


## Installation and FAQ 2022

### 1. How to install NLTides?

After you have connected the USB stick to the computer you have to activate the program NLTides.msi (Windows Installer Package). After installation you have to activate NLTides within 2 weeks. See for more information FAQ3.

Name	Date modified	Type	Size
 NLTides	10-11-2021 15:48	Windows Installer ...	33.872 KB

### 2. Why is the installation of NLTides unsuccessful?

In order to make predictions with NLTides until 31 December 2022, you need to install NLTides and activate it within 2 weeks. In case NLTides is not activated within 2 weeks you can make predictions for 1 November 2021 only. Activation Keys are used to protect NLTides from illegal use. A key is a sequence of numbers and letters.

To activate NLTides the Microsoft .NET framework 2.0 needs to be installed on your PC. You can check this in the software menu of the configuration window. When Microsoft .NET framework 2.0 or higher is not in the list, then the .NET environment needs to be installed. You can download .NET from the Microsoft website.

### 3. What to do with 'Activation' problems?

Contact the Netherlands Hydrographic Office by e-mail or phone. The sales department will ask for your e-mail address and Product key (in the cover of the USB-stick) and provide the activation key within 2 working days.

Enter the Activation Key in the NLTides 2022 licensing window. NLTides is activated successfully when the statement 'Activation Key is valid for....' appears. Predictions are then available until 31 December 2022. For assistance during installation or activation, you can contact the Netherlands Hydrographic Service during office hours: phone number: +31 (0) 70 316 28 11; e-mail: [nltides@hydro.nl](mailto:nltides@hydro.nl).

### 4. How long are the predictions available.

Predictions are available until 31 December 2022.

**5. What are the minimal system requirements?**

- Microsoft Windows 7, Windows 8 or Windows 10;
- Microsoft .NET framework 2.0 or higher;
- Processor 200MHz;
- 64MB RAM;
- USB port ;
- disk space: 120MB

**6. Why is internet activation no longer possible?**

A new provider of the activation software without internet activation was selected, who reduced the activation procedures to reduce costs. Contact the sales department of the Netherlands Hydrographic Office by e-mail or phone for an activation key (see also FAQ 3).

**7. Why is there not a Dutch version of NLTides?**

NLTides is a derivative of Total Tides of the United Kingdom Hydrographic Service.

**8. Support and Contact information?**

Royal Netherlands Navy, Hydrographic Service

[www.hydro.nl](http://www.hydro.nl)

[nltides@hydro.nl](mailto:nltides@hydro.nl)

Telefoon: +31 (0)70 316 28 11

**9. Where is an annual update available?**

The software is available through the agents of the Hydrographic Service.

<https://english.defensie.nl/topics/hydrography/distribution-of-nautical-charts-and-publications/points-of-sale-for-nautical-charts-and-publications>