

Dynamic Test DT10

Install Manual



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About this manual

- This manual explains how to install the DT10 application and setup its license..
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1. Installation of DT10

This chapter helps you prepare for the DT10 installation and explains how to install it.

1.1. Supported platforms

DT10 and its tool support the following platforms:

1.1.1. Operating Systems

- Windows 7
- Windows 8 / 8.1
- Windows 10
- * DT10 supports both the 32 bit and 64 bit Versions.
- * You need to install Windows Installer 3.1 and Microsoft.NET Framework 2.0 before installing DT10.
(Without those, DT10 cannot be set up. Please install them from Windows Update.)

1.1.2. Computer spec.

- PC / AT compatible machine only.
- Must be equipped with a 2GHz Pentium 4 processor equivalent or higher.
- System with 2CPUs or more recommended.
- With USB2.0 port (supporting high-speed transfer). (USB1.0 is not supported.)

1.1.3. Memory spec.

- Installed memory of more than 1GB is required.
- Installed memory of more than 2GB is recommended.

1.1.4. Hard disc spec.

- 100MB or more of free space is required to install DT10.
- 2GB or more of free space is required to analyze the Test Report.
1GB or more of free space is needed to collect the Test Report.

1.1.5. Display spec.

- XGA resolution (1024 × 768 pixels) or more is needed.
- WXGA resolution (1024 × 768 pixels) or more is recommended.
- Please use by the default or the standard size for the font size.



Caution

Administrator privilege is needed to install the DT10.

Install with a user account which has the administrator privilege.

The installed application can then be used with a normal user account.

1.2. Installation Step

The following step shows you how to install DT10 on a Windows PC.

About the installer, please download from our support site, or please use one in the CD-ROM we provide.

1. Check that the USB Dongle and DynamicTracer are not connected to the PC being used.
2. Execute "setup.exe" via the downloaded setup file.
3. It is advisable to ensure a stable environment, whereby no software is being executed and background software applications are closed when installing DT10. Install DT10 with the following displayed instruction:
4. After the installation, please start DT10 application.
 - * At this step, the application starts as "Free Edition" if no license has been setup or a license is invalid.
In case the license is valid, the application starts as "Standard Edition".
Setup flow is referred in the other section.
5. Switch on the DynamicTracer and connect it to the PC being used.
6. Install the USB driver for DynamicTracer.
 - * Installation flow the USB driver is referred in the other section.

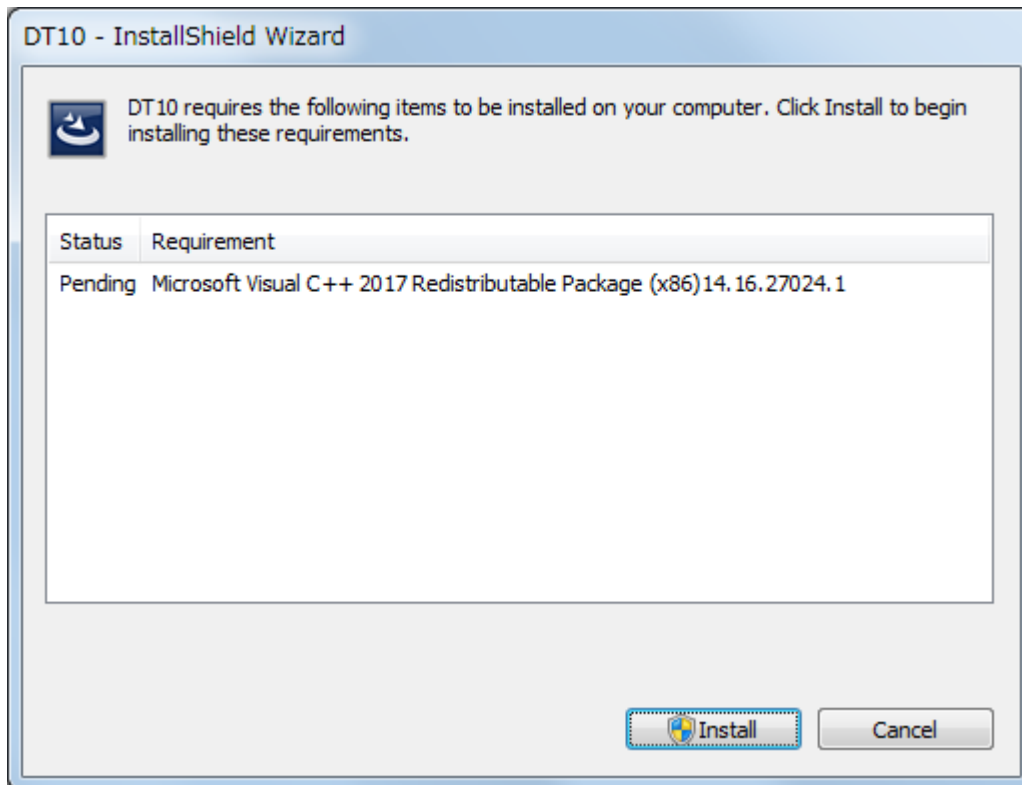
1.3. Application setup [32bit OS]

Execute "setup.exe", whereupon the installation of the DT10 application and required files starts.

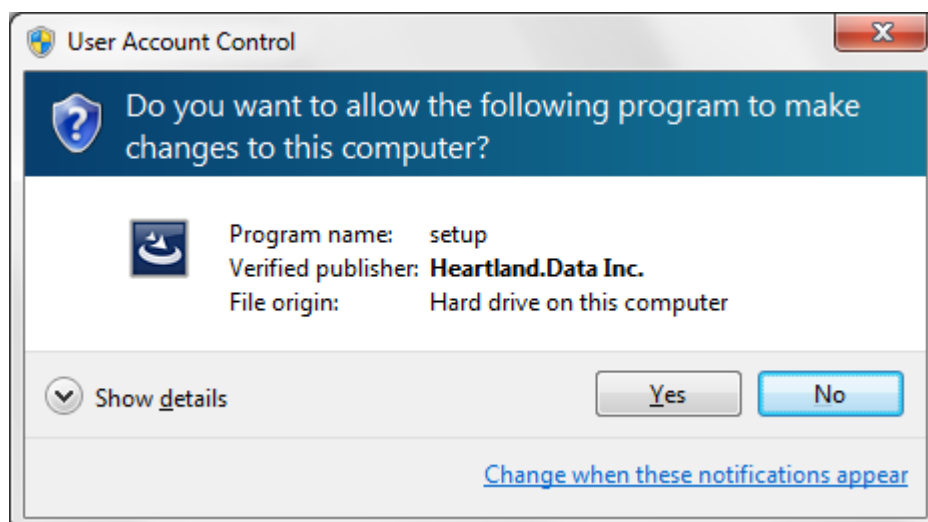
Execute the following steps and the setup is completed.

1.3.1. Prerequisite check and installation

When executing "setup.exe", the following window is displayed if "Microsoft Visual C++ 2017 Redistributable Package(x86)" is not installed on your PC. If you have already installed it on your PC, the next step is displayed.

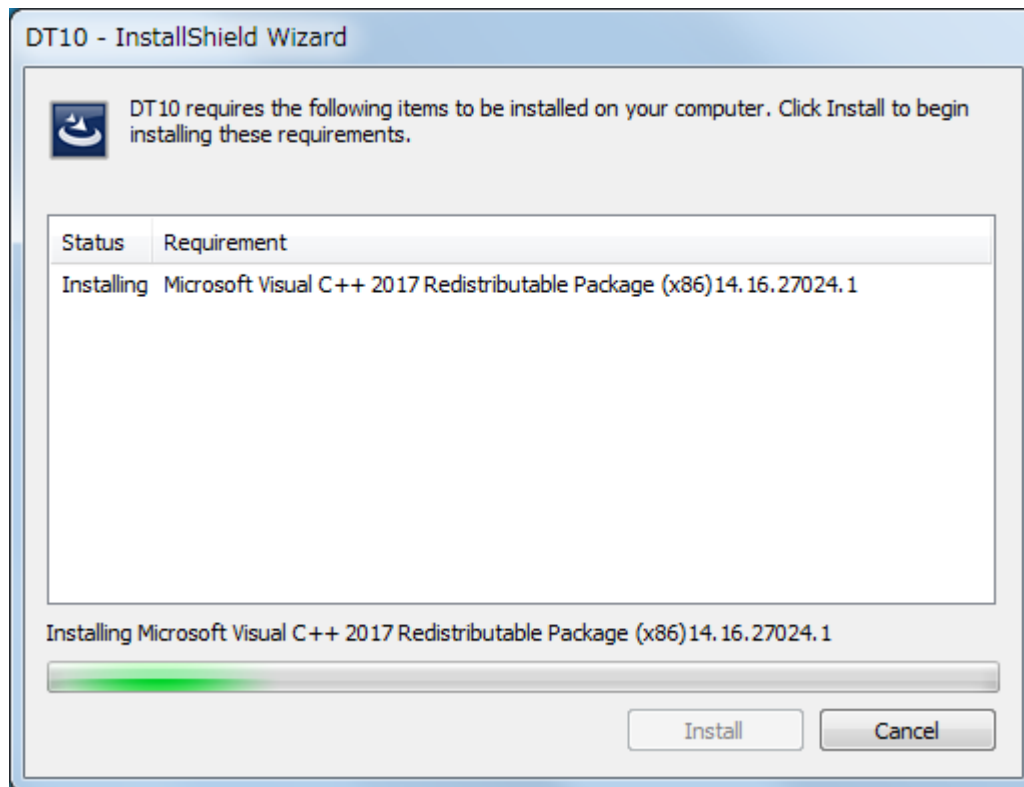


If you click the 'Install' button, 'User Account Control' will be displayed.



Please confirm the 'Verified Publisher' and click 'Yes', then the installation will get started.

"Microsoft Visual C++ 2017 Redistributable Package(x86)" is installed.



The installation will take a few minutes and it will be up to the machine situation.

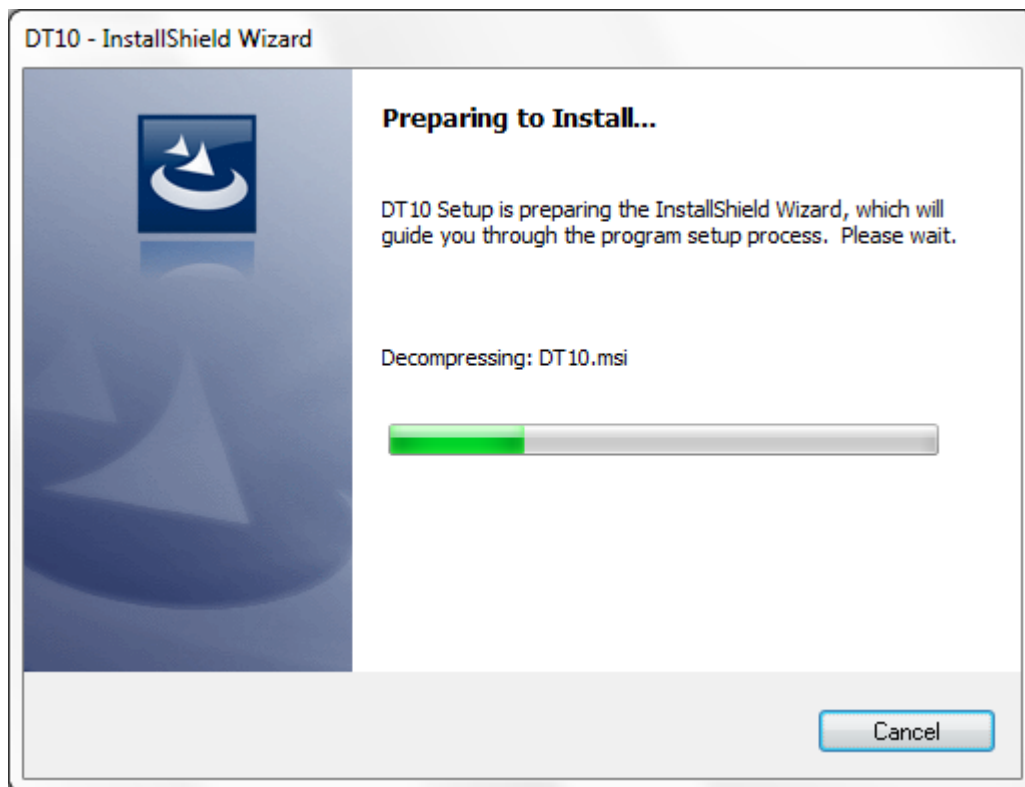
If it is finished, then the installation of DT10 Application will begin.

You may be recommended to reboot the PC, but please continue installing without rebooting it.

