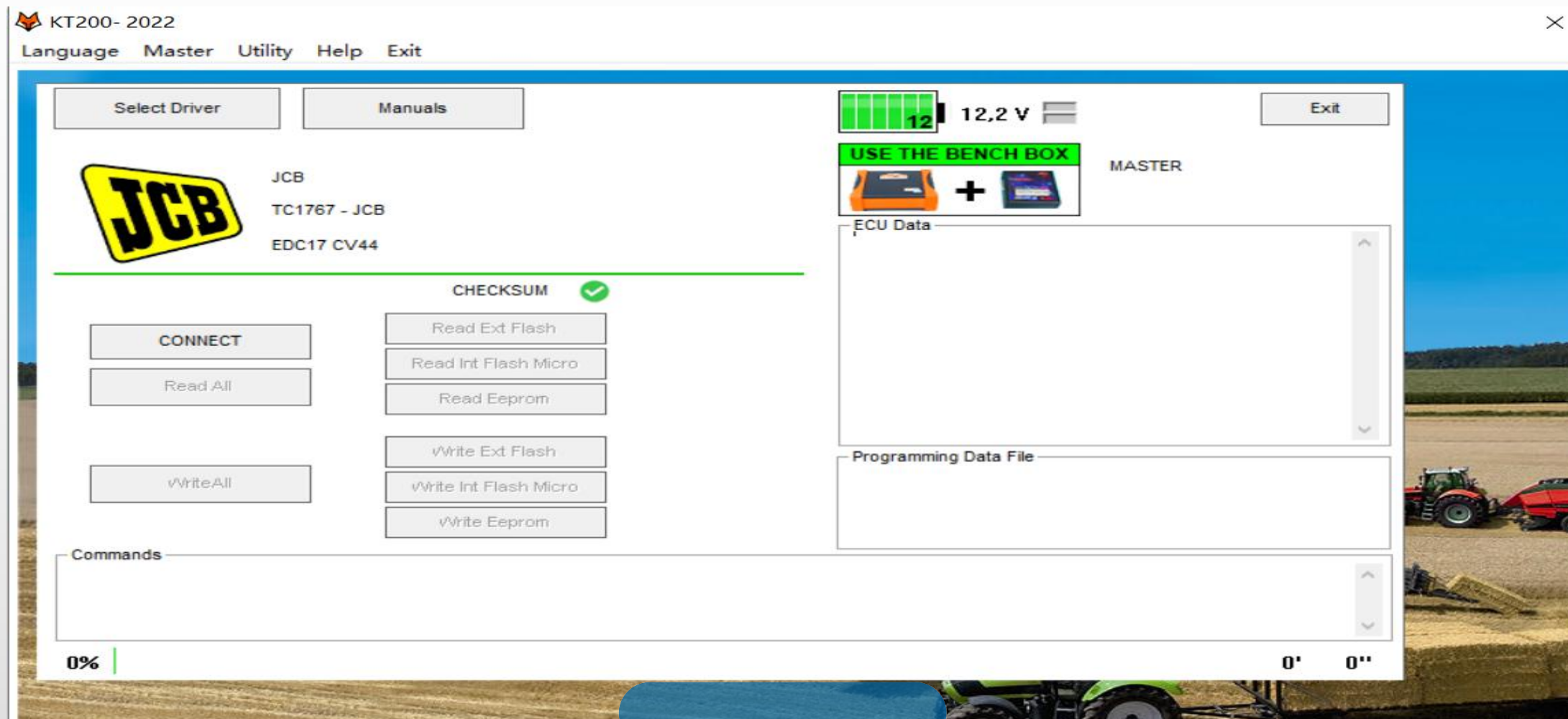
