

### Actualization of an existing SandStat-release

**If SandStat runs at your system already, we recommend to copy only the files of the folder “Daten-Dateien” from the CD-ROM/DVD in the local SandStat folder (mostly: C:\program files (x86)\SandStat). After restarting SandStat the new version should be available.**

You can also update your SandStat-version with the help if the installation-routine. Please open the file “\Installation\Setup.exe” at CD-ROM/DVD and follow the instructions at the screen.

Only if you use a version of SandStat older than April 2013, please uninstall the old version first:

- Please uninstall the existing SandStat-version first:  
System control → uninstall program → choosing SandStat-*client-description* → Uninstall
- Then installation of the new release of SandStat:
  - o Insert CD-ROM/DVD, setup starts automatically when the autorun-function of the CD-ROM drive is activated, or
  - o Choosing file „setup.exe“ at directory „Installation“Please follow the instructions at the screen.
- Please check the version-number at start-screen of SandStat when you use the program at the first time (see version number noticed at CD-ROM/DVD).

Installation of SandStat  
(There is no SandStat-Version at computer)

Installation with lokal USB-Dongle (blue):

- Connect USB-Dongle at computer
- Installation of dongle-driver (directory „Treiber & Tools“ at CD-ROM/DVD); if applicable abort the automatic installation routine of SandStat
  - o Windows Vista, XP: HLDRV32.exe
  - o Windows 7, 8: HASPUserSetup.exe
- Installation of SandStat
  - o Input CD-ROM/DVD, the setup starts automatically when the autorun-function of the CD-ROM drive is activated, or
  - o Choosing file „setup.exe“ at directory „Installation“Please follow the instructions at the screen.
- Please check the version-number at start-screen of SandStat when you use the program at the first time (see version number noticed at CD-ROM/DVD).

Installation with network-USB-Dongle (green):

- If applicable installation of dongle-driver at server-computer
  - o HLSW32.exe (directory „Treiber & Tools“ at CD-ROM/DVD)
- Installation of dongle-driver at client-computer (directory „Treiber & Tools“ at CD-ROM/DVD); if applicable abort the automatic installation routine of SandStat
  - o Windows Vista, XP: HLDRV32.exe
  - o Windows 7, 8: HASPUserSetup.exe
- Installation of SandStat
  - o Input CD-ROM/DVD, the setup starts automatically when the autorun-function of the CD-ROM drive is activated, or
  - o Choosing file „setup.exe“ at directory „Installation“Please follow the instructions at the screen.
- Please check the version-number at start-screen of SandStat when you use the program at the first time (see version number noticed at CD-ROM/DVD).

## Troubleshooting

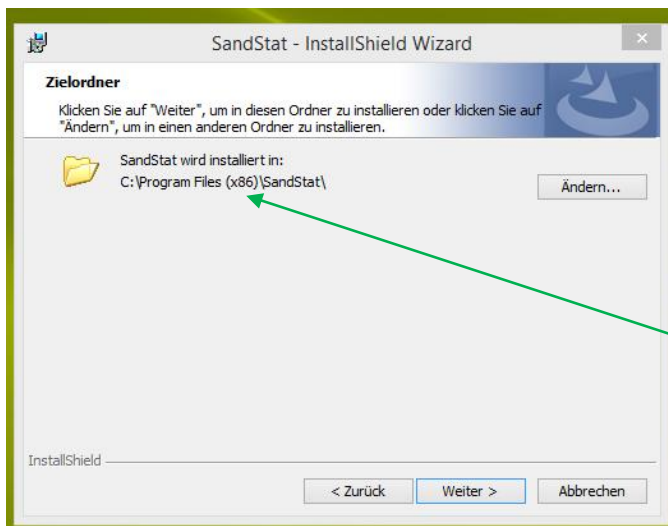
### Error number 9 at basic calculation principle (“Fehlernummer 9”)

If SandStat aborts after choosing the calculation principle with the error number 9, the file „SandStat4.exe“ shall be executed as administrator because SandStat cannot access to the required databases. Please open the SandStat-directory with the windows-explorer (mostly “ C:\program files\SandStat“ or „C:\program files (x86)\SandStat“), click the file „SandStat4.exe“ once with the left mouse button, then click on the right mouse button and chose “properties”. At rider „Compatibility“ chose in field „Privilege Level“ the option „Run this program as an administrator“.

### Noticeable reduction of velocity at SandStat

In some cases (e.g. of windows settings) the velocity of SandStat reduces after the update of SandStat. Particularly at the mask of fasteners, the program doesn't act for one or two minutes. The reason seems to be the suggested in the installed program directory “C:\program files (x86)\SandStat”.

At this case, we recommend to install SandStat into another directory outside of “C:\program files (x86)” (for example “C:\SandStat”).



Changing in for example  
„C:\SandStat“