

Digitizing Software™ Frequently Asked Questions

? I get an error saying Invalid Authorization

- ✓ Our stand-alone installations require the software to be authorized before it can be used. The authorization is unique to the computer at the time of the installations. Users need to send the authorization code to support and a member of the support team will return an authorization key that will unlock the software.

? When I try to enter my authorization key I get an error saying invalid code format.

- ✓ The authorization key does not go into the first screen of the license manager. Click on the "Authorize" button and enter the key into that screen.

? I can not print from Synth 1D, Fastlog, GeoCad 3, Vol, or Seismic.

- ✓ An error message when trying to print from these applications indicates that the default printer name is longer than 32 characters.

? The digitizer option is greyed out in GeoCad, Seismic, Vol or Fastlog.

- ✓ The digitizer option is only available if a wintab device is installed and connected with power when the computer is booted. If the device is connected and has power, check to see if the power supply on the digitizing device is warm. If the power supply is cool, unplug it from the wall, wait 5 – 10 seconds and then plug it back in. Reboot the computer.

Also, check to make sure the wintab driver is installed. Check in Add/Remove Programs in the Control Panel. The Rat digitizer is listed under Digi-Rule Rat.