



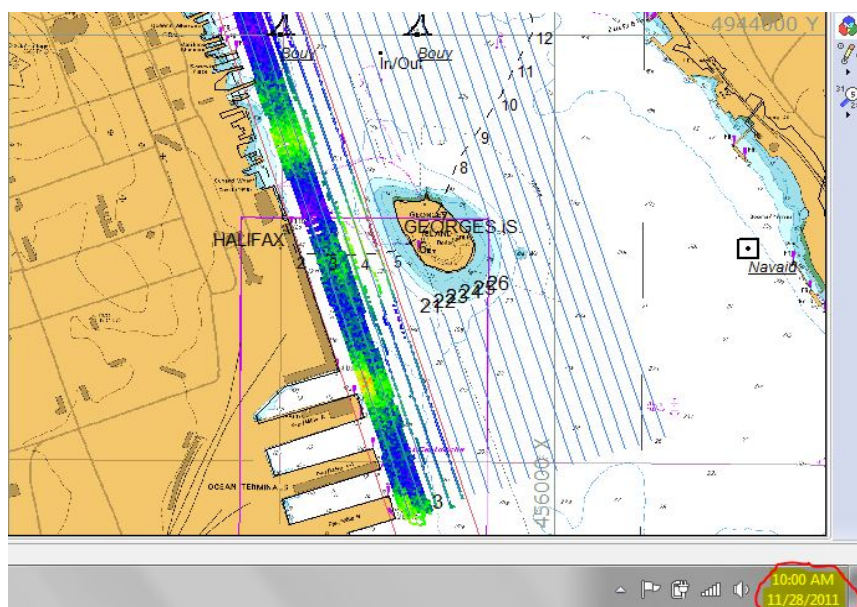
Timing is EVERYTHING!

By Rob Baird

Some HYPACK® users have experienced a Hardlock error in HYPACK® 2011 after changing the computer date and/or time settings. Let's take a look at what causes this error and how to work around it.

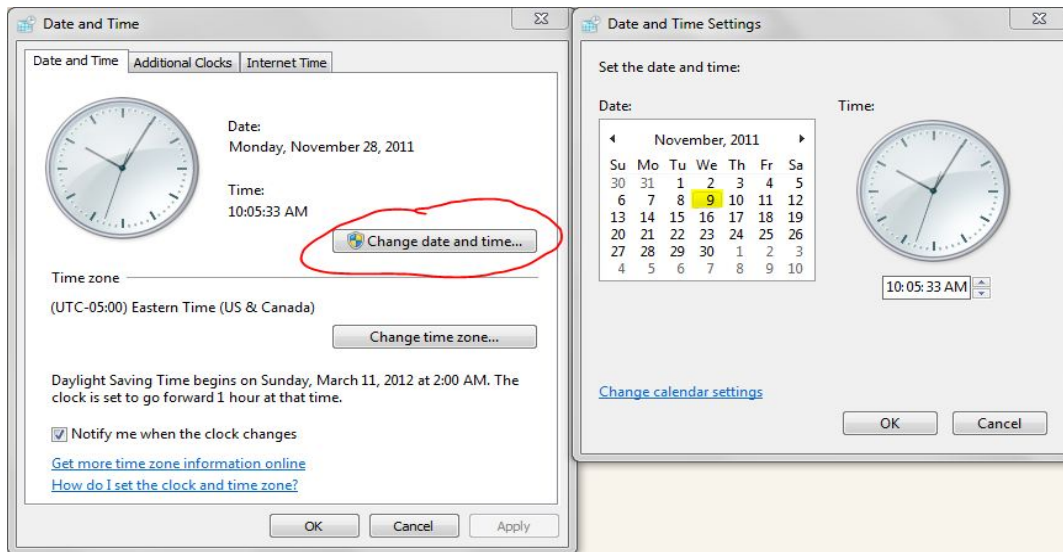
The Figure 1 is of the Halifax project in the HYPACK® Shell prior to any date/time changes on the computer. (Note the date as 11/28/11 and the time as 10:00 AM.)

