



EKKO_Project

Software Installation User's Guide



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Should you have any questions concerning the installation, please contact us at:

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1 USB Dongle

The USB-Dongle that came with your system contains the EKKO_Project software installation and PDFs of the EKKO_Project manuals.



Insert the USB-Dongle into a USB port of your computer.



In a few seconds, the USB-Dongle should be recognized, and a driver installed to access it.

If the USB-Dongle is not recognized by the computer, move it the USB-Dongle to a different USB port on your computer and see if it opens using the new USB port.

If the computer still does not recognize the dongle, see [Dongle Troubleshooting](#).

Select the "**Open folder to view files**" option. The files and folders on the USB-Dongle are listed.

Software installations are also available on the Sensors & Software website (www.senssoft.ca) after registering and logging in.

2 EKKO_Project Data Processing Software

2.1 Installing EKKO_Project

Use EKKO_Project to manage, display, edit, process, and interpret GPR data.

1. To install EKKO_Project, open the EKKO_Project folder and double-click the **EKKO_Project Setup.EXE** program to run it.
2. Follow the installation instructions.
3. After installation, run EKKO_Project using one of the following methods:
 - Double-click the **EKKO_Project** desktop icon.
 - Click **Start > Programs > Sensors & Software GPR > EKKO_Project**.

EKKO_Project is dongle protected, so ensure the USB-dongle is inserted in a USB port whenever you run the EKKO_Project software.

2.2 EKKO_Project Manuals

The EKKO_Project manuals can be accessed in two ways:

- 1) On the EKKO_Project toolbar click **Help**.
- 2) On the USB dongle, open the **\EKKO_Project Vx Ry\Manuals** folder.

Viewing the PDF documents in this folder requires the Adobe Acrobat Reader is installed on your computer. If required, use the link to go to the Adobe website and download the Adobe Reader.

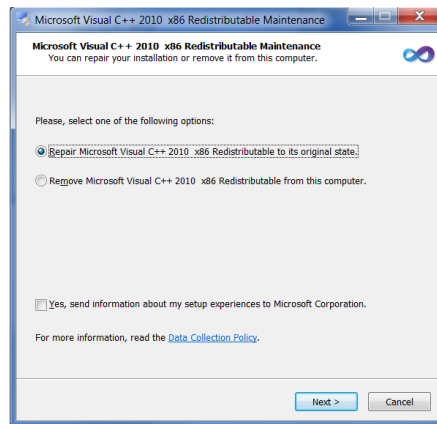
3 EKKO_Project Installation Troubleshooting

3.1 Error Running SETUP.EXE

- 1) If there is an error after running the SETUP.EXE file, the problem may be a permissions issue. The user may not have the rights to install software on the computer.
- 2) Right click on the **setup.exe** program and select "**Run as Administrator**".
- 3) If that still does not allow the SETUP.EXE file to run, check with Information Technology (IT) and ask them to help install EKKO_Project.

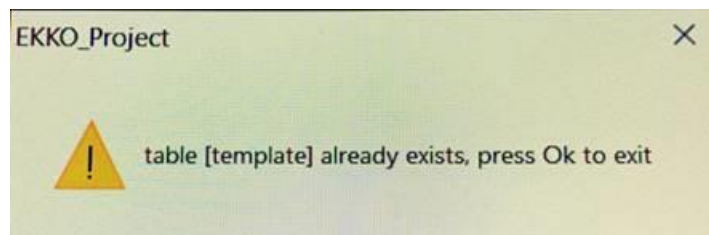
3.2 Warnings and Messages while Installing

Some software applications require the installation of additional software resources and libraries. Messages may be displayed asking for permission to install these components, or, if these resources are already present on the computer, a message like the following may be displayed:



If this occurs, select the "Repair" option.

3.3 "table [template] already exists" error



We believe the error is caused by special characters in the Windows Username (the name used when you login to the computer). The file referenced in the error is stored in a subfolder of c:\users\USERNAME. If USERNAME has a special character, some processes may not link correctly, and the error occurs. For example, if you

have José as the username, in some places it may be referenced as Jose without the accent instead, causing problems.

