

USB dongle doesn't work:

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

1. 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:

http://senselock.ru/files/senselock_windows_3.1.0.0.zip

or

http://zond-geo.com/zfiles/senselock_windows_3.1.0.0.zip

In device manager it should appear as "SenseLock Elite"

Plug off and plug in the dongle again.

2. Your free update period has expired. In this case you should use the latest version of software which worked properly or pay for the next 2 years of updates.

3. Sometimes the dongle can switch to HID mode and doesn't work properly on your system. You should switch the dongle back to USB mode with a small application downloadable from the 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 the unpacked archive.

Plug off and plug in the dongle again.

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



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

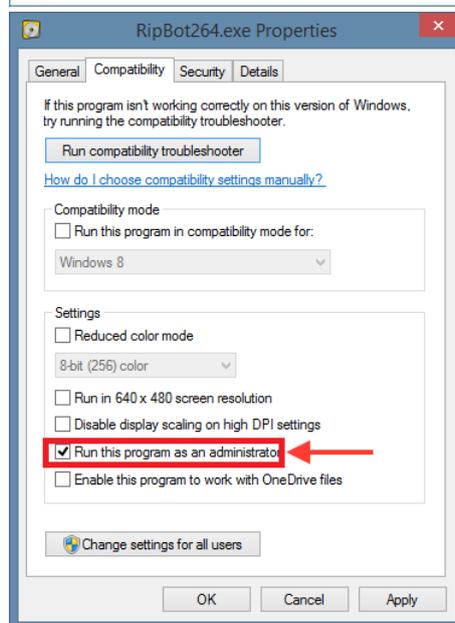
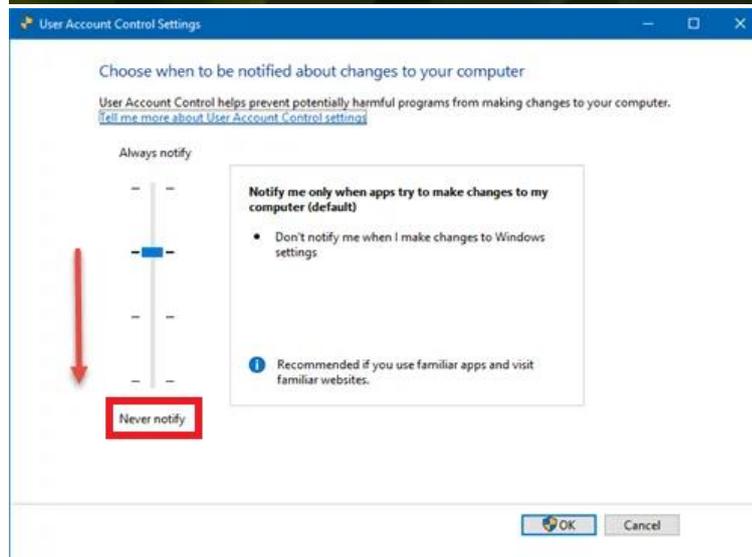
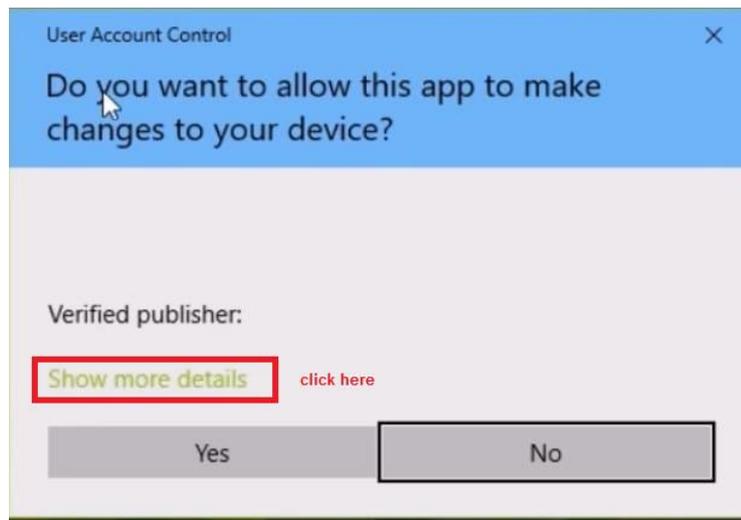
Downloaded *.exe has different date from I see on the webpage.

Use Internet Explorer browser. Chrome very often uses a 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 a 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)

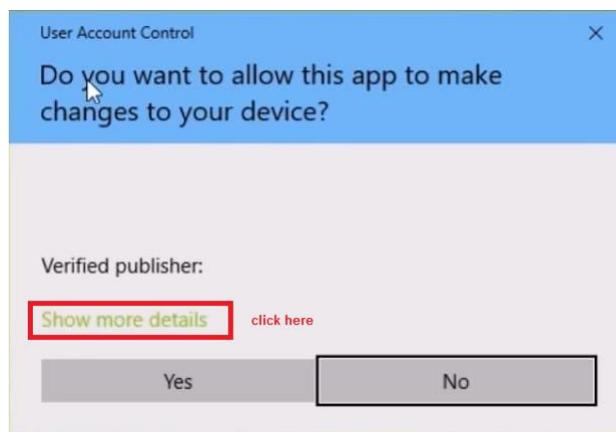
You need to check security options for 3 applications: zondxxxxx.exe, surfer.exe and scripiter.exe.

