

## Reply from Network Driver is Bad (-102) and (-103)

Problem: When starting ShopCAM you receive the error message "NETWORK: Reply from network driver is bad."

Cause: Either old drivers are installed or the software was loaded under a non-administrator account.

Solution: There are several steps to solve this issue:

### Step #1

- Go to START then RUN and type "C:\program files\dbs\shopcam\setupex.exe /D" and click on OK.
- Reboot your computer.
- Go to START then RUN and type "C:\program files\dbs\shopcam\setupex.exe" and click on OK. It will look like nothing happened.
- Run ShopCAM. If this does not work, go to Step #2.

### Step #2

- Go to START then RUN and type "C:\program files\dbs\shopcam\setupex.exe /U" and click on OK.
- Reboot your computer.
- Go to START then RUN and type "C:\program files\dbs\shopcam\setupex.exe" and click on OK. It will look like nothing happened.
- Run ShopCAM. If this does not work, go to Step #3.

### Step #3

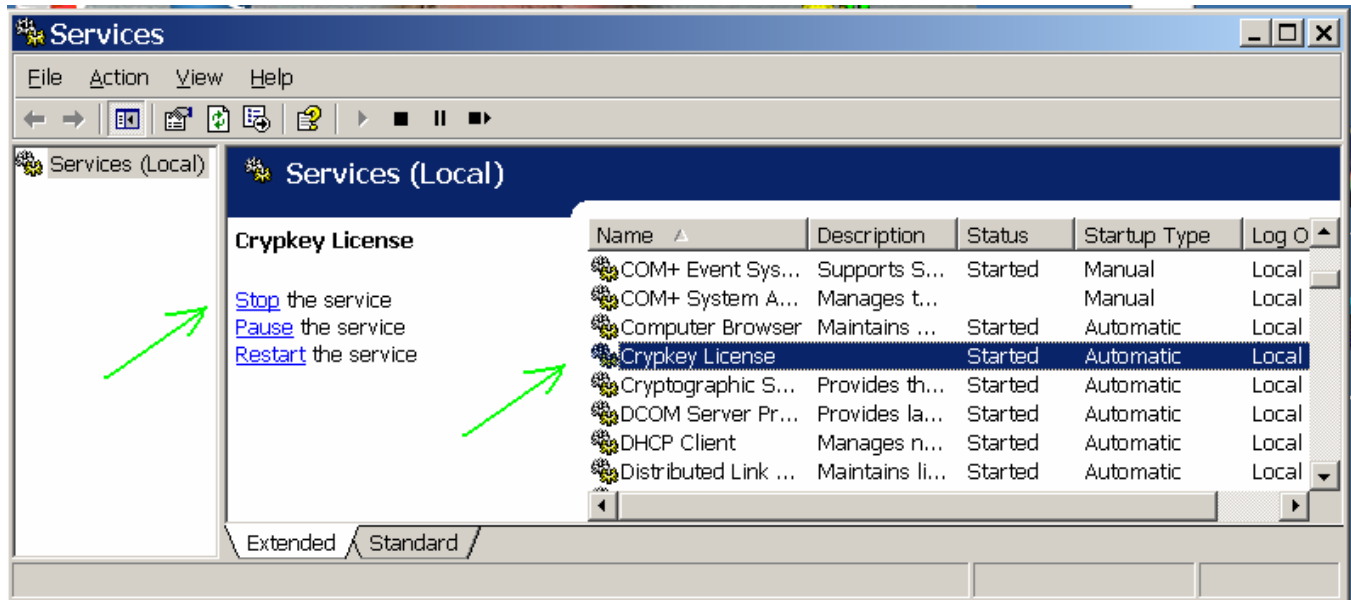
- Go to START then RUN and type "C:\program files\dbs\shopcam\setupex.exe /F" and click on OK.
- Reboot your computer.
- Go to START then RUN and type "C:\program files\dbs\shopcam\setupex.exe" and click on OK. It will look like nothing happened.
- Run ShopCAM. If this does not work, go to Step #4.

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### Step #4

If the problem is still there, stop the CrypKey license service. Go to the [Start] button, then:

- Setting
- Control panel
- Administrative tools
- Services
- Then stop 'crypt key' license (see below)



Find and delete the following files in the WINDOWS\SYSTEM32 or WINNT\SYSTEM32 directory

1. **ckldrv.sys**
2. **cryptserv.exe**
3. **esnecil.ind**

Go to START then RUN and type "C:\program files\dbs\shopcam\setupex.exe" and click on OK. It will look like nothing happened. Run ShopCAM. At this point you will have to obtain a new authorization code from DBS.