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March 31st 2006 Testimony of JOSEPH V. MONTORO JR

2006 RULEMAKING ON EXEMPTIONS TO THE PROHIBITION ON CIRCUMVENTION OF ACCESS CONTROL TECHNOLOGIES.

Good afternoon Ms. Peter's and members of the board. Thank you for providing me the opportunity to speak before you today, this being my third time in six years.

We, and this triennial rulemaking have grown together. When I first came here in 2000, my little girl, Gabrielle was only 6 years old, now in 2 weeks, she'll be a teenager. I want to thank her, first for being such a great daughter, and also for helping me organize my papers for this hearing.

Just a week ago Gabrielle invited me to a poetry reading at her school, but she also said that it's OK dad if you can't make it. Puzzled, I asked why. She said "well, sometimes you make me nervous when you're in the room and watching me". I told her not to worry because I was just invited to Washington to testify at the copyright office, and she'll have a chance to watch me and make me nervous if she'd like to come. So Gab, I'm a little nervous.

Just like my little girl, technology continues to mature and grow. Computers have become faster; operating systems have changed, now we have 64-bit Windows and dual core processors, floppies have been replace by cd's and memory cards. What was once known as the printer port, has given way to the USB port. Companies continue to get bought and sold such as Rainbow Technologies, one of the dongle manufacturers.

Now change does not have to be good or bad, but it does bring about certain problems and that is why I am here today before you.

Some of us would like a new car every few years, we love those new gadgets. While others are quite comfortable driving the same car for years. It gets us where we want to go, we know what it does and have no need to change or spend the money for something else.

Computer software and hardware is often like that, some of us would like to stay with what we have and others would like the latest and greatest. Manufacturers design products to become obsolete or products become obsolete because other technology arrives. There

are certain dongle devices with a battery built in that will only last a certain number of years before it fails. (I have one here.) Microsoft operating systems are phased out and replaced every few years, remember dos, windows 3.0, 95, 98, Millennium, and 2000? But is it really necessary and shouldn't' we have a way to continue to use older products we have paid for?

Certain computer programs are access controlled by either a floppy key disk or by putting a hidden file or files on a computer. This is explained in more detail in document 4 of the initial comments by Brewster Kahle of the Internet Archive. The current dongle exemption has permitted dongled programs to be achieved. I am familiar with the products and problems he discusses and have seen this in my field as well; I'll speak to that in a moment. I support his proposed classes of works: *l) Computer programs and video games distributed in formats that have become obsolete and that require the original media or hardware as a condition of access. 2) Computer programs and video games distributed in formats that require obsolete operating systems or obsolete hardware as a condition of access.*

THE TECHNOLOGICAL MEASURE

What I have in front of me is called a dongle. [1] While one may seem innocent enough, often end users must chain multiples of these together to run different software packages on the same computer. As you can see, it is not very practical. These devices have been around since the 1980's and millions of them have been sold. It is an access control device that prevents one from accessing a computer program that has been legally purchased. Unless the device is attached to the printer port the program will not run. Consumers are also finding that after upgrading their computer, many newer systems do not come with a printer port and they have no way to plug in their access control device and run their software, a non infringing activity.

In 2000 and 2003, the Librarian of Congress decided that one of the classes of works that should be exempt was: Computer programs protected by dongles that prevent access due to malfunction or damage and which are obsolete. The exemption has had a positive effect providing relief to those end-users that have experienced problems with these access control devices.

ANOTHER EXAMPLE

In September of 2003 I received an inquiry from a previous client.[2]

This was a large organization with amazing people resources. They

had two software programs that used old printer port dongles and

incredibly enough, no one in their vast organization had the technical

expertise to replace these control mechanisms. They had used my

dongle replacement software for both programs in the past on a

Windows 95 and then a Windows 98 operating system. Now on their

new windows XP machines, my software and the dongle devices were

not able grant access to the programs. Neither of the software

programs were supported any longer, one company had gone out of

business, and the other would not support an older product.

