

SENSORS & SOFTWARE® 
from **RADIODETECTION**

IceMap™ Software

Installation, Registration, & Troubleshooting

User Guide

2024-00038-01

End User License Agreement

Please read the End User License Agreement at <https://www.sensoft.ca/producteula/>

Product Warranty and Limited Liability

Please refer to the terms and conditions included as part of your order acknowledgement and/or invoice for full details of the product warranty and limited liability.

Follow your company and national safety procedures and or requirements when operating this equipment in any environment or workplace. If you are unsure what policies or procedures apply, contact your company or site's occupational health and safety officer or your local government for more information.

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

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Mississauga, Ontario

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E-mail: sensoft_service@spx.com

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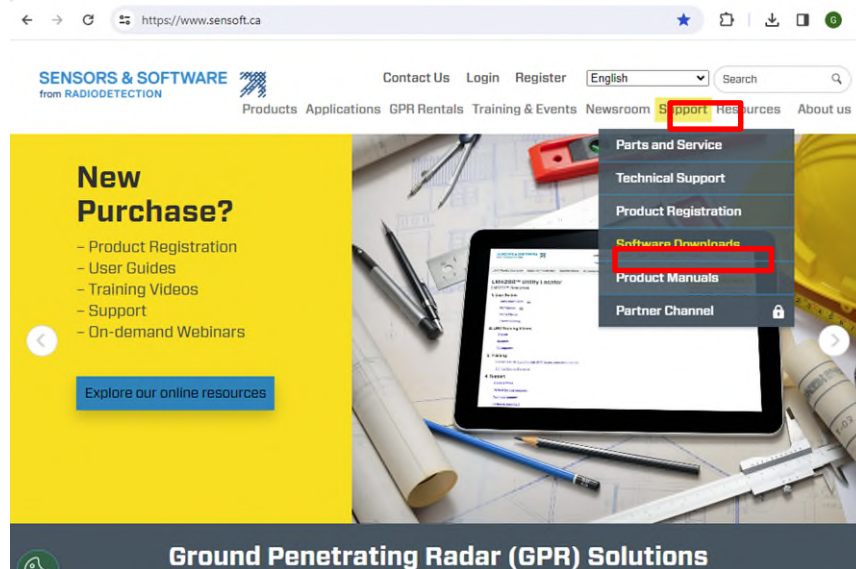
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1 Downloading IceMap Software Installation

The IceMap software comes pre-installed on the laptop PC supplied with the IceMap system. However, if you have purchased an additional IceMap license to work with IceMap data on another computer, you must download the IceMap software installation from the Sensors & Software website.

The link to download the IceMap installation can be found in several places:

- 1) Here: <https://www.sensoft.ca/gpr-user/gpr-system-software/>
- 2) On the Packing List document sent with your software:
- 3) Or go to www.sensoft.ca > **Support** > **Software Downloads**



GPR Software Downloads

Sensors & Software offers software that supports our GPR systems. We are constantly improving our existing software products and developing new ones for GPR applications. Click on any of the software packages below to download it.

Current Software

PC Software

- ▶ EKKD_Project software downloads
- ▶ Sample GPR Data (Download zip file)

If you are interested in upgrading an earlier version of EKKD_Project to V6, please [Contact Us](#).

GPR System Software

Download the latest system software by selecting your GPR product below

- ▶ LMX100™
- ▶ LMX200™
- ▶ LMX150™ FINDAR®
- ▶ NDDGIN®
- ▶ CONQUEST® 100
- ▶ pulseEKKD®
- ▶ SPIDAR (NIC-500)
- ▶ **iceMap™**

Select **IceMap** from the list under **GPR System Software** and download the installation file. The installation file typically downloads to your **Downloads** folder. You can run it from there or move it to another folder on your computer.

After downloading the software at this link, go to **Section 2**.

2 Installing & Running IceMap Software

To install IceMap, double-click the **IceMapV2_Setup.EXE** program to run it. Follow the installation instructions on the screen.

