

Below are the instructions for by-passing the security on most systems. Even with SP2 you may need to verify that all the necessary files are loaded in all Firewalls (both Windows and any Anti-Virus software installed).

- **Exception:** We are finding that McAfee Anti-Virus views our software as an intruder and will not allow to you to add our program to their 'Allow' list. Right now the only solution is to remove McAfee from the system (or network) until we can resolve this issue. Customers can use other anti-virus software such as AVG.

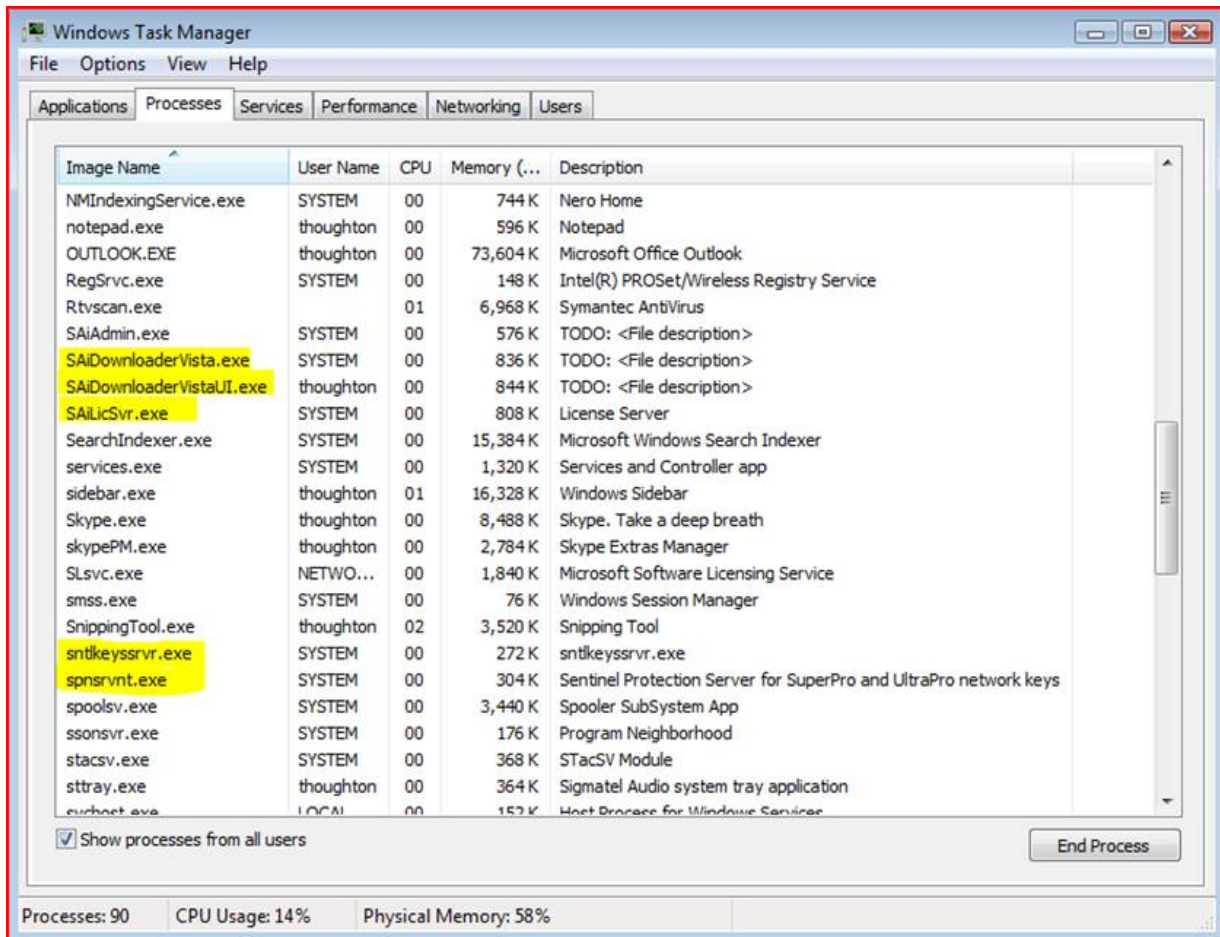
One more note...it is important that customers understand that they **MUST** transfer the license BEFORE uninstalling, installing on another system after the initial install.

Summary: All of the following files MUST be ALLOWED to have access. Firewalls are blocking these files causing errors when trying to open the software, causing the software to crash during operation as well as getting errors stating the key cannot be found. Be sure to add the following to the Firewalls (again both Windows and Anti-virus Firewall if there is one installed)

- Location: Windows System32 (for 32bit system) or Windows SystemWOW64 (for 64bit system) folder:
 - SAiLicSvr.exe
 - SAiDownloaderVista.exe/SAiDownloaderVistaUI.exe **or** SAiDownloaderXP.exe/SAiDownloaderXPUI.exe
 - Location: SAi Production Suite folder
 - app.exe
 - app2.exe
 - Location: Program Files > Common Files > SafeNet Sentential folder
 - sntlkeyssrvr.exe
 - spnsrvnt.exe
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Step One: Verify that all of the above file names are in the list of Processes running under the Task Manager:

- ➡ In Task Manager you should see the following items running ~ (with the exception of Windows XP ~ then you should see SAiDownloaderXP)