That former client was the <u>United States Department of Defense.</u> The

division involved was the, <u>Naval Surface Warfare Center</u>. While

preparing for this hearing. I sent an e-mail to my contact there and

asked him to describe what he did with the software, and if it's

continued operation was valuable to his job. He responded [2C] "I can't

give specific examples of what I use the ....software for since it's all

classified. However, both applications are ...circuit simulators, the

establishment here is a DOD laboratory doing research, development, test

and evaluation work for the Navy. My work involves doing a considerable

amount of circuit analysis and simulation.... Simply put, I couldn't do my job without them.... I do analyses and simulations with them in minutes to hours that would take days to weeks of laborious computation to do otherwise. "

Happily we were able to provide a solution to the DOD, just as we were to the DOJ a few years earlier. This rulemaking proceeding is directly responsible for helping these agencies and I thank you for your rulings.

UNSUPPORTED / OBSOLETE PRODUCTS

Over the years, companies get bought and sold, they may go out of business, or they may simply want an end user to upgrade to a newer higher priced package when the current software they're using suits them just fine.

The company that purchased Rainbow Technologies is SafeNet Inc. Only 3 dongles from the Rainbow Sentinel line continue to be sold for the PC, the Sentinel LM, the Superpro and the more recent Ultrapro. [3] **Products that have been in the marketplace for years such as the Pro, the C, the Scribe, and the Scout will not be able to be replaced. They are obsolete. Hundreds of thousands, if not more, consumers will**

find the thousands of dollars they paid for their software will be worthless at some point in the near future.

I have once again, numerous unsolicited emails sent to me regarding dongle problems and I'd like to read some of them into the record. They are all after the date of my last testimony. I believe these would be considered privileged communications and I have copies for this board; however I would ask these not go into the public record.

> Wayne uses a software package called scenario which is no longer supported. The power generating company he works for, for safety reasons, can not wait for a working dongle to fail. [4]

> Scott has seen his software program sold several times. It is called brakeware. He received permission from the latest company that owns it, to have the program recompiled without the dongle access checks. However as is often the case, those source code files were not kept properly, and they were not able to recompile the program. [5]

> An e-mail from Dennis has a program that was about five years old; it stopped working all of a sudden. The company wanted him to upgrade to a current product for $1250. [6]

> Robey writes of a Scanvec program that ran and crashed on Windows 98. They want to run under Windows XP. However, the company is out of business and they cannot find drivers to upgrade to the new operating system. [7]

> Neil has 16 years of cad drawings on his computer and because of the dongle, he can not run the software on anything more than a windows 98 computer which is no longer a supported operating system by Microsoft. [8]

> Les has a DOS version of cabinet vision that is no longer supported but works with the key for now. However as we all know, DOS is not a supported operating system any longer by Microsoft and he will end up losing access to all his data if he can not bypass the key. [9]

INCOMPATIBLE HARDWARE

As I mentioned earlier, millions of printer port dongle's have been sold since the 1980s. Now, more and more computers and laptops are being sold without the printer port. Most often, manufacturers will not simply exchange dongle's, a printer port one for a USB type, rather

they want the customer to upgrade to their latest and greatest version, for thousands of dollars which the end-user may not need. Being able to run software that was legally purchased on a new laptop or rackmount server, whether it was dongle protected or key disk protected, increases the availability of copyrighted works and permits the works to be achieved and preserved.

