

Reinstall HASP/Sentinel Drivers

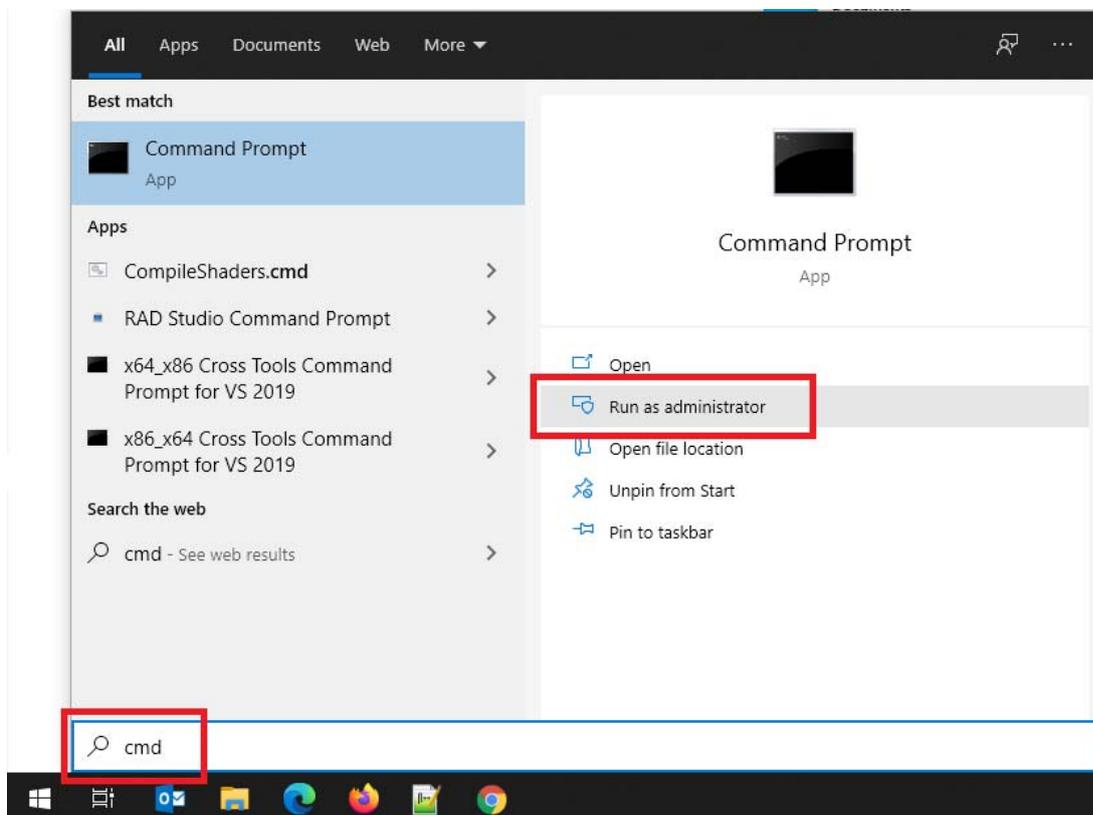
⚡ DISABLE TREND-MICRO, WEBROOT OR OTHER ANTI-VIRUS PROCESSES

If you are running anti-virus products such as Trend Micro, Webroot or Kaspersky then these need to be halted and/or disabled on the local machine before proceeding to reinstall the Sentinel License Manager and drivers. It is highly likely that these anti-virus products will prevent the Sentinel License Manager and drivers from being installed correctly if they are not halted and/or disabled while the reinstall is conducted.

Administrator Command Prompt

The HASP/Sentinel licensing system and its drivers can be manually installed via a Windows Command Prompt with local Administrator rights. The system will ask for a local Administrator user name and password if your standard user name does not have local Administrator rights.

To open a Command Prompt with local Administrator rights, click on the Windows button or Windows Search icon at the bottom left of the Windows Desktop. Then type **CMD**. This will then show the Command Prompt app. Select the option titled **Run as Administrator** as show below.



Remove and reinstall drivers

Download the HASP/Sentinel **command-line installation** drivers and unzip them.