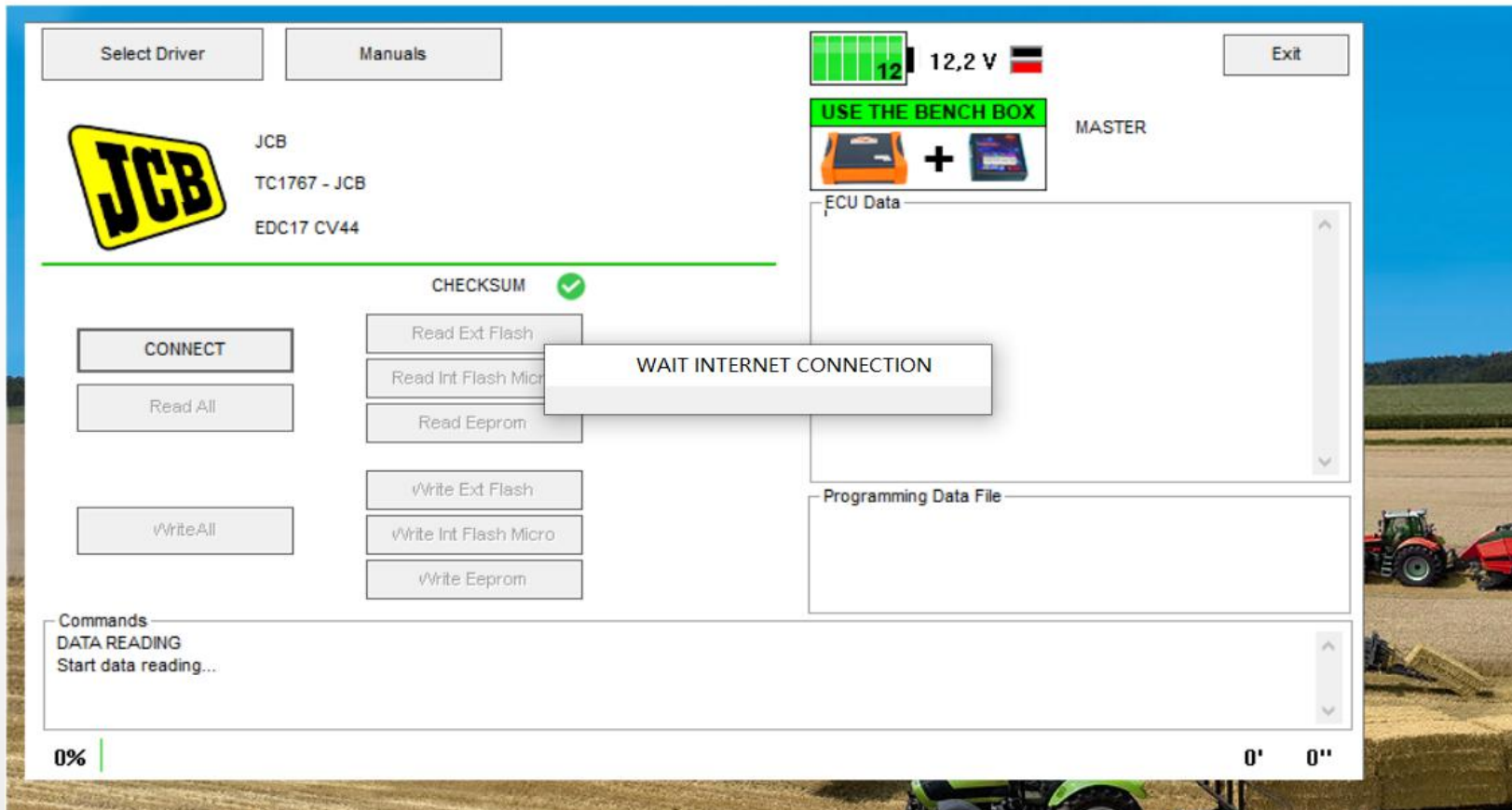


