

# Frequently Asked Questions for End-Users

Are you an End User of software protected by PACE's InterLok? This FAQ section provides answers to end user's common questions regarding PACE drivers and extensions, and running protected applications. For questions relating your your license or using your protected software, please contact the software developer. The PACE support team is not able to help you with questions relating to the protected application.

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#### General Questions

##### **Which companies use PACE's InterLok software?**

[Click here](#) for a partial list of companies using PACE's InterLok software.

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##### **How do I obtain support for PACE InterLok since it is used to protect the software I purchased?**

PACE Anti-Piracy creates software that developers use to protect their software. Implementations of our products vary from developer to developer; therefore, we probably cannot directly answer to your issue. You will need to contact the company from whom you bought or obtained the protected software. They will be able to assist you.

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##### **Why is my anti-virus application indicating that some PACE items are malware or spyware?**

Anti-virus applications sometimes falsely report that items from PACE are suspicious. PACE stores data in various locations, but that data is only used in conjunction with PACE wrapped executables. It has no effect on any other part of your system and has no executable code component.

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##### **What steps are necessary to uninstall your product from my computer?**

To uninstall our drivers on Windows, use the "Add or Remove Program" feature

found in the Windows 'Control Panel' and select "InterLok Driver Kit". The Windows 'Control Panel' can be accessed from the "Start button > Settings". Understand that on a Windows system, a reboot after the uninstall will be necessary to finalize the uninstall process. If this option is not available, you may optionally download and run the latest version of the "[InterLok driver installer](#)" and choose the "uninstall" option.

To uninstall our extensions for Macintosh, download the [extensions installer](#) for the proper operating system version, open the archive, run the script titled "uninstall\_extensions.command", and then follow the provided instructions. Note that when entering your password when asked, no keystrokes will be reflected on the screen. This is normal and is intended as a security measure.

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## Software Authorizations

### **How do I unlock PACE protected software produced by an apparently defunct software company?**

While PACE Anti-Piracy does provide companies with copy protection tools and the ability to authorize their customers, we do not have the customer databases of these companies to validate End User (the consumer) authenticity, nor do we have the legal right to distribute authorization codes for the products of these companies. Furthermore, while the copy protection implemented is made with its tools, PACE Anti-Piracy does not have access to the codes required to unlock products for the End User.

If you have purchased a retail packaged product, we suggest returning it to the place of purchase for a refund.

Copy protection is a topic that is fervently debated. PACE Anti-Piracy provides tools to software publishers to protect software from theft, and these tools have successfully serviced many happy clients. The tools help software companies to stay healthy by allowing these companies to concentrate on their core products; however, it is the duty of these companies to stay in business and support their customers by providing authorizations. PACE works diligently to qualify our customers as healthy and able software vendors and do our best to advise them of how to best use our products.

We are sorry that we can not provide authorizations in these cases, but hopefully

this information helps to explain why we are not able to assist you.

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### **Can I use multiple applications protected by PACE software?**

You will not have problems running multiple applications that are protected with PACE software. This has been tested by PACE, and many users around the world currently run multiple applications protected by PACE without incident. Since authorizations do not interact with one another, your authorizations will not conflict with each other. Furthermore, you will not have problems running multiple applications that are protected with different versions of PACE software.

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## Installation and Troubleshooting

### **Where can I get your latest drivers?**

PACE continually updates its software as operating environments evolve and if unusual behavior is reported. Downloading and installing the latest drivers available from the PACE website should be the first step when tracking aberrant behavior that may be attributable to PACE software.

[The latest released drivers can be found here.](#)

\*\*\* Note that on Windows systems a reboot after installation is required. \*\*\*

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### **Will the use of drive imaging software on my system will affect my authorizations?**

Restoring an image that contains PACE protected software, including PACE InterLok itself, will have no adverse effect on authorizations stored on that image if, and only if, the system hardware configuration is the same. In the event that the system configuration (i.e. change hard drive) is changed between the time that the image was created and the time that it is restored then new authorizations will be required for software protected by PACE InterLok.

