

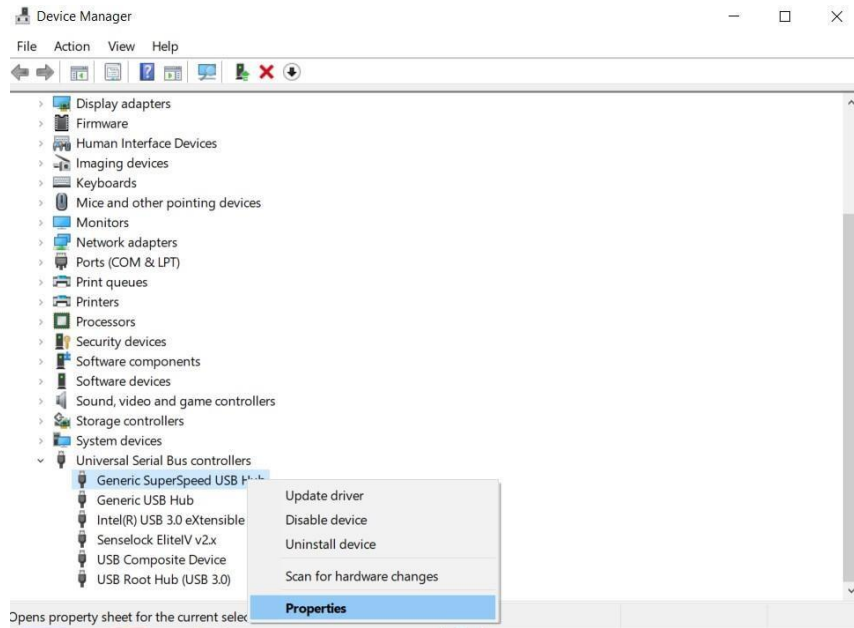


Please email support7@esteemsoft.com.my for technical support queries.

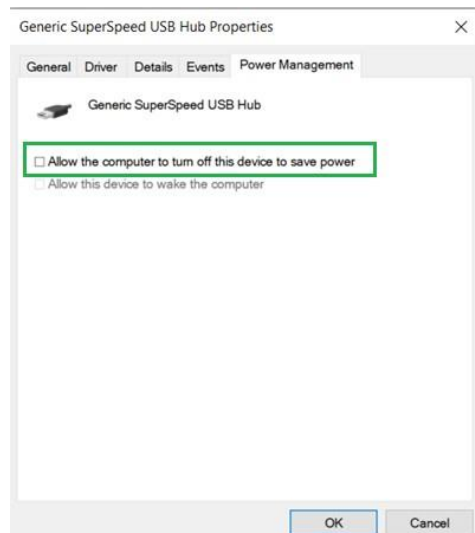
Steps to try and resolve the 'Hardlock not found' error pop up in software when dongle is currently plugged in after inactivity i.e. (sleep or hibernation).

- 1. At Device Manager, check any USB ports/hub Power Management Properties option 'Allow the computer to turn off this device to save power' is not ticked.**

2.1. Right click on Properties as shown:

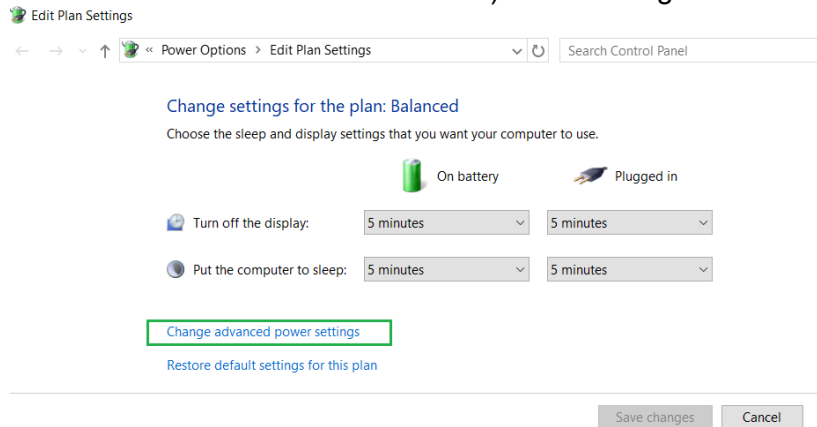


- 1.2. Make sure option 'Allow the computer to turn off this device to save power' is unticked as shown:**

