How to Run in VMWare

Problem

When running NetAnalysis® v2, HstEx® v4 or Blade® in a VMWare machine with a valid USB licence dongle attached, you may receive a warning message "Virtual Environment Detected", with a Result Code of 1.

| Licence | Licence Verification | | | | |
|---|----------------------|------------------------------|--|--|--|
| Licence Not Valid Unable to find a valid licence for this software | | | | | |
| Informa | Information | | | | |
| Name | | Value | | | |
| ⊿∂ | Evaluation | | | | |
| (| Disabled | Virtual Environment Detected | | | |
| | Result Code | 1 | | | |
| Thank you for evaluating our software. A virtual environment has been detected. Running the software within a virtual environment during the evaluation period is not permitted. To run the software in a virtual environment, you must purchase a licence. To purchase a licence(s), please visit: http://store.digital-detective.net | | | | | |
| | | ОК | | | |

Solution

Upgrade your VMWare Workstation to a more recent version. This issue has been resolved in newer versions of VMWare.

This is caused by older versions of VMWare Workstation and an issue with the USB 3.0 driver in Windows 8. To rectify the problem, open the Virtual Machine Settings and select the USB controller. Change the USB compatibility to "USB 2.0". Once this setting has been changed, make sure that you have connected the USB licence dongle to the Virtual Machine and then launch NetAnalysis® / HstEx®.

| Virtual Machine Settings | | | | | |
|--|--|--|--|--|--|
| Hardware Options | | | | | |
| Device Memory Processors Hard Disk (SCSI) CD/DVD (SATA) Network Adapter Sound Card Printer Display | Summary 2 GB 1 30 GB Auto detect Bridged (Automatic) Present Auto detect Present Auto detect Versent Auto detect Muto detect Remove | Connections USB compatibility: USB 2.0 Automatically connect new USB devices Show all USB input devices Share Bluetooth devices with the virtual machine | | | |
| | | OK Cancel Help | | | |

If you are running NetAnalysis®, HstEx® or Blade® in evaluation mode, you will not be able to use a virtual environment. This functionality is only available in the full licensed software and has been disabled for virtual environments.