WINDOWS HARDWARE KEYS

Step 1: Find out the type of key the user has and look below to determine what troubleshooting steps need to be taken.

Troubleshooting a USB Hasp windows key:
1) Make sure the key lights up with either a green or red light. If not, unplug the key and plug it back in or try another USB port (if another is available).
2) If the key still isn't lighting up with either a red or green light go to the device manager and check the status of the USB Serial Bus Controllers.
   a. If USB Root Hub has a question (?) or exclamation (!) mark, highlight the USB driver and press delete on your keyboard.
   b. When prompted to confirm the deletion of the USB Driver, click "Yes".
   c. Close the device manager and when prompted to do so, restart the computer.
   d. If the key still won't load have your technician check your USB ports.
3) If your customer is running on Windows XP, install the latest hdd32.exe driver, "version 4.65 Signed for XP", on the Aladdin website: http://www.ealaddin.com/support/hasp/enduser.asp#latestDD
4) Download this file to your desktop and double click it to install the driver.
5) Do a custom install and select "USB only".
   a. After installing, restart the computer by clicking on Start then click Shut Down and then Restart.
6) If the key still isn't being recognized, send the customer the file "usbready.exe" to check if the USB ports are being recognized correctly.
7) Download this file to your desktop and double click on usbready.exe from the desktop.
8) Press "Yes" to continue. It should say that your system has "FULL support for USB".
9) Press the details button and look for USB Driver Support. It should say, "USB driver connection is operating correctly". If it says otherwise or does not recognize your USB ports correctly then have a technician check out your ports or try the key on another computer.

Delete the Sentinel System Driver:
1) Go to the **Start** menu click on **Settings** then go to the **Control Panel** and select **Add/Remove**.
2) Find the Sentinel Driver and remove it.
3) In XP go to the start menu click on control panel under pick a category locate and select Add or Remove Programs then locate the Sentinel System Driver and remove it.

a) If your computer freezes while deleting the Sentinel driver from add/remove do ctrl-alt-delete and end task on add remove.

b) After end tasking the Sentinel driver, it should be removed from add/remove programs.

4) Make sure the USB port is set to Standard:

a) From your desktop, right click on **My Computer**.

b) Go to **Properties**.

c) Go to **Device manager**.

d) Go down to **Universal Serial Bus Controller**.

e) Click the plus sign to expand menu.

f) Double click on **Intel(R) Universal Host controller**.

g) Click on the **Drivers** tab.

h) Click **Update Drivers**.

i) The Update Device Driver wizard will appear.

j) Click on ***ext**.

k) It will ask what you want the wizard to do, select "Display a list of the known drivers for this device so that I can choose a specific drive"

5) Click ***ext**.

6) It will prompt you to set up a device driver

7) Select **Standard Universal PCI to USB host controller**.

8) Click ***ext** and it will install.

9) Try the key on another computer. When installing on a computer without the software and hdd32 driver to test the key you should see this pop up as soon as the USB key is plugged into your computer.

10) Press cancel and install the latest hdd32.exe and do a custom install and select USB only.

a) After installing the driver restart the computer.

b) You now should see new hardware detected and the USB key should now be light up with a red or green light. If not then the key may be bad.

Troubleshooting a Parallel Hasp

1) Make sure the key is plugged on the LPT1 port. The key will not be recognized on any other parallel port such as LPT 2.

2) Download the latest hasp driver hdd32.exe from the Flexi Sign cd.

   a. Insert the cd and Press cancel to stop the install

   b. Right click on the start menu and go to windows explorer

   c. On the left hand side in explorer find your cd rom drive and press the plus sign

   d. Open it then go to hasp then drivers

   e. Double click on install

   f. Locate hdd32.exe on the right side and double click on the executable to install

   g. After installing restart the computer then try to load the software

3) If the key still will not load refer to step 2.

Troubleshooting a Rainbow or Golden Gate (older Rainbow) key:

1) If the end user has a Golden Gate (1998) key, it is recommended they update to a Hasp key which would require a $50 RMA fee plus shipping transfer the end user to customer service. Refer to Step 2

2) Make sure there is nothing plugged in behind the key such as a desktop printer, large format printer, large format cutter or a scanner. This can block communication from your output devices and over time burn out the key if not right away.

3) Eliminate everything except your key reboot and try to launch the program.

4) Blow inside the key and plug just the key into the port. Sometimes dust particles get inside of the key and cause it not to open.

5) Make sure the parallel port is set to ECP in bios. To change the settings in BIOS: Press the delete, F1 or F2 key when rebooting to get into bios. All systems are different so, if you don't know your way through the Bios it is suggested that you have a technician walk you through it.

6) Usually if the user # and password do not match it won't let you past the install screen. If you get this error "the PW that you entered does not match your key the user# 1371099578" (or some other set of #'s) when double clicking on the exe after a new installation, it might be a bad key.

7) If all fails, take the key to a different computer and install the software program momentarily just to test the key.

   a. If program launches, your key is functioning correctly and there is a conflict with the first computer and your key.

     i. In this case, troubleshooting must continue on first PC concentrating on your port(s) and settings.

     ii. If the ports and settings check out okay and the key still is not working call customer service at 1-800-229-9068. To have a RMA issued requires a $50 RMA fee plus shipping.