

Hardlock driver installation under[..]

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Keywords

Hardlock, Dongle, Hardlockinstallation, Windows XP, Service Pack 2, SP2

Symptom (public)

Problem (public)

Hardlock driver installation under Win XP SP2 fails. The Windows event viewer reports: Service "hardlock" could not be started due to the following error: The request could not be performed due to an I/O device error. Is there a workaround?

Solution (public)

Yes, there are known errors with Win XP SP2. The manufacturer recommends installing a newer driver. However, the installation of this driver is only available for DOS command prompt installation. The driver package hldinst.zip (size 4 MB) can be downloaded directly from the manufacturer's site:
[1]<ftp://ftp.ealaddin.com/pub/aladdin.de/hardlock/hldinst.zip>.

How to install:

1. Remove the hardlock from your computer.
2. Unpack the ZIP file to a directory and in the command prompt change to this directory.
3. Install the driver by typing the following command and option:
hldinst -install

In case of USB hardlocks, manufacturer Aladdin also recommends updating the driver of the USB device via Windows device manager.

[1] <ftp://ftp.ealaddin.com/pub/aladdin.de/hardlock/hldinst.zip>