

# GPS Newsletter – SKI-Pro

A Newsletter on System 500 GPS, Vol 02, No. 12

## General

The **Sentinel System Driver** (Dongle driver) provides the **communication path** between the protected options of **SKI-Pro** and the **Sentinel key** (Dongle). The driver allows multiple programs to access the Sentinel key on a multi-tasking operating system.

Find the latest version of the Sentinel System Driver on the SKI-Pro CD or download it from the web site:

[http://www.rainbow.com/support/eu\\_support.htm](http://www.rainbow.com/support/eu_support.htm)

## Compatibility

The requirement for a successful installation is as follows:

Microsoft Windows 98 / ME / NT / 2000 or XP operating system.

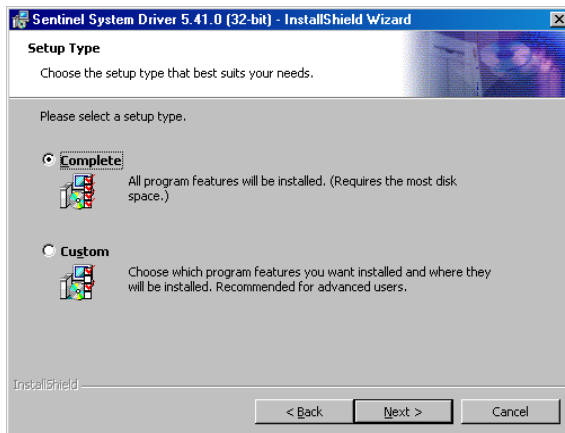
Note: If you are upgrading from Windows 98 to 2000 or XP, you must first un-install and then re-install the Sentinel System Driver!

## Automatic Installation

The Sentinel System Driver is **automatically** installed during the installation of SKI-Pro. If necessary the existing driver installation is updated.

## User Installation

Each SKI-Pro CD is providing additionally a **stand-alone installation** (Windows installer style) of the Sentinel System Driver. If necessary make use of this installation executable located inside the **DONGLEDR** folder.

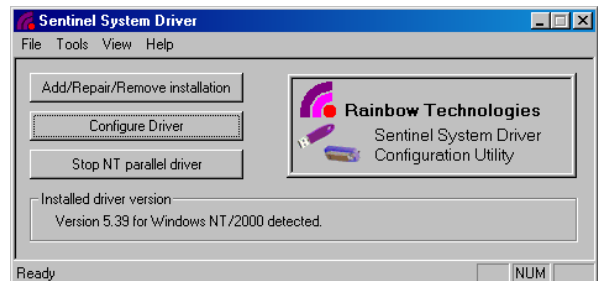


Select either the **Complete** or **Custom** installation. Please follow strictly the instructions provided by the installation.

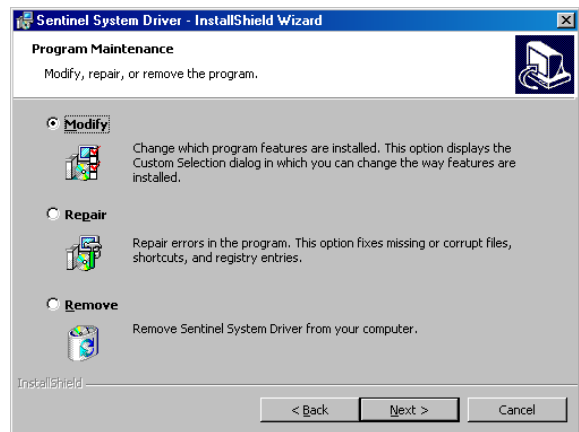
When the installation is complete you may be prompted to **reboot** your PC depending upon the operating system and configuration of your PC.

