

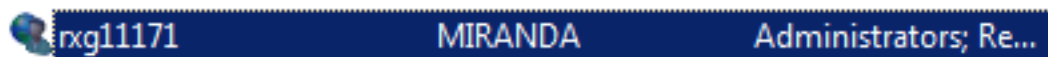
iControl Solo 6 - No Densite Manager

Here are a few things to verify when you are unable to get Densite Manager to start *** Mind that you may need to do a refresh list from the view menu of iControl Solo 6 ***:

IMPORTANT NOTE: iControl Solo does not support users for which the home directory is rerouted to a network mounted drive. If the home directory is actually not on the local C drive, but on a network path, the Densite Manager will never appear. Should be fixed in 6.20.

1- Make sure that the Windows username has NO SPACE in it. iControl Solo does not like it when there is a space in the username. Densité Manager will not start.

Good:



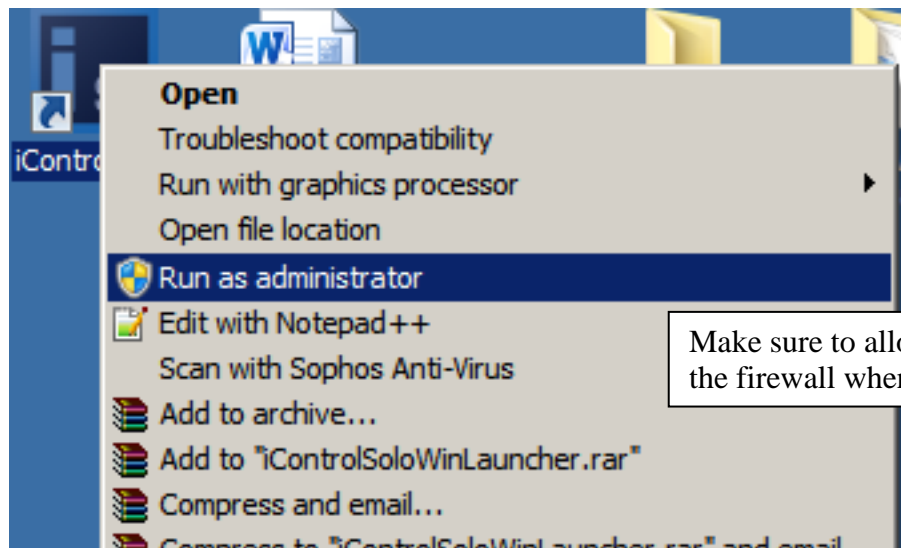
Bad:



2- If username is correct, make sure that you have administrator permissions.