After installation, run IceMap using one of the following methods:

- Double-click the **IceMap** desktop icon:

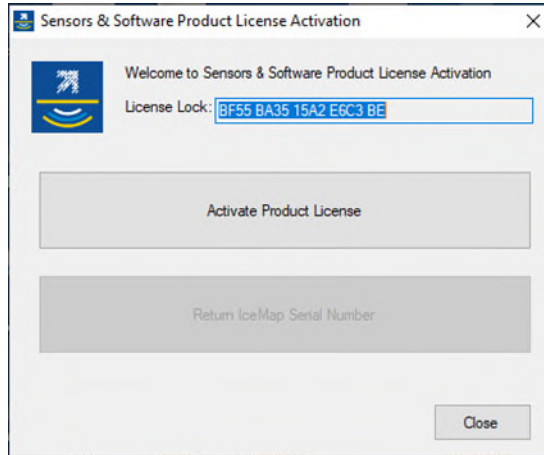


- Click **Start > Programs > IceMap > IceMap V2 R1**

If you have problems installing IceMap, see [IceMap Installation Troubleshooting](#).

3 Activating IceMap Software

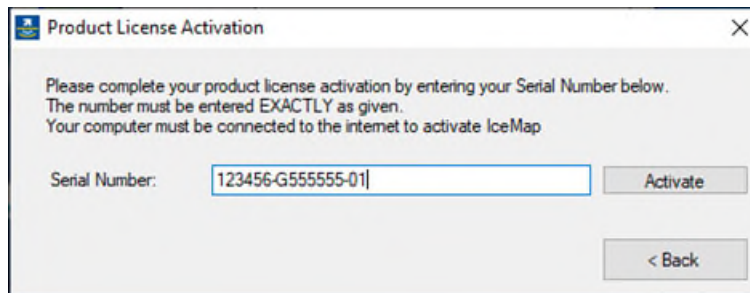
Running IceMap for the first time on a computer will display the License Activation screen:



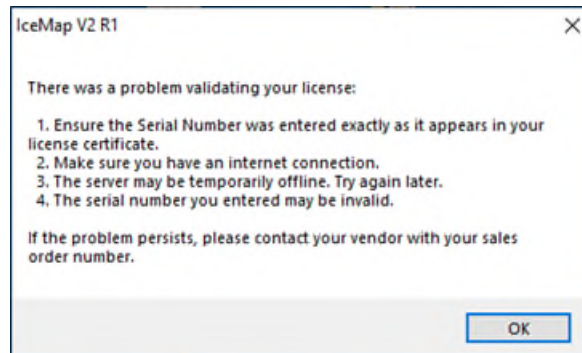
Select **Activate Product License**.

On the next screen, enter your **Serial Number** for IceMap and press **Activate**.

The Packing List document sent with the GPR system will show the IceMap Serial Number.



If the following error message appears:

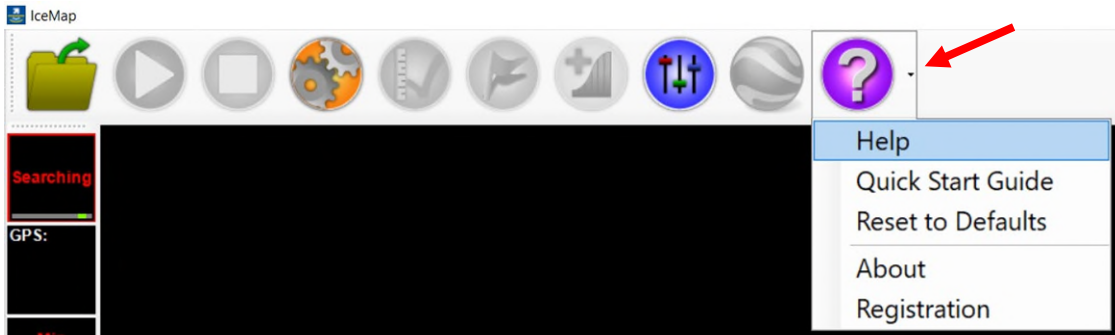


Follow the directions listed. If the problem persists, try the steps listed in the Troubleshooting section: [License Conflict](#), [Restriction File Moved](#), [License Tag File Not Found](#), [Program Moved or Sitekey Bad Password](#) or [No Valid License Error](#)

