

Please email support7@esteemsoft.com.my for technical support queries.

Steps to try and resolve the 'Hardlock not found' error pop up in software when dongle is currently plugged in after inactivity i.e. (sleep or hibernation).

- 1. At Device Manager, check any USB ports/hub Power Management Properties option 'Allow the computer to turn off this device to save power' is not ticked.
 - 2.1. Right click on Properties as shown:



1.2. Make sure option 'Allow the computer to turn off this device to save power' is unticked as shown:





2. Check power settings for USB selective suspend setting are set to 'Disabled'. 3.1. At 'Control Panel\Hardware and Sound\Power Options\Edit Plan Settings' (or windows search for 'Edit Power Plan') click 'Change advanced power settings'.
* Edit Plan Settings

Change settings for the p	plan: Balan	iced	omput	ter to use		
enouse the steep and display set	ings that ye	On battery	Shipu	ATT	Plugged in	
Turn off the display:	5 minutes		\sim	5 minutes		~
Put the computer to sleep:	5 minutes		\sim	5 minutes		\sim
Change advanced power setting	5					
Restore default settings for this p	olan					

2.2. Make that USB setttings > USB selective suspend setting is 'Disabled' for 'On battery' and 'Plugged in' as shown:

Power Options	?	×
Advanced settings		
Select the power plan that you want to then choose settings that reflect how yo computer to manage power.	customise ou want yo	e, our
Plugged in: 20 Minutes Internet Explorer mode Desktop background settings Wireless Adapter Settings		^
Sleep Change power management	settings to	or your a
 ⇒ USB settings ⇒ USB selective suspend setting. On battery: Disabled Pluqqed in: Disabled ⇒ Intel(R) Graphics Settings ⇒ PCI Express 		
Restore plan	n defaults	
OK Cancel	Арр	oly



3. Unplug the dongle and replug it to another usb port if there is another usb port. Then click 'Ok' as shown:



4. Reinstall Dongle Driver

4.1. Go to Device Manager then uninstall the Dongle driver as shown below:



4.2. Reinstall the Latest Dongle Driver