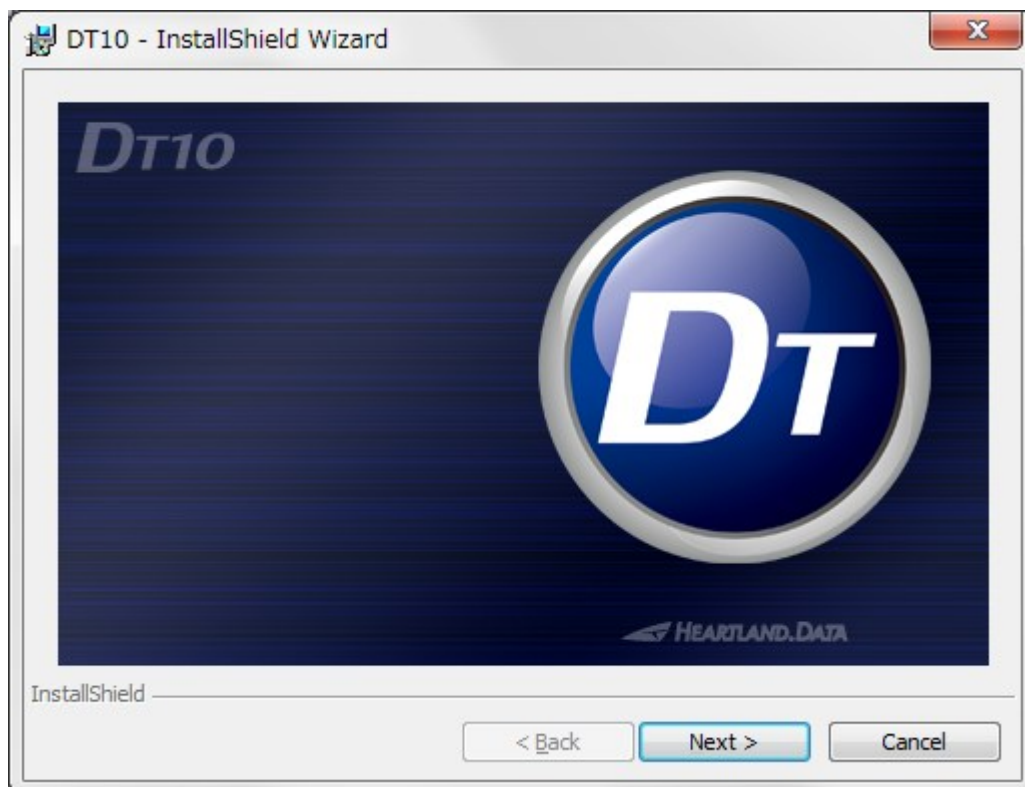
When the installation and setup of the DT10 are complete, reboot it manually.

1.3.2. Installation of application and each tool.

Start the DT10 setup, and the setup file is expanded.

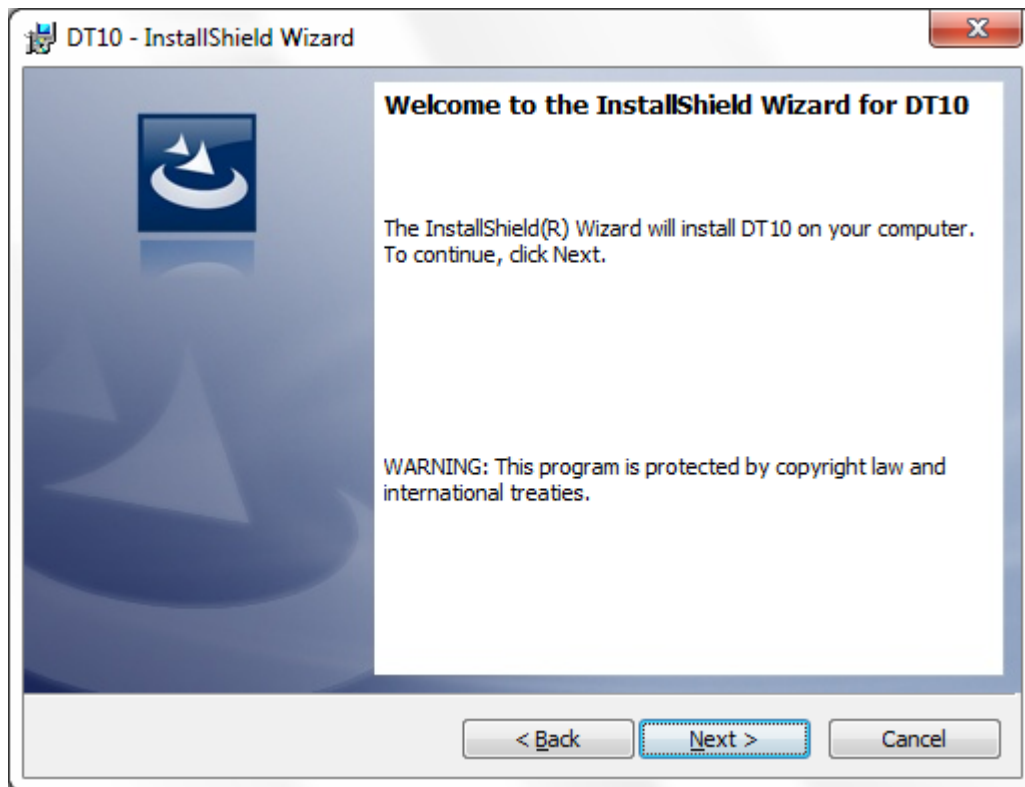


When the expansion is complete, the installation is ready and the splash view is displayed.



Click the "Next" button.

The welcome view is displayed.



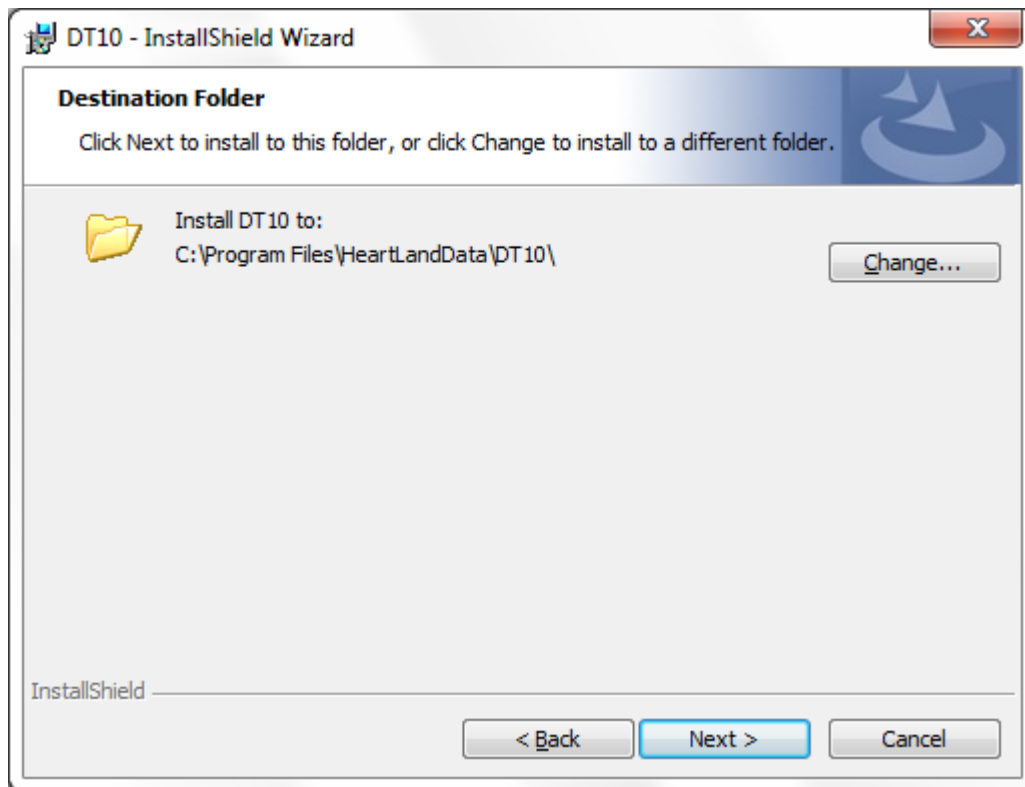
Click the "Next" button.

"DT10 License Agreement" is displayed.



Please confirm the content and select "I accept the terms in the license agreement". Then Click "Next".

The “Destination Folder” view is displayed.



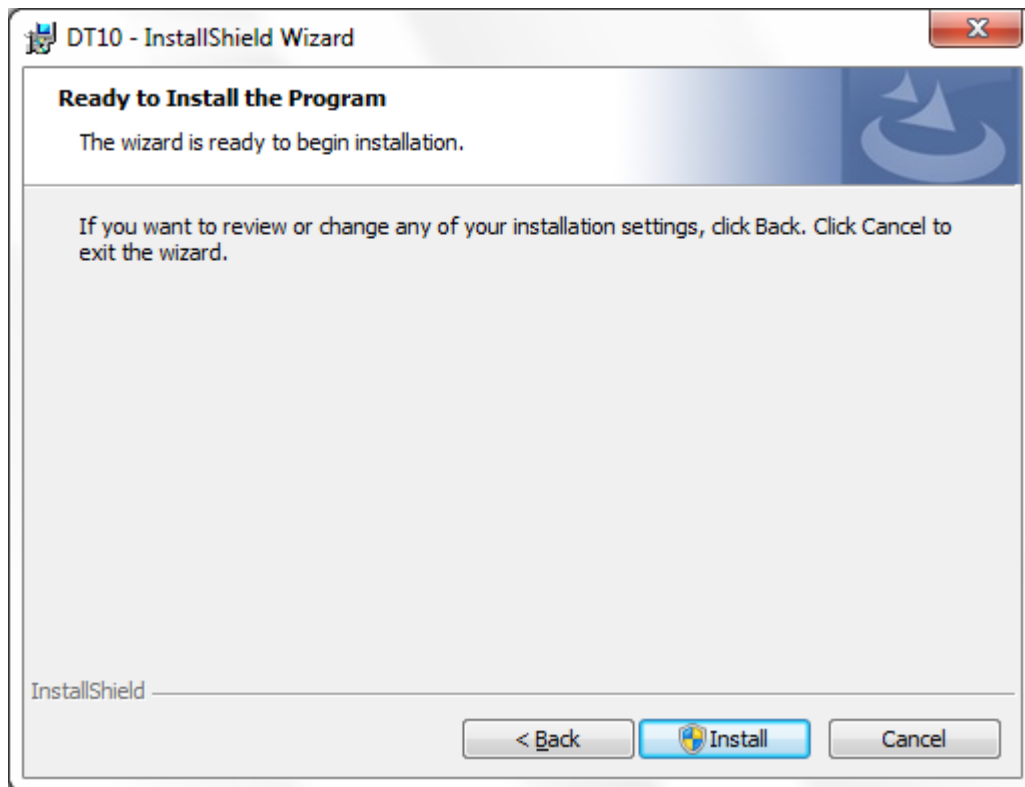
The default destination folder specified is “[Program Files Path]HeartLandData\DT10”.

The [Program Files Path] depends on the PC (driver name of the booted OS and so on).

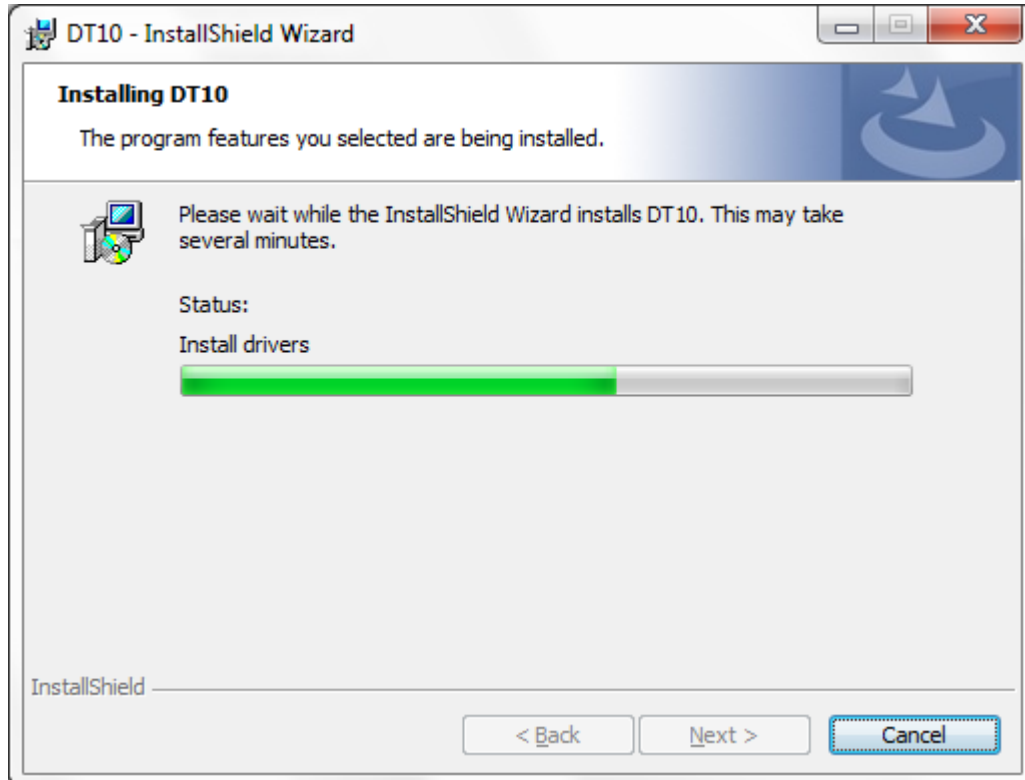
If you wish to change the specified folder, click the “Change” button and specify the folder.

After you have confirmed the installation folder, click the “Next” button.

The “Ready to Install the Program” view is displayed.

