

SoftPlan Technical Bulletin

Last Updated: January 5, 2009.

Problem: When attempting to open SoftPlan on a 64-bit operating system, the message "Error 201: The SoftPlan Key has not been installed on this system" is displayed and SoftPlan closes.

Users Effected: Users with the **Windows® XP Professional x64 Edition** or **Windows Vista® 64-bit** operating systems.

To Fix: The SoftPlan Key Driver included on the SoftPlan version 13.3.3 or earlier CDROM is not compatible with 64-bit operating systems. A compatible driver can be downloaded from the following internet location:

<http://www.safenet-inc.com/support/tech/sentinel.asp>

This link will direct you to the **Sentinel Technical Support** page. To locate the proper driver from this page:

1. Select *Sentinel SuperPro*. The instructions for the Sentinel SuperPro will be listed.
2. Under *Windows Drivers*: select (click on) *Sentinel Protection Installer*.
3. Select the option to Save this file on your computer.
4. After the download completes run the saved file and follow instructions.

Start SoftPlan to confirm that the driver was properly installed.

Comment: A Parallel Port key is not available for 64-bit operating systems. SoftPlan versions prior to 13.2.0 are not compatible with 64-bit operating systems.

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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