



HASP Troubleshooting Guide

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HASP Troubleshooting

Your Sentinel HASP hardware or software key must be properly installed as described in the release notes and/or online help provided with your software to ensure all licensed features are available. This document explains how to verify your license is correctly installed and resolve problems that might have prevented it from being installed correctly.

Note: See "Licensed Features" in the online help for a list of features available with each license option.

Verify your software license is installed correctly and your warranty is up to date:

1. If you are using a Sentinel HASP hardware key, ensure it is plugged into your computer.
2. In your software program, select **File > Help** and click the **View License Manager** link to display the **License Manager** dialog.

Note: If you are trying to verify a network license but no features are listed in the **Features** list and the **Warranty expiration date** and **License version** fields are blank, your network license might be installed on a virtual computer. (You can install the license on a virtual computer as long as the virtual computer is on the same network as users' computers.) Contact your system administrator for additional assistance.

3. Verify the date displayed in the **Build date** field is earlier than the date displayed in the **Warranty expiration** field.

If you update to a newer version of your software after your warranty has expired, you lose all licensed features. Contact your dealer about extending your warranty.

4. Verify **Automatic** is selected in the **Search type** drop-down list.

If **Automatic** is not selected:

- a. Select it.
- b. Click **OK** in the **License Manager**.
- c. Restart your software and repeat this procedure.

5. In the **Features** list, verify the correct license is installed.

If no license is installed (only the **Unlicensed Features** node is displayed), your Sentinel Admin Control Center software might not be installed correctly. Proceed to the next section.

Note: If you are trying to use a network license and you do not see it in the **Features** list, it is possible that none are available at this time because they are all currently in use. Contact your system administrator for assistance.

Verify the Sentinel Admin Control Center is operating correctly:

When correctly installed, the Sentinel Admin Control Center manages access to Sentinel HASP hardware and software licenses on your computer. If the Sentinel Admin Control Center fails to operate correctly, licensed features will not be available.

1. In the **License Manager** dialog, click the **Sentinel Admin Control Center** link located at the bottom of the dialog.

The **Sentinel Admin Control Center** page should open in your default Web browser.

- If the page opens successfully, the Sentinel Admin Control Center is installed and running correctly.
 - If you are using a Sentinel HASP hardware key, it might not be installed correctly. Proceed directly to "Verify the Sentinel HASP hardware key is installed correctly."
 - If you are using a Sentinel HASP software key, the Sentinel HASP drivers might not be installed correctly. Proceed directly to "Re-install the Sentinel HASP drivers."
- If the page does not open, the Sentinel License Manager may not be properly installed, or it may be installed but not running. Proceed to step 2.

Note: If you click a link in the Sentinel Admin Control Center and the new page does not display correctly, press the **F5** key to refresh the view.

2. On your keyboard, press the **Windows** button and the **R** key.
3. In the **Run** dialog, type *services.msc* and click **OK**.
4. In the **Services** dialog, locate **Sentinel LDK License Manager** and verify that its status is **Running**.
 - If the **Sentinel LDK License Manager** service is not listed, Sentinel HASP runtime files are not installed. Proceed directly to "Re-install the Sentinel HASP drivers."
 - If the **Sentinel LDK License Manager** service is listed but the status is not **Running**, right-click the service and select **Restart**. If the status is still not **Running**, there may be a problem with your personal firewall and/or antivirus software.

By default most personal firewalls and/or antivirus software will request permission to allow access for the Sentinel Local License Manager the first time it is run. If you select to allow access, there should be no problems. If you select to deny access, you will encounter communication problems. To resolve such problems, you must either disable the personal firewall and/or antivirus software completely or create a rule/exception to allow access to the Sentinel License Manager.

Note: Before you configure your personal firewall and/or antivirus software as described in the next two steps, you might want to use the Windows **Event Viewer** to view the event log for entries relating to the Sentinel Local License Manager service that provide an error message and/or further diagnostic information. To open the **Event Viewer**, open the Windows **Control Panel** and select **Administrative Tools > Event Viewer**.

See your Windows documentation for more information.

5. Open your personal firewall and/or antivirus software and add the following service to the exclusions list:

C:\WINDOWS\system32\hasplms.exe

See the documentation for your personal firewall and/or antivirus software for instructions.

If there is an option to create a rule/exception based on a port number, allow port 1947.

Note: Because there are many personal firewall and antivirus software products on the market, it is not possible to list all the ways to configure each piece of software here. See the documentation provided with your firewall and/or antivirus software, or contact the vendor for details.

Warning! Disabling your personal firewall and/or antivirus software has security risks. See the documentation provided with your firewall and/or antivirus software, or contact the vendor for details.

If this does not solve the problem, contact Technical Support.

Verify the Sentinel HASP hardware key is installed correctly:

The software installation wizard installs the drivers for the Sentinel HASP hardware key. To verify the drivers are installed correctly, follow these steps:

1. Ensure your Sentinel HASP hardware key is plugged into your computer.
2. Open the Windows **Control Panel** and select **Device Manager**.
3. In the **Device Manager** dialog, verify the following items are listed under the **Universal Serial Bus controllers** node:
 - *SafeNet Inc. HASP Key*
 - *SafeNet Inc. Sentinel HL Key*
 - *SafeNet Inc. USB Key*
4. If a key is incorrectly installed, a warning icon displays with it in the list. The following table lists possible causes and solutions.

Cause	Solution
The key is in conflict with another USB device.	Remove the conflicting USB device. See your Windows documentation for more information.
A Sentinel driver is not installed or installed incorrectly.	Re-install the Sentinel HASP drivers as described in the next section, "Re-install the Sentinel HASP drivers."
The USB port is defective.	<p>Re-insert the key and check if the key's LED light is on. If it is off, insert the key in another USB port or use a USB hub.</p> <p>Note: You may need to wait a few seconds after inserting the key for the computer to detect the device.</p>
The key is defective.	On the rare occasion you receive a defective key, contact your dealer for a replacement.

If this does not solve the problem, contact Technical Support.

Re-install the Sentinel HASP drivers:

Your software is packaged with the Sentinel HASP runtime installer and the Sentinel HASP Vendor Library. These are installed during the installation of the software. If the Sentinel HASP drivers become corrupted or are removed, the Sentinel HASP runtime installations can be re-installed manually as described here.

1. On the **Windows Start** menu, select **Settings > Apps**.
2. From the **Apps & features** list, select **Sentinel Runtime** if it exists and then select **Uninstall**.
3. Browse to the *HASPPreq* folder located in the downloaded installation program folder.
The HASP runtime command-line tool (*haspdinst.exe*) is located in this folder.
4. Open a **Command Prompt** window with *Administrative* credentials (that is, choose **Run as Administrator**) and do the following:
 - a. Change the current directory to the *haspdinst.exe* path.
 - b. Run the following command to remove all traces of the previous HASP runtime install:

`haspdinst.exe -purge`
5. Browse to the *HASPSetup* folder located in the downloaded installation program folder.
6. Run the HASP runtime installation program (*HASP_Setup.msi*).
7. Browse to the *HASPVendorLib* folder located in the downloaded installation program folder.

8. Run the HASP Vendor Library installation program (setup.exe).

If the HASP Vendor Library is already installed, select the **Repair** option to restore any files that may have been removed from the HASP runtime install.

If this does not solve the problem, contact Technical Support.