

# How to download and install the HASP driver for the protection key

(The software cannot be launched, no license is found...)

In case of problems with the software, start by making sure that the most recent driver is correctly installed.

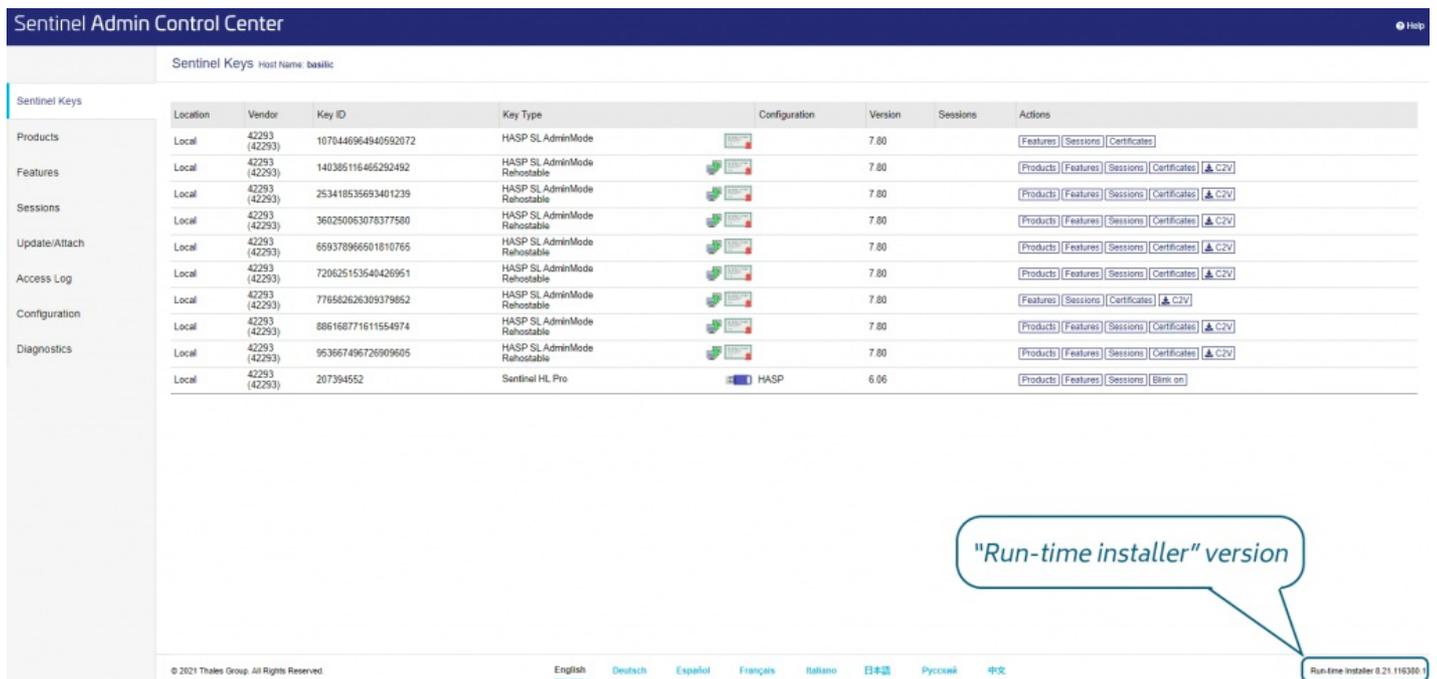
## Overview

- If the current driver is too old, remove it using the respective "remove\_hasp\_run\_as\_admin.bat" file.
- Install a recent version of the driver.
- If you still get an error message: first run "purge\_hasp\_run\_as\_admin.bat" then "purge2\_hasp\_run\_as\_admin.bat"
- If you still get an error message: Use "support\_package\_1.exe" and send the file to the Support team ([support@digitalsurf.com](mailto:support@digitalsurf.com)).

