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ABB MEASUREMENT & ANALYTICS | TECHNICAL BULLETIN

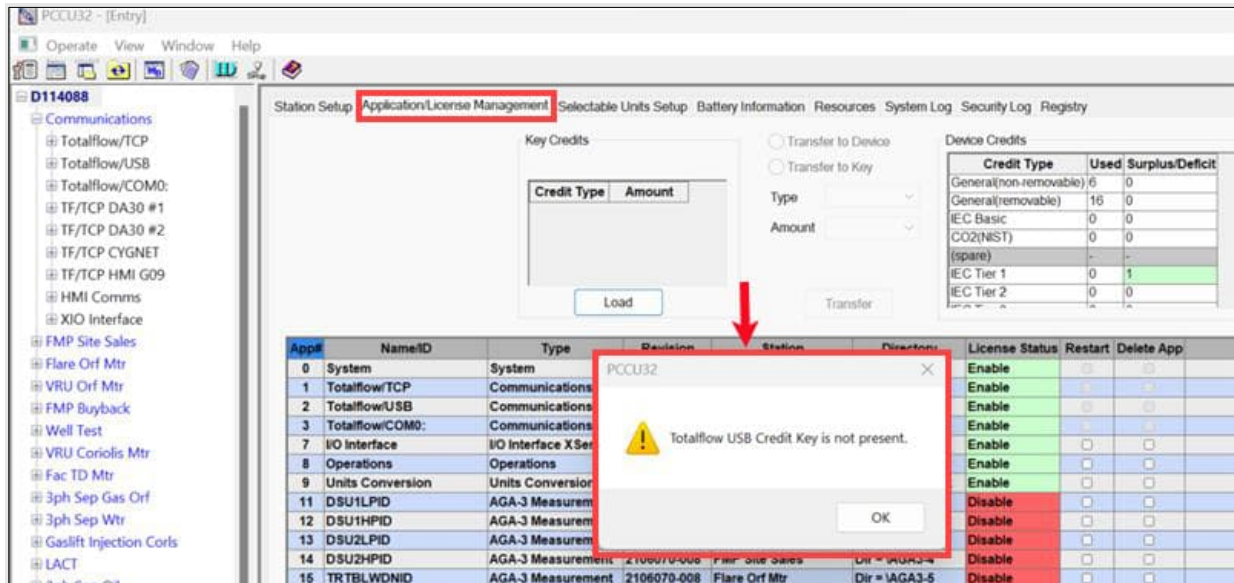
# **Failure to detect credit key dongle PCCU32 on Windows® 11**

MARCH 13, 2024 | 2108758TB-TB229

# 1 Description

Customers are unable to add credits to enable applications on ABB devices due to PCCU's inability to detect the USB credit key dongle. This issue is indicated by an error message displayed on the Application/License Management tab: "Totalflow USB Credit Key is not present."

**Figure 1: Error displayed by PCCU on the Application License Management tab**



## 2 Impacted products

The problem impacts PCCU software installed on an MS Windows® 11 system. The credit dongle requires a driver which fails to load in Windows 11 systems due to the laptop security settings. This issue will affect the ability to add credits to all ABB devices.