> Lee says of his Inframetrics software that his new notebook computer only has USB ports and the company wants to $7,000 to upgrade to their new software. [10]

> Mr. Larsen from Denmark writes of a problem when he bought a new laptop without a parallel port. His oceanographic software is not supported any longer. [11]

> JP is implementing rackmount servers and more and more he says they are no longer coming with a parallel port so he has to keep an old machine around just to use his dongle. [12]

> Mick from the UK is having a problem getting his pads software to run on windows XP 64 bit system, he can not get drivers for it. [13]

➤ Sergio has a laptop that does not have a parallel port, and even with a port replicator. He could not get his software to recognize the dongle. The program developer has gone out of business, and he is out of options. [14]

➤ Bernd in Germany, has purchased a new Acer laptop without a printer port and even with the port replicator, the dongle still is not recognized. [15]

INCOMPATIBLE SOFTWARE

End-users are not the only ones that are aware of the problems with dongle devices. A simple search on Google will produce hundreds of results. I've attached numerous pages printed from company web sites describing problems and incompatibilities.

Is not always the lock device itself that is causing the problem. Beginning with Windows NT, hardware and software programs could not talk to each other directly, rather they had to use what was called a driver to handle the communications between the dongle, the operating system and the application software.

Sometimes drivers for different operating systems are not available for some time, such as 64 bit windows operating systems. The company that bought Rainbow Technologies, SafeNet, does not support printer port devices under 64-bit windows XP. "SafeNet only provides USB interlock support for a 64-bit windows XP operating system" [16]

The chart below is from the SafeNet web site and shows only two dongles, both USB, one for AMD and one for Intel, support the Windows XP Pro 64-bit operating system. [17] Since we have already established Microsoft phases out operating systems over time, none of the printer port dongle's will be functional in years to come. This ensures a nice revenue stream for the new company, SafeNet, and forces people to upgrade to a USB key, for a cost, if they want to be able to continue to run their software on the current operating systems. Provided of course the software company is still in business. Many companies require you to upgrade to a new version of the software, you can not simply upgrade your key. Where would be the profit in that?

Windows Drivers:

Driver Name	Version	OS	Product	Size
Sentinel Protection Installer	v7.2.2	Windows 95/98/NT/2000/XP/2003server	Sentinel UltraPro,SuperPro, Pro,Scribe,Cplus	16 MB
Sentinel System Driver	v7.1.0	Windows XP-Pro 64-bit Windows 2003 64-bit (AMD64 / EM64T)	Sentinel SuperPro/UltraPro (USB Only)	1.28MB
SuperPro Driver	v5.41.0	Windows 64bit (Itanium)	Sentinel SuperPro	465k

At times, the software driver interface is released into the market with known problems.

> In the Rainbow Technologies version 6.30 release notes for the Sentinel Super Pro dongle, they list over a dozen known problems with the release. Among them, a protected application loses its license when the system goes into the hibernate or standby mode, and the Super Pro service loses its database of licenses and the related information when it returns back from the paused state. [18]

> MCL technologies note that if a user is logged in remotely, the program will not recognize the dongle. They also say that other software like Norton Internet Security 2005 can prevent the sentinel driver from installing. [19]

> Intel notes that there have been cases where third-party packages have not detected their own parallel port dongle when a USB key is present. [20]

I am part of the Microsoft developer's network and when Microsoft releases service packs and hot fixes, software developers are not given previews of that software. [20B]

When windows XP service pack two rolled out it caused problems for many end-users.

> There are known issues with XP service pack two as well as other recent Windows updates, not only for Windows XP, that may cause problems with hardware locks. [21]

NO HARM TO THE INDUSTRY/ CONTINUED INDUSTRY GROWTH

The 2000 and 2003 rulemaking has had no negative affect on companies such as those that produce these dongle devices. Attached please find the financial highlights from Aladdin Security showing their quarterly total revenue increasing nicely from quarter one of 2003 through quarter four of 2005. [22] Also attached are the results of the company SafeNet, for the fourth quarter of 2005 and 2005 annual revenue. Their financial results show that in the fourth quarter of 2005, revenue grew 21% and for the year ended it grew 31%, earnings per share grew 60%. [23]

Conclusion

The problems that we have discussed over the last 3 rulemakings, over a 6 year period have not gone away or been resolved. They will only continue since this industry does not remain stagnate but is ever changing.