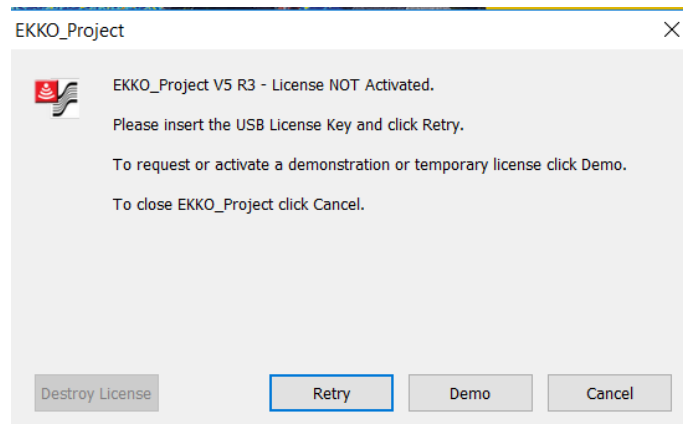
To see if this is the issue, create a new login for the computer using only a-z/A-Z/0-9 characters and try running EKKO_Project with the new Windows username.

Even if the Windows username does not appear to special characters in it, we have seen cases where this error is resolved by creating a new Windows Username for that computer, logging in under that username and running EKKO_Project.

4 Dongle Troubleshooting

4.1 Dongle not Recognized by Computer

If the red USB dongle is inserted in a USB port of your computer but, when you attempt to run the EKKO_Project software, you constantly get this error message:



The problem may be either:

- 1) **Cannot Read License:** Your computer does not recognize the dongle and therefore cannot read the License Key on the dongle.
- 2) **License Conflict:** The computer has an older EKKO_Project license, from a previous version or a trial version, and there is a conflict between the old license on the computer and the new license on the dongle.

If you think that it may be a license conflict, follow the solution in section **4.2** below.

If EKKO_Project has never been installed on this computer before, try the following:

- 1) Remove the dongle from the USB port, reboot your computer, insert the red USB dongle in a USB port and run the EKKO_Project software.

If you still get the same error message above and EKKO_Project will not run, go to Step 2.

- 2) Try the red dongle in a different USB port on the computer. The light inside the red USB dongle will illuminate when it is recognized by the computer.

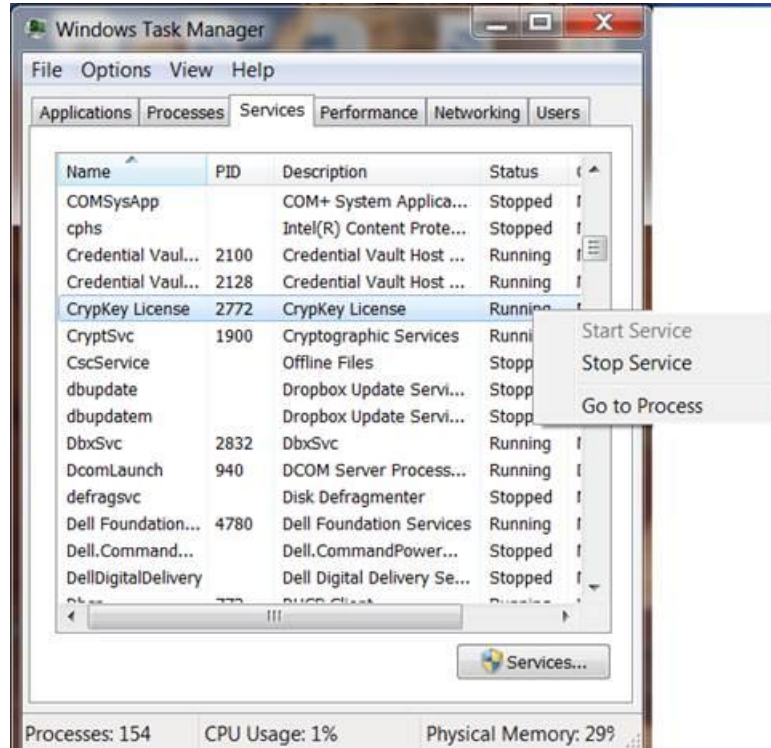
If you still get the same error message above and EKKO_Project will not run, go to Step 3.