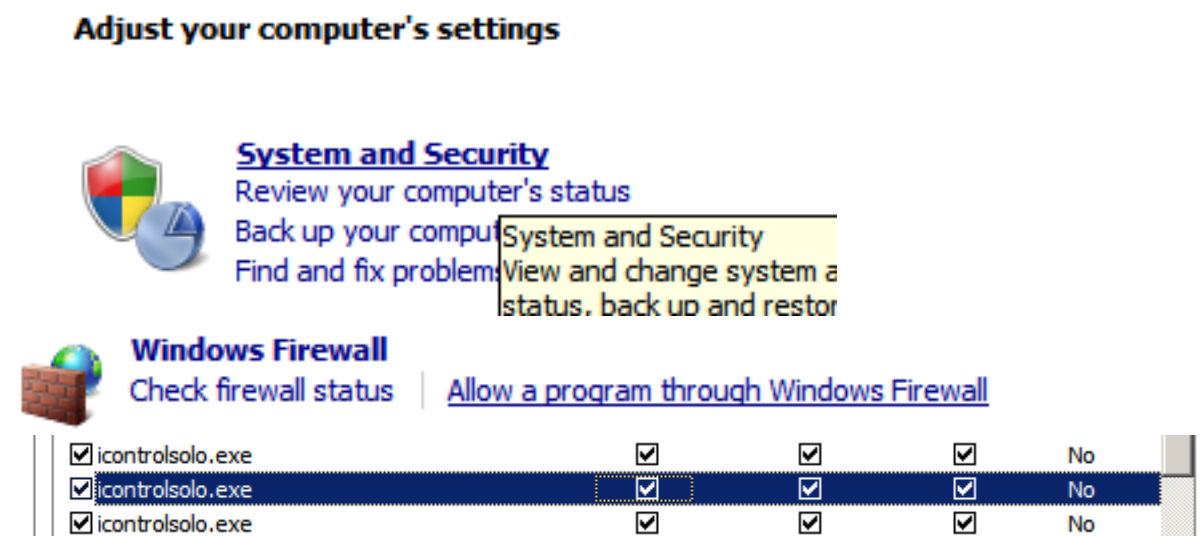


3- Launch as Administrator

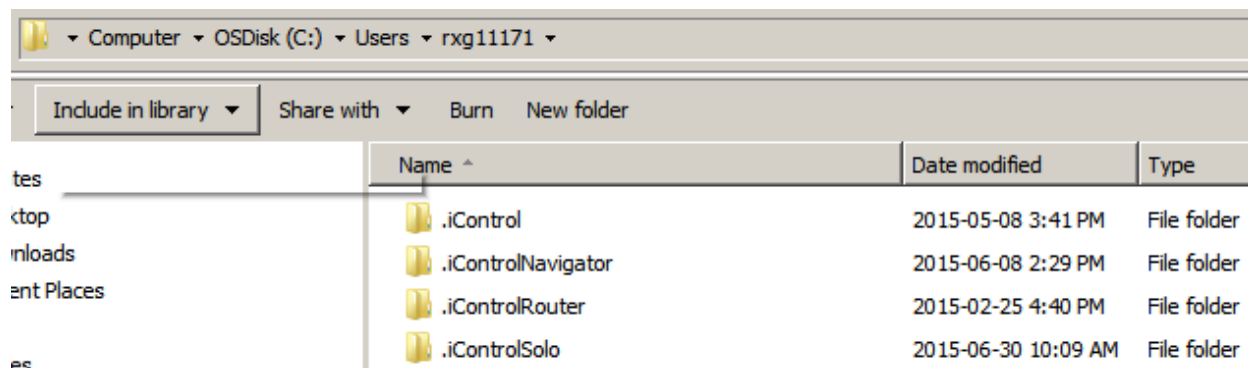


Make sure to allow access through the firewall when prompted.

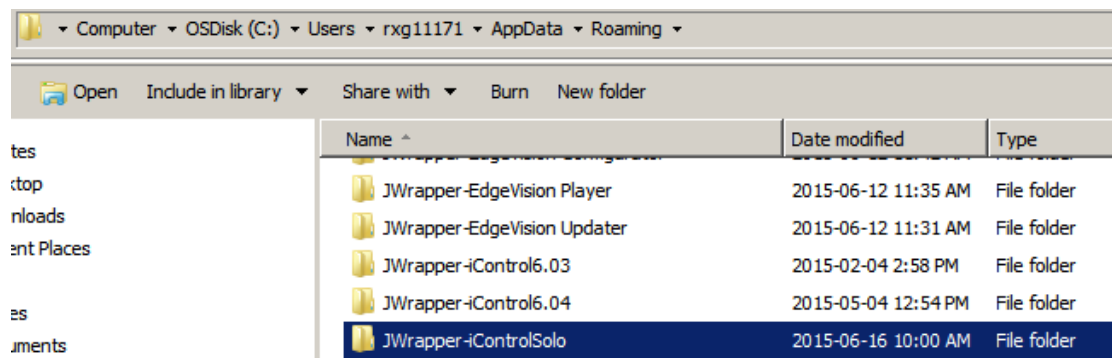
4- Verify that the Windows firewall does not block iconcontrolsolo.exe :