It should be noted that the use of the PACE iLok smart key makes this question moot, as the authorizations are stored on the iLok and not on the system itself.

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**Are there any known issues where software protected by PACE software does not run, or runs aberrantly, on the new operating system that just came out?**

PACE supports the two most popular desktop operating platforms: Mac OS and Windows. These platforms are continually updated to meet the needs and demands of their respective user bases. Quite often, a change may be introduced in a new version of the platform that affects third party software that is designed to run on that platform. If the new version of the platform affects another piece of software in an adverse fashion, the creator of the affected software may make appropriate changes to adequately support the new version of its software's host platform.

PACE strives to make its software compatible with all of its supported platforms. If you have come across an issue that you believe to be attributable to PACE products, please contact the developer of the software that is protected with PACE tools. If that software developer determines that PACE products are at fault then we will work with them to correct the situation.

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**What causes the error "Operating System Error - The program issued a command but the command length is incorrect -ID:eWin:24/BlkD:1285" is displayed?**

This error can occur if you have a hard drive volume name that is more than eleven characters in length. To circumvent this issue, please rename such volumes so that they consist of eleven characters or less.

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**Are there any known issues where installing Windows XP SP2 causes issues with PACE protected applications?**

There is an issue with 64 bit processors and previous versions of the InterLok driver. If you are using 64 bit hardware it is highly recommended that you upgrade the drivers.

There is also a known issue with Windows XP SP2 and PACE protected applications causing an error dialog "A problem has been detected" that is shown when the Data Execution Prevention (DEP) is set to "Turn on DEP for all programs and services except those I select:". This option can be found in "System Properties | Advanced | Performance Options | Data Execution Prevention". This option is defaulted to "Turn on DEP for essential Windows

programs and services only" on processors that do not support hardware-based DEP.

In order to workaroud this issue, you can set DEP to "Turn on DEP for essential Windows programs and services only". Alternatively, you can add the PACE protected application to the exception list in "System Properties | Advanced | Performance Options | Data Execution Prevention" if you have DEP turned on for all programs. If you are running a protected application that is not an EXE such as a DLL or plug-in you will not be able to add this to the exception list.

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### **What does the error "Unsupported driver call, check driver version" mean?**

This error can occur if an application wrapped with a newer version of MasterMaker tries to access an older version of the driver on the client machine. To correct this behavior, install the latest Interlok drivers, reboot, and launch the application again. Bear in mind that the version of the driver installed on the client machine needs to be equal to or greater then the version of MasterMaker used to wrap the application.

This behavior can manifest itself in Windows XP if the compatibility option is set to a platform that differs from the platform that the application was wrapped in. To correct this behavior, turn off compatibility mode for the application. This can be done from the Compatibility tab in the application's properties dialog.

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### **Are there any known issues where machines spontaneously reboot or freeze when using PACE protected software?**

There is a known issue in regards to such behavior being exhibited in WindowsXP. If the issue is related to us, downloading and installing the latest drivers will resolve the situation. If you continue to have problems, please contact the developer of the problem application for further help.

It should be noted that InterLok does have mechanisms whereby it can reboot the machine if it detects aberrant behavior that could be trying to compromise the security of the wrapped application. Certain settings in the Startup and Recovery feature of Windows 2000 and XP can obscure if a reboot of this nature is occurring. If you have installed the latest InterLok drivers and rebooted and you are still experiencing a spontaneous reboot then doing the following will greatly assist PACE Technical Support in diagnosing the behavior:

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- Right click My Computer
  - Select Properties from the popup menu
  - Select the Advanced tab on the System Properties dialog
  - Click the command button in the Startup and Recovery group box (w2k: "Startup and Recovery"; WXP: "Settings")
  - Make sure that the Automatically Restart checkbox is unselected
  - Make sure that the Write Debugging Information combobox is set to Small Memory Dum.
  - Click OK
  - Click OK
  - Perform the steps needed to reproduce the aberrant behavior
  - Note new behavior
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### **Where do I find my PACE AP authorization log?**

When troubleshooting an issue, it is often helpful to have the authorization log from the end user's machine. The following are the locations of this file on both Windows and Macintosh machines.