4 IceMap Software Support

4.1 IceMap Operation Manual

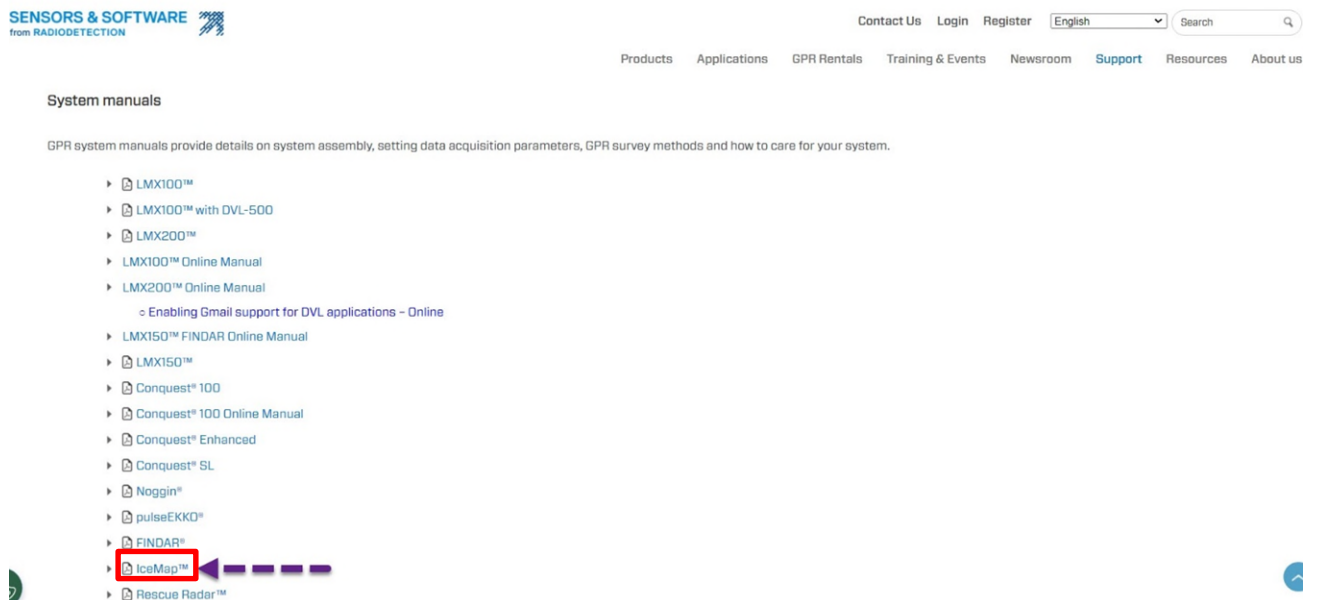
The IceMap manual can be accessed from the IceMap software by clicking the button or the small down-arrow beside the question mark, then selecting Help:



The IceMap manual can also be downloaded from the Sensors & Software website:

www.senssoft.ca > **Support** > **Product Manuals**

and selecting **IceMap** from the list:




4.2 Online IceMap Training

SensoftU, our online learning platform, contains an on-demand course called **IceMap GPR – Operation & Data Collection**. This can be found at <https://sensoftu.com/catalog/info/id:140>. The course lets you progress at your own pace. Upon obtaining a passing grade in the final test, a certificate of completion can be printed out.

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Get this course (USD \$200.00)

On-demand Training
IceMap GPR - Operation & Data Collection (9902)

OVERVIEW
 This interactive, online course will teach students how to use the IceMap system for measuring ice thickness. The following topics are covered in this course:

- Basics of GPR
- Setting up the IceMap system
- Configuring data collection parameters
- Viewing & collecting data
- How to do IceCals
- Data interpretation
- Case examples

** You will have access to this course for 6 months from the date you sign up for it. **

DURATION
 Approximately 2 hours (you can stop and resume where you left off at any time)