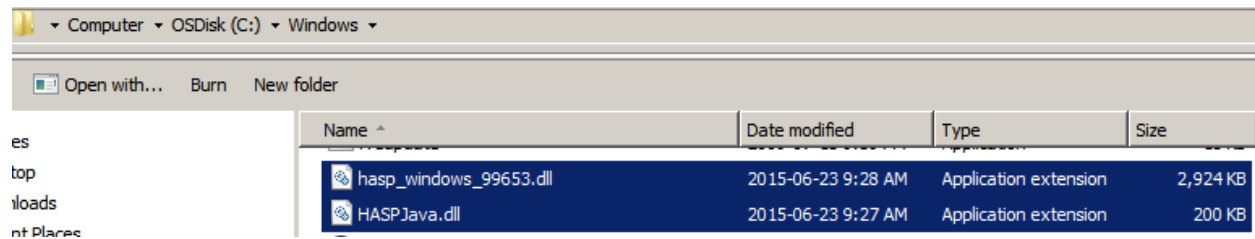
5- Verify that the folder .iControlSolo is located at: *C:\Users\<username>\.iControlSolo*



6- Verify that the folder JWrapper-iControlSolo is located at *C:\Users\<username>\AppData\Roaming\JWrapper-iControlSolo*

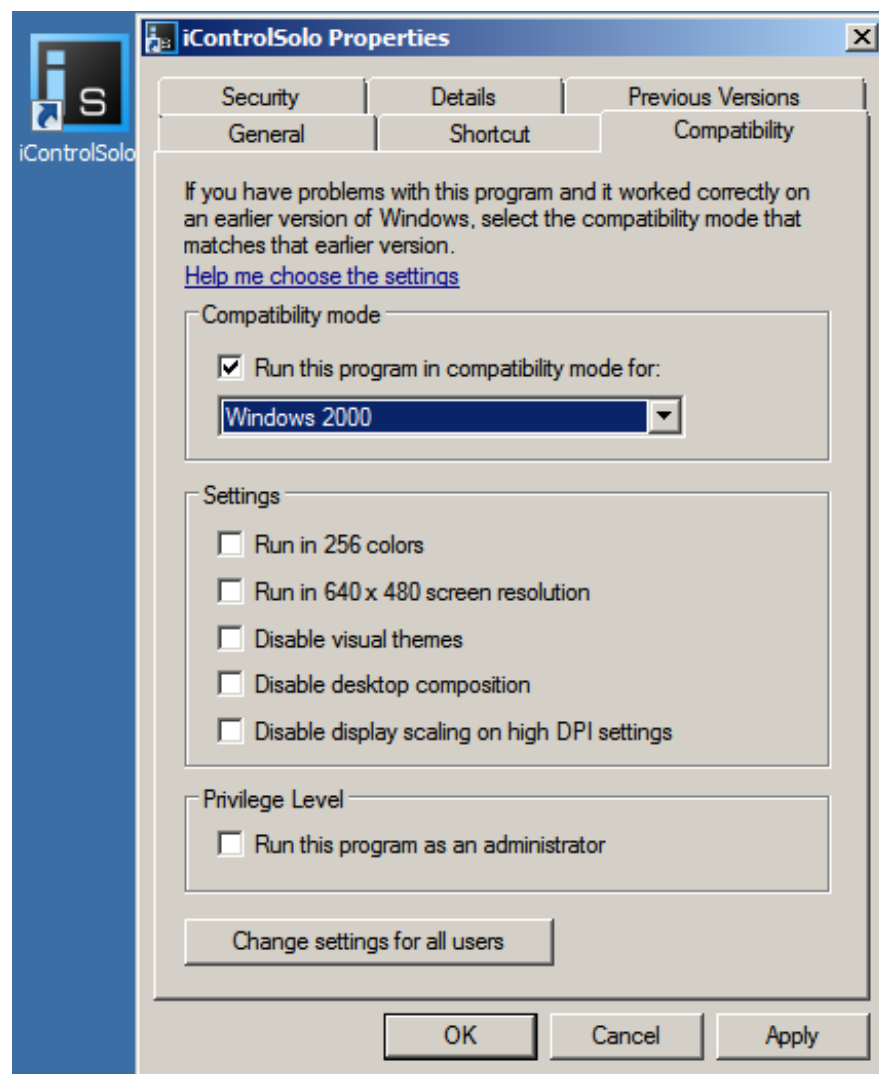


7- Verify that you can find *hasp_windows_99653.dll* and *HASPJava.dll* at : *C:\Windows* .



