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Ticket #865866

 **Edit**

Ticket Status:	Open	Name:	Jim
Department:	Support	Email:	jim@gieryk.com
Create Date:	12/04/2016 10:05 pm	Phone:	(864) 270-6339
Radio Mfgr.:	Yaesu		
Radio Model:	FTDX3000		
Windows Version:	Win 10 64-bit		
Installed RAM in Computer:	4 GB		
HRD Version:	6.3.0.571		

Subject: **Meters are not working on transmit**
12/04/2016 10:05 pm Jim

Hello,

The meter continues to show S units when the rig is transmitting. Everything else appears to be working correctly. Thanks,

Jim

12/05/2016 12:24 pm Tim

Jim,

The version of HRD you indicated IS NOT the latest release... Current Version: V 6.3.0.610

In order to provide proper support for your issue and to insure we are all on the same version, please download and install the current version of Ham Radio Deluxe. It can be downloaded by clicking on or copying and pasting <http://www.hrdsoftwarellc.com/downloads.html> into your favorite browser, to take you to the HRD Software Download page on our website.

You could also click on the **Current Version** link in the "**HRD Help Links**" to begin an immediate download. Once you have downloaded and installed the current release of HRD, please test it thoroughly to see if the issue you have been having has been resolved. If you are still having the same problem, please don't hesitate to **this** Support Ticket (# 865866) in the normal manner to add your comments to the current ticket thread.

HRD Help Links

Download Current version: <http://www.hrdsoftwarellc.com/setup.exe>

HRD V6.2 Manual: <http://www.hrdsoftwarellc.com/manual.pdf>

HRD Quick Start Guide: <http://www.hrdsoftwarellc.com/HRD%20Quick%20Start%20Guide.pdf>

HRD Knowledge base: <http://tickets.hrdsoftwarellc.com/kb/index.php>

Website: <http://www.hrdsoftwarellc.com>

Support: <http://tickets.hrdsoftwarellc.com>

Forums: <http://forums.hrdsoftwarellc.com>

YouTube Channel: <http://www.youtube.com/hrdsoftware>

12/05/2016 2:23 pm Jim

I've tried to install the update according to your directions. Now when I click on the HRD icon, I get the splash screen from version 6.3.0.610 for about a second, and then it disappears and nothing else happens. Was I supposed to uninstall the old version first? I downloaded the setup.exe file you highlighted above.

I am now completely dead because of a minor problem. This is exactly what I was trying to avoid. Please advise what steps to take from here. This is a new computer and v610 was a fresh install. Thank you

12/05/2016 2:52 pm Tim

Jim,

I'm sorry, but your support has expired and we are unable to provide any further support.

Callsign: N2SUB

Name:

EMail:

Created: 11/30/2015 10:52:38 PM

Expires: 11/29/2016

We would also like to request that you **NOT RENEW** your support nor use our software due to the review you placed on eHam back in September. Remember that? <http://www.eham.net/reviews/review/143372>

Good luck, and 73
HRD Tech Support

12/05/2016 5:51 pm Jim

HRD Support,

To close the loop on this ticket:

I found an error/defect in HRD rig control

You instructed me to download an executable that rendered the program inoperable

You are refusing to correct the problem you have created

You have blacklisted me in your support system

Your HRDSupport representative refused to provide his name during a phone call regarding this matter

You are requesting that I discontinue the use of HRD.

This is in response to an opinion I posted on eHam

I just wanted to state my position. Further action has been taken. I look forward to hearing from you.

Jim
N2SUB

12/06/2016 10:36 am Tim

Please see item #8

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8. We reserve the right to refuse service and disable a customer's key at any time for any reason

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HRD Software, LLC is however also free to institute legal proceedings at the place where You are situated.

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ALL Term in this Agreement are subject to change including but not limited to program, support, open source and anything else not covered in this Agreement.

11. WHOLE AGREEMENT. This Agreement is the complete and exclusive statement of the Agreement between us; and supersedes any proposed or prior agreement, oral or written, and any other communications between us relating to this specific granted license and the related obligations; and may be modified or supplemented only by a document signed by both parties to this Agreement.

NOTICE: HRD Software LLC reserves the right to change or amend this policy at any time without prior notice.

12/06/2016 10:50 am Rick

If you remove the eHam review, which was blatantly false, we will remove the blacklist from you call.

You are not buying software, you are buying your callsign's access to the software.

the so called bug you reported is not one in HRD, but one in the CAT commands of the FT-3000 radio, which have been verified with yaesu.

Again refer to section 8 of the TOS, which was written by our Attorney.

12/07/2016 9:33 am Jim

The review on eHam was an honest account of the problems I experienced, and suggestions on how to fix them. It does not recommend for or against purchasing your software. It is simply one man's opinion based on 30 years of software development experience. Readers can take it for what it is worth. That's what the forum is for.

You instructed me to download an executable file which, not only rendered the software I purchased and legally owned inoperable, but also corrupted communication with other digital mode programs, including MARS DOD proprietary software. These programs also use the COM ports shared with HRD. Because this is classified DOD software, I'll have to rely on DOD support.

You maliciously attacked my computer, apparently as revenge for a review you did not like. This will not be taken lightly. We are currently assessing all of the damage the executable caused to my computer. You will be contacted once the evaluation is complete.

12/07/2016 10:14 am Rick

we put nothing on your computer, we put you on a blacklist in the code.

See you in court.

12/07/2016 10:16 am Rick

we put you on a blacklist in our code, it did not affect any other part of your system.

Again, see you in court.

12/07/2016 10:16 am Rick

we put you on a blacklist in our code, it did not affect any other part of your system.

Again, see you in court.

12/07/2016 11:18 am Rick

section 7 of the TOS

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Please Wait!

Please wait... it will take a second!