## Using the Driver Configuration Program

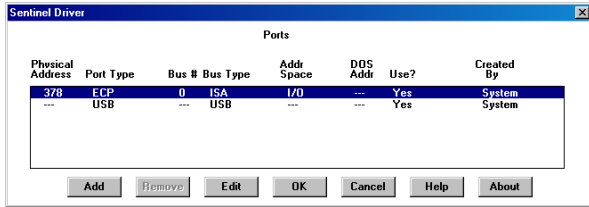
The driver configuration program **SetupSys-Driver.exe** is only installed when the "User Installation" of the Sentinel System Driver has been completed. The program is located in the **C:\Program Files\Rainbow Technologies\Sentinel System Driver** directory unless the user changed the target directory during the installation.



You can **Modify/Repair/Remove** the installation of the Sentinel System Driver.



The **Configure Driver** option allows you to manually configure the parallel ports used by the Sentinel Driver.



In general, the driver is able to **automatically** detect your parallel ports and does not need to be set-up manually.

**However, in some cases manual modifications are required!**

For more information on changing the port settings and various options click on the **Help** button.

Useful information can be found inside the **Help** section "**Adding or Editing a Port**".

The **Start/Stop NT Parallel Driver** option allows you to start and stop the NT parallel driver.

This also works in Windows 2000 (sometimes referred to as Windows NT 5.0) and XP.

Use this option to manually **Start/Stop** the driver.

## Troubleshooting

The following information should provide you with **in-depth knowledge** on troubleshooting issues with Sentinel keys (Dongles).

A brief description of the **driver installation and tips** on troubleshooting the Sentinel keys will be given.

## What get's installed?

- For Windows **NT, 2000** and **XP** the following driver file will be installed:

**Sentinel.sys** (parallel port driver)

**Registry Entries** are found under: My Computer\HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services\Sentinel

- For Windows **ME, 98** the following driver file will be installed:

**Sentinel.vxd** (parallel port driver)

**Registry Entries** are found under: My Computer\HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services\VxD\Sentinel

Note: During the installation of SKI-Pro, only the Sentinel System Driver is installed, not the Driver Configuration Program "SetupSysDriver.exe".

## Utilities and Knowledge

To **test** and **troubleshoot** a **Sentinel key** that **was not found** on the system you need the following **utilities** and **knowledge**:

- The latest **Sentinel System Driver** Installation
- Basic knowledge of the **Windows Registry**
- Ability to browse to the **BIOS** of a specific system for configuration change

## "No hardware key is detected, why?"

1. Make sure the hardware key (dongle) is securely attached to the port.
2. Download or/and install the latest Sentinel System Driver.
3. Run the SetupSysDriver.exe and make sure the driver is detected.
4. Check your port mode settings and make sure you have a good communication with another device on the port. (Attach a printer or scanner and test if you get functionality).
5. If the driver is detected but the hardware key is not, test the key on a different computer, if possible.
6. If the key is found on a different computer, then gather detailed information about the computer on which the problem occurs.
7. If the hardware key is not detected on multiple computers and you have verified that there is a good communication with the port and the Sentinel System Driver is installed, then you may have a defective key. Contact us for a replacement key.

## Tips

If you follow the steps mentioned above, there is a good chance to detect the problem or reason why the key is not working.

There are **4 basic reasons** why the hardware key would not be found on a particular computer system:

# GPS Newsletter – SKI-Pro

1. Driver might not be installed or is corrupted.
2. Parallel port settings are not compatible or not working with the driver.
3. The parallel port is not working properly.
4. The hardware key is defective.

## **Remember**

- To troubleshoot the problem follow the steps mentioned above.
- One good way of identifying if the parallel port is working is by running the "SetupSys-Driver.exe". Go to "Configure Driver" and see if there is any parallel port driver listed. In most cases if the parallel port is not listed, configuration on the BIOS need to be done in order to get it working. If you change any settings make sure

you re-install the Sentinel System Driver.

- Search for additional support information, interface downloads and utilities under:

<http://www.rainbow.com/support/thor.html>

Example:

**1)** Search the Rainbow Knowledge Base by keyword.

**2)** Search Options:  
 Full Text       And  
 Titles Only       OR  
 Keywords Only

**3)** **GO**

Press "GO" and get very useful information and support on computer specific problems.