

SoftPlan Technical Bulletin

Last Updated: May 25, 2001.

Problem: Error: A valid SoftPlan Key has not been detected on the system.
The correct key must be installed on the parallel or USB port.

Users Effected: Users with a purple USB port key.

To Fix: Check the following, after each item restart the computer and SoftPlan.

- Ensure that the SoftPlan key is securely inserted into the USB port. The green light on the key should be lit up. If the light does not go on, the port will need to be checked by a hardware specialist.
- Windows 95 and Windows NT do not support USB. If you have either of these Windows versions call our sales office to exchange for a parallel port key or upgrade to a newer version of Windows.
- Be sure that the USB port is enabled in the system BIOS.
- Confirm that other USB devices operate through the same port. If not, the port will need to be checked by a hardware specialist.
- If the SoftPlan key is plugged into a hub or other USB device, plug it directly into a USB port on the computer.
- Ensure you have the latest *Sentinel Protection Driver v7.1* installed for the USB key. It is available to download at:
<http://www.safenet-inc.com/support/tech/sentinel.asp>
Once this file is downloaded, run the file to install the driver.

If the problem persists, please contact SoftPlan Technical Support at (519)886-9750, fax:(519)886-6955 or e-mail: support@softplantech.com.

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