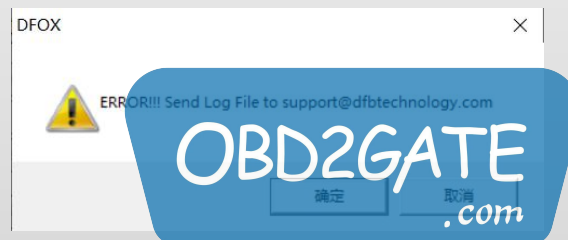
# KT200 Common problems and solutions

— The software cannot connect to the server.



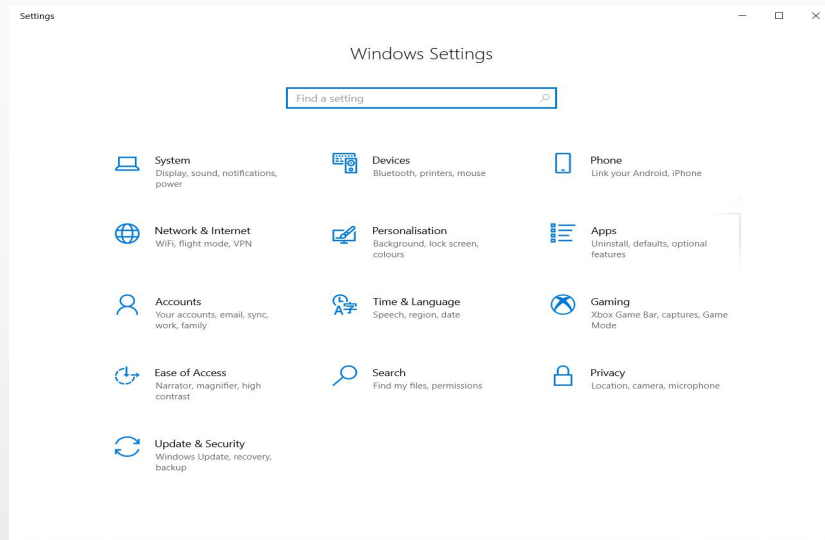


After the normal connection, click "CONNECT", the "WAIT INTERNET CONNECTION" buffer will pop up, and it has not been connected, and finally the page will pop up:



# Solution:

- Take the computer WIN10 system as an example, open the windows settings:



Search and open "Virus and Threat Protection", check whether anti-virus protection software is installed, and close and delete the anti-virus software if so.

- In windows settings, search for "firewall and network protection" settings and turn off network firewall.

The screenshot shows the Windows Settings application for "Firewall & network protection". The page title is "Firewall & network protection" with a search icon. Below the title, it says "Who and what can access your networks." There is a warning icon (a red X) and text: "Microsoft Defender Firewall is using settings that may make your device unsafe." Below this is a "Restore settings" button. The page is divided into three network sections: "Domain network", "Private network (active)", and "Public network". Each section shows "Firewall is off." and a "Turn on" button. On the right side of the page, there are several links: "Windows Community videos", "Learn more about Firewall & network protection", "Do you have a question?", "Get help", "Who's protecting me?", "Manage providers", "Help improve Windows Security", "Give us feedback", "Change your privacy settings", "View and change privacy settings for your Windows 10 device.", "Privacy settings", "Privacy dashboard", and "Privacy Statement". A vertical navigation bar on the left contains icons for back, home, search, and other settings categories.



- And check if Windows Defender Firewall is turned off synchronously.

## Customise settings for each type of network

You can modify the firewall settings for each type of network that you use.

### Private network settings



Turn on Windows Defender Firewall

Block all incoming connections, including those in the list of allowed applications

Notify me when Windows Defender Firewall blocks a new app



Turn off Windows Defender Firewall (not recommended)