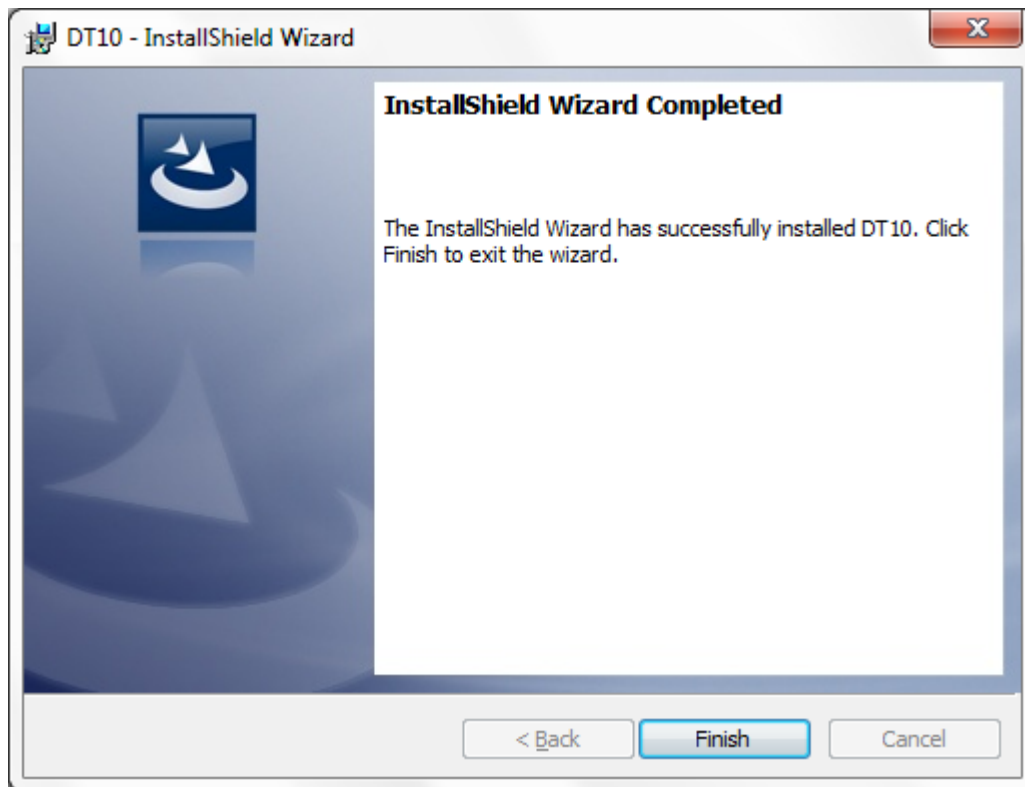


If you wish to install it with the current setup, click the “Install” button.



The installation time depends on your PC environment. It may range from a few seconds to a few minutes.

When the DT10 installation is successfully completed, the following view is displayed:



Click the "Finish" button and the setup is complete.

1.4. Application setup [64bit OS]

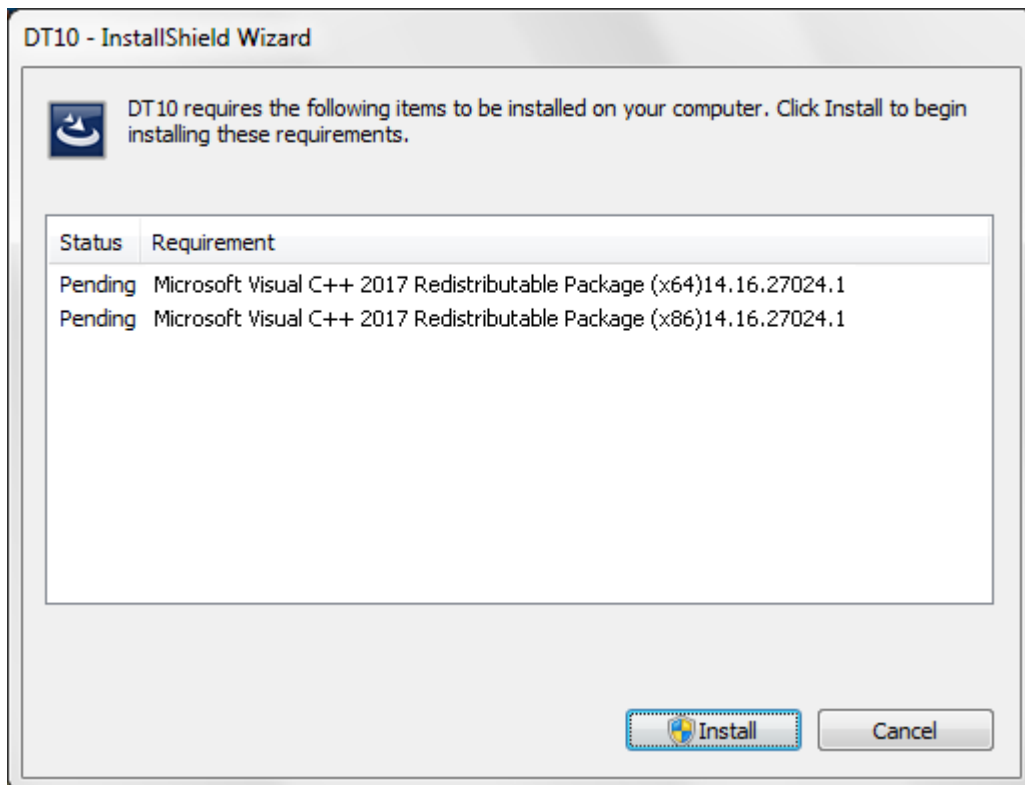
Execute "setup.exe", whereupon the installation of the DT10 application and required files starts.

Execute the following steps and the setup is completed.

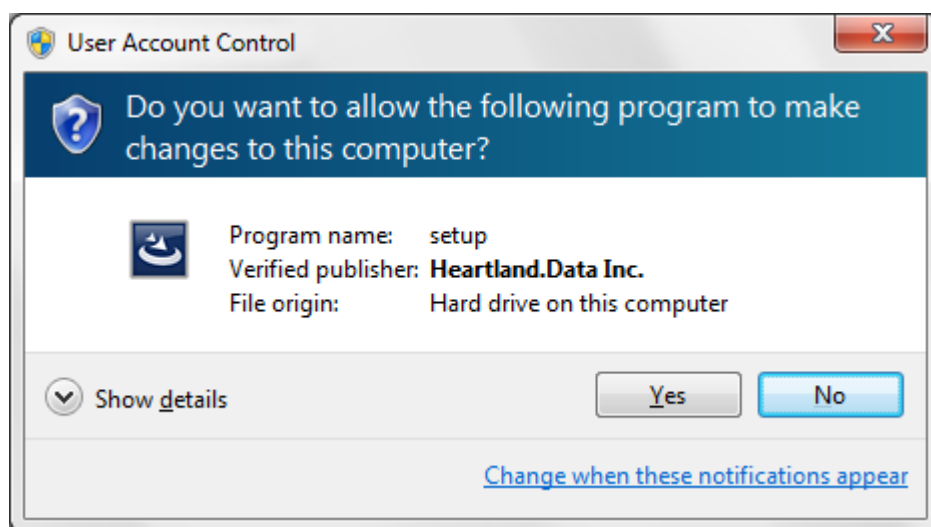
1.4.1. Prerequisite check and installation

When executing "setup.exe", the following window is displayed:

Install "Microsoft Visual C++ 2017 Redistributable Package(x64)" and "Microsoft Visual C++ 2017 Redistributable Package(x86)."

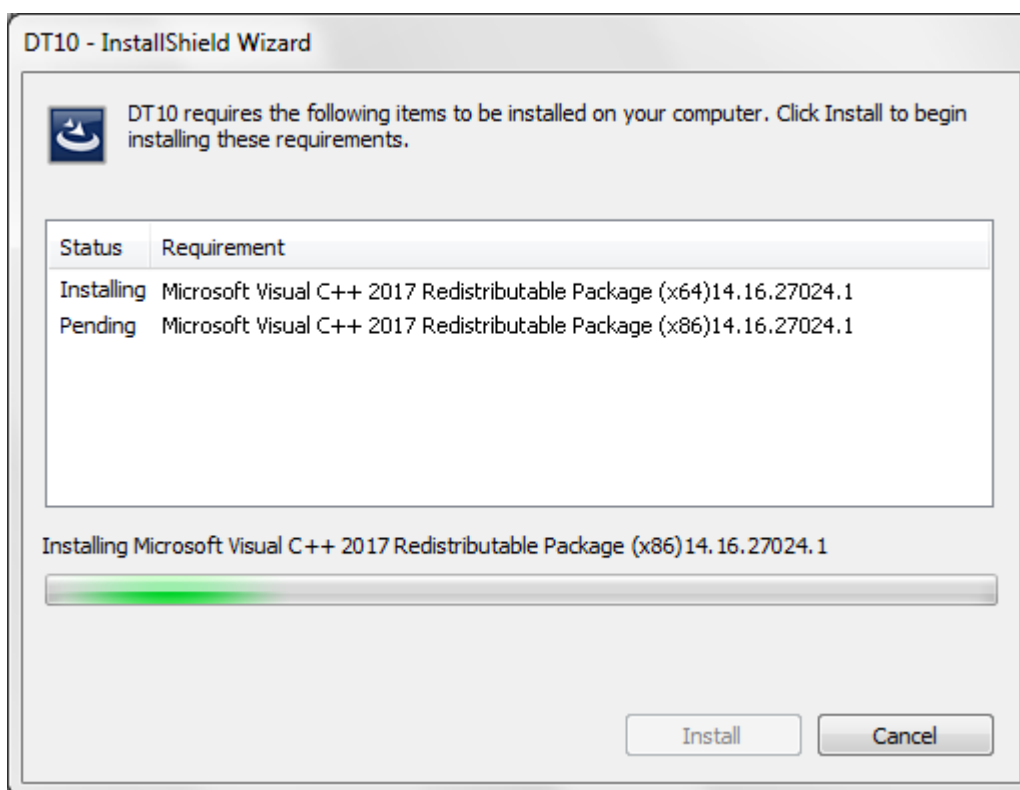


If you click the 'Install' button, 'User Account Control' will be displayed.



Please confirm the 'Verified Publisher' and click the 'Yes', then the installation will get started.

"Microsoft Visual C++ 2017 Redistributable" is installed.



The installation will take a few minutes and it will be up to the machine situation.

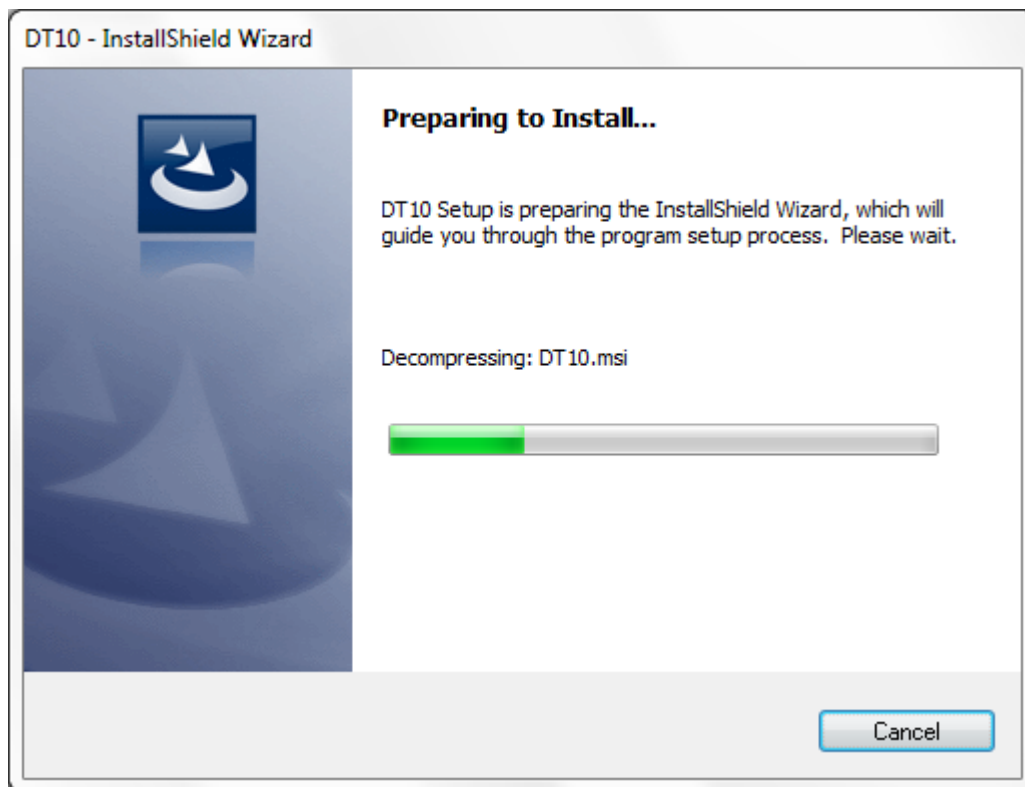
If it is finished, then the installation of DT10 Application will begin.

You may be recommended to reboot the PC, but please continue installing without rebooting it.