\*\*\* Do not open this file. This file is encrypted, and it can only be opened by PACE Anti-Piracy.\*\*\*

- **Microsoft Windows 7 or Vista, 64-bit:**  
\\AppData\\Local\\VirtualStore\\Program Files (x86)\\Common Files\\Pace Anti-Piracy\\Log Files\\auth.log
- **Microsoft Windows 7 or Vista, 32-bit:**  
\\AppData\\Local\\VirtualStore\\Program Files\\Common Files\\PACE Anti-Piracy\\Log Files\\auth.log
- **Microsoft Windows XP:**  
\\Program Files\\Common Files\\PACE Anti-Piracy\\Log Files\\Auth.log
- **Apple Macintosh OS X:**  
Hard drive/users/ /library/preferences/authorization preferences/authorization log
- **Apple Macintosh 9.2.2:**  
System Folder: Preferences: Authorization Preferences: Authorization Log

## **Where do I find my system information?**

When troubleshooting an issue, it is often helpful to have the system information from the end user's machine. The following are instructions for obtaining this on both Windows and Macintosh machines.

- **Microsoft Windows 7, Vista, or XP:**  
On the Start menu, click "Start | Programs | Accessories | System Tools | System Information".  
From the File menu, select Save, making sure that "Save as type" is set to "System Information File (.NFO)".  
Prior to moving the '.nfo' file off the system, ZIP it to save it from possible corruption during transit.
- **Microsoft Windows 2000:**  
On the Start menu, click "Start | Programs | Accessories | System Tools | System Information".  
From the Action menu, select Save as System Information File.
- **Microsoft Windows NT:**  
On the Start menu, click "Start | Programs | Administrative Tools (Common) | Windows NT Diagnostics".  
From the File menu, select Save Report.  
In the Scope box, select All Tabs.  
In the Detail Level box, select Complete.  
In the Destination box, select File.
- **Microsoft Windows 9x/ME:**  
On the Start menu, click "Start|Programs|Accessories|System Tools|System Information".  
From the File menu, select Export and save it as a text file.
- **Apple Macintosh OS X:**  
From your 'Hard Drive' go to the 'Applications/Utilities/' folder and run the "Apple System Profiler".  
Once open select "Apple System Profiler" from the menu up top and select "Preferences".  
Under the 'Please setup the default items to view in you reports:' heading, please make sure there is a check in each of the boxes (from 'System Profile' to 'Applications') and the click "Ok".

Choose "File" from the menu up top and then select "New Report". Make sure all boxes are check and click "Ok".

Once the new report has been completed, go back to "File" and "Save" the report.

- o **Apple Macintosh 9.2.2:**

On the Apple Menu, open Apple System Profiler, then click Apple System Profiler.

From the "File" menu select "New Report". Check ALL checkboxes within the "New Report" window and then click "Ok".

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## iLok Smart Keys

### **How can I see what licenses are on my iLok?**

With [iLok.com](http://iLok.com), you can register your iLok, check its contents, move your licenses between iLoks, and also receive new licenses from participating software publishers. Optional Zero Downtime protection for your iLok enabled software licenses is also available there.

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### **How do I set a password on my iLok?**

The iLok no longer supports password protection of the device itself.

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### **What do I do if my iLok appears to be broken?**

In the event that you are having troubles with your iLok, we would like to see that you get up and running in the least amount of time possible. Please go to the [iLok.com RMA page](#) for detailed instructions.

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### **How do I recover my lost password to my iLok? (not my iLok.com account)**

You can recover your lost iLok password by sending your iLok into PACE. Please see the [iLok.com RMA page](#) for further details.

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