

TROUBLESHOOTING INSTALLATION OF SENTINEL NETWORK PLUGS FOR TRIFLEX

Much of this will be useful for a stand-alone installation as well. Note: We put in the latest drivers, but it is possible for a later download to be available on the Gemalto link below.

Step 1: What is the error message?

Step 2: Send print-screens: Go to TRIFLEX in DEMO mode, then Utilities, Sentinel Keys, Admin, Sentinel Keys (take a print-screen), then Products (take a print-screen), then Features (take a print-screen) and send it to us please.

Step 3: Gemalto download instructions for latest version of Sentinel run-time... Be sure to save your download to the TRIFLEX installation folder under Utilities and run the downloads from there after installation of software.

From Gemalto:

Please follow the below steps for installing latest drivers that is required for the Sentinel HL Key that you are using and share the requested screenshots as per steps 5:

1. Disable any third-Party Anti-virus or Anti-malware or Anti-spyware for temporary basis.
2. Make sure you have Administrative rights on machine.
3. Please download latest Sentinel HASP/LDK - Windows GUI Run-time Installer version 7.90 from the link below:

<https://sentinelcustomer.gemalto.com/sentineldownloads/>

4. Right Click on "HASPUserSetup.exe" and click on Run as Administrator and follow the prompts till it finishes successfully.

5. Open the below link and share the screenshots:

- a) <http://localhost:1947/int/devices.html>
- b) <http://localhost:1947/int/features.html>
- c) <http://localhost:1947/int/diag.html>

6. Try to run your protected application.

Kindly let me know if it works or still getting any error.
In case of error message, share its screenshot.

Step 4: If the workstations don't access the network plug. Go to Utilities, Sentinel Keys, Admin, Configuration, then access to Remote License Managers enter the physical Server TCP-IP address on the workstation machines.