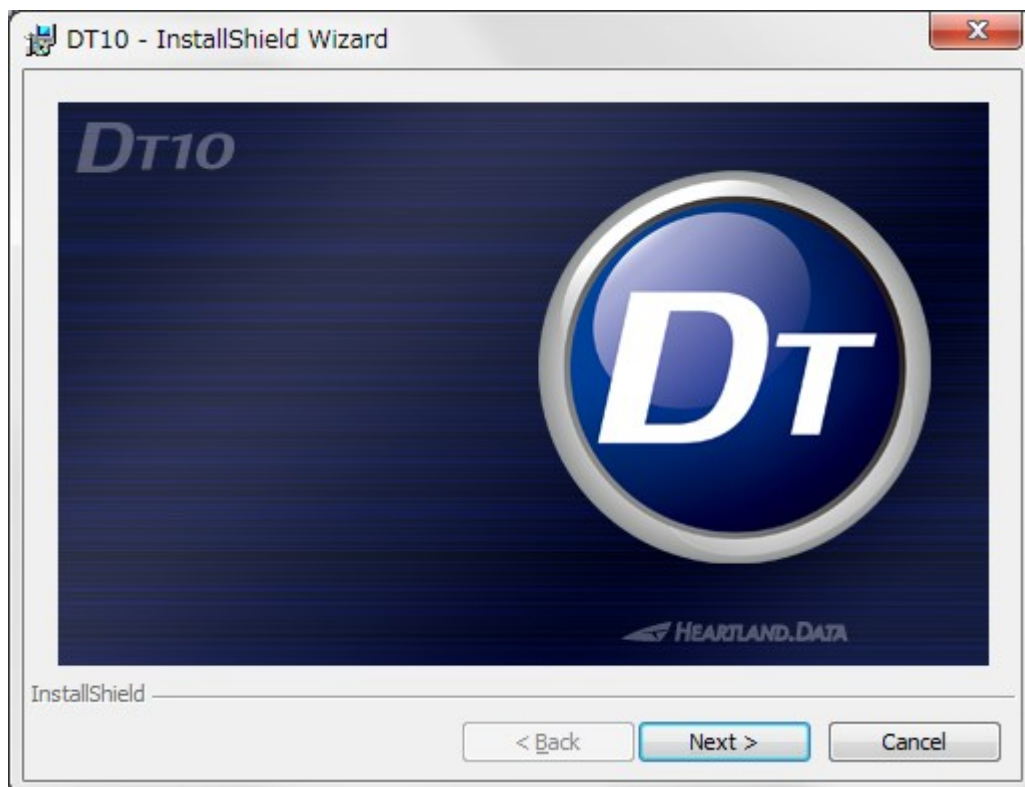
When the installation and setup of the DT10 are complete, reboot it manually.

1.4.2. Installation of application and each tool

Start the DT10 setup, and the setup file is expanded.

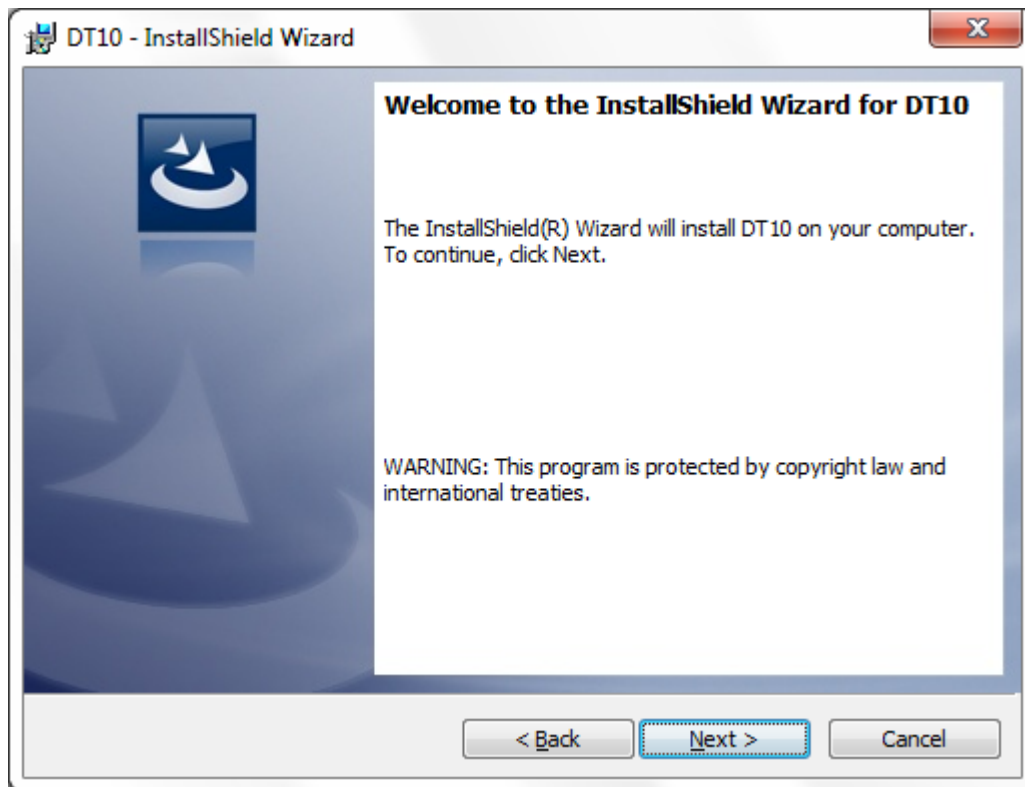


Then the expansion is complete, installation is ready and the splash view is displayed.



Click the "Next" button.

The welcome view is displayed.



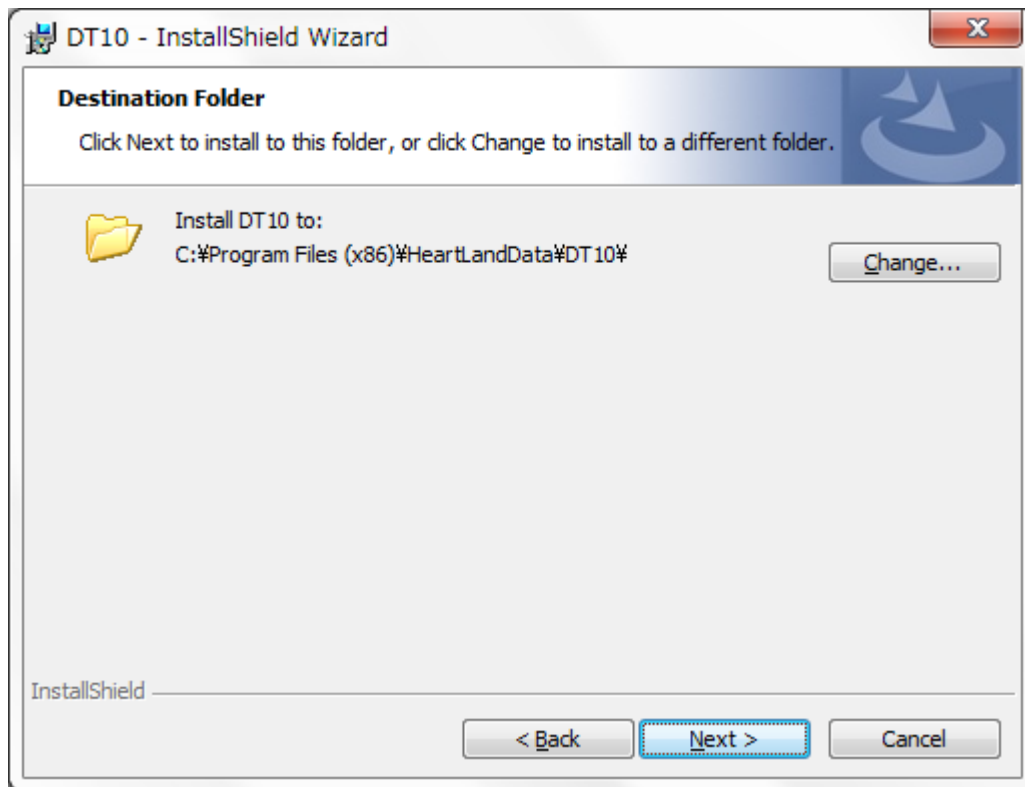
Click the "Next" button.

"DT10 License Agreement" is displayed.



Please confirm the content and select "I accept the terms in the license agreement". Then Click "Next".

The “Destination Folder” view is displayed.

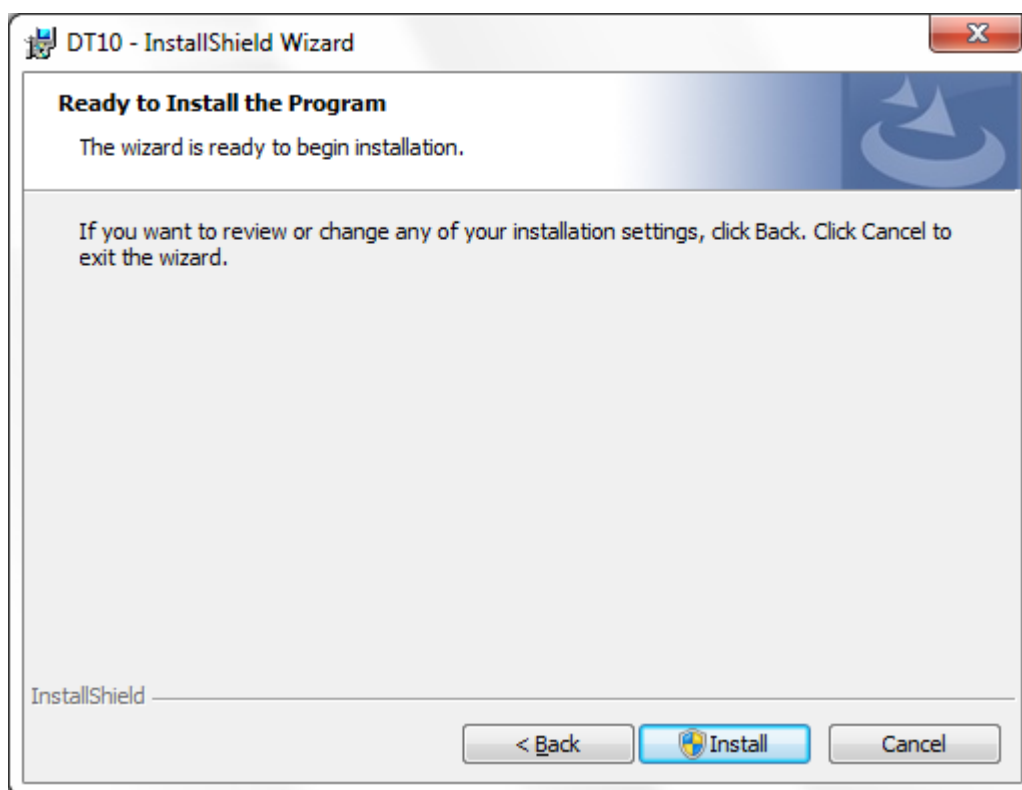


The default destination folder specified is “[Program Files (x86) Path]HeartLandData\DT10”.

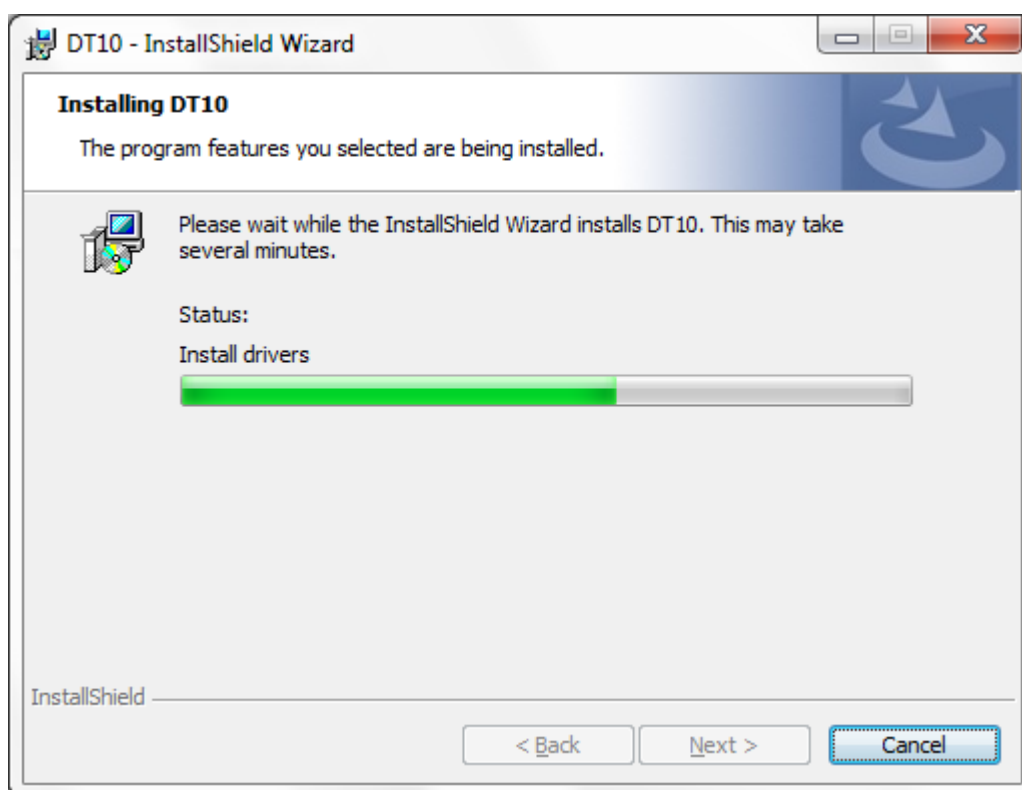
[Program Files (x86) Path] depends on the PC (driver name of the booted OS and so on). If you wish to change the specified folder, click the “Change” button and specify the folder.

After you have confirmed the installation folder, click the “Next” button.

The “Ready to Install the Program” view is displayed.