Download page: <http://www.rubomedical.com/sentinel>

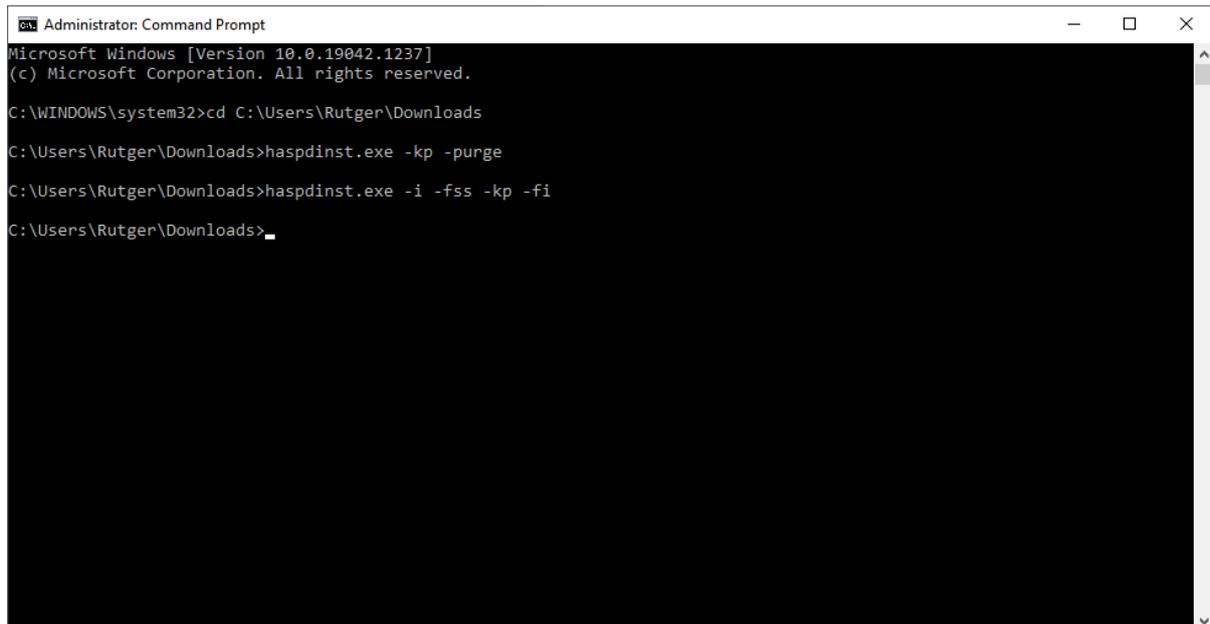
The following commands need to be issued at the Command Prompt, each followed by **Enter**.

First, change to the folder where 'haspdinst.exe' is located. In the example screenshot below, that folder is "C:\Users\Rutger\Downloads" and the command is "**CD C:\Users\Rutger\Downloads**".

The next commands that need to be issued are:

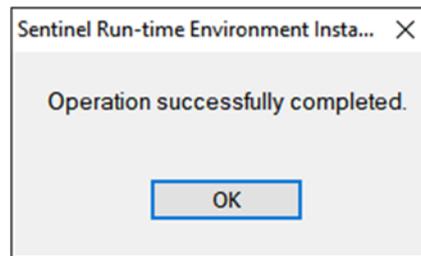
```
haspdinst.exe -kp -purge  
haspdinst.exe -i -fss -kp -fi
```

A screenshot of the process is shown below and after installation has completed, a window will show advising if the reinstall was successful.



```
Administrator: Command Prompt  
Microsoft Windows [Version 10.0.19042.1237]  
(c) Microsoft Corporation. All rights reserved.  
C:\WINDOWS\system32>cd C:\Users\Rutger\Downloads  
C:\Users\Rutger\Downloads>haspdinst.exe -kp -purge  
C:\Users\Rutger\Downloads>haspdinst.exe -i -fss -kp -fi  
C:\Users\Rutger\Downloads>_
```

After the operation has successfully completed, the following window should be shown. Note that on some systems the window may be compressed and only the 'OK' button may be visible. When this confirmation window appears, the HASP/Sentinel LDK drivers have been reinstalled and the software should now be able to be started normally.



If the software starts normally, then the HASP/Sentinel Driver reinstall process is complete. The steps below should **ONLY** be followed if an error occurred during the installation process.