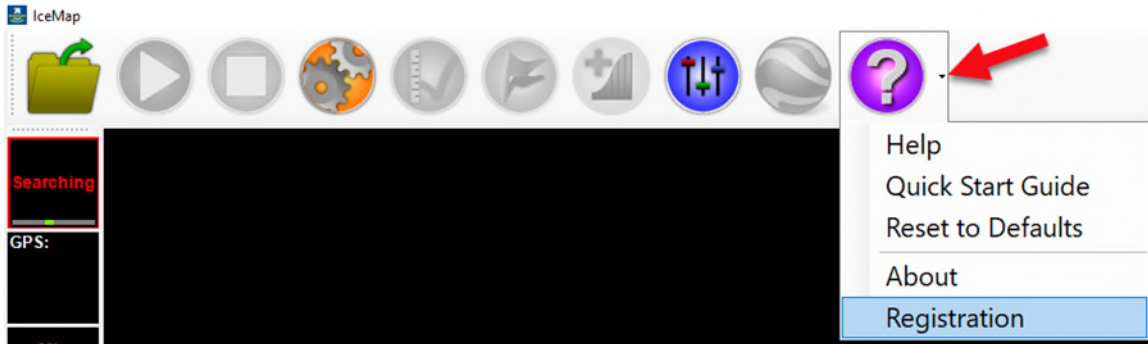
REQUIRED HARDWARE
 Speakers or headphones (as the training contains audio)

UPON COMPLETION
 A certificate will be available for download and printing, providing a passing mark of 65% is attained

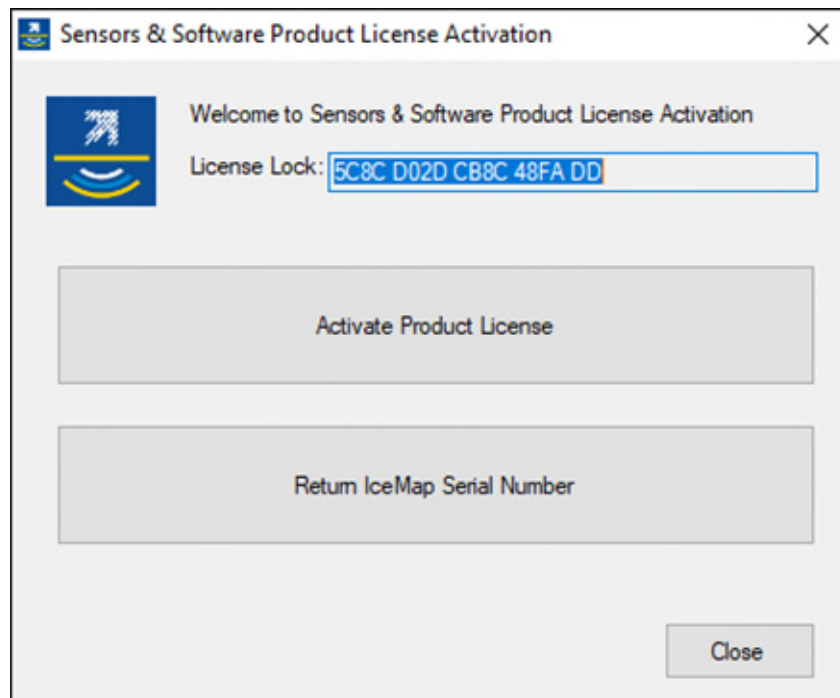
5 Returning an IceMap Software Serial Number

To move an IceMap software license to a new computer, the current serial number must be returned to Sensors & Software and a new IceMap serial number issued by our Customer Service Team.

To return an IceMap license, run the IceMap software, click on the small down-arrow beside the question mark button, then select the **Registration** menu option:



This opens the following dialog.



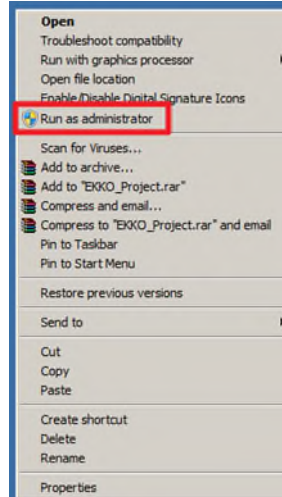
To disable your current IceMap license, select the **Return IceMap Serial Number** option.