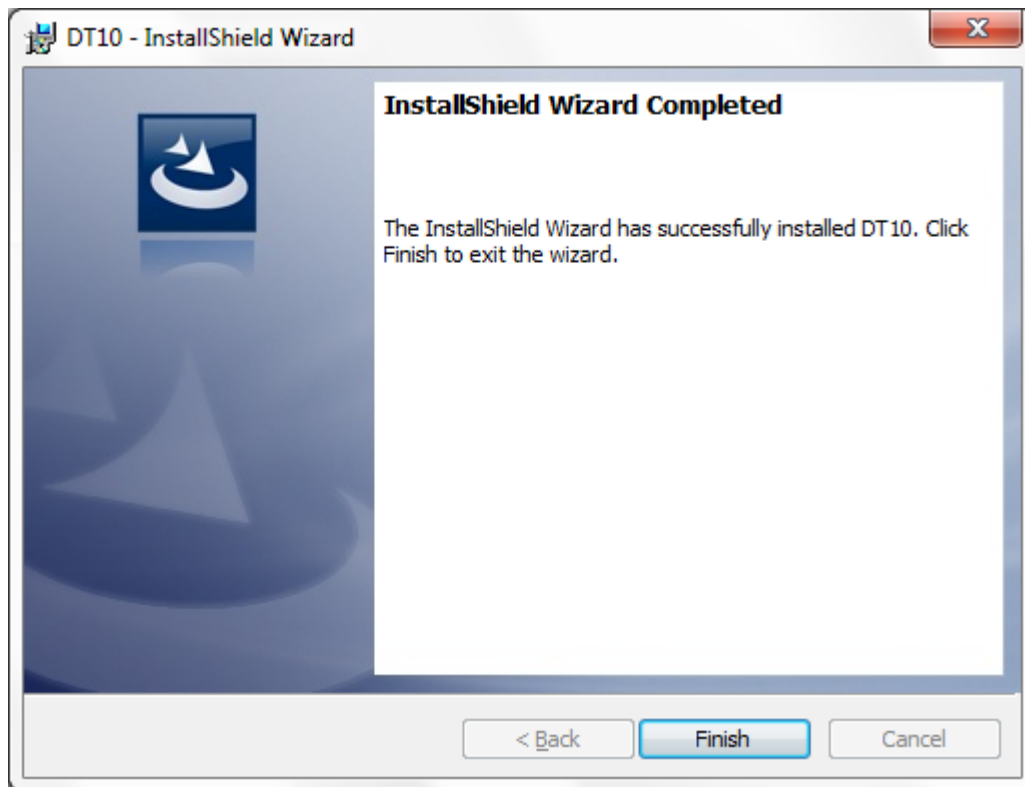


If you wish to install it with the current setup, click the “Install” button.



The installation time depends on your PC environment. It may range from a few seconds to a few minutes.

When the DT10 installation is successfully completed, the following view is displayed:



Click the "Finish" button and the setup is complete.

1.5. Setup of the USB driver of DynamicTracer (For Windows 7)

USB setup for the DynamicTracer is needed.

Connect the DynamicTracer to the PC and switch it on, whereupon the USB driver is installed.



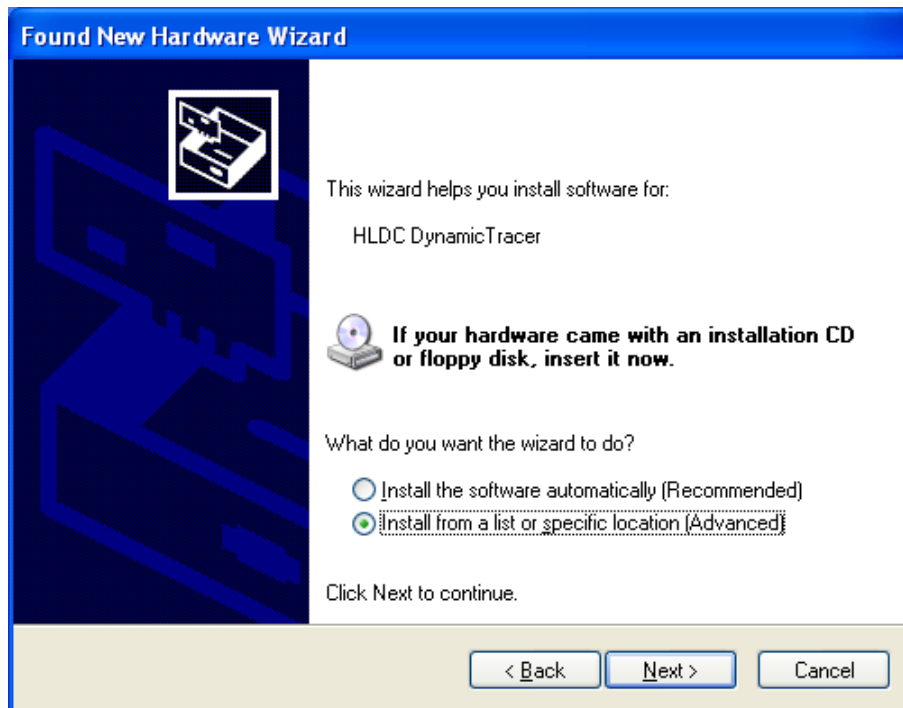
Caution

In Windows 7, the USB driver is not automatically installed. Please do so manually and refer to [1.6.Troubleshooting for the installation].

The "Found New Hardware Wizard" view is displayed.

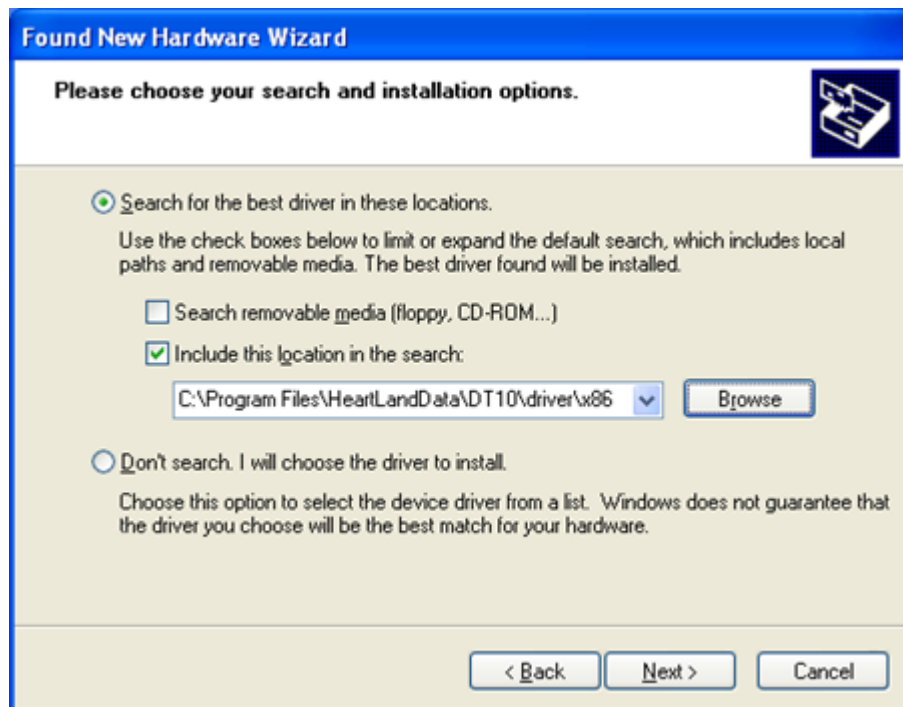


Select the "No, not this time" option and click the "Next" button.



The installation method selection view is displayed. Select “Install from a list or specific location (Advanced)” and click the “Next” button.

The search option view is displayed.



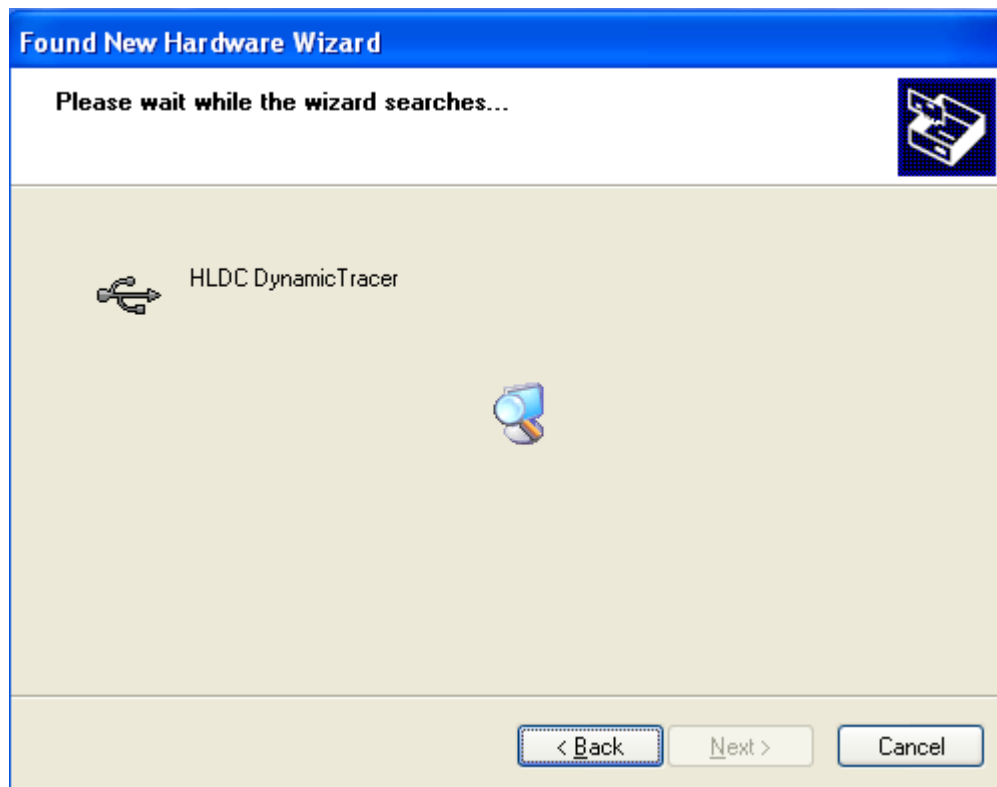
Select “Search for the best driver in these locations” option and check “Include this location in the search” checkbox.

Click the “Browse” button to specify the search folder.

For 32 bit OS, Specify “driver\Win7\x86” from the DT10 install folder.

For 64 bit OS, Specify “driver\Win7\x64” from the DT10 install folder.

After specifying, click the “Next” button.

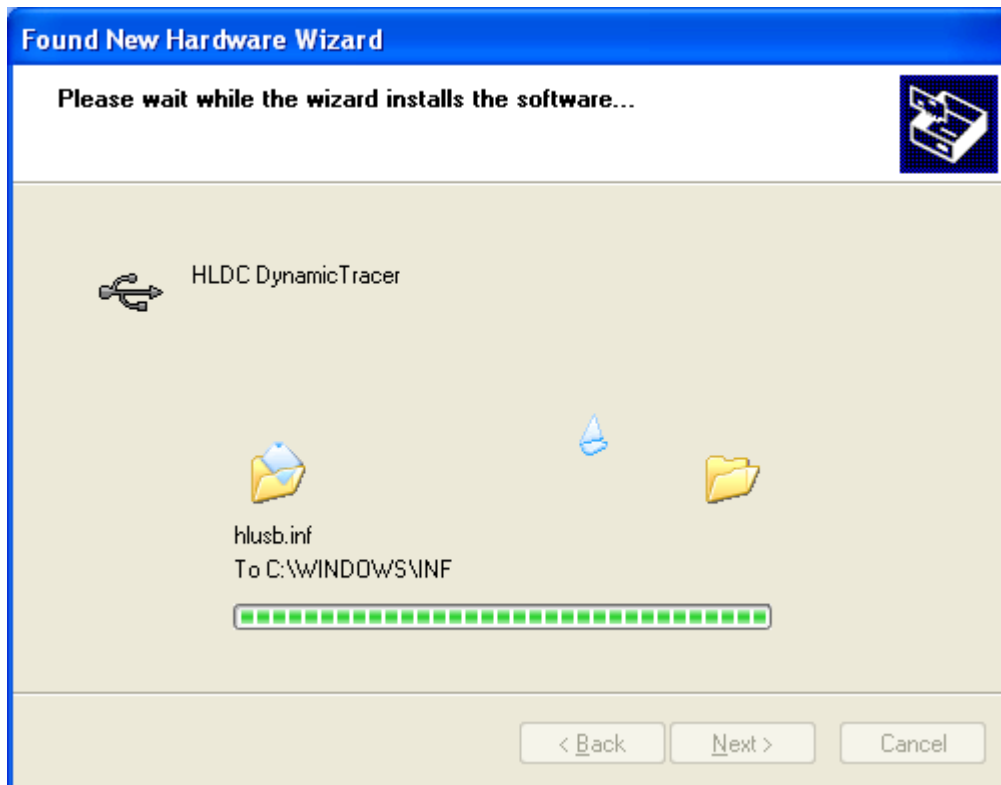


The PC searches for drivers, which may take a few seconds or a few minutes depending on the PC.

The installation view of the driver found in the search is displayed.