If the window above does NOT show and instead an error is shown after the final command is issued, then close the error notification window and leave the Administrator Command Prompt window open for later use. Follow the next two steps below to fix the error.

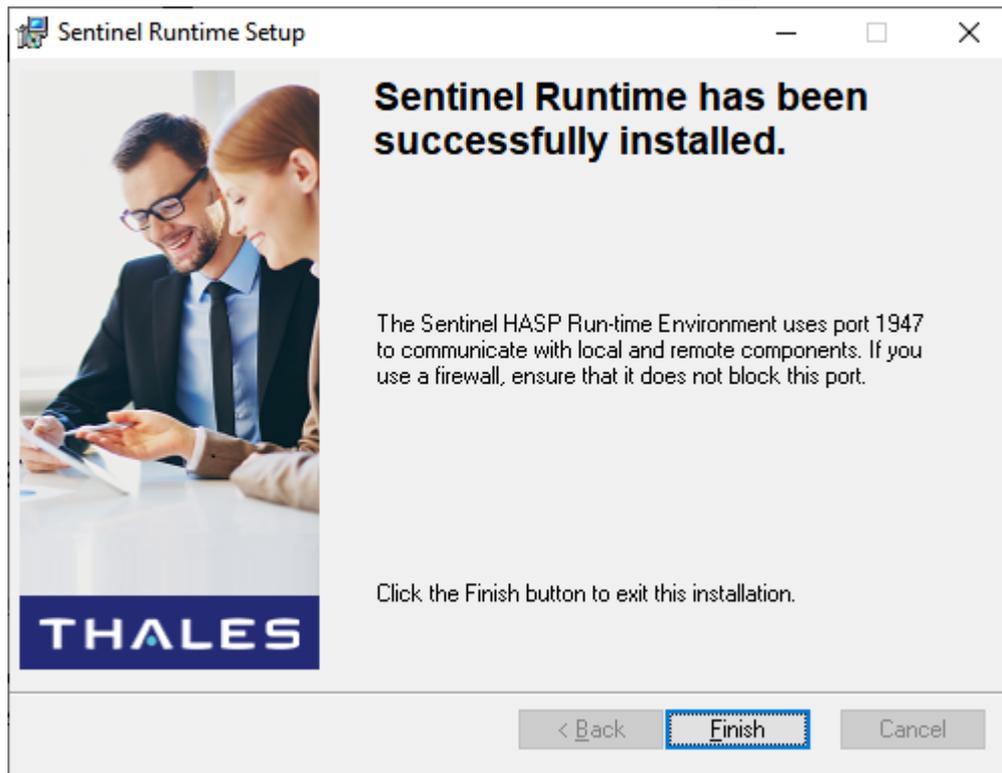
Download and install the HASP/Sentinel Installer

Download the HASP/Sentinel **GUI** Installer and unzip it.
Download page: <http://www.rubomedical.com/sentinel>

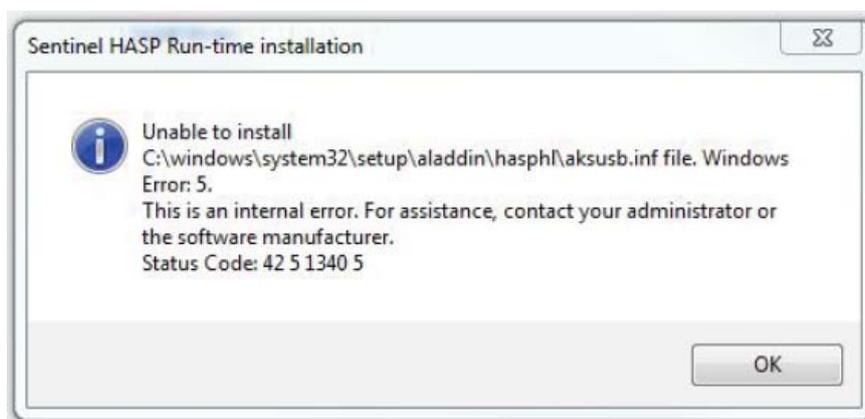
The extracted files contain the installation file HASPUserSetup.exe. Double click it to start the installation process. Accept the licensing agreement terms and click 'Next' to progress through the installation process.

The installation will progress and finally the window below should be displayed.