## 3 Resolution

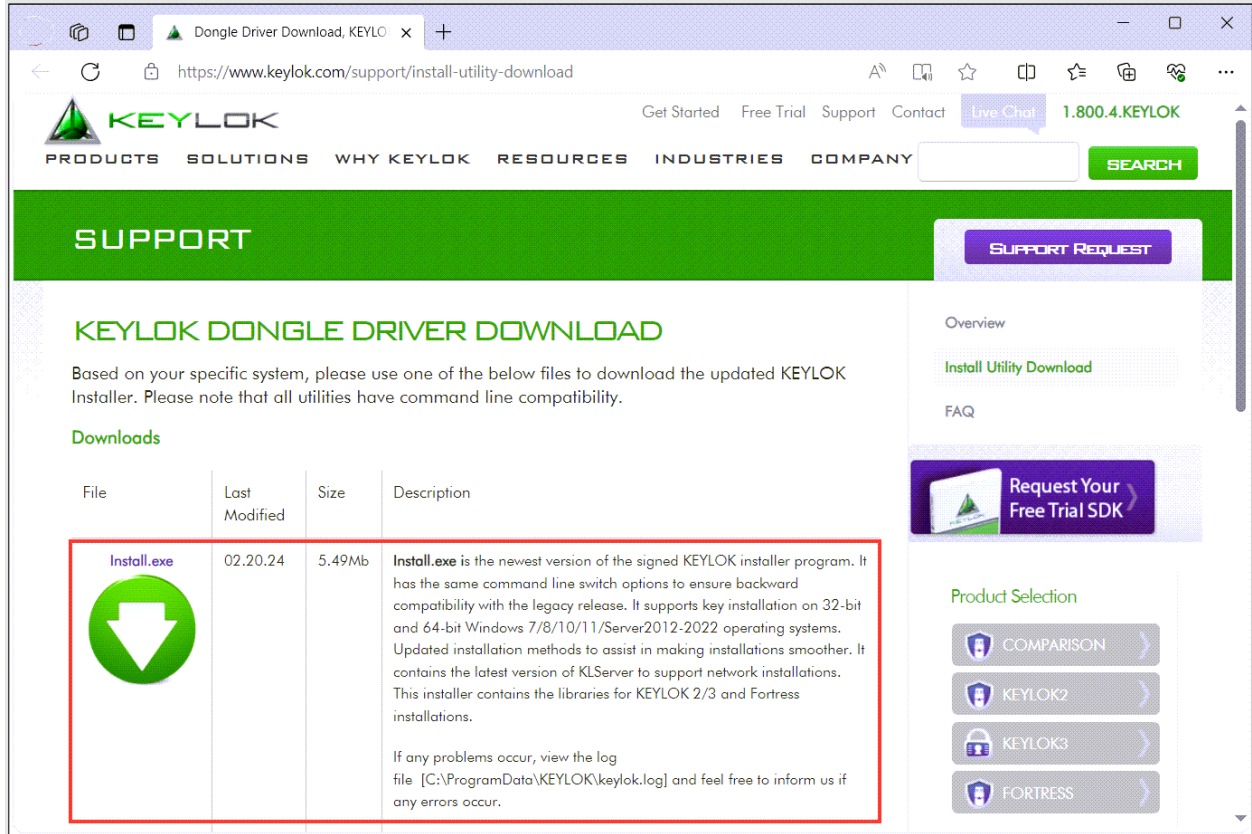
The problem can be corrected by installing the driver required by the dongle: a KEYLOK2® standard security USB dongle. The driver can be downloaded and installed independently on a Windows 11 system. For information on the KEYLOK product, visit [www.keylok.com](http://www.keylok.com).

### 3.1 Install KEYLOK driver

To download and install the driver:

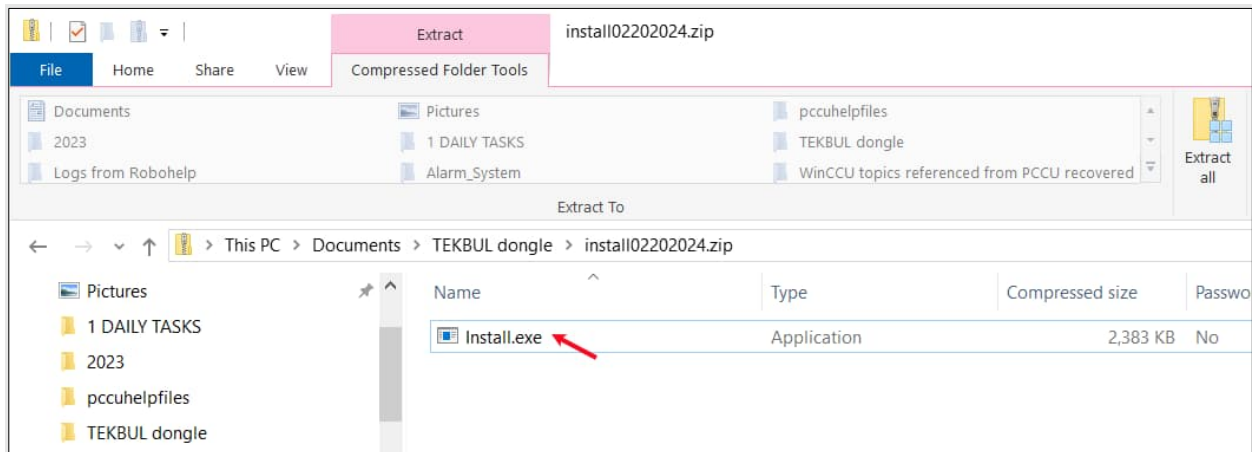
1. Go to the KEYLOK driver download page: [Dongle Driver Download, KEYLOK Driver | KEYLOK](#).
2. Locate and select the latest driver ([Figure 2](#)).