The exemptions granted regarding dongle's has served the purpose intended, it has provided relief for consumers and government alike, and increased the availability and use of copyrighted works. No evidence has ever been presented to the contrary.

I foresee over the next 10 years, an exemption that needs to be a bit broader. With changing hardware and operating systems, the lack of support for printer port devices, and the consolidation of the sentinel dongle product line, <u>consumers need your protection now more than ever.</u>

I would respectfully suggest a class of works, *Computer programs protected by dongles that prevent access due to malfunction or damage or hardware or software incompatibilities or require obsolete operating systems or obsolete hardware as a condition of access.*

Again, I thank you for inviting me, and look forward to your questions.

3DStudio

PRO

MADE IN
THAILAND

MADE IN PHILIPPINES

From:
Sent: Tuesday, September 23, 2003 11:22 AM
To: tech@donglefree.com
Subject: Problems with Rivalock and new operating system

I have two Rivalock products purchased from you when you were Imagine That in St.
Augustine (yes, several years old!). They have served me faithfully without problems
through Win 95 and Win 98 and several computer upgrades but I've been done in by my new
Dell P4 with Windows XP Pro. The Rivalock products are

1. Rivalock Genie Series
   Registered To: Coastal Systems Station

   For Alladin Hasp parallel port key for Microsim Corp Design Lab 8 (PSpice Circuit
Simulation)
   This came on a 3.5" floppy and had a number (1106/S) penciled on the upper left corner
of the label.
   Ordered by purchasing agent .

2. Rivalock C Magic Series
   Registered To: Coastal Systems Station

   For Rainbow Sentinal C Plus B parallel port key for Eagleware Superstar V6.0 RF
Circuit Simulation
   This came on a 3.5" floppy and had a number (1107/S) penciled on the upper left corner
of the label.
   Ordered by purchasing agent

Both applications fail to run under XP with the hardware locks on the parallel ports and
the Rivalocks appear to be ignored when installed per the original directions.

Is there a workaround or special installation required or an upgrade available to make the
Rivalocks I have work with the Windows XP. I'm especially nervous now as the dongles are
old and in the case of the Microsim software (which I use almost daily), the original
company is no more and the product is no longer supported by the company that owns the
rights to it.

Any help will be much appreciated.

Naval Surface Warfare Center -

ORDER FOR SUPPLIES OR SERVICES

. CONTRACT/PURCH ORDER/ AGREEMENT NO	2 DELIVERY ORDER/CALL NO.	3 DATE OF ORDER/CALL (YYYYMMDD) 2004 Jan 16	4 REQ./PURCH REQUEST NO. See Schedule	5 PRIORITY DO C9E

. ISSUED BY CODE	N61331	7. ADMINISTERED BY (if other than 6) CODE	8. DELIVERY FOB [X] DESTINATION [ ] OTHER (See Schedule if other)
AVY SURFACE WARFARE CENTER		SEE ITEM 6	

. CONTRACTOR CODE	3NCN5	FACILITY	10. DELIVER TO FOB POINT BY (Date) (YYYYMMDD) SEE SCHEDULE	11. MARK IF BUSINESS IS [X] SMALL
NAME AND ADDRESS	SPECTRUM SOFTWARE 717 SACO CT SAINT AUGUSTINE FL 32086-7601		12. DISCOUNT TERMS Net 30 Days	[ ] SMALL DISADVANTAGED [ ] WOMEN-OWNED

13. MAIL INVOICES TO THE ADDRESS IN BLOCK

Blk 6: Attn: Code XPM 20

4. SHIP TO CODE	N61008	15. PAYMENT WILL BE MADE BY CODE	N68892	MARK ALL PACKAGES AND PAPERS WITH IDENTIFICATION NUMBERS IN BLOCKS 1 AND 2.
N VALS				

16. TYPE OF ORDER	DELIVERY/ CALL		This delivery order/call is issued on another Government agency or in accordance with and subject to terms and conditions of above numbered contract.
	PURCHASE	X	Reference your quote dated 2003 Dec 19 Furnish the following on terms specified herein. REF.

