USB dongle doesn't work:

Can't see [licensed] on the top of main window when software starts.

- USB dongle's driver is not installed. For some systems dongle can be recognized as HID device, and you don't need to install the driver, but some can't recognize it properly and you should. Here is link to USB dongle driver: <u>http://senselock.ru/files/senselock_windows_3.1.0.0.zip</u> or <u>http://zond-geo.com/zfiles/senselock_windows_3.1.0.0.zip</u> In device manager it should appear as "Senselock Elite" Plug off and plug in the dongle again.
- 2. You free update period has expired. In this case you should use latest version of software which worked properly or pay for next 2 years of updates.
- 3. Sometimes dongle can switch to HID mode and doesn't work properly on your system. You should switch the dongle back to USB mode with small application downloadable from link below:

| http://www.zond-geo.com/zfiles/raznoe/SenseSwitch.zip |
|---|
| Unpack zip file. |
| Better to run "senseswitch.exe" through cmd by next line: senseswitch.exe usb |
| or |
| double-click "run.bat" file from unpacked archive. |

Plug off and plug in the dongle again.

If everything fine you should see "[licensed]" on the top of main window.

| Ten ZondRes2D [licensed] | - 🗆 🗙 |
|---------------------------------|-------|
| File Options Script Buffer Help | |
| 🖻 🖶 🥆 💷 🔤 🖪 🚯 🐔 🤊 | |

Can't download updates of software from zond-geo.com

Downloaded *.exe has different date from I see on the webpage.

Use internet explorer browser. Chrome very often uses cached version for download.

Can't run software

Software doesn't run. Got system message about some error.

- 1. Remove Zondxxx.in file in software folder (for ZondRes2D it is ZondRes2d.in) before software running (all executed instances should be closed).
- 2. Change software folder to one with more simple path, for example "d:\ZOND"
- 3. Change security options for software:



Can't run forward modeling or inversion in 3D software

Got system message "Check your antivirus settings there are some problems with library run".

- 1. Do not use 32-bit system.
- 2. Set security for Zondxxx.exe settings as in topic Can't run software
- 3. Turn off antivirus.
- 4. Change software allowance in antivirus settings.

Surfer automation doesn't work(direct drawing in surfer)

You need to check security options for 3 applications: zondxxxxx.exe, surfer.exe and scripter.exe.

| 퉬 DataExamples | 22.04.2009 22:15 |
|---------------------|------------------|
| IMPORT_EXAMPLES | 14.11.2015 14:21 |
| 🚳 profiler.dll | 02.04.2008 16:17 |
| 🌆 ZondRes2D | 03.11.2021 18:48 |
| 🙈 ZondRes2D | 02.11.2020 18:18 |
| ZondRes2D_eng | 25.10.2021 20:13 |
| 🚳 zondres2d64.dll | 30.11.2018 17:11 |
| 🚳 zondres2dtd64.dll | 30.11.2018 17:10 |

Last both use to installed in "Surfer XX" folder:

| 퉬 AppData | 29.10.2021 12:46 |
|--------------------------------------|------------------|
| ColorScales | 29.10.2021 12:46 |
| 퉬 Gdal-Data | 29.10.2021 12:46 |
| 퉬 Samples | 29.10.2021 12:46 |
| 퉬 Symbols | 29.10.2021 12:46 |
| Opplication-87884e93 | 28.09.2017 1:12 |
| 🐏 License | 29.11.2017 13:14 |
| 🖄 GeodeWPF.exe | 28.09.2017 1:12 |
| 🔚 nadgrids | 28.09.2017 1:11 |
| 👜 geode | 28.09.2017 1:12 |
| 🗿 GSCrash | 28.09.2017 1:11 |
| 👜 GsDraw | 28.09.2017 1:11 |
| 👜 Gsio | 13.04.2018 12:21 |
| Scripter | 28.09.2017 1:11 |
| 👜 wks | 28.09.2017 1:11 |
| 🖏 GeodeWPF | 07.06.2018 20:46 |
| 🧭 GSCrashu | 07.06.2018 20:46 |
| 🚱 InternetUpdate2 | 07.06.2018 20:46 |
| 🚱 InternetUpdateu | 07.06.2018 20:46 |
| P pdftobmp | 07.06.2018 20:46 |
| 💷 pdftoppm | 25.07.2017 21:49 |
| Scripter | 07.06.2018 20:46 |
| Surfer | 07.06.2018 20:46 |
| SurferUpdate | 07.06.2018 20:46 |
| 🚳 ADOLibu.dll | 07.06.2018 20:45 |
| 🚳 api-ms-win-core-console-I1-1-0.dll | 05.07.2017 21:35 |

If after double clicking one of them, next window show up:

| User Account Control | × | |
|---|---|--|
| Do you want to allow this app to make changes to your device? | | |
| | | |
| Verified publisher: | | |
| Show more details click here | | |
| Yes No | | |
| | | |

Click to "show more details" and in the next window

| | Always notify | | |
|---|---------------|---|--|
| | -1- | Notify me only when apps try to make changes to my computer (default) | |
| ī | | Don't notify me when I make changes to Windows settings | |
| | | | |
| ŧ | _ _ | Recommended if you use familiar apps and visit familiar websites. | |
| | Never notify | | |

move security level to lowest position.

We also recommend to always run all three apps in administrator mode.

| RipBot264.exe Properties | | | | |
|--|--|--|--|--|
| General Compatibility Security Details | | | | |
| If this program isn't working correctly on this version of Windows, try running the compatibility troubleshooter. | | | | |
| Run compatibility troubleshooter | | | | |
| How do I choose compatibility settings manually? | | | | |
| Compatibility mode | | | | |
| Windows 8 V | | | | |
| Settings | | | | |
| 8-bit (256) color 🗸 🗸 | | | | |
| Run in 640 x 480 screen resolution | | | | |
| Disable display scaling on high DPI settings | | | | |
| Run this program as an administrator | | | | |
| Enable this program to work with OneDrive files | | | | |
| | | | | |
| Change settings for all users | | | | |
| OK Cancel Apply | | | | |

If automation still doesn't work. Open generated tmp.bas file (it is in zondxxxxx.exe folder) in Scripter.exe and Run it.

| | tmp.bas (script) - Scripter [design] | - 🗆 🗙 |
|---|---|-------|
| File Edit View S | Script <u>D</u> ebug <u>Sheet Help</u> S X Bas ■ ◯ ◯ 闍 <mark>N</mark> II ■ ● 660 → 973 🗔 c≡ (■ 620 | |
| Object: | : [General] Proc: Main | • |
| Script1 tmp.bas × 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 Sub Main 2 Dim SurferApp As Object 3 Dim Plot1 As Object 4 On Error GoTo createnew 5 Set SurferApp = GetObject(, "Surfer.Application") 6 On Error GoTo 0 7 GoTo skipnew 8 createnew: 9 Set SurferApp = CreateObject("Surfer.Application") 10 skipnew: 11 SufferApp = CreateObject("Surfer.Application") 12 SurferApp.Documents.Add 12 SurferApp.WindowState=srfWindowStateMaximized 13 SurferApp.Visible = True 14 Dim map As Object 15 Dim mm(6) As Object 16 Dim ContourMap As Object | |
| For Help, press F1 | | |

If next small window show up:

| Scripter Error | \times |
|---|----------|
| (10092) ActiveX Automation: server cannot create object. | ^ |
| ΟΚ | ~ |

You need to run Surfer.exe before using any automation function in Zond.