It is best to contact the Customer Service Team at sensoft_service@spx.com and ensure they are able to help you promptly before returning the IceMap serial number, so you are not without the IceMap software for longer than expected.

6 IceMap Installation Troubleshooting

6.1 Error Running IceMapV2_Setup.EXE

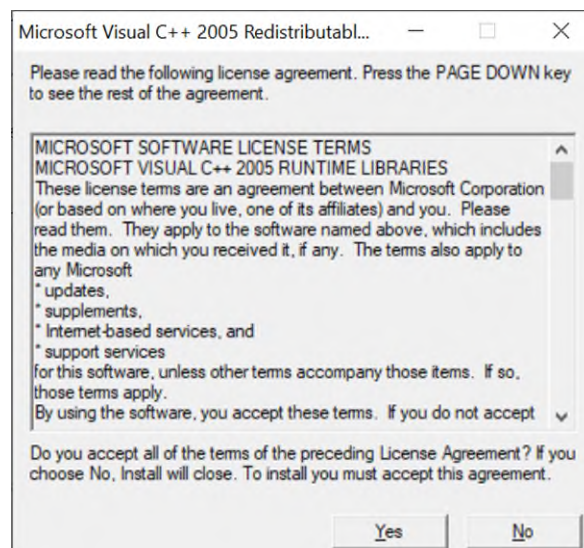
- 1) If there is an error after running the IceMapV2_Setup.exe file, the problem may be a permissions issue. The user may not have the rights to install software on the computer.
- 2) Right click on the **IceMapV2_setup.exe** program and select "**Run as Administrator**".



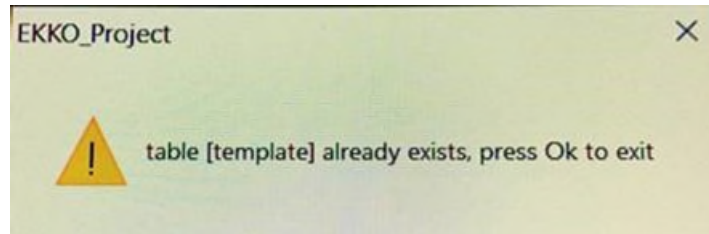
- 3) If that still does not allow the SETUP.EXE file to run, check with your company Information Technology (IT) Department and ask them to help install IceMap.

6.2 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:



6.3 “table [template] already exists” error



This error is often 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, for example, José, some processes may not link correctly, and the error occurs.