### Public network settings



Turn on Windows Defender Firewall

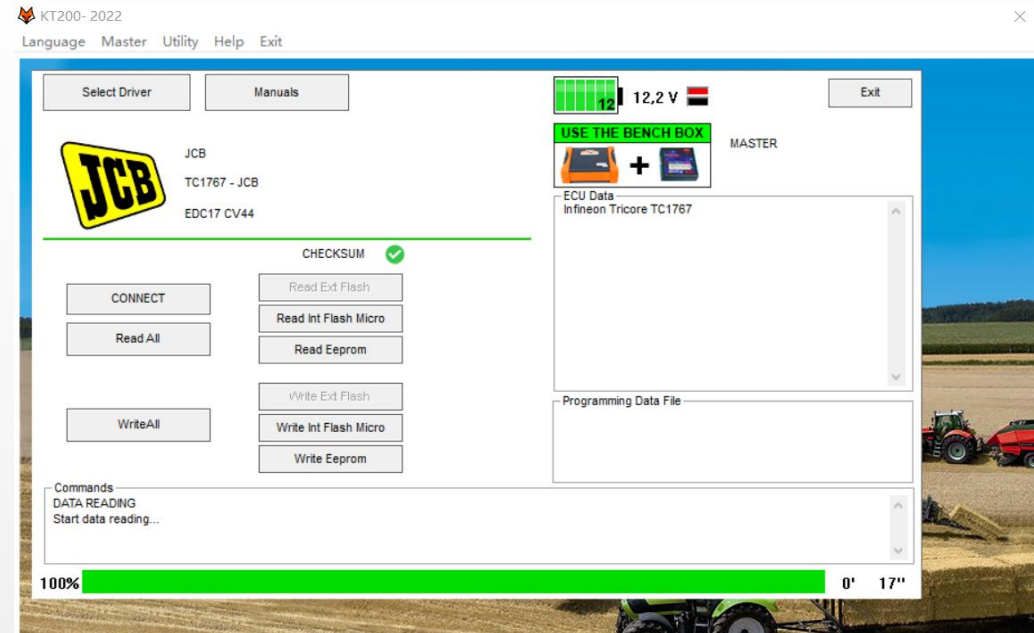
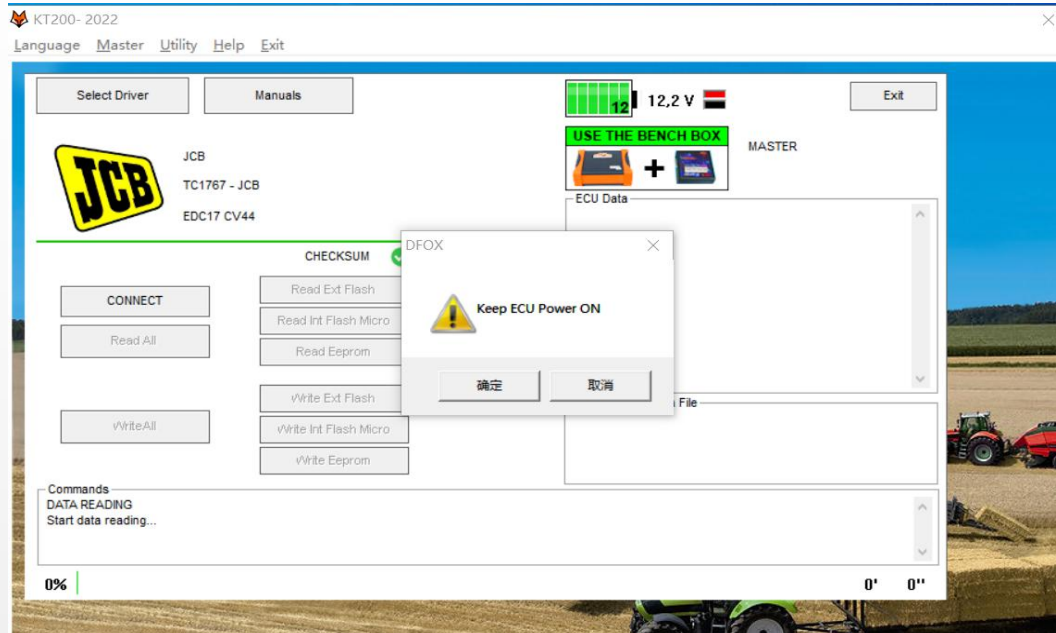
Block all incoming connections, including those in the list of allowed applications

Notify me when Windows Defender Firewall blocks a new app



Turn off Windows Defender Firewall (not recommended)

- After checking, make sure to close the firewall and anti-virus system software, reopen KT200, and connect to the server.



- Finally show successful connection to the server.

# Diagnosedetect problems

- —.In the KT200-master folder, the suffix dll files cannot exceed three, and the extra ones can be deleted.。
- There are three files Gcheck.dll, SecurityAccess.dll, wuzi.dll in the folder.。



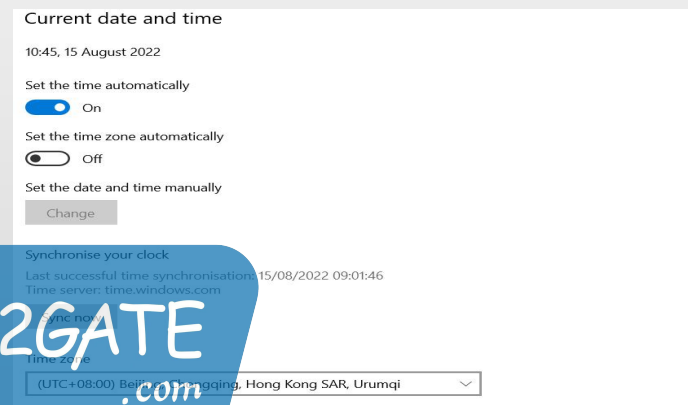


# Time zone problem

- If the time zone is inconsistent with the location, this error will be prompted.