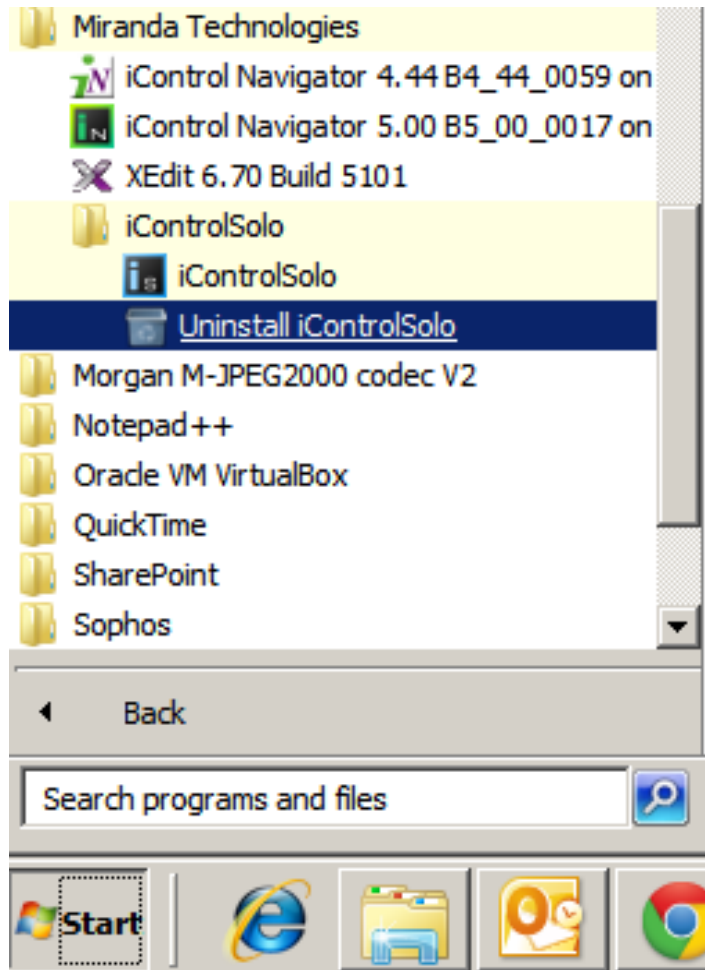
8- Change the compatibility of iControl Solo 6 to Windows 2000.

It was reported that changing this compatibility helps getting the Densite Manager to come up :

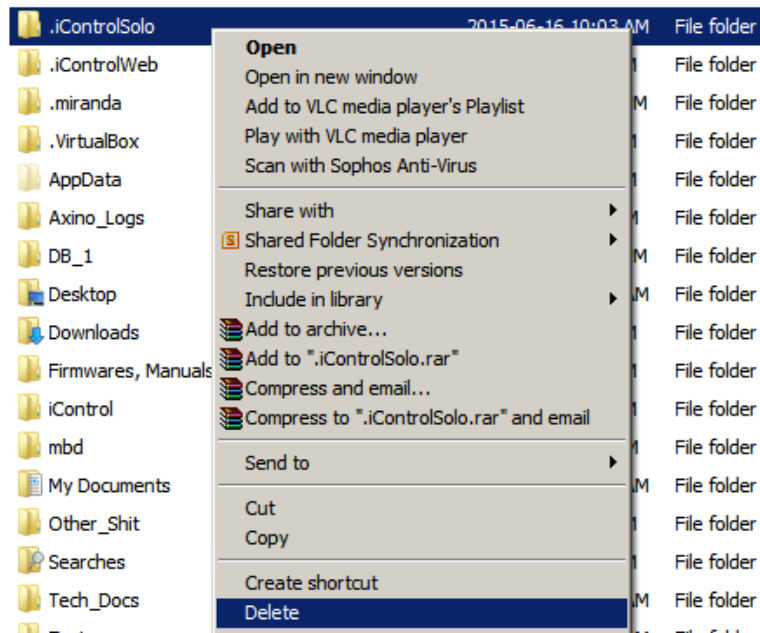


If you have done all the above and you still cannot get the Densite Manager, your last resort is to uninstall the application completely.