FIGURE 1. *The HYPACK® Shell Prior to Any Date/Time Changes*



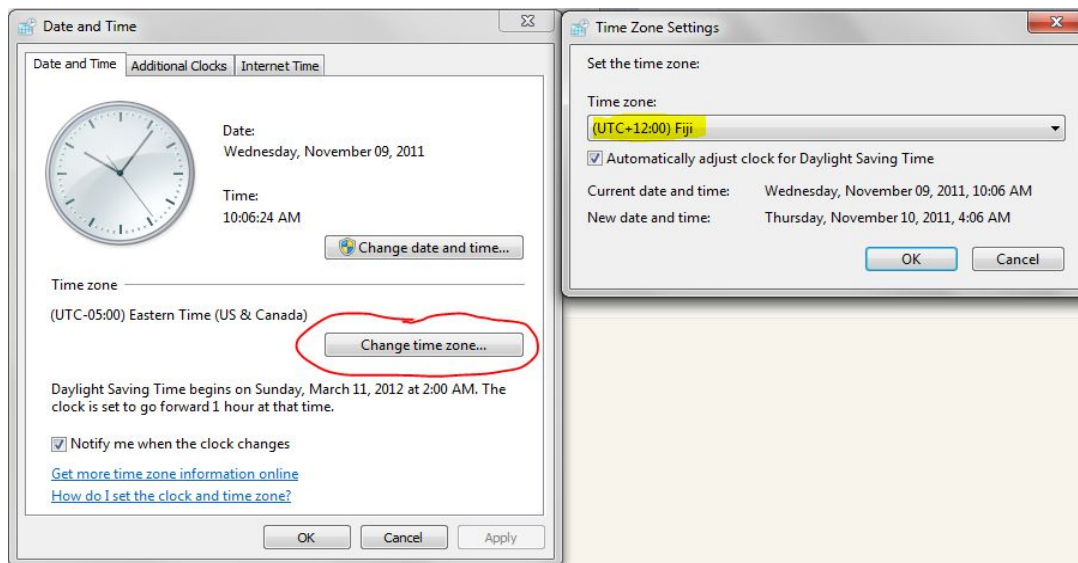
With Halifax working swimmingly, let's close out of HYPACK® 2011 and then change the computer date back a few weeks to demonstrate the issue. We can click on the clock on the computer screen to change the Date and Time settings:

FIGURE 2. Changing the Windows® Date and Time



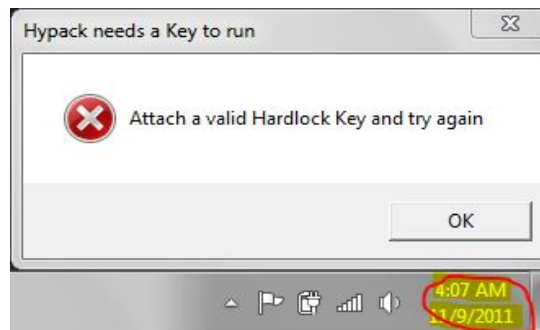
Note that the computer date (Figure 2, right) has been moved back to 11/9/11. Let's also change the computer time zone setting, as if we were so lucky to be doing a survey in Fiji:

FIGURE 3. Changing the Windows® Time Zone



Now that the date and time zone have been changed, let's reopen HYPACK® 2011 and see what happens:

