

Common Errors:

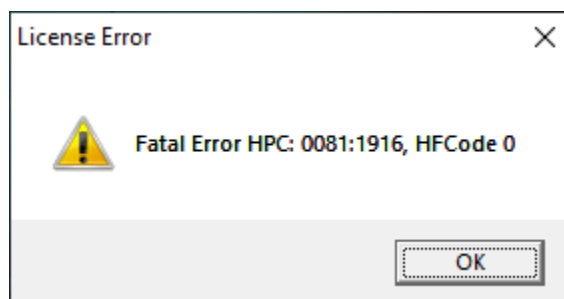
Errors while opening the software:

1. ResCode 3 / CD Code 3:



- a. First, check the customer login portal and verify your Annual Maintenance Plan dates.
- b. If you are not under the Annual Maintenance Plan, please contact Roctek Support to either renew your plan or to obtain access without Maintenance.
- c. If you are currently under the Annual Maintenance Plan, please proceed to the download instructions below.
 - i. Close out the software if it is currently open.
 - ii. Login into the customer login portal on Roctek's website.
 - iii. Click on "Get Full Version" next to the product you want to update.
 - iv. Follow the installation wizard and click finish when done. You're all set!

2. HFCODE 0:



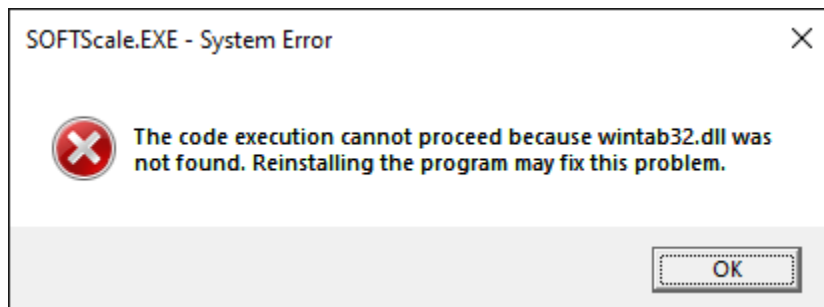
- a. Check to make sure that your USB License Security Key is currently plugged into the computer that you are using.
- b. Check to see if there is a red light activated on the back of the plug.
- c. If you have a red light activated and still see this error, you may have previously had a Roctek Trial installed. Please fully uninstall this trial, reinstall the software

from your Customer Login page on our website, and feel free to call if you still have errors.

- d. If you do NOT have a red light activated, please follow the instructions below to download your HASP drivers.
 - i. Remove the USB License Security Key from your computer.
 - ii. Go to your Customer Login page on our website.
 - iii. Look under “Additional Downloads” and click on the red “HASP Drivers” link.
 - iv. Run the download and follow the instructions in the installation wizard.
 - v. Plug the USB License Security Key back into your computer and wait about 30-60 seconds. You should now see a red light activated on the plug.
 - vi. Launch the software to confirm all errors have cleared.

3. Wintab32:

- a. If you have recently installed SOFTScale, SOFTScale LT, or RoadEx, you might see the error shown below.

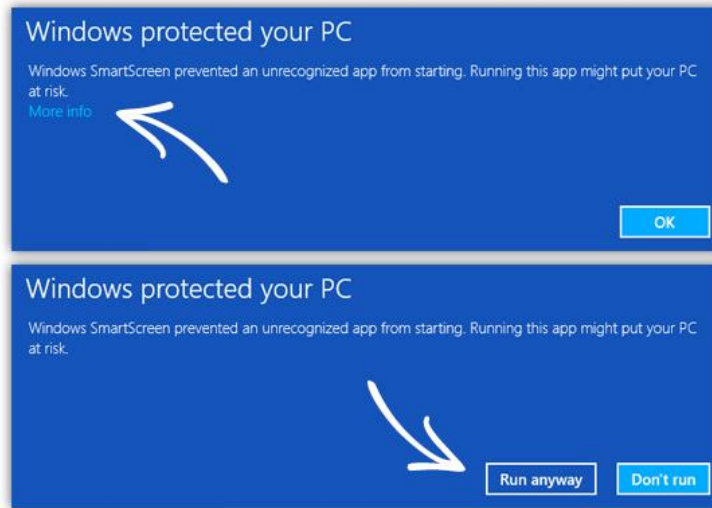


- b. Login to your Customer Login page on our website.
- c. Look under “Additional Downloads” and locate “GTCO Drivers”.
- d. Click on the red “Tabletworks” link provided.
- e. This will take you to GTCO’s website. Click on “download” for Tabletworks on the far left.
- f. Run the download and follow the installation wizard.
- g. Launch your Roctek product to confirm all errors have cleared.

Errors while installing the software:

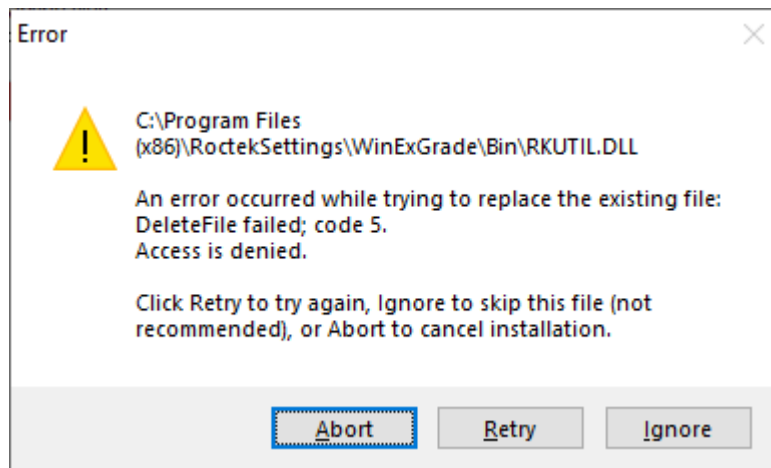
1. Windows has protected your PC:

- a. The new Windows 10 defender does not know Roctek by default and might produce the error shown below.
- b. Confirm that the name of the file being blocked matches your Roctek download.
- c. Follow the arrows on the picture to select “more info” and “run anyway”.



2. Error replacing a file:

- a. If you are running a Roctek installation wizard and received the error shown below, please close out of the software that you are trying to download and run the download again. The software cannot be open while installing.



Feel free to call for assistance with any error or any additional questions.

Roctek International
800-826-7763