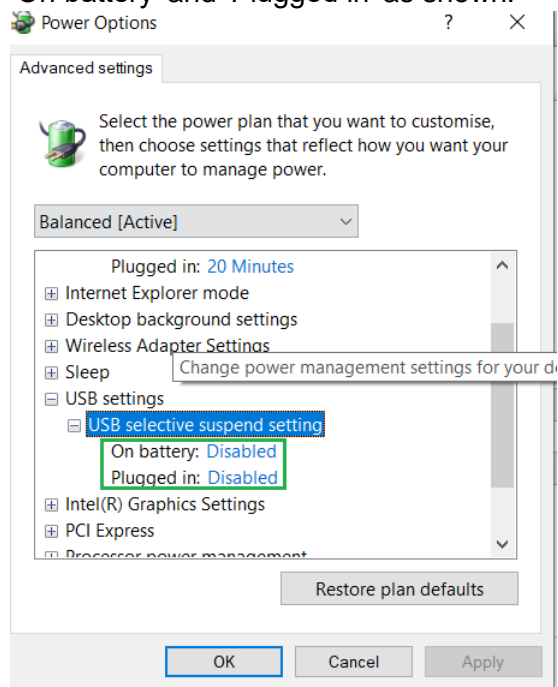


2. Check power settings for USB selective suspend setting are set to 'Disabled'.

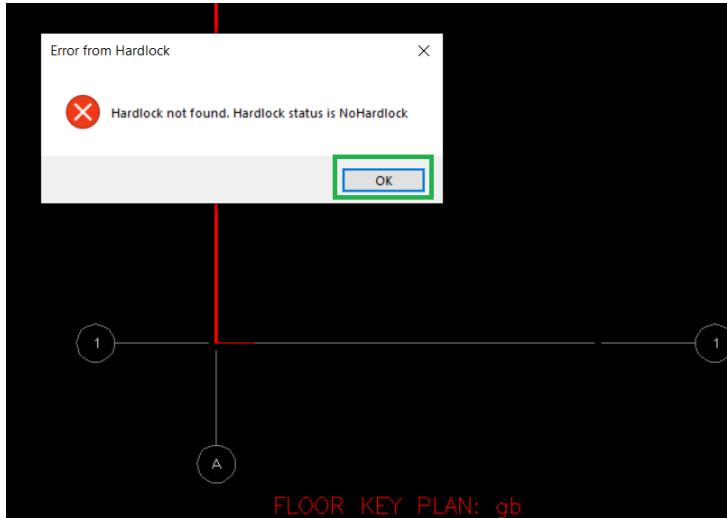
3.1. At 'Control Panel\Hardware and Sound\Power Options\Edit Plan Settings' (or windows search for 'Edit Power Plan') click 'Change advanced power settings'.



2.2. Make that USB settings > USB selective suspend setting is 'Disabled' for 'On battery' and 'Plugged in' as shown:

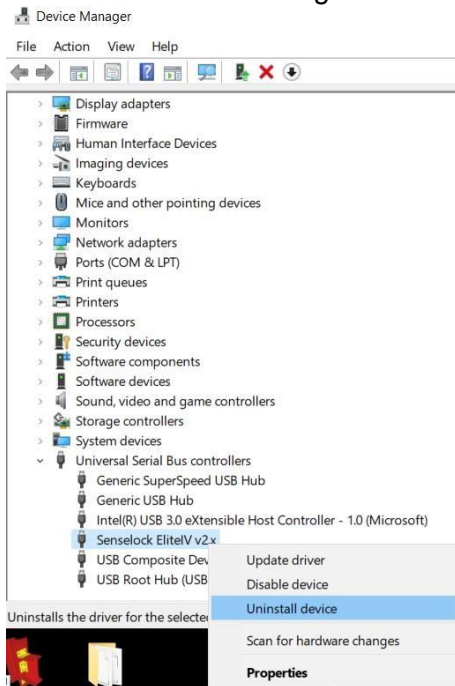


3. Unplug the dongle and replug it to another usb port if there is another usb port. Then click 'OK' as shown:



4. Reinstall Dongle Driver

- 4.1. Go to Device Manager then uninstall the Dongle driver as shown below:



- 4.2. Reinstall the Latest Dongle Driver