SoftPlan Technical Bulletin
Last Updated: November 8, 2001.

Problem:	After upgrading to Windows 2000 or Windows XP, when you attempt to start SoftPlan a message is displayed stating that "The SoftPlan Key Device Driver has not been installed on this system".

Users Effected:	SoftPlan version 11 users who upgrade their operating system to Windows 2000 or Windows XP from Windows 95, Windows 98 or Windows ME after having installed SoftPlan.

To Fix:	The key device driver used with the previous operating system is not compatible with the new operating system and must be replaced. To do this:

- ❑ Insert the SoftPlan cd into your cd-rom drive.

- ❑ Using Windows Explorer, move to the System\Sentinel\Win_NT folder.

- ❑ Double click on *setupx86.exe* to launch the key driver installer.

- ❑ Choose *Remove Sentinel Driver* from the Functions menu.

- ❑ Click *OK* when asked Are you sure you want to remove the driver?

- ❑ Choose *Install Sentinel Driver* from the Functions menu.

- ❑ Click *OK* when asked to Specify the Path of the Sentinel Files.

- ❑ Choose *Quit* from the Functions menu.

- ❑ Restart your computer.

Note: Users who upgrade their operating system from Windows NT or Windows 2000 to Windows XP are not affected by this problem.

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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