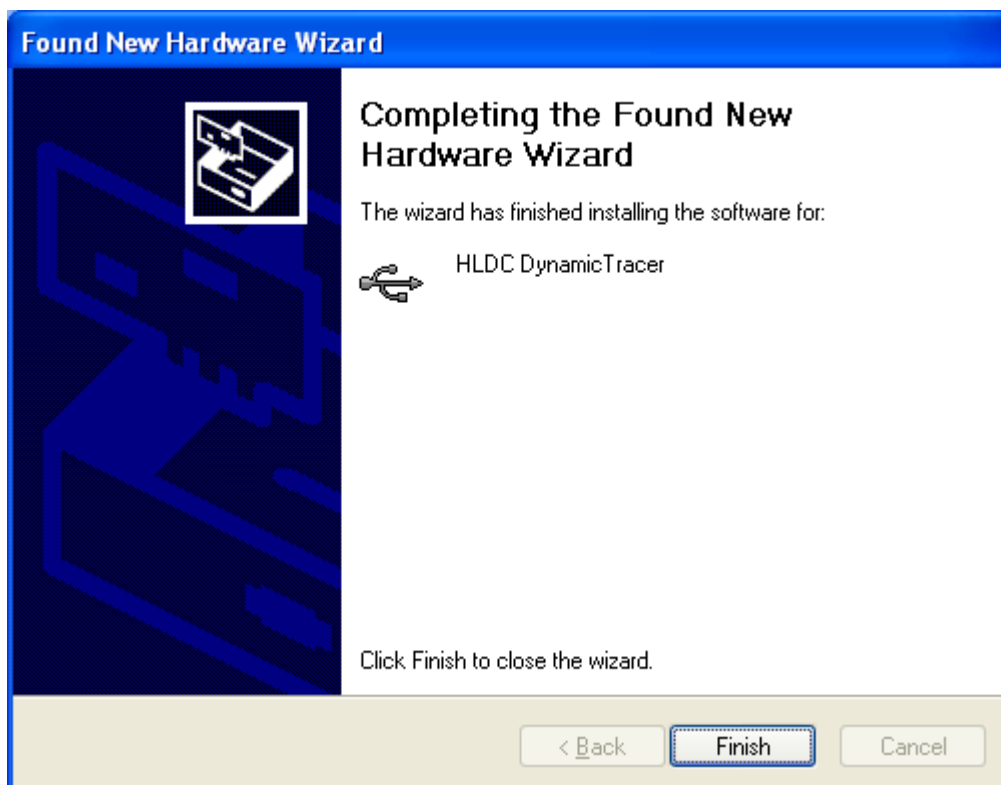


Click the "Continue" button.

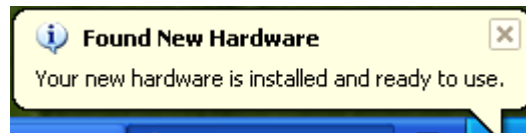


The PC searches for drivers, which may take a few seconds or a few minutes depending on the PC.

Complete the installation, whereupon the "Complete view" is displayed.



Click the "Finish" button to end the installation step.



In this setup, you can collect the Test Report using a DynamicTracer with DT10.

If reconnecting a USB that has already been recognized, the above processes are not repeated.

However, if the connected port is changed, those processes will be repeated.

1.6. Setup of the USB driver of DynamicTracer(For Windows8/8.1 and Windows10)

USB setup of DynamicTracer is needed.

Connect the DynamicTracer to the PC and switch it on, then USB device driver is installed automatically via Windows Update.



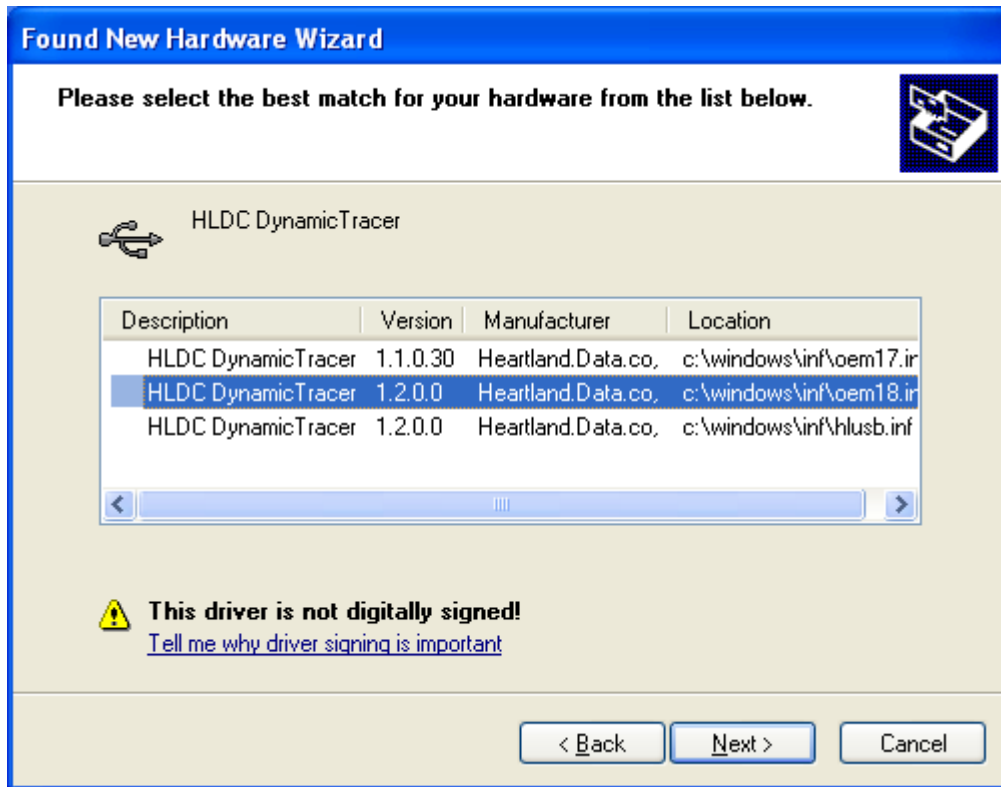
Caution

In Windows8 or 8.1 and Windows10, if the machine does not connect to the network, or the setting is not to install Windows update automatically, the installation is needed manually. Please refer to [1.7. Troubleshooting for the installation] for more details.

1.7. Troubleshooting for the installation

<< Caution for USB driver setup of the DynamicTracer >>

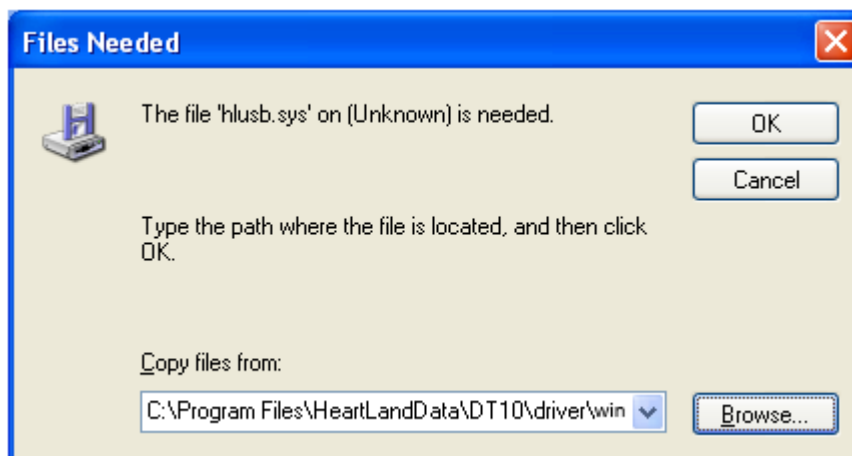
When the USB driver of the DynamicTracer has already been set up, if you attempt to set up the driver again, the following view may be displayed when searching for the driver:



The displayed contents depend on the PC state.

When this view is displayed, select "hlsusb.inf". (* In the case of Windows 8 / 8.1 and Windows10, please select "cyusb.inf".)

The following view may be displayed when installing the driver:



Click the "Browse" button and specify the file for the each OS in "driver" folder in the DT10 install folder.

<< Failure to install “Microsoft Visual C++ 2017 Redistributable.” >>

If an error occurs before the application setup, or when booting up DT10, the installation of “Microsoft Visual C++ 2017 Redistributable.” may have failed.

Please execute the installer of “Microsoft Visual C++ 2017 Redistributable” directly.

The installer is “ISSetupPrerequisites\vc_redist_x86.exe.”

If the installer does not work, your “vc_redist_x86.exe” may have a problem.

Please download “Microsoft Visual C++ Redistributable for Visual Studio 2017” from the following URL and try to execute it:

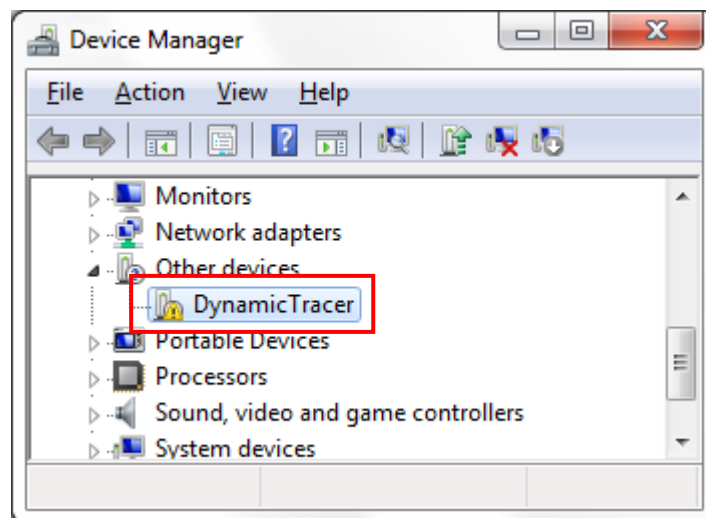
<https://visualstudio.microsoft.com/vs/older-downloads/>

<< Installation of the USB device driver may not automatically execute >>

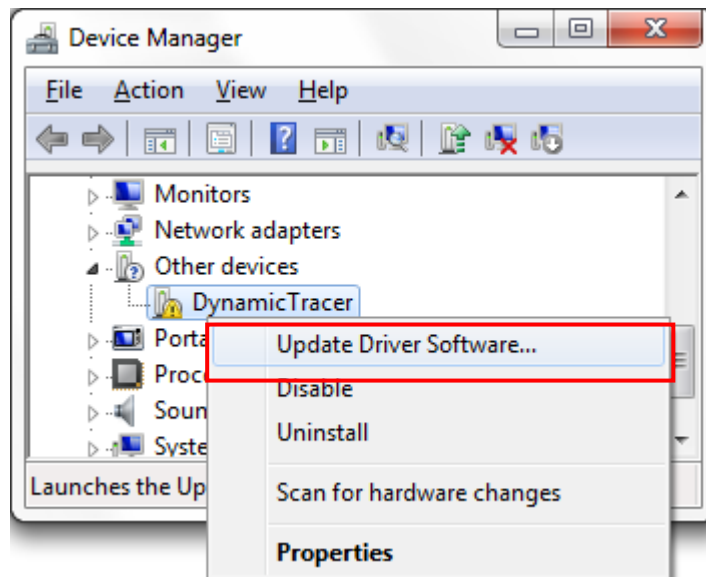
In Windows 7, if you connect the DynamicTracer to a PC and turn it on, the USB device driver is not automatically installed and must be installed manually.

The next steps show you how to do this:

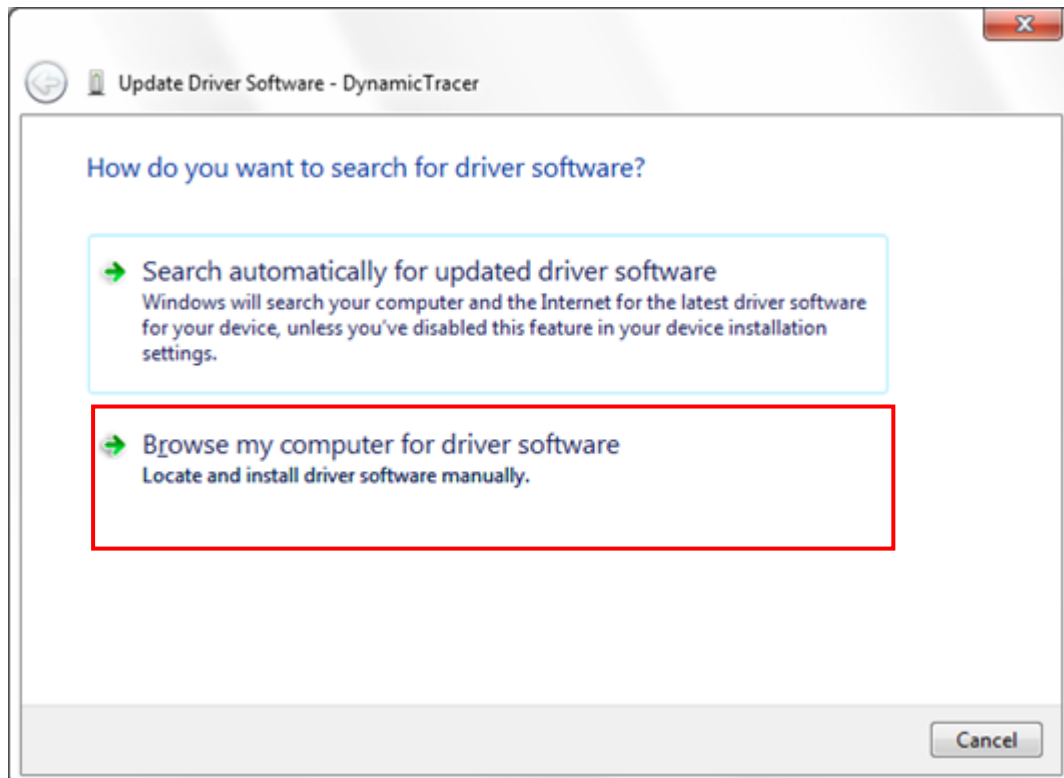
1. Open the [Device Manager] in the Control Panel.
2. Find the [DynamicTracer] device in the Device Manager.