- 3) With no dongle in the USB port, run EKKO_Project. When you get the message above, insert the dongle into a USB port of the computer and click on the **Retry** button.

If you still get the same error message above and EKKO_Project will not run, go to Step 4.

- 4) Try the following:
 - i. Press Ctrl+Alt+Del.

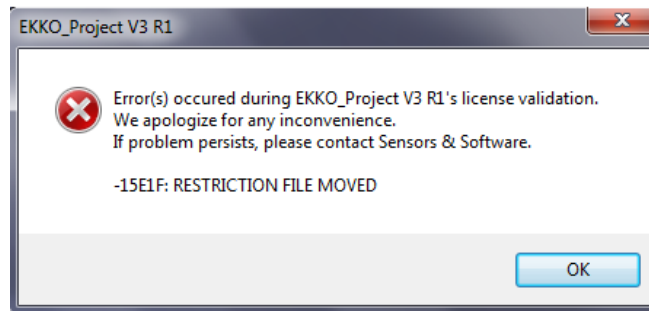
- ii. Select "Start Task Manager" from the menu.
- iii. Select the Services Tab
- iv. Find the CrypKey License and make sure the Status is "Running". If it is not running, right-click on the "Status" for CrypKey License and select "Start Service".

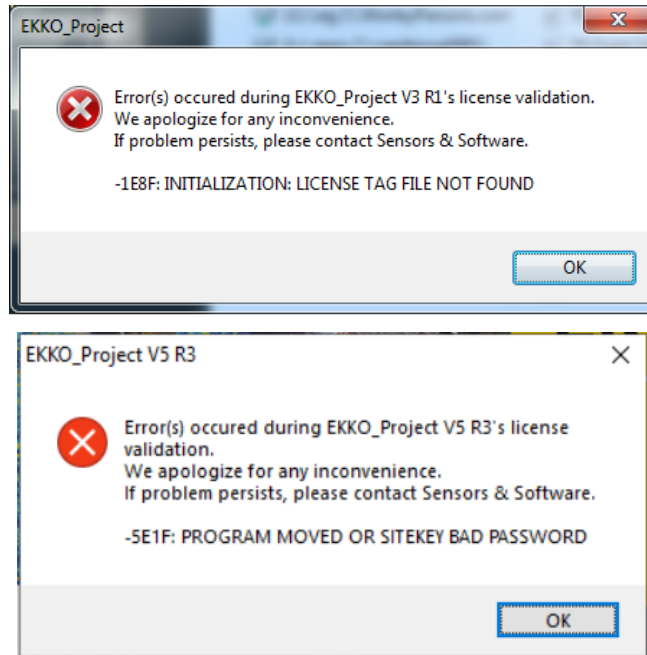


- v. Exit from the Task Manager.
- vi. Run EKKO_Project.

4.2 Restriction File Moved, License Tag File Not Found, Program Moved or Sitekey Bad Password Error

After running EKKO_Project, you get one of the following error messages:

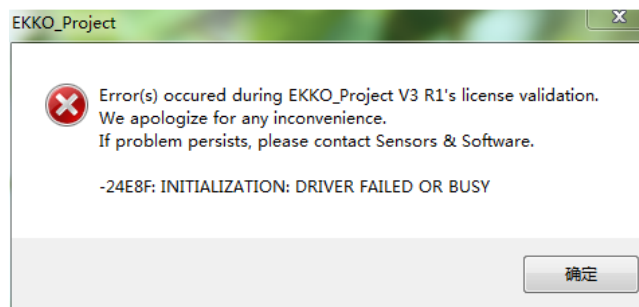


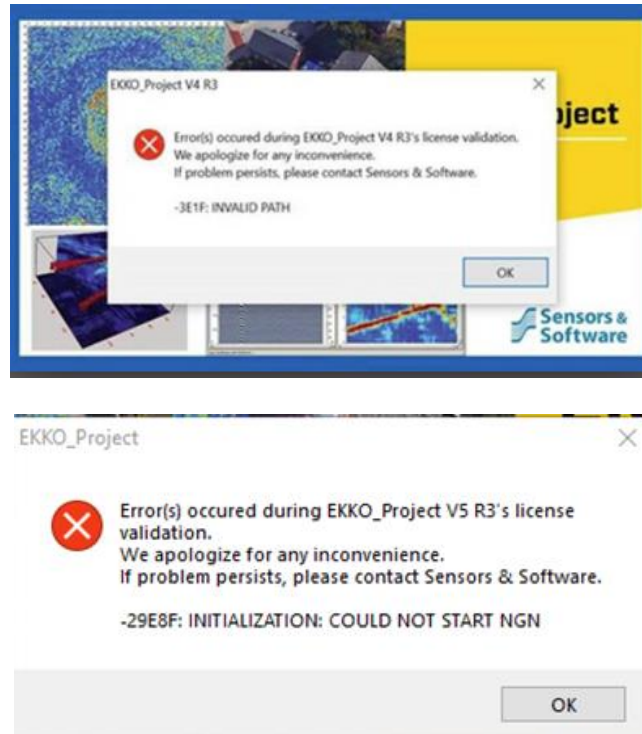


or there is a license conflict, try the following:

- 1) Uninstall EKKO_Project using **Control Panel > Programs and Features**
- 2) Click the **Start** button and, in the "Search programs and files" field, type in %programdata% and press **Enter**.
- 3) Find the EKKO_Project folder and delete it.
- 4) Click the **Start** button and, in the "Search programs and files" field, type in %appdata% and press **Enter**.
- 5) Find the Sensors & Software folder and delete it.
- 6) Reinstall EKKO_Project
- 7) Run EKKO_Project.

4.3 Driver Failed or Busy, Invalid Path, Could Not Start NGN, Error Writing to File crp32002.ngn or EKKO_Project Frozen on Splash Screen

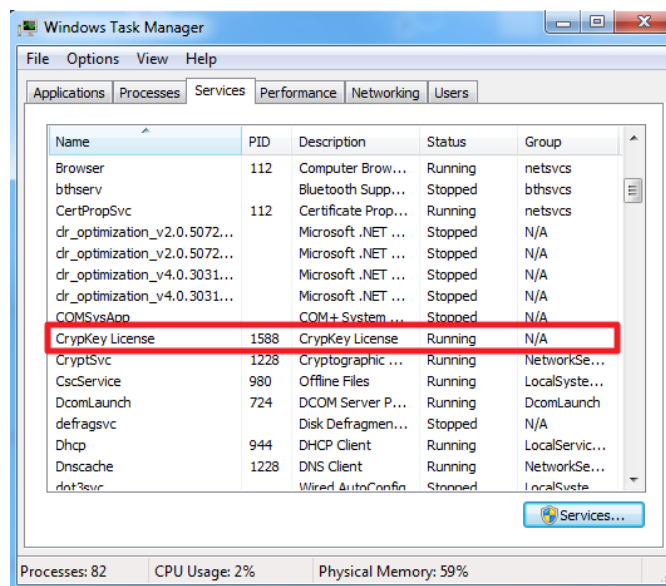




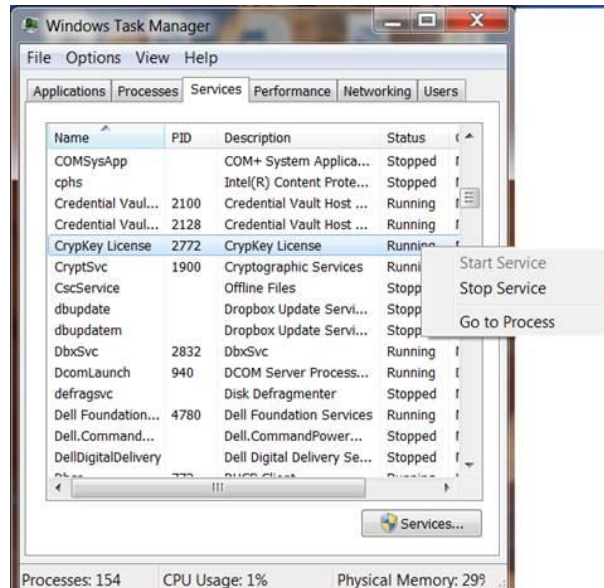
- 1) Navigate to the C:\ProgramData\EKKO_Project folder on the computer.
- 2) Double-click on the CKS.EXE file to run it.
- 3) Run EKKO_Project.

