Sentinel HASP SRM Driver issues

*When having problems with installation of Sentinel HASP SRM driver, please follow the next steps:*

1. Disconnect the local HASP key
2. Make sure you logged as administrator, temporarily disable any protection software such as anti-virus and firewall
3. To make sure no old drivers exists (you can’t know…) please download the old driver “[HASP4 driver cmdline.zip](ftp://ftp.aladdin.com/pub/hasp/new_releases/driver/HASP4_driver_cmdline.zip)” from:

<http://www.hasp.com/support/hasp/hasp4/vendor.aspx#latestDD>

1. Unzip it, and from command line go to that folder
2. Run “hinstall –r –alldrv” in order to remove old installations; follow the on-line instructions if any
3. If problems uninstalling – continue with the instructions below of “**ERROR WHILE INSTALLING DRIVER**”
4. Download the latest HASP SRM driver “Sentinel\_HASP\_Run-time\_cmd\_line.zip” from:

<http://www.hasp.com/support/hasp-srm/vendor.aspx#latestDD>

1. Unzip and then run “haspdinst –r –purge”, in order to remove any old installations
2. Go to Add/Remove programs, and remove “Sentinel HASP Run-time”, and/or “HASP Run-time”.  
   If fails, run “regedit” to open the registry, then go to:  
   “HKLM\Software\Aladdin Knowledge Systems\HASP\Driver”, and delete this key.

If you still see the above entry in Add\Remove programs, please get back to ask us for the ***Microsoft CleanUp tool*** to delete entries. Install it and run it;

From the list select the “Sentinel HASP Runtime” and\or “HASP Runtime” and\or “Aladdin HASP Runtime” remove.

1. Delete c:\windows\aksdrv\*.log file
2. Reboot the machine
3. Make sure you logged as administrator, temporarily disable any protection software such as anti-virus and firewall
4. From the last HASP SRM driver package you downloaded, open a cmd-line windows and type *haspdinst.exe -i -v* in order to install.
5. If problems while uninstalling– continue with the instructions below of “**ERROR WHILE INSTALLING DRIVER**”
6. Connect the HASP key and ensure the LED is on. If it’s OFF please come back to us.
7. Go to internet explorer and run <http://localhost:1947> (called Admin Control Center, or ACC), and check that the HASP key shows up in “HASP Keys”.
8. Check also in ACC Diagnostics section that the RUNTIME versions showed are the latest ones, if Runtime section is still showing old versions it means the removal\installation failed.
9. Check your application is working. If not:

* With the assistance of system administrator, use “MsConfig” to disable all the services which are not Microsoft ones, restart and check again
* Elaborate what have you done and what were the results
* In case of a system crash – please send the “Kernel Memory dump”, here is how to:

[**http://msdn.microsoft.com/en-us/library/cc266505.aspx**](http://msdn.microsoft.com/en-us/library/cc266505.aspx)

* In case of LM crash – please send event log of it
* Send to us screenshot of the error displayed
* Erase “aksdrvsetup.log” under *c:\windows*, run “haspdinst –i –v”, and send the created file aksdrvsetup.log.
* Run “MsInfo32” and create .NFO log, and send it within a zip file

**ERROR WHILE INSTALLING DRIVER**

* From “add/remove programs”, remove any HASP components
* Go to Windows Services and stop any service which starts with “Sentinel”, “Hasp”, or “HLServer”
* Erase any aks\*.\* files, “hardlock.sys” and “haspnt.sys” from “*c:\windows\system32\drivers*” (if not used by others applications)
* Change Device manager drivers:
  + Go to the Control Panel\System
  + Go to the “Hardware” tab and open device manager
  + Select the menu “View\Show hidden devices”
  + Expand the part “Non plug and play driver”
  + Uninstall each of the following if exists: “Hardlock”, “Haspnt”, “HASP fridge”.
* Using latest HASP SRM driver package (see step 7 above), try again to uninstall using option “haspdinst –fr –kp -purge”
* Delete the c:\windows\aksdrv\*.log file
* Reboot the machine
* Make sure you logged as administrator, temporarily disable any protection software such as anti-virus and firewall
* install using “haspdinst -i”