**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.

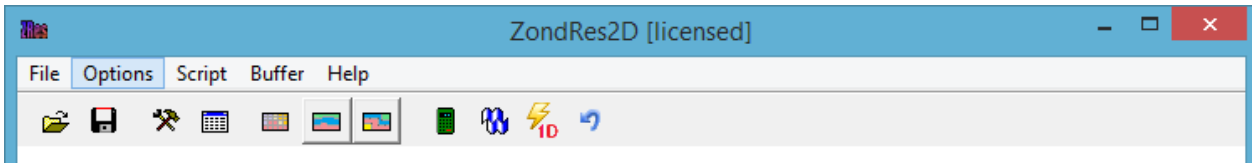
2. You free update period has expired. In this case you should use latest version of software which worked properly or pay for next 2 years of updates.

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.




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

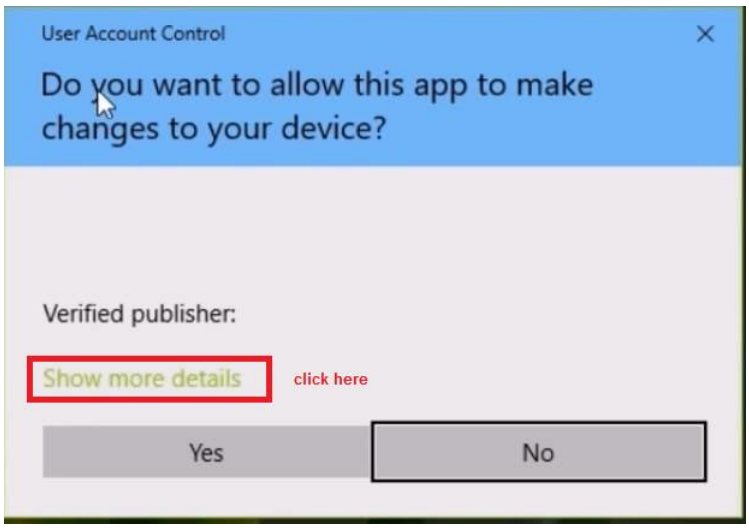
Downloaded *.exe has different date from I see on the webpage.

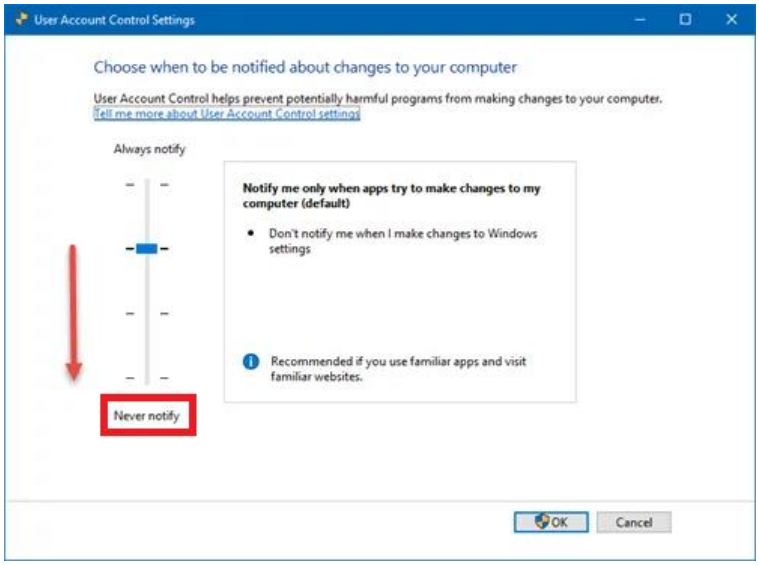
Use internet explorer browser. Chrome very often uses cached version for download.