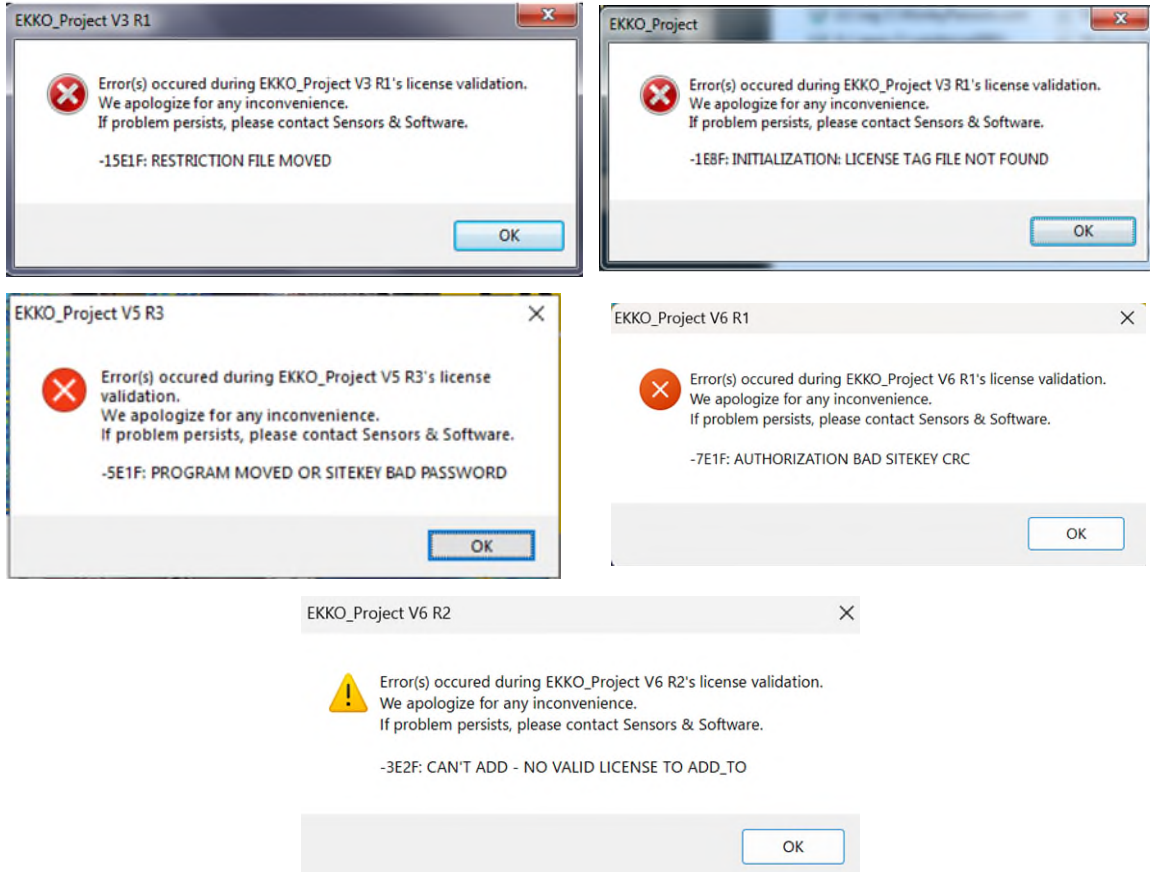
To see if this is the issue, create a new login for the computer using only a-z/A-Z/0-9 characters and try running IceMap with the new Windows username.

Even if the Windows username does not appear to have special characters in it, sometimes this error is resolved by creating a new Windows username for that computer, logging in under that username and running IceMap.

7 License Troubleshooting

7.1 License Conflict, Restriction File Moved, License Tag File Not Found, Program Moved or Sitekey Bad Password or No Valid License Error

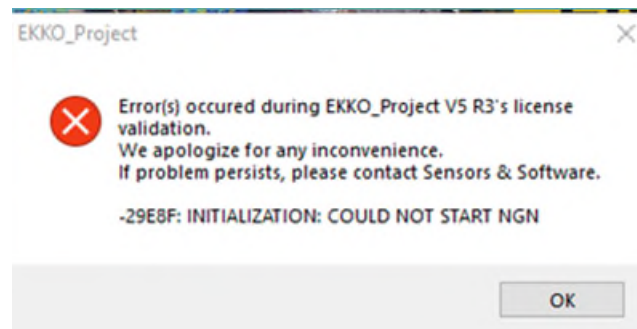
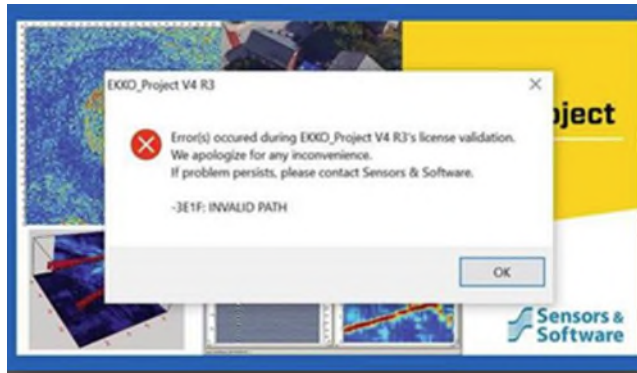
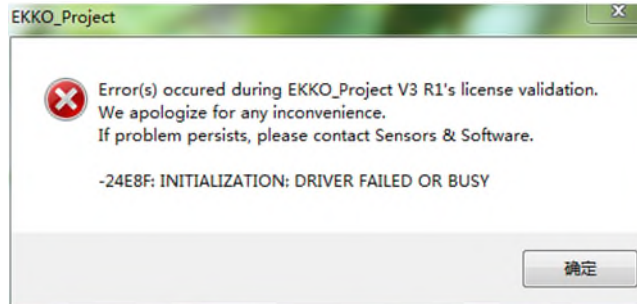
After running IceMap, you may get an error message in this style:



If so, try the following:

- 1) Uninstall IceMap 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 **IceMap** 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\IceMap** folder and delete it.
- 6) Reinstall the IceMap software.
- 7) Run IceMap.

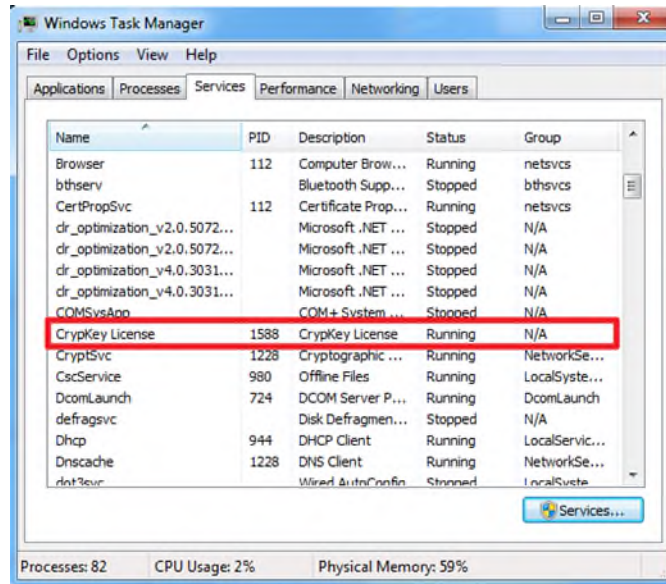
7.2 Driver Failed or Busy, Invalid Path, Could Not Start NGN, Error Writing to File crp32002.ngn or IceMap Frozen on Splash Screen



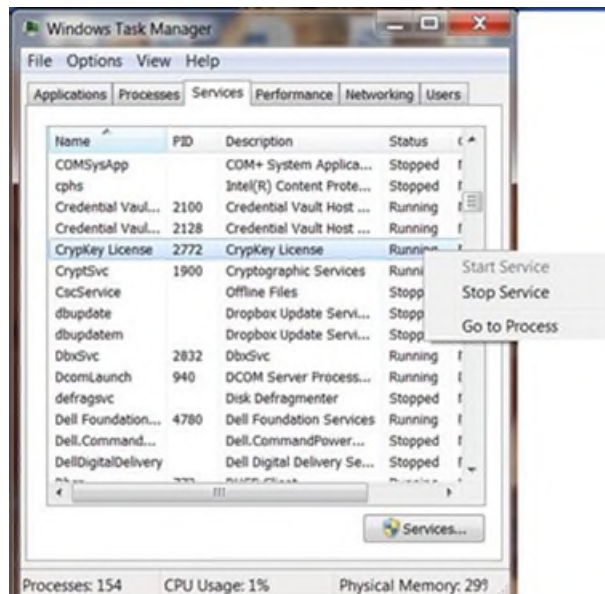
- 1) Navigate to the **C:\ProgramData\IceMap** folder on the computer. Note that this is a hidden folder; in **Windows Explorer**, check the **View** menu option **Hidden Items**, to see it.
- 2) Double-click on the **CKS.EXE** file to run it.
- 3) Run IceMap.

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 to 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 IceMap.

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\IceMap. 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\IceMap 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".

7.3 Ckldr.sys File Error

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

Our Mission

Provide best in class equipment and solutions, to prevent damage to critical infrastructure, manage assets and protect lives.

Our Vision

To be the world's leader in the management of critical infrastructure and utilities.

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USA

Raymond, ME
Kearneysville, WV

Canada

Mississauga, ON



Europe

United Kingdom **HQ**
France
Germany
The Netherlands



Asia Pacific

India
China
Hong Kong
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