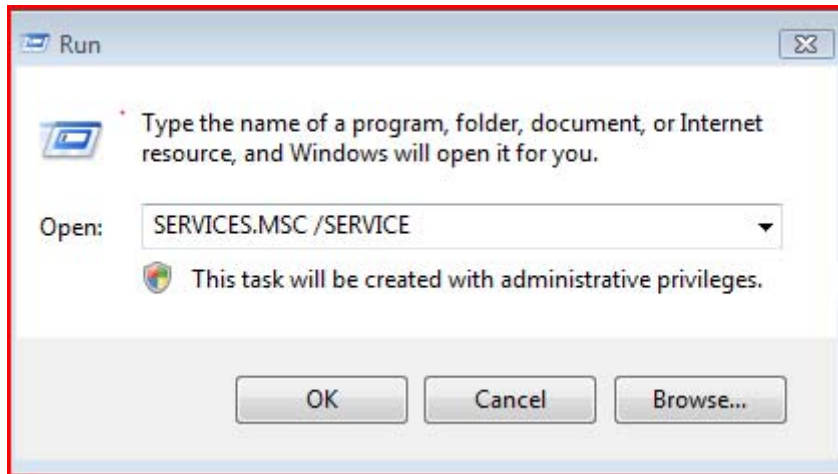


Step Two: Verify that all of the above file names are in the list of Services running under the Services:

➔ **To get to Services:**

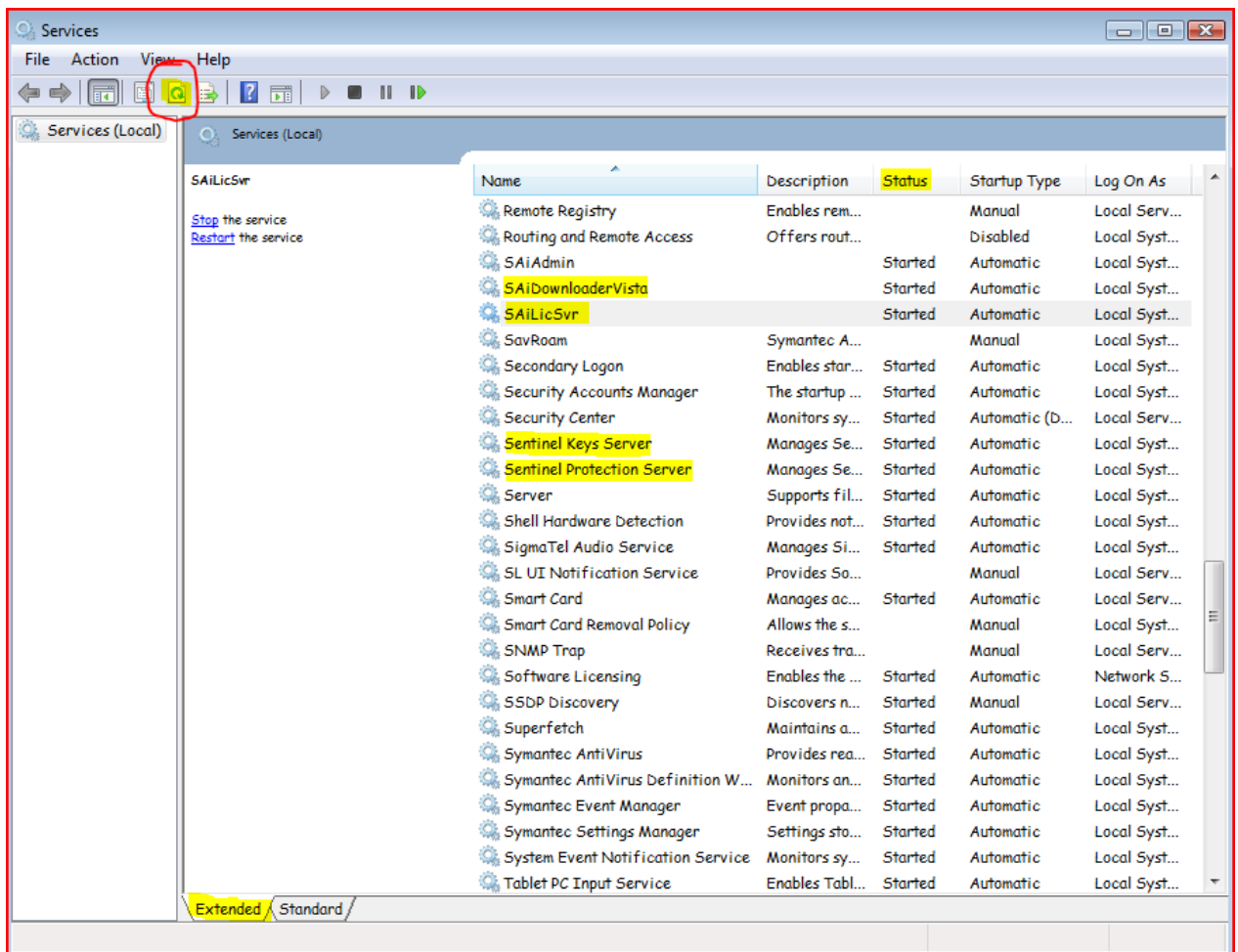
➤ In WinXP go to > Start > Run or In Windows Vista > Start > All Programs > Accessories > Select Run

➔ In the Run window > type in: SERVICES.MSC /service (note there is a space after .MSC) click OK >



➔ **Note the highlighted items** ~ you should see the same in your list (with the exception of Windows XP ~ then you should see SAiDownloaderXP)

If the SaiLicSvr.exe service is not running see below for instructions for adding it



INSTRUCTIONS FOR ADDING THE SAiLicSvr TO THE SERVICES:

- To add the SAiLicSvr.exe service go to
 - In WinXP go to > Start > Run or In Windows Vista > Start > All Programs > Accessories > Select Run
 - In the Run window > type in: SaiLicSvr.exe /service (note there is a space after .exe) click OK >
 - In the Services window Right-click on SAiLicSvr and select Start > and close this screen
 - Click on the software icon from the Desktop > the software will now open

