

Key not found – how to fix it (for standalone cases)

If the computer is unable to detect a Sentinel hardware key, it is usually a problem with the driver installation. Attaching the key to the computer before the Sentinel System Driver is installed sometimes causes this to happen.

This document describes a procedure that corrects this problem in most cases. The procedure is also useful if the driver installation has been corrupted by any other reasons.

To correct the problem, carry out the following steps:

- Disconnect the hardware key from the computer.
- Download and run the application called Sentinel System Driver Cleanup Utility. It can be downloaded from the downloads-section of www.pericosecurity.com. SSDCleanup removes the Sentinel System Driver completely, and is more effective than just upgrading or removing the driver.
- Restart the computer.
- Install the current system driver. It can be downloaded from the downloads-section of www.pericosecurity.com.
- Attach the hardware key to the computer again.

Check if the computer now detects the key. It usually does at this stage. If not, download Sentinel SuperPro Medic from the downloads-section of www.pericosecurity.com.

- Install Sentinel SuperPro Medic, shown in Figure 1.
- Make sure the key is connected.
- Start Sentinel SuperPro Medic.
- Press “Find SuperPro”.

If Medic finds the key, the problem is not driver related. Then it has something to do with the protected program. If the key still is not found, check which system driver version Medic detects. Is that the same version as the one you just installed?

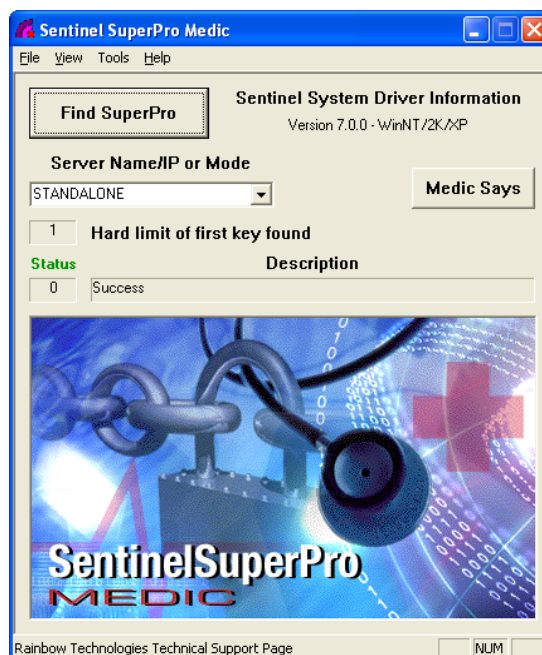


Figure 1 - Sentinel SuperPro Medic

If you have any questions, please contact us at support@perico.no or phone +47 22 06 40 50.