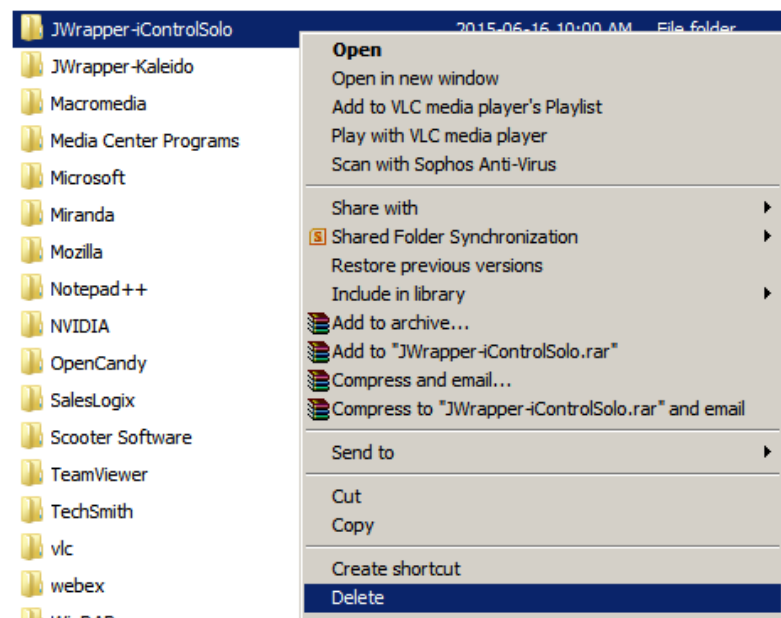
- Run the uninstaller that you can find in the Windows start menu



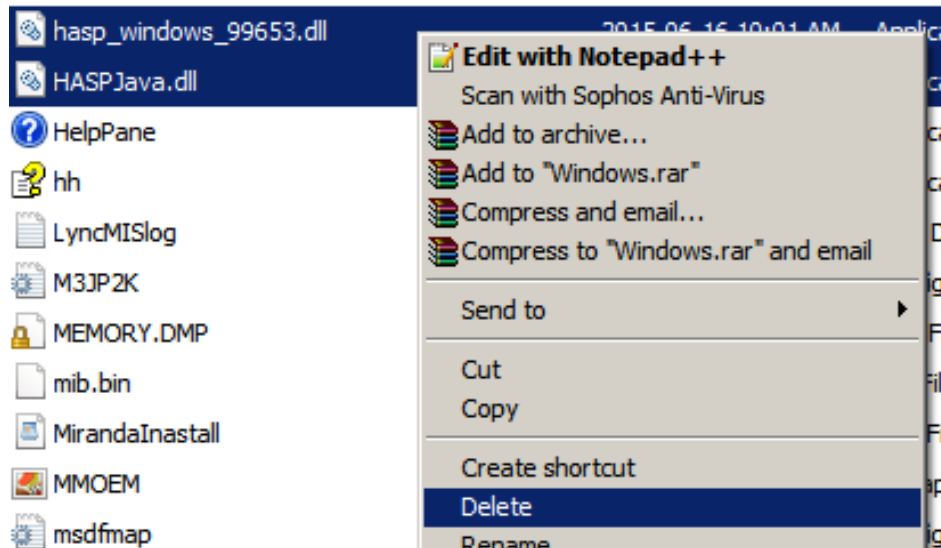
- Delete the .iControlSolo folder found here : C:\Users\<username>\ (you would think that the uninstaller would have taken care of that one, but it does not)



- Delete the JWrapper-iControlSolo folder located at : C:\Users\<username>\AppData\Roaming\ (the uninstall should have taken care of that one)



- Delete hasp_windows_99653.dll and HASPJava.dll from : C:\Windows



- Reinstall the application. It will recreate .iControSolo, JWrapper-iControlSolo folders and install both dll files.
- See if you can finally get the Densite Manager to come up.

In most cases, you will not need to continue after step 3. But you may find yourself in front of a really bad situation where it just won't work... and the only way to get make it work will be to completely uninstall and reinstall.