB
CmNetI Rename	4 4:37 PM	Application extens	119 KB
Cmr We Properties	4.848 PM	Application extens	31 KB
a) Conflect	1.40 AM	Application output	65 VD

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

Security	Details	Previous Versions
General	Compatibility	Digital Signatures
you have problems n earlier version of atches that earlier	with this program and it wo Windows, select the compa version.	rked correctly on tibility mode that
Compatibility mode	<u>ic settings</u>	
Run this progr	ram in compatibility mode fo	r:
Windows XP (Se	ervice Pack 3)	v
Settings		
📃 Run in 256 co	blors	
📃 Run in 640 x 4	480 screen resolution	
Disable visual	themes	
Disable deskt	op composition	
Disable displa	y scaling on high DPI settin	gs
Privilege Level		1
Run this progr	ram as an administrator	
minun ans progr		
Character and Winner	- f	
	stor all users	