

Windows 10 Issues with Hall of Names®

August 28, 2020

As of today, we are experiencing issuing with Windows version 2004 but have found solutions.

[What Windows version am I running?](#)

Run **winver**. This screengrab show the Windows version



[What changes are necessary for Windows 10 - 2004 to work properly](#)

Rather poorly documented, 2004 may makes changes to devices including printers and usb devices including our dongles. My experience was an upgrade from Version 1909. BTW during this upgrade process, all my Chrome toolbars and links were lost.

USB – HASP Dongle

An upgrade was required. Finally figured that out and all is well. Current driver version is 7.92.0.0 dated 3/29/2019. Please note Windows will not know how to upgrade the driver itself. It may mistakenly tell you that older driver version is current. Download is available from our site.

Printers

Now that I could load Hall of Names, it was incredibly slow to load up an Armorial. Tried a Word document and while the app load was fine, the same very slow print experience. The sleuthing started. It seems that my HP printer drivers needed an upgrade to work properly. Did that – Word was fast as was Hall of Names. At this time, we do not know if all print drivers for all printers need to be upgraded. Unfortunately, it will be a hit and miss experience. If the print experience is slow, start looking.