## Detailed instructions

Verify the version of your currently installed driver

On the computer/server hosting the protection key, enter (in a recent Internet browser): [http://localhost:1947/\\_int/\\_ACC\\_help\\_index.html](http://localhost:1947/_int/_ACC_help_index.html)



Sentinel Admin Control Center

Sentinel Keys Host Name: basic

	Location	Vendor	Key ID	Key Type	Configuration	Version	Sessions	Actions
Products	Local	42293 (42293)	1070446964840592072	HASP SL AdminMode		7.80		Features Sessions Certificates
Features	Local	42293 (42293)	140385116465292492	HASP SL AdminMode Rehostable		7.80		Products Features Sessions Certificates C2V
Sessions	Local	42293 (42293)	253418535693401239	HASP SL AdminMode Rehostable		7.80		Products Features Sessions Certificates C2V
Update/Attach	Local	42293 (42293)	360250063078377580	HASP SL AdminMode Rehostable		7.80		Products Features Sessions Certificates C2V
Access Log	Local	42293 (42293)	65937896601810765	HASP SL AdminMode Rehostable		7.80		Products Features Sessions Certificates C2V
Configuration	Local	42293 (42293)	720625153540426951	HASP SL AdminMode Rehostable		7.80		Features Sessions Certificates C2V
Diagnostics	Local	42293 (42293)	776562626309379852	HASP SL AdminMode Rehostable		7.80		Products Features Sessions Certificates C2V
	Local	42293 (42293)	886168771611554974	HASP SL AdminMode Rehostable		7.80		Products Features Sessions Certificates C2V
	Local	42293 (42293)	953667496726909605	HASP SL AdminMode Rehostable		7.80		Products Features Sessions Certificates C2V
	Local	42293 (42293)	207394552	Sentinel HL Pro		6.06		Products Features Sessions Blink on

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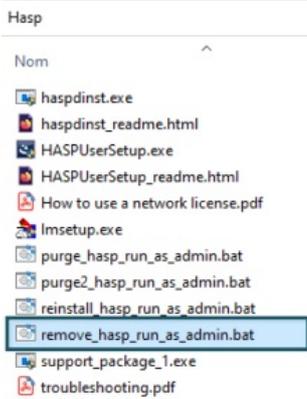
English Deutsch Español Français Italiano 日本語 Русский 中文

Run-time installer 6.21.116380.1

**A) If the version of the "Run-time Installer" is lower than 7.80 (for example 6.64):**

**Your drivers are too old and must be properly removed (!), using the respective (!) "remove\_hasp\_run\_as\_admin.bat" file.**

- Find the installation files of your analysis software (downloaded or on a CD).
- Open the "Hasp" folder.
- Right-click and run (as administrator) "remove\_hasp\_run\_as\_admin.bat", to remove the old driver.



Important note: If you do not find the installation files, please contact the Support team ([support@digitalsurf.com](mailto:support@digitalsurf.com)). Tell them the exact version of your software ("Help" tab, "About"). They will send you the respective "remove\_hasp\_run\_as\_admin.bat" file corresponding exactly to that version.

**B) The version of the "Run-time Installer" is equal to or higher than 7.80 (for example 7.100):  
Your drivers are too old. But you can directly install the new drivers.**

Re-install the most recent version of the driver

To do so, go to [digitalsurf.com/support/software-updates/](https://digitalsurf.com/support/software-updates/), and download "DRIVER DONGLE HASP" ("hasp.zip").

## Drivers



- Unzip the files.
- Right-click and run (as administrator) "reinstall\_hasp\_run\_as\_admin.bat", to install the driver.

Try cleaning up using "purge" files

- If you still get an error message: first run "purge\_hasp\_run\_as\_admin.bat" then "purge2\_hasp\_run\_as\_admin.bat"
- If you still get an error message: Right-click and run (as administrator) "support\_package\_1.exe" and send the file to the Support team ([support@digitalsurf.com](mailto:support@digitalsurf.com)).

## Contact

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