**Figure 2: KEYLOK dongle driver download**



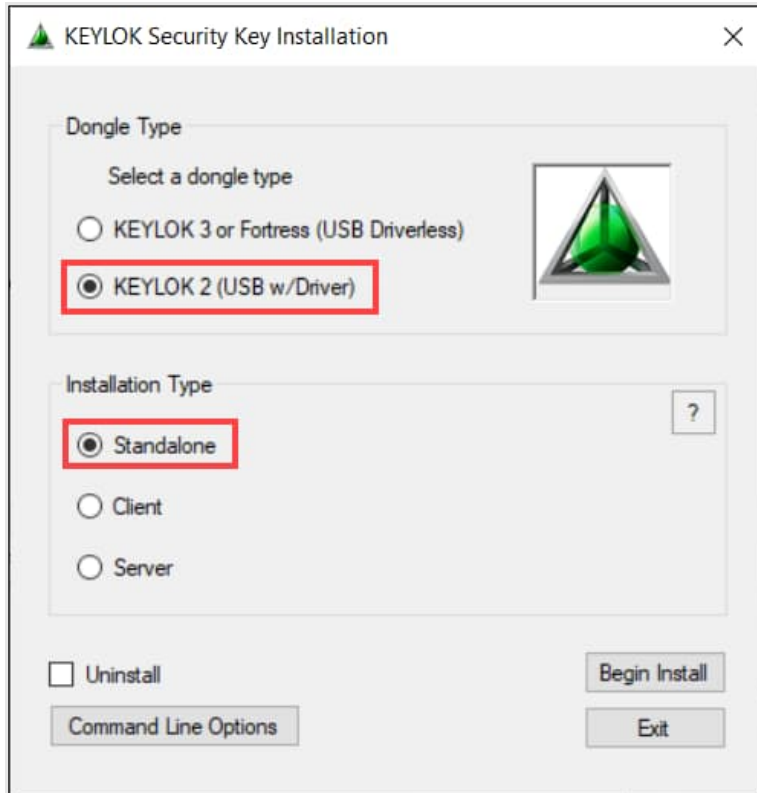
3. Save the installation package when prompted. The installation file is a compressed file.
4. Extract the file or double click to open.
5. Locate and double click **Install.exe** to start the installation.

**Figure 3: KEYLOK installation file**



6. At the initial installation dialog box, select **KEYLOK2 (USB w/Driver)** as the Dongle Type and **Standalone** as the Installation Type.

**Figure 4: KEYLOK Security key installation**



7. Click **Begin Install**.
8. Complete installation as instructed.

The PC or laptop may need a restart after installation. Before you restart, verify if PCCU can detect the dongle. Go to section [3.2 Verify dongle is detected](#).

## 3.2 Verify dongle is detected by PCCU

This procedure verifies successful dongle detection by PCCU which indicates that the dongle driver installation was successful. Successful dongle detection makes application credits available for use.

To verify:

1. Start PCCU.
2. Connect with the ABB device on PCCU Entry mode.
3. Select the device at the top of the PCCU navigation tree.
4. Select the **Application/License Management** tab.
5. Insert the dongle in the PC or laptop.
6. Verify that no error displays and that the **Key Credits** are displayed on the screen.
7. Click **Load** to display available credits.

If PCCU detects the dongle then there is no need to restart your system.



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