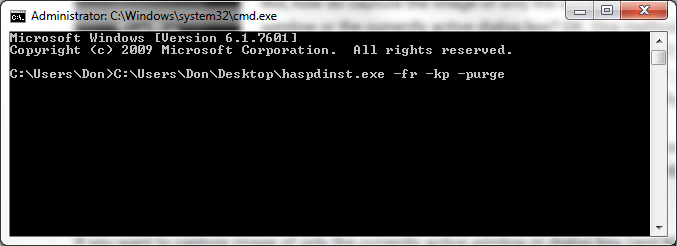
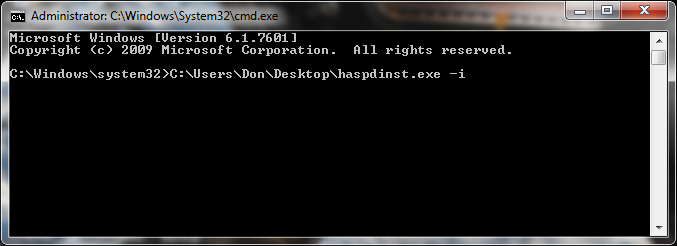
**Resolving Sentinel Installation Problems**

If you get a Sentinel Install error while installing OnColor, please follow the following procedure:

1. Remove the Sentinel Hasp dongle from the USB port on your computer.
2. Download the latest Sentinel driver by clicking on the following link:
3. <http://sentinelcustomer.safenet-inc.com/DownloadNotice.aspx?dID=8589947873>
4. Unzip the “Sentinel\_LDK\_Run-time\_cmd\_line.zip” file downloaded above. For this example, the file was unzipped to the Desktop. Locate the haspdinst.exe file which was in the zip file.
5. If you do not have Internet access, the haspdinst.exe file can also be found on the OnColor distribution CD in folder /Support/Hardlock, but it may not be the latest version.
6. Click the Windows Start button and type CMD into the search window. Find CMD.EXE in the search results. Right click on CMD.EXE and choose “Run as administrator”
7. Drag and drop the haspdinst.exe file into the Command window.
8. At the end of the command line add a space, followed by: -fr –kp –purge. The DOS Command window should look similar to this: 
9. Hit <Enter> to run the command and you should get the following window: 
10. Restart your computer.
11. Repeat steps 5 and 6 above. Please be sure to run CMD.EXE “as administrator”.
12. This time add a space and –i to the end of the command. The Command window should look similar to this: 
13. Hit <Enter> to run the command and you should get the “Operation successfully completed” message
14. If you do, you can now install OnColor and the Sentinel driver will install without errors.
15. Insert your Sentinel Hasp dongle into a USB port and wait for Windows to load any drivers.
16. Run OnColor and it should start up properly.

If you do not get the “Operation successfully completed” message after step 13, there is a problem accessing port 1947. Sentinel uses port 1947 for activating its driver. Port 1947 must NOT be blocked by your Firewall or Anti-virus software.

Here are two ways of checking if port 1947 is being blocked:

1) Open up Control Panel / Administrative Tools / Services. Find “Sentinel LDK License Manager” in the list. Make sure it is started. If you cannot start it, port 1947 is probably blocked.

2) Go to <http://localhost:1947> - that should bring up a Sentinel Admin Control Center. If it does not, port 1947 is being blocked.

Here is a SafeNet video that explains how to determine whether port 1947 has a conflict: <https://www.youtube.com/watch?v=HB-Iw47fDs0>

Talk to your MIS folks about unblocking that port. If they cannot do that, disable your Firewall and Anti-virus software. Then restart Windows and repeat steps 11-13 above. As a last resort, uninstall your Anti-virus software.