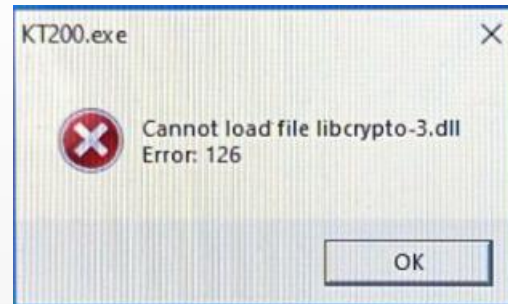


- In the computer settings, search for "time", select the corresponding time zone, and synchronize the network time.。

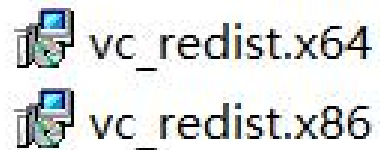


# Driver problem can't open

- The driver is missing, prompt



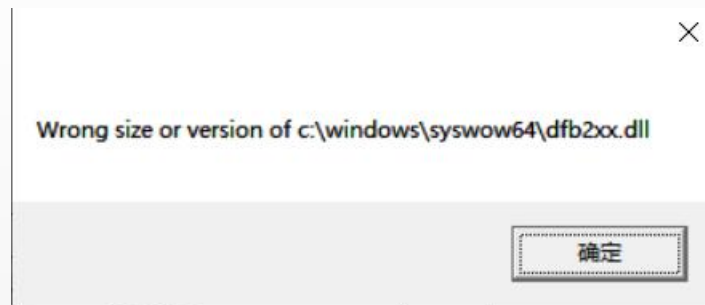
Install the patch package corresponding to the system, and it can run normally.



The 32-bit system corresponds to the X86 version, and the 64-bit system corresponds to the X64 version, just install it.

# dfb2xx.dll file error

- Use Diagnose to detect, pop up



- This is because the size of the dfb2xx.dll file in C:\windows\syswow64 is inconsistent. The size of the dfb2xx.dll file of KT200 is 202kb, not 392kb, so replace it.



# KT200driver error.

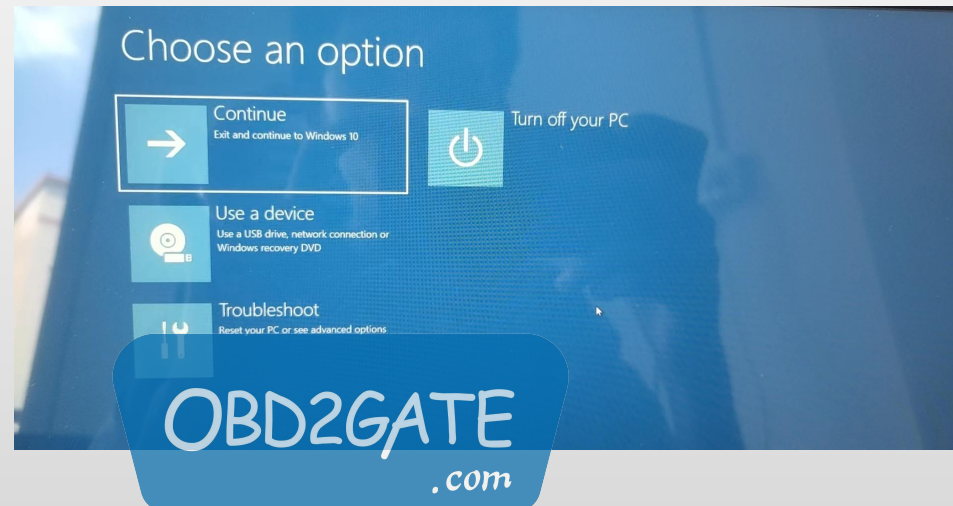
- When opening the software, it prompts that the driver is wrong,
- Open the computer settings, search for "recovery", select "reset this computer"

## Advanced start-up

Start up from a device or disc (such as a USB drive or DVD), change your PC's firmware settings, change Windows start-up settings or restore Windows from a system image. This will restart your PC.