3. Right-click on the [DynamicTracer] device and click on "Update Driver Software" from the displayed menu.



4. Select "Browse my computer for driver software" from the "Update Driver Software" dialog.



5. Click the "Browse" button to specify the [driver] folder in the DT10 install folder as the search target.

Windows7 (32bit) : C:\Program Files\HeartLandData\DT10\driver\win7\x86

Windows7 (64bit) : C:\Program Files (x86)\HeartLandData\DT10\driver\win7\x64

Windows8 (32bit) : C:\Program Files\HeartLandData\DT10\driver\win8\x86

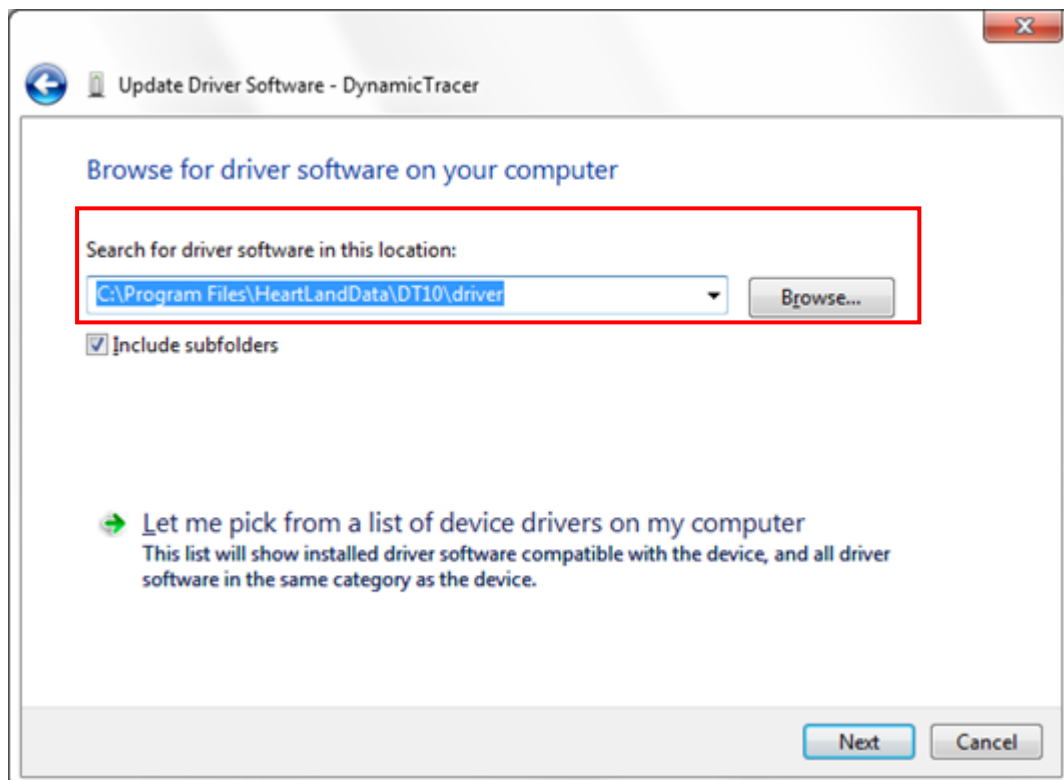
Windows8 (64bit) : C:\Program Files (x86)\HeartLandData\DT10\driver\win8\x64

Windows8.1 (32bit) : C:\Program Files\HeartLandData\DT10\driver\win8.1\x86

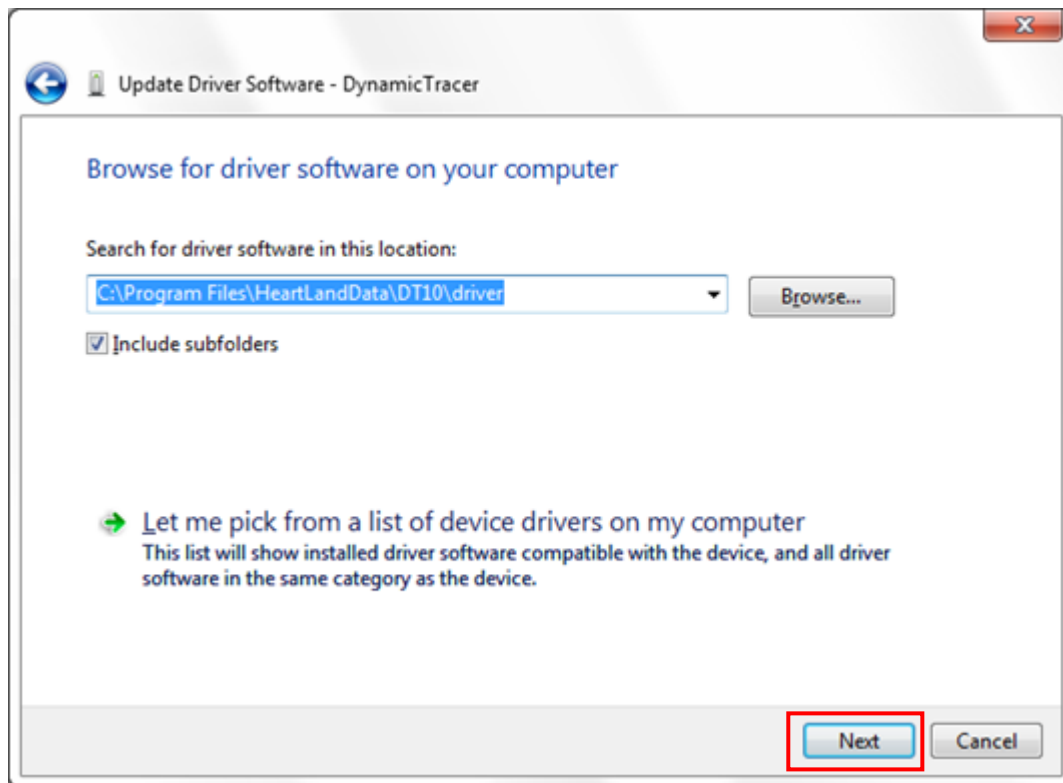
Windows8.1 (64bit) : C:\Program Files (x86)\HeartLandData\DT10\driver\win8.1\x64

Windows10 (32bit) : C:\Program Files\HeartLandData\DT10\driver\win10\x86

Windows10 (64bit) : C:\Program Files (x86)\HeartLandData\DT10\driver\win10\x64

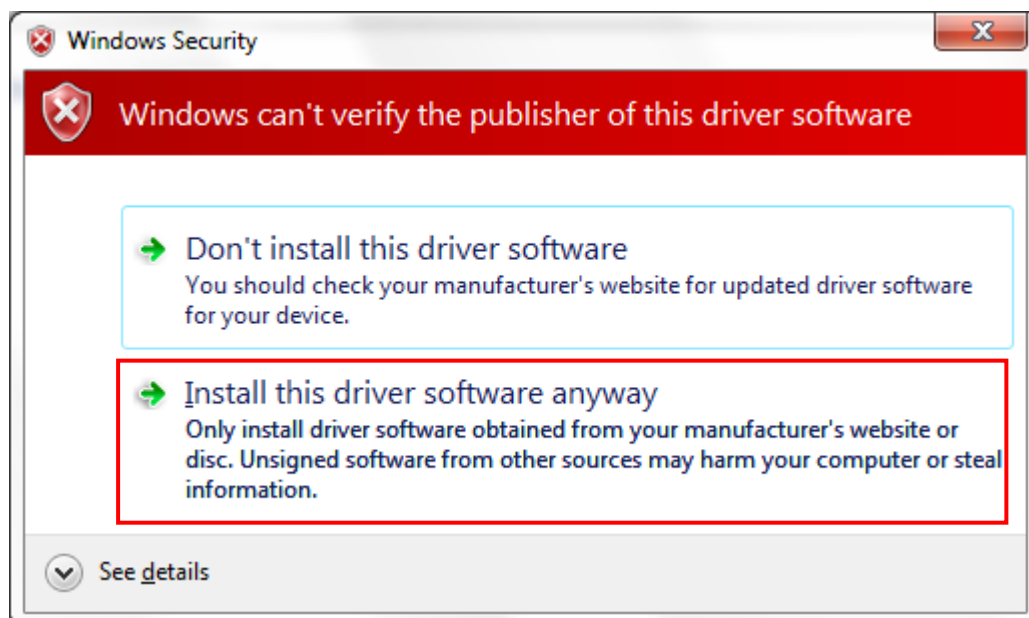


6. Click the "Next" button.

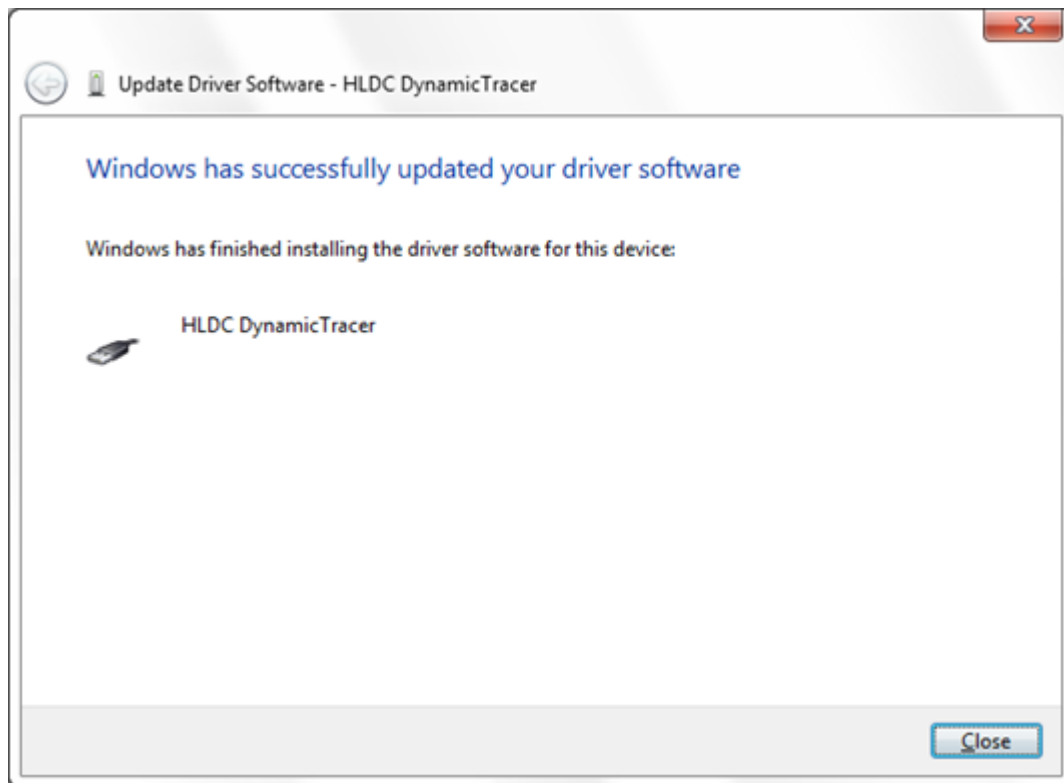


7. The USB driver installation starts.

8. If a warning like the following is displayed, select "Install this driver software anyway."



9. The following view is displayed when the driver installation is complete:



10. Click the "Close" button to end the installation step.

<< If the DT10 still does not work >>

Check with another PC.

If the DT10 still does not work, please contact our support department:

Heartland.Data Inc.

