

# InkFormulation ColorQuality License Dongle Troubleshooting

## Issue description

InkFormulation or ColorQuality starts with error message “No license key found” but the dongle is attached to the computer and is showing a red light.

## Possible root cause no 1 – Remote connection

If you have a single seat license with the dongle attached on your own computer, please make sure, that no one tries to log into the computer via RDP or Citrix, as this will block the dongle license and give you exactly this error message. Access to the license dongle from remote is only allowed for online dongles.

## Possible root cause no 2 – Dongle driver not supported

Depending on the InkFormulation or ColorQuality Version available, the included driver for the license dongle might not be supported by the actual Windows Version.

The logical fix would be to download the latest driver from the supplier’s website, but we see that the required low level driver `hardlock.sys` is not installed correctly when using the latest GUI runtime stand-alone driver.

- a) Since some Windows 10 Updates the driver needs to be installed with specific commands from InkFormulation and cannot be installed with the GUI runtime stand-alone driver.
- b) Newer Versions after Version 8.31 are not installing the required `hardlock.sys` anymore.

If the `hardlock.sys` is not installed correctly the license cannot be checked from InkFormulation and the error message “No license key found” will occur.

The latest driver we have successfully tested and verified that installs the required `hardlock.sys` is version 8.31 and it needs to be installed with specific commands that are included in the InkFormulation installer or can be manually added with the below instruction.

## Available Downloads

- InkFormulation:  
<https://www.xrite.com/service-support/product-support/formulation-and-qc-software/colorquality-software>
- ColorQuality:  
<https://www.xrite.com/service-support/product-support/formulation-and-qc-software/inkformulation-software>

## Windows version too old:

The dongle driver used in InkFormulation 6.41 should also work on Windows 10 prior to Update 2004. But we recommend upgrading the latest version available as we can only support Windows Versions that are still supported by Microsoft themselves.

## Dongle driver too old:

The ColorQuality installer will not have the latest driver installed, as it has not been amended since years. The easiest way to install the latest dongle driver is to install the latest InkFormulation (from 6.52 or newer) after ColorQuality as this carries the matching dongle driver to the latest Windows Updates. If InkFormulation is not used, it can be uninstalled afterwards, the dongle driver will remain.

If this is still not working, please follow the manual command line dongle driver installation.

### Manual command line dongle driver installation

- Go to C:\Program Files (x86)\X-Rite\InkFormulation\HaspInstall.exe (from InkFormulation 6.52 installation this is version 8.31 of the dongle driver)
- Go to the Windows Search icon and enter cmd to open the **Command Prompt App** will be shown as a selection. It will open like this:

```
Microsoft Windows [Version 10.0.19042.1348]
(c) Microsoft Corporation. All rights reserved.
C:\Users\username>
```

Switch to the directory where you did store the new driver (on the desktop for example) with **cd ...**

```
C:\Users\username> cd C:\Program Files (x86)\X-Rite\InkFormulation
```

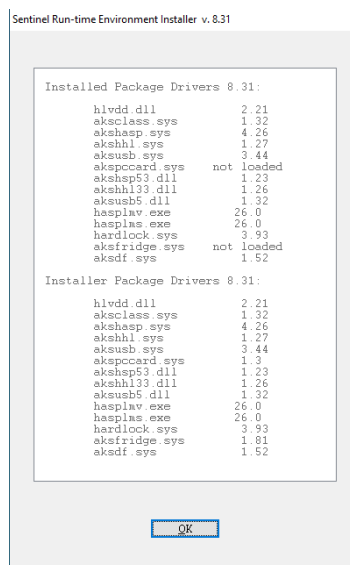
Enter **haspinstall.exe -i** to install the driver

```
C:\Program Files (x86)\X-Rite\InkFormulation>haspinstall.exe -i
```

To double check if all deep-level files have been properly installed enter **haspinstall.exe -info**

```
C:\Program Files (x86)\X-Rite\InkFormulation>haspinstall.exe -info
```

and this should bring up the following window. The **hardlock.sys** must be present and installed.



- If the dongle is still not recognized, try removing any previously installed drivers first. (-r: Remove, -kp: KillProcess):

```
-r -kp
```

- If you still see any previous driver installed, then you should clean the registry from these with -purge:

```
-purge
```

- Check with -info: All installed packaged driver should now show “not loaded”
- Then install the drivers again including the legacy drivers:

```
-i -ld
```

If this all does not help, please create a technical support request through the contact form or through your My X-Rite account and send us the screenshot from the -info command.