

SoftPlan Technical Bulletin

Last Updated: March 8, 2004.

Problem: Error: The SoftPlan Key Device Driver has not been installed on this system. It must be installed before SoftPlan can be run
or
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 that inserted the key prior to installing the software and now list a USB Token under the Device manager.

To Fix:

- For Window 98 or ME: Select Start – Settings – Control Panel – System icon – Device Manager tab.
- For Windows NT, 2000 or XP: Select Start – Control Panel – Performance and Maintenance – System – Hardware tab – Device Manager button.
- Locate the USB Token entry under Other Devices and select the right mouse button and choose Remove (Win9x) or Uninstall (WinNT) to remove the USB Token driver.
- Unplug the USB key from your computer.
- From the SoftPlan version 12 install CD, select Utilities from the main menu.
- From the Utilities menu, select Install V12 Key Driver.
- From the Rainbow Technologies Sentinel utility program, select Functions – Install Sentinel driver.
- Select OK on the Install Sentinel dialog, and OK again on the install status dialog.
- Exit the Rainbow Technologies Sentinel utility program and exit the Main Menu from the SoftPlan installation menu.
- Remove the SoftPlan CD from the CD-ROM drive
- Restart your computer
- Once the computer has restarted, plug in the USB key.

Wait for the Hardware Wizard to automatically install the new hardware. Once this is done, SoftPlan should now run properly.

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