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

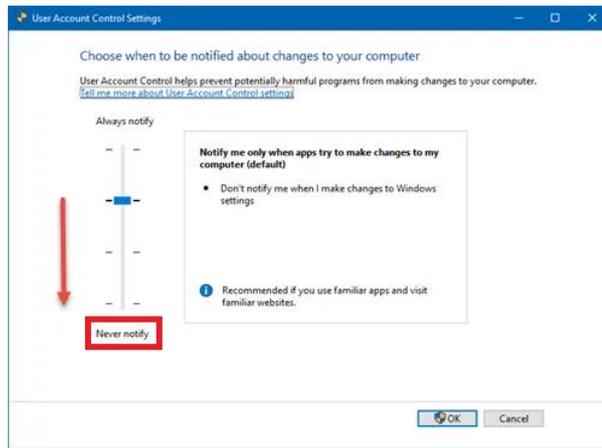
Last both use to installed in "Surfer XX" folder:

AppData	29.10.2021 12:46
ColorScales	29.10.2021 12:46
Gdal-Data	29.10.2021 12:46
Samples	29.10.2021 12:46
Symbols	29.10.2021 12:46
Application-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
pdf tobmp	07.06.2018 20:46
pdf toppm	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-l1-1-0.dll	05.07.2017 21:35

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

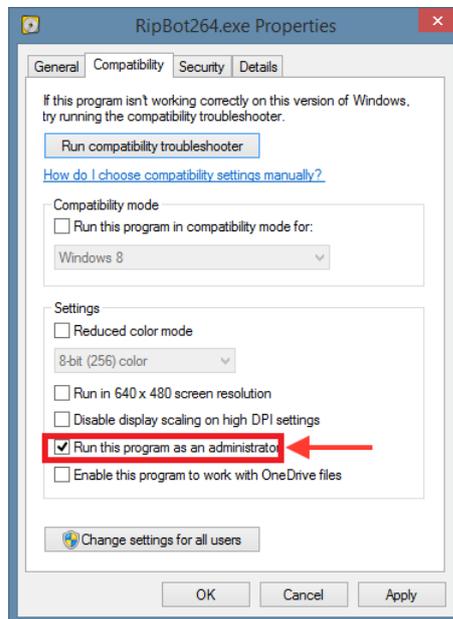


Click to "show more details" and in the next window

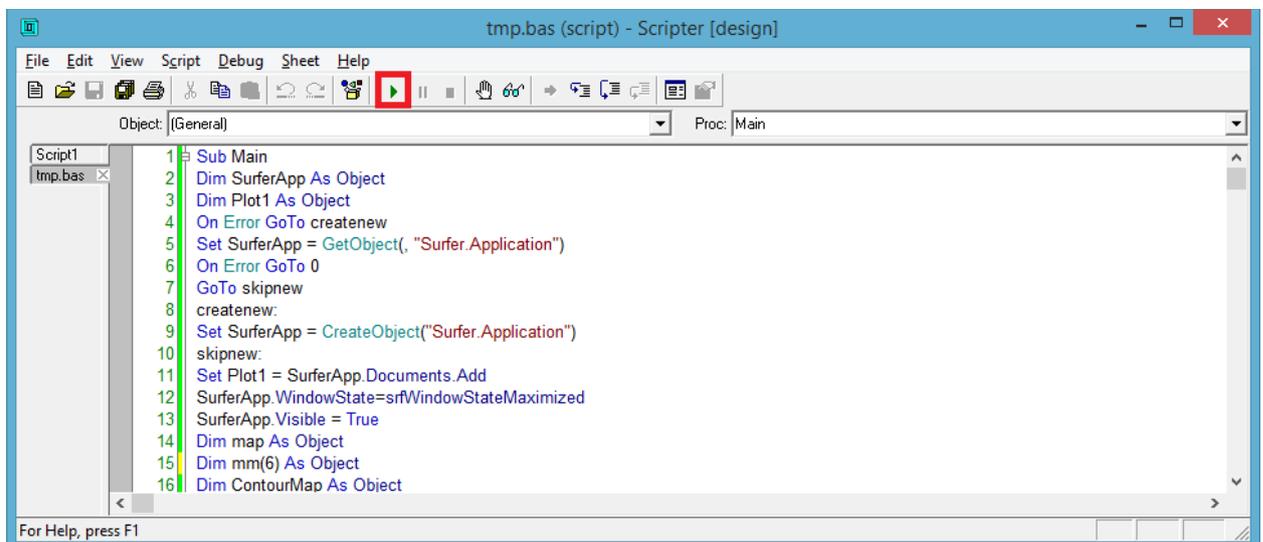


move security level to lowest position.

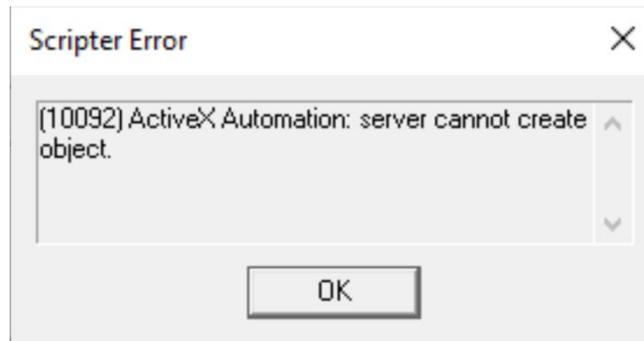
We also recommend to always run all three apps in administrator mode.



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



If next small window show up:



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