If you still get the same error, the problem may be the CrypKey License Not Running

- 1) Press **Ctrl-Alt-Del** and then select **Task Manager** from the list. Then go the **Services** tab and confirm that the CrypKey License program is running.



- 2) If it is not running, right-click on the "Status" for CrypKey License and select "Start Service".



- 4) Exit from the Task Manager.
5) Run EKKO_Project.

If you still get the same error, the problem may be Permissions:

The user may not have permission to run or access files in the following folder: C:\ProgramData\EKKO_Project. Note that this is a hidden folder; in **Windows Explorer**, check the **View** menu option **Hidden Items**, to see it.

Ensure the user has permission to access files in this folder.

If you still get the same error, the problem may be Anti-Virus Software:

The computer's anti-virus software may consider files in the C:\ProgramData\EKKO_Project as threats and won't allow them to run. Add this folder or at least the .NGN files in this folder to the anti-virus software's "whitelist".

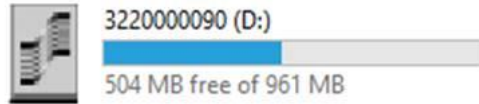
4.4 Ckldrv.sys File Error

When trying to run EKKO_Project, if you get an error message related to the **Ckldrv.sys** file and delete this file, and then reinstall EKKO_Project.

4.5 Corrupt or Damaged Dongle

If none of the solutions above solve the problem with the dongle and you have no success on multiple computers, the dongle may be corrupt or damaged.

When you contact us for any dongle issues, it is best if you have your dongle serial number or sales order number handy so that we can promptly assist you. The dongle serial number is the name of the dongle that appears in your file explorer window when the dongle is inserted into a USB port of your computer, as shown below:

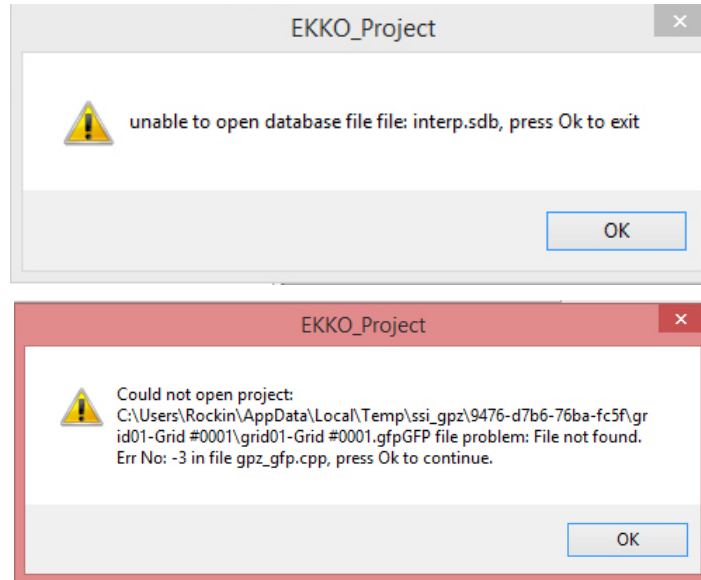


You can also find the dongle serial number written on the envelope (bottom left corner) that contains the dongle when you first received it. The envelope would have the Sales Order # (top right corner) and the Dongle Serial #; both can be used to find your account when you contact us.



