



Case Study

It has been an ongoing nightmare for quite sometime that the driver for the dongle gives us problems. More than 90% of dongle problems are from the driver. Users complain a lot, it is really a headache for our technical support team

--Jim Murphy

UniKey—the Driverless Dongle, reduces the work of technical support team for software vendors.

Background

A company in USA providing mining and geomechanics software is using dongles which need drivers to be installed. This often causes the *DONGLE NOT FOUND* problem which is one of the most harassing problem for users. This problem caused by the dongle driver itself increased the workload of technical support; actually more than 90% dongle problems are from the driver itself!

Software

Advanced, three dimensional continuum modeling for geotechnical analysis of rock, soil and structural. The software is applied to a broad range of problems in engineering studies.

Technical requirement

Platform: Windows XP x64 as a 32 bit process.

Software engineers found that there have been several issues with codes running on newer 64bit operating systems. They believe these problems are often caused by security (dongle) drivers. Affected users have to keep checking for new version drivers to help resolve the problem.

Problems caused by dongle driver

A dongle is used to prevent the operation of software codes in machines where it is not present.

A dongle related error is reported on starting the code, which prevents the code from being used. The errors may occur when there is no dongle present on the user's machine. This error can also result from incorrect installations or if the driver files themselves have become corrupted or damaged.



Advantages of UniKey

Driverless dongle can be plugged in with the computer on

Driverless operation can avoid the harassment of “*DONGLE NOT FOUND*”.

An all-in-one Hardware combines with software copy protection, PC Lock, content protection.

Memory up to 4K

3 128-bit keys storage

Solution--UniKey

UniKey is a driverless dongle. Driverless means you do not have to install a driver. The operation system will install the driver automatically. As a result there is no installation problem. Software users really enjoy the convenience brought by such driverless technology.

Benefits for the software supplier

- Save 90% of technical support team's energy and time.
- Reduce work for support team
- No uploading of the new driver to website
- Reduce the technical dependency of dongle providers.

Benefits for end users

- No upgrading drivers
- No *DONGLE NOT FOUND* problem
- Easy to use, just plug in UniKey and it works perfectly.

About SecuTech and UniKey

SecuTech Solutions Inc. is a company specializing in software license management business systems focusing on the international market with their class leading UniKey product range. Having an extensive and in-depth range of experience within the Software Management Licensing market, SecuTech has drawn upon this experience to utilize today's cutting-edge technologies to introduce a COMPLETE and affordable solution for today's software vendor markets worldwide

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