Restart now

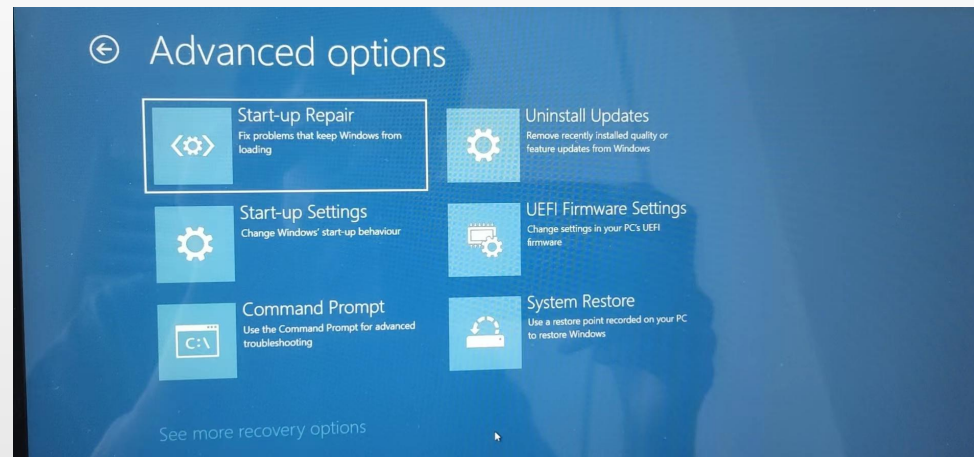
- Then select "Troubleshoot"



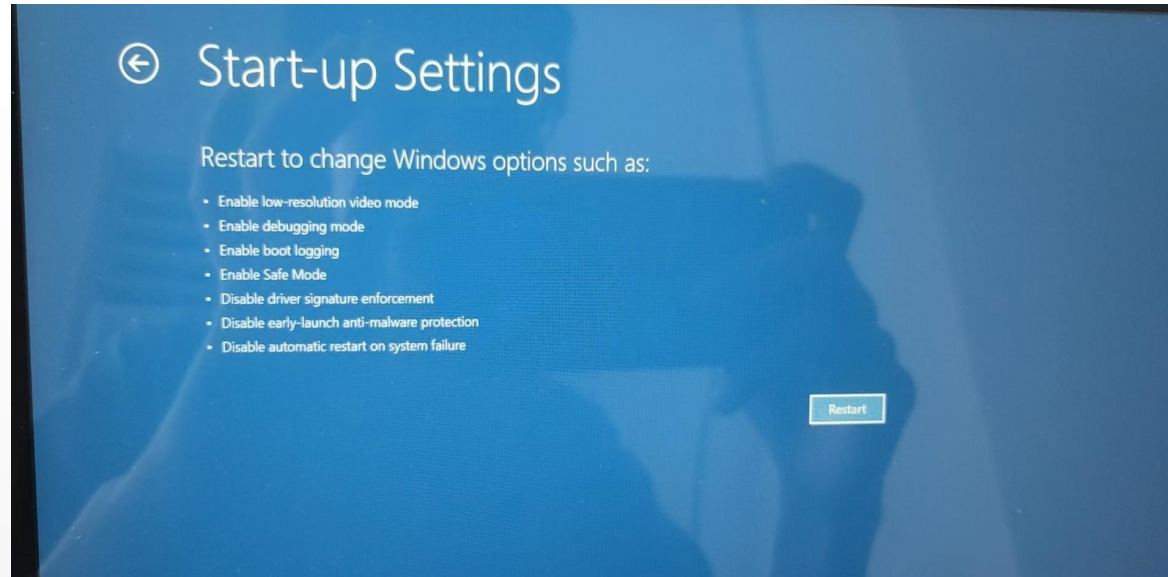
- Then select "Advanced Options"



- Then select "Startup Settings"



- Select "Restart"



- Finally, just select "Disable automatic driver signing".

# THANKS

Some text about this part related here. Some text about this part related here. Some text about this part related here.