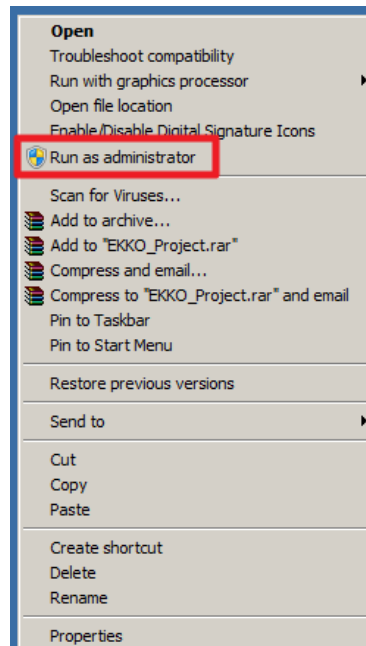
5 EKKO_Project Runs but with Errors

If you see the following error messages or similar ones when running EKKO_Project:



The errors indicate that the user does not have the rights to access or create files in certain folders used by EKKO_Project on the PC. You will need to ask you IT specialist to provide you with the proper read/write permissions to access the folders.

The other option is to right-click on the program icon on the Desktop and select "Run as Administrator" from the menu:

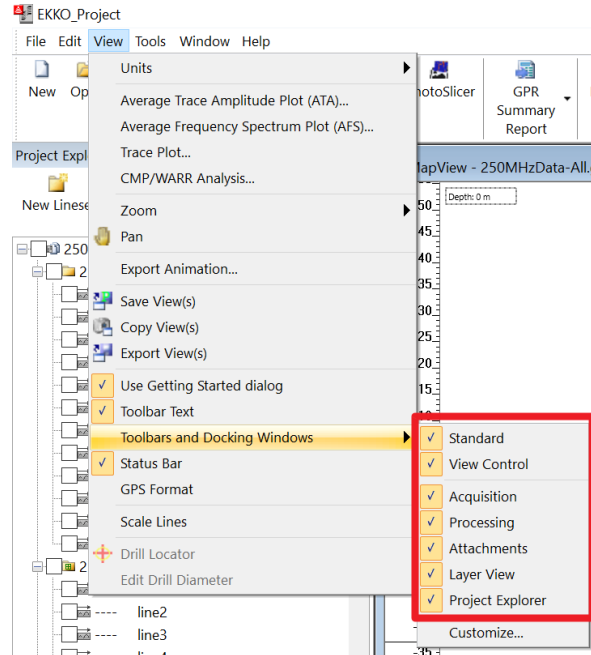


This option resolves application permission errors.

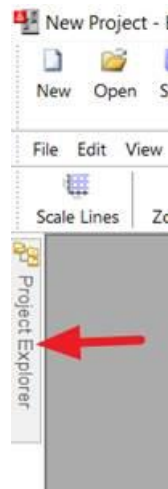
6 Missing Windows in EKKO_Project

If, when running EKKO_Project, you cannot find some of the windows and tabs that are supposed to be visible, such as the Layer View, Acquisition tab, Processing tab and Attachments tab, do the following:

- 1) Go to **View > Toolbars and Docking Windows** and make sure the window is checked on.

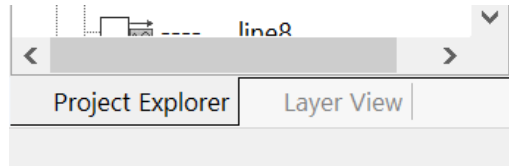


- 2) Look at the edges of the EKKO_Project window to see if the windows are set to "Auto Hide" and are sitting off the edge.



If this is the case, it is possible to drag and drop the window to a new location on the screen.

- 3) Look to see if the window has become a tab with another window:



If this is the case, it is possible to drag and drop the window to a new location on the screen.

- 4) Minimize the open windows and make sure the missing windows are not in behind other windows.
- 5) Go to **Help > Restore Factory Defaults**. This should make all the windows visible.
- 6) If the windows are still not visible, go into **View > Toolbars and Windows > Customize**.

Under the **Toolbars** tab, **Reset All**. Under the **Keyboard** tab, **Reset All**. Under the **Menu** tab, **Reset**.