It is important to note that Windows Firewall will have been changed to allow the HASP/Sentinel License Manager to communicate using port 1947. If a third party (non-Microsoft) firewall is in use then this will need to have port 1947 manually opened for local communication.



If an error similar to that shown below ("Windows Error: 5") is reported during the installation of the HASP/Sentinel drivers, then either anti-virus software or a local machine policy is preventing the HASP/Sentinel License Manager installation from proceeding correctly.



Before proceeding you will need to **disable ALL anti-virus software**, including ending all system level Windows process and services that are anti-virus related.

This error will occur if you have not disabled the Trend Micro or Webroot anti-virus products.

Once all anti-virus processes have been disabled, double click the file **HASPUserSetup.exe** again to reinstall the HASP/Sentinel License Manager.

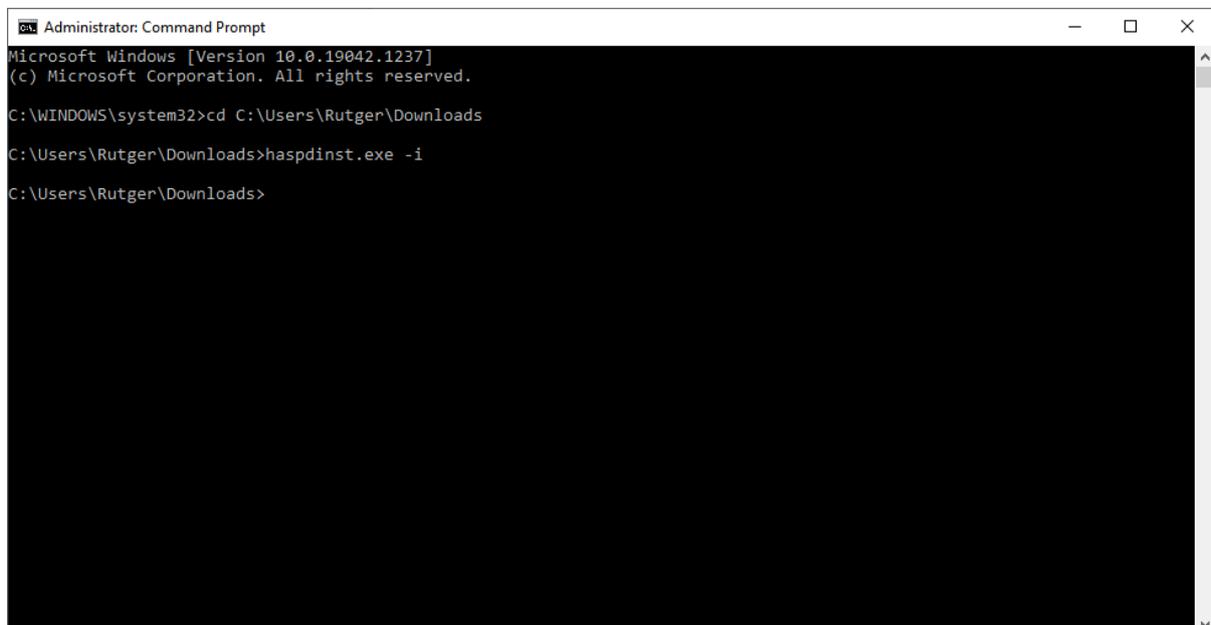
Once the HASP/Sentinel drivers are correctly installed without error, follow the step below.

Reinstall command-line drivers

Using the Administrator Command Prompt windows, issue the following command.

```
haspdinst.exe -i
```

A screenshot of the process is shown below. If another error occurs during these commands, take a screenshot of the error and send it to rubo@rubomedical.com.



```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.19042.1237]
(c) Microsoft Corporation. All rights reserved.

C:\WINDOWS\system32>cd C:\Users\Rutger\Downloads
C:\Users\Rutger\Downloads>haspdinst.exe -i
C:\Users\Rutger\Downloads>
```

After the operation has successfully completed, the following window should be shown. Note that on some systems the window may be compressed and only the OK button may be visible. When this information window appears, the HASP/Sentinel LDK drivers have been reinstalled and the DICOM Viewer software should now be able to be started normally, using the USB hardware key protection.

IMPORTANT: Reboot/Restart the machine now before continuing to use the software