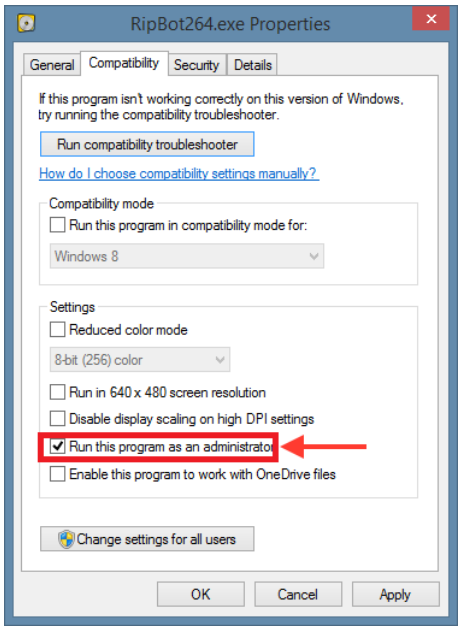
**Can't run software**

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:



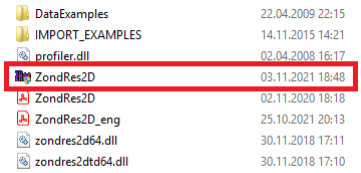

**Can't run forward modeling or inversion in 3D software**

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

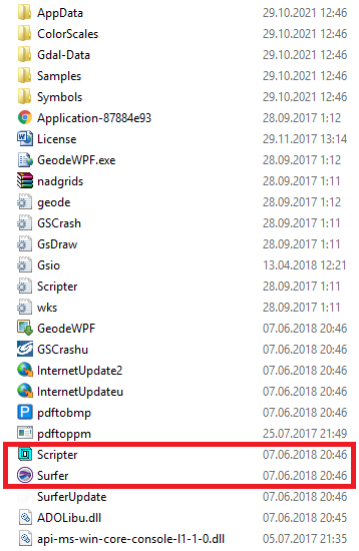
1. Do not use 32-bit system.
2. Set security for Zondxxx.exe settings as in topic **Can't run software**
3. Turn off antivirus.
4. Change software allowance in antivirus settings.

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

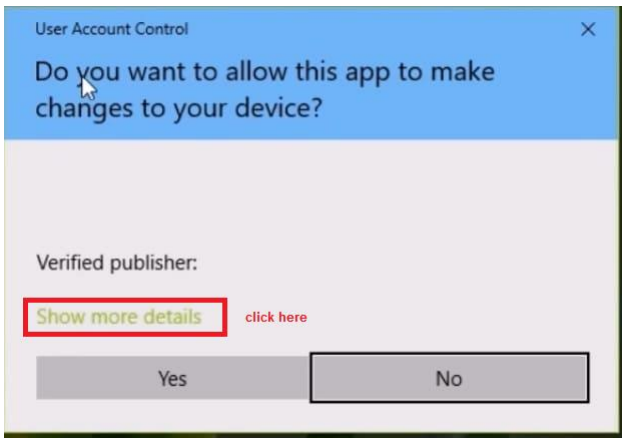
You need to check security options for 3 applications: zondxxxxx.exe, surfer.exe and scripter.exe.



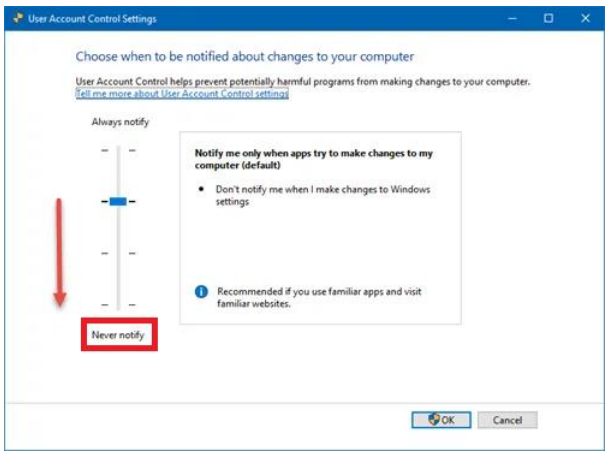

Last both use to installed in "Surfer XX" folder:




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

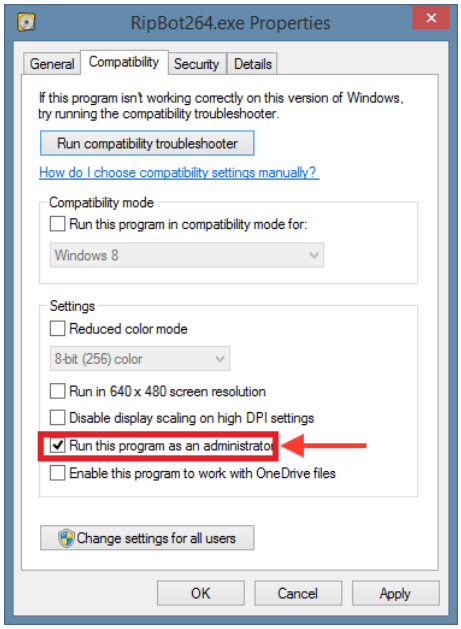



Click to "show more details" and in the next window

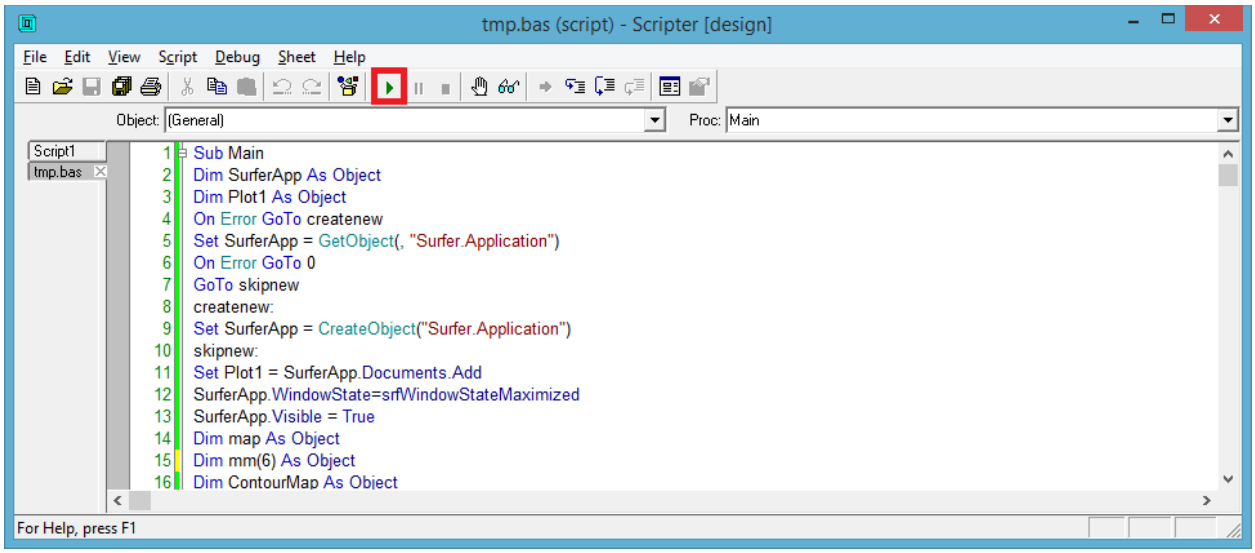



move security level to lowest position.

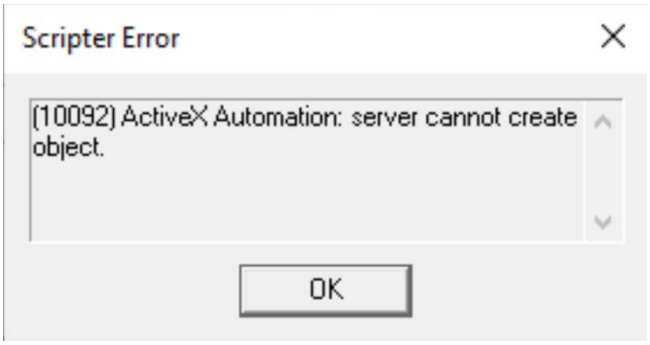
We also recommend to always run all three apps in administrator mode.




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.