FIGURE 4. Hardlock Error After the Date/Time Change

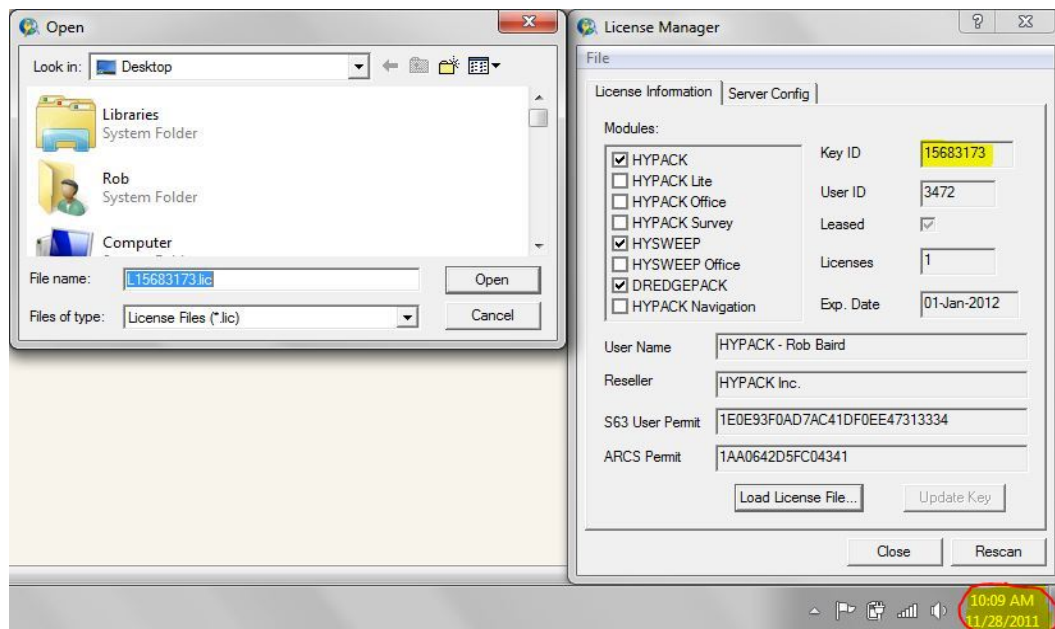


With the new computer date and time settings (note that the time is now 4:07 AM on 11/9/11), HYPACK® 2011 has failed to open properly. Instead, we're left with the dreaded "Attach a valid Hardlock Key and try again" message. Some users have reported this error when changing just the time or the date, while others have experienced it after changing both.

Thankfully, the work-around for this error (in this situation) is a simple one; simply reload the HYPACK® license file using the LICENSE MANAGER program. In some cases, HYPACK® users may have to contact our office for a new license file to be issued.

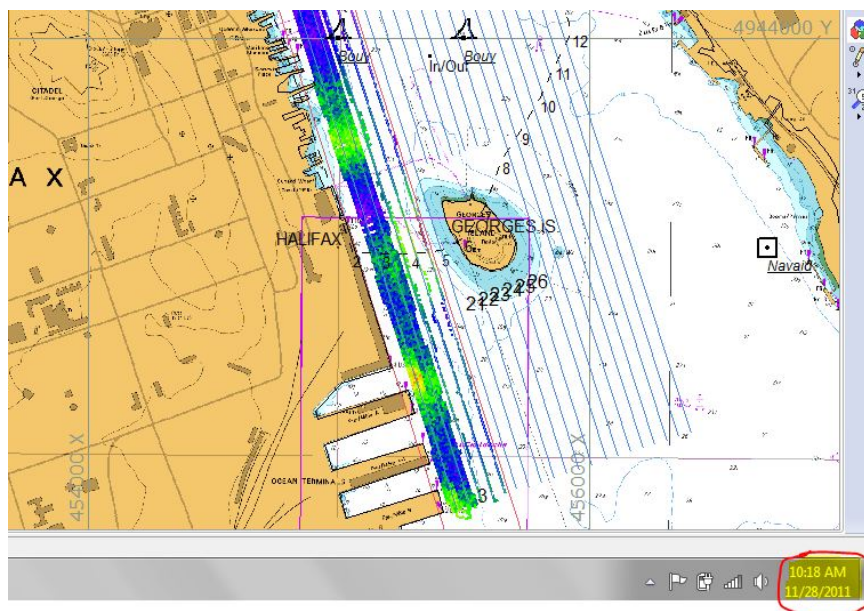
1. **Before reloading the license file, make sure the computer date and time are accurate.**

FIGURE 5. The Correct Settings Shown Prior to Reloading the License File



2. Reload the license using the License Manager. HYPACK® should now run without issues.

FIGURE 6. The Correct Time and Date, with the Halifax Project Again Running Properly in the HYPACK® Shell



Due to the relatively easy work-around, there was no HYPACK® program update to deal with this issue. However, changes have been made to eliminate this problem in the upcoming HYPACK® 2012 version.