ACCEPTANCE. THE CONTRACTOR HEREBY ACCEPTS THE OFFER REPRESENTED BY THE NUMBERED PURCHASE ORDER AS IT MAY PREVIOUSLY HAVE BEEN OR IS NOW MODIFIED, SUBJECT TO ALL OF THE TERMS AND CONDITIONS SET FORTH, AND AGREES TO PERFORM THE SAME.

NAME OF CONTRACTOR	SIGNATURE	TYPED NAME AND TITLE	DATE SIGNED (YYYYMMDD)

[ ] If this box is marked, supplier must sign Acceptance and return the following number of copies:

17. ACCOUNTING AND APPROPRIATION DATA/ LOCAL USE

See Schedule

8. ITEM NO.	19. SCHEDULE OF SUPPLIES/ SERVICES	20. QUANTITY ORDERED/ ACCEPTED*	21. UNIT	22. UNIT PRICE	23. AMOUNT
	SEE SCHEDULE				

If quantity accepted by the Government is same as quantity ordered, indicate by X. If different, enter actual quantity accepted below quantity ordered and encircle.	24. UNITED STATES OF AMERICA TEL: BY:		25. TOTAL	$3,690.00
	CONTRACTING / ORDERING OFFICER		26. DIFFERENCES	

7a. QUANTITY IN COLUMN 20 HAS BEEN

[ ] INSPECTED [ ] RECEIVED [ ] ACCEPTED, AND CONFORMS TO THE CONTRACT EXCEPT AS NOTED

SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE	c. DATE (YYYYMMDD)	d. PRINTED NAME AND TITLE OF AUTHORIZED GOVERNMENT REPRESENTATIVE

MAILING ADDRESS OF AUTHORIZED GOVERNMENT REPRESENTATIVE	28. SHIP NO.	29. DO VOUCHER NO.	30. INITIALS
	[ ] PARTIAL [ ] FINAL	32. PAID BY	33. AMOUNT VERIFIED CORRECT FOR
TELEPHONE NUMBER g. E-MAIL ADDRESS	31. PAYMENT		34. CHECK NUMBER
i. I certify this account is correct and proper for payment.	[ ] COMPLETE [ ] PARTIAL [ ] FINAL		35. BILL OF LADING NO.
DATE (YYYYMMDD) b. SIGNATURE AND TITLE OF CERTIFYING OFFICER			

. RECEIVED AT	38. RECEIVED	39. DATE RECEIVED (YYYYMMDD)	40. TOTAL CONTAINERS	41. S/R ACCOUNT NO	42. S/R VOUCHER NO

PREVIOUS EDITION IS OBSOLETE.

sales@donglefree.com

From:

Sent: Tuesday, March 28, 2006 11:00 AM

To: salesdf

Subject: RE: dongle products

Hi Joe,

Things have been running smoothly here, I hope they've been the same for you. I can't give specific examples of what I use the Eagleware Genesys and Microsim Design Lab software for since it's all classified. However, both applications are circuit simulators (radio frequency analog circuits for Eagleware and both analog and digital circuits for Design Lab). The establishment here is a DOD laboratory doing research, development, test and evaluation work for the Navy. My work involves doing a considerable amount of circuit analysis and simulation primarily using Design Lab and to a lesser degree the Eagleware product. Simply put, I couldn't do my job without them or some equivalent product. I do analyses and simulations with them in minutes to hours that would take days to weeks of laborious computation to do otherwise. There are numerous similar or equivalent simulators available but the ones I use are my favorites. The Design Lab is actually an older product. Microsim was bought by Orcad which was bought by Cadence if I remember correctly but I don't really like the versions they sell (I have the Orcad version but don't use it). Regardless of which product one chooses, the same situation applies (at least to all of the ones I'm familiar with) in that they all are dongle protected I hope this answers your question.