User Support

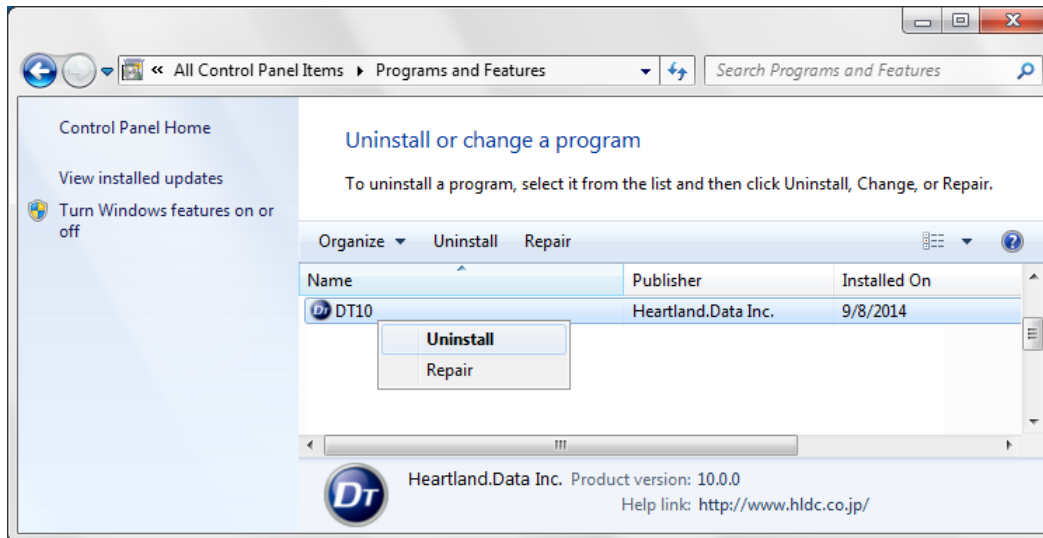
URL: heartlanddata.com

1.8. Uninstallation of DT10

1.8.1. Uninstall by “Add or Remove Programs”

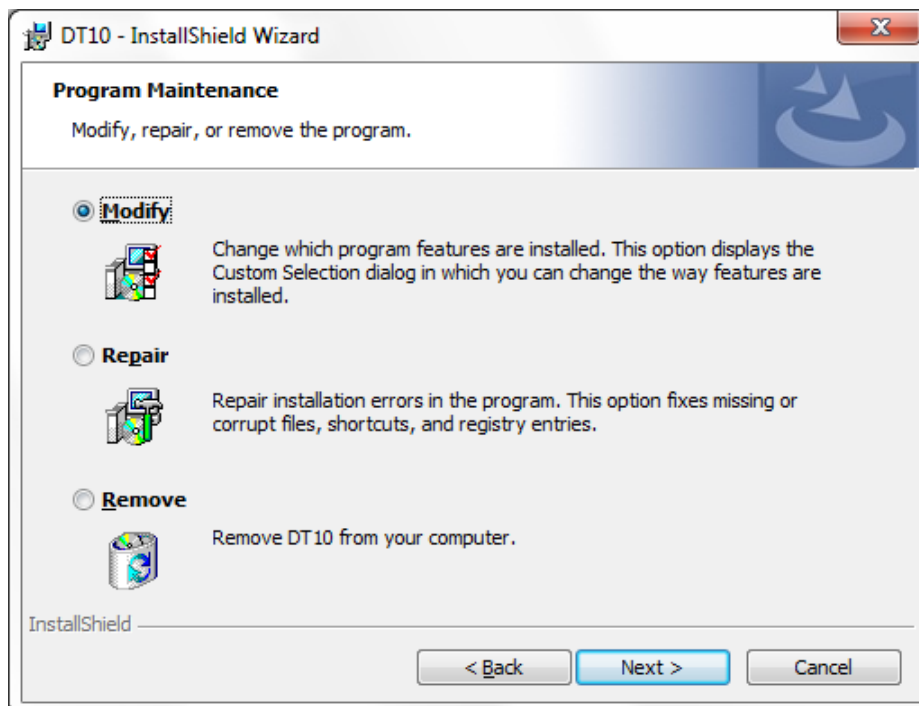
Select “DT10” from “Control Panel” -> “Add or Remove Programs”, and delete it.

Proceed in this way to uninstall DT10 applications up to Ver.1.52.



1.8.2. Uninstall by “setup.exe”

Use “setup.exe” that can be used to install or uninstall DT10.

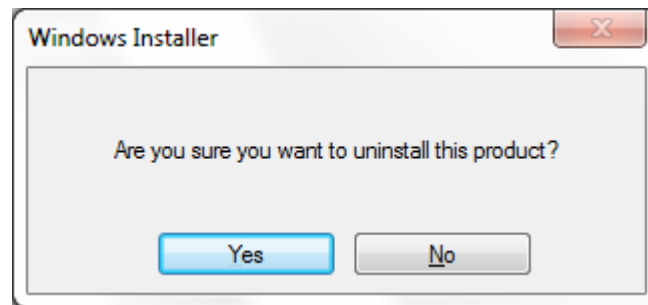


“Program Maintenance” view is displayed and then select “Remove” to uninstall DT10.

1.8.3. Uninstall by “DT10 Uninstaller”

Select **[Program Menu > DT10 > Uninstall]** to boot up the uninstaller.

DT10 can be uninstalled by executing the uninstaller.



Select “Yes” in “Windows Installer” to continue execution.

2. Setup of The USB Dongle License

2.1. Setup of the USB dongle license

It is necessary to make the machine activated the USB dongle when using the USB dongle.

 Caution	To use it via Terminal Services connection such as Windows Remote Desktop Connection, you need a license for Remote Desktop. Please contact your sales representative if you have any questions about license change or purchase.
---	---

2.1.1. Installation of runtime

The license expiry date of the USB dongle and the other information can be checked in the web application by the installation of the latest RTE (runtime).

1. Please disconnect the USB dongle from the machine using DT10.
2. Download the latest RTE from "Download applications" of the support page of our web site.

* User ID and the password are necessary to see the support site.

<URL>

<http://hldc.co.jp/support/dt10-support/dt10-download/dt10-app-download/>

3. Install the RTE in the machine using DT10.

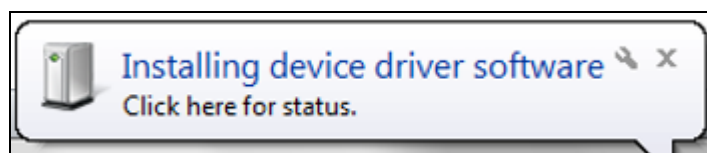
Please extract the downloaded file and execute "HASPUUserSetup.exe"

4. Please restart the machine after the installation.

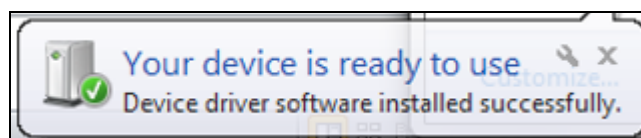
2.1.2. Connect the USB dongle to the machine

Connect the USB dongle to the machine installed DT10 application.

After the connection, plug and play is executed automatically.



Please wait a moment until the message is displayed.



LED light of the USB dongle turns on after this condition.

The USB dongle activated once does not execute the above process after connecting again.

However, the above process will be executed when the USB dongle is connected in the different port.

2.1.3. Licensing confirmation

Please start DT10 application by the machine connected the USB dongle.

"Standard Edition" is shown on the upper-right of starting display if the license works correctly.

In case the license is invalid or works incorrectly, "Free Edition" is shown.



Please refer to [4.3 Troubleshooting for the floating license] if the application can not start as "Standard Edition".

2.2. Update the USB dongle license

2.2.1. Update the V2C file

Please get the V2C file (License update data file) from our support staff if update the USB dongle license.

Update from the dedicated web application "Sentinel Admin Control Center (ACC)".

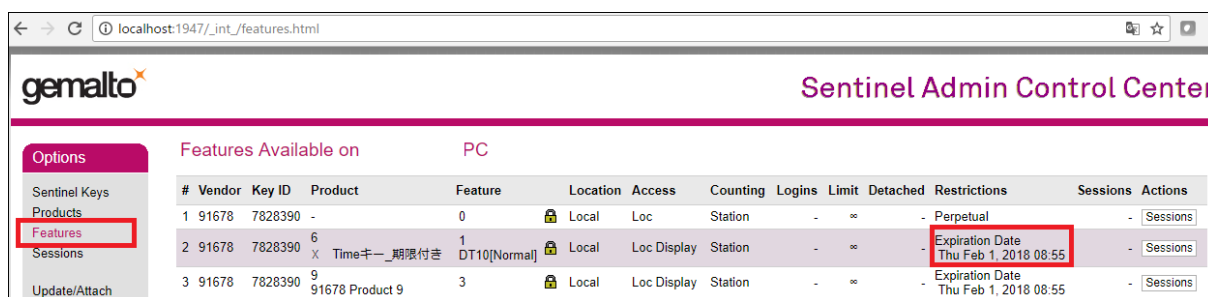
1. Connect the USB dongle to the machine.

2. Access the following URL.

<URL>

<http://localhost:1947/>

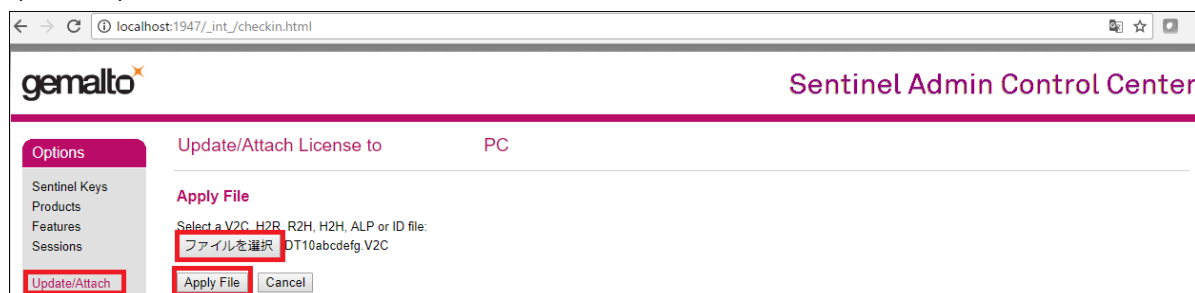
3. Please select "Features" of "Options" in the left side of the display after opening ACC Control Center (ACC) application.



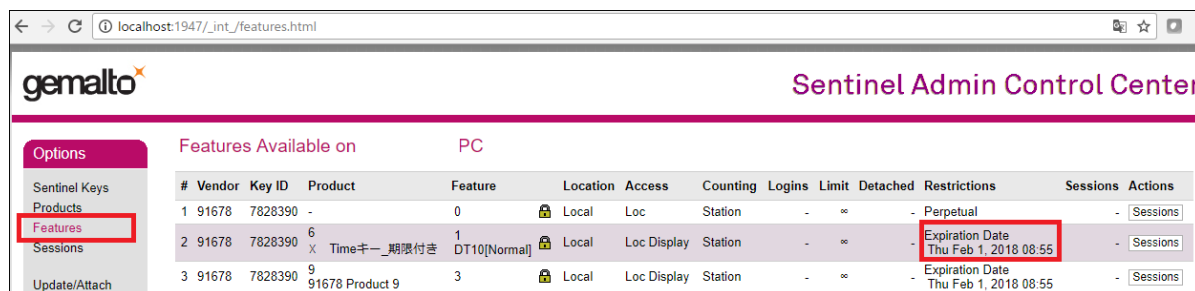
In the "Restrictions" items, the expire date can be checked. ("Expired" is displayed if it is expired.)

4. Select the V2C file (*.V2C) from "Select file" after selecting "Update/Attach".

5. Click the "Apply File" button and the message "Your update was applied successfully." is displayed after the complete of update.



6. Select "Features" again and ensure that expire date of the USB dongle is updated.



2.2.2. Licensing confirmation

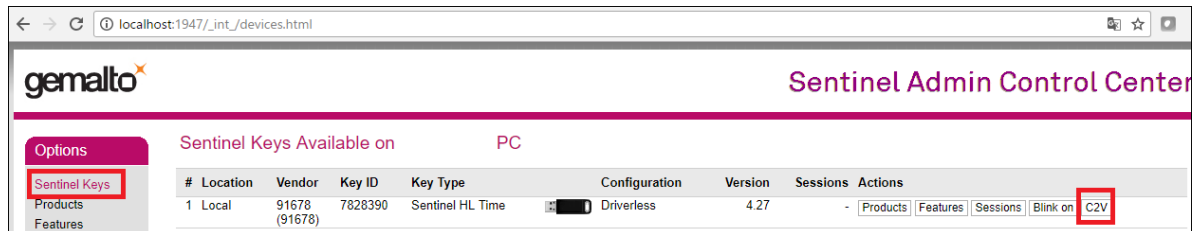
Please see that the license is activated after the update. Please refer [4.1.3 Licensing Confirmation].

2.2.3. Generate C2V file

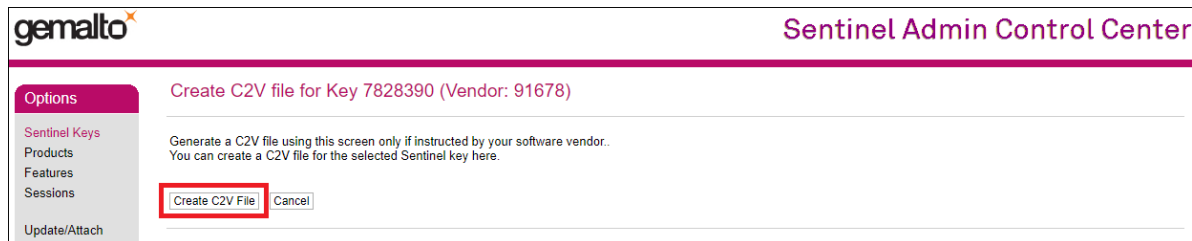
C2V file is the update completion information file and it is needed in the timing of the next license update.

After the update, please generate C2V file and send to us.

1. Click "C2V" of "Action" after switch to "Sentinel Keys" of "Option" in the left side of the ACC display.



2. Generate C2V file by selecting "Download C2V file"



3. Please send the email attaching the generated C2V file.

Email : license@hldc.co.jp

2.3. Troubleshooting of the USB dongle license

<< ACC is not displayed, or USB dongle is not activated >>

Please try the followings:

- Download and install the latest RTE from our web site

Please access ACC again or confirm the license is valid starting DT10 after the installation.

<URL>

<http://hldc.co.jp/support/dt10-support/dt10-download/dt10-app-download/>

- In case there is the older license file (.lic file) used when the free trial in the installation folder, please delete it.
- Please ensure to happen the trouble when connecting the USB dongle in other different USB port.
- Please ensure to happen the trouble if the security software like firewall or antivirus is set to off.
- Please contact us if the trouble still happens.

If possible, please attach the diagnostics file (diagnostics.html) output by ACC when send a mail.

< Creation flow of the diagnostics file >

- Connect the USB dongle to PC.
- Access this URL: <http://localhost:1947>
- Select the [Diagnostics] in [Options] and select [Generate Report] in the lower side.
- Save the page after [Admin Control Center Diagnostics] is displayed.

3. Change History

Date	Version	Changed Summary (The values in [] refer to the item number and section)
April 27, 2018	Ver.1.0.0	Renewal of the Install manual.
June 24 2019	Ver.1.0.1	Updated the installation procedure. The support platform has been updated.
October 30 2025	Ver.1.0.2	Removed Note-Locked and Floating Licenses section



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