---Original Message-----

From: salesdf [mailto:sales@donglefree.com]
Sent: Monday, March 27, 2006 20:20
To:
Subject: dongle products

Hi

I hope you've been well.

I am preparing for another round of hearings in Washington, DC regarding copyright law. I wanted to find out more about the software that you use, what do you use Eagleware and Design lab for? And would not being able to use that software hurt?

Thank you,
Joe Montoro

2c

Sentinel Integration Center

Getting Started   Advanced Implementation   Fulfillm

Sentinel Integration Center

Login Page

The Integration Center requires you to log in.
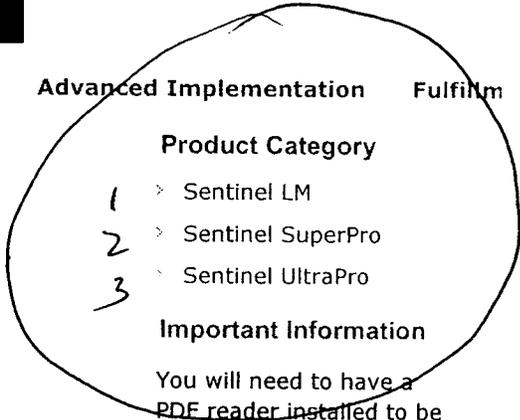
Please enter your username and password:

Email Address:

Password:

☐ Remember me.

[Sign In] [Reset]

Need a password, or forgotten your password ? Click here.

Product Category

1   › Sentinel LM

2   › Sentinel SuperPro

3   › Sentinel UltraPro

Important Information

You will need to have a PDF reader installed to be able to see any of the documents in the Integration Center.

Please visit the Adobe website to download the Acrobat Reader.

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sales@donglefree.com

From:

Sent: Monday, July 25, 2005 9:26 AM

To: sales@donglefree.com

Subject: Synario Design Automation Software

Attachments: bottom.jpg; topum.jpg

Morning,

   We have an FPGA design package that was produced by DATA I/O called 'SYNARIO'. The dongle is a Sentinel Super Pro by Rainbow Technologies. The information on the side is SRB00030; 9651L59223; Security device ID 11785. See the attached pictures. The package is run under WIN2000/XP operating system. Due to the fact that the software package is no longer supported, and we must maintain support for all the legacy designs, we therefore do not want to rely on a mechanical dongle.

   Please provide us with a quote for your services to unlock the software.

Thank you.

H

From:	SCOTT RIEGER [SRIEGER@cachassisworks.com]
Sent:	Wednesday, March 15, 2006 4:10 PM
To:	sales@donglefree.com
Subject:	Sales questions

We currently have a piece of manufacturing equipment that was purchased
around 1998. This equipment was originally manufactured by a company
called Race Industries, Inc. Race went out of business and sold their
software assets to E-Process Control, Inc. (EPCI) We upgraded our machine
software as well as the offline software to a new EPCI version. This
company also went out of business. We have gone through several dongle
failures and I'm concerned we may not be able to find another should any we
have now fail. I've received permission from the current software owner to
have the code re-compiled to remove the dongle. But, when they went to do
it, it was discovered that many of the files required were missing.

The software is call BrakeWare and it uses a Rainbow Sentinel Superpro for
a dongle. I have an offline dongle for the offline programming software
and another for the 'online' for what is on the Pressbrake machine tool.
Both currently run under Windows 2000 Pro. I will be upgrading the offline
to Windows XP Pro within the next few months.

Is this something you might be able to help me out with?

Thanks,

Scott Rieger
Engineering Manager
Chris Alston's Chassisworks, Inc.
Phone: 916-388-0288   Direct: 916-290-7609
Fax: CA   916-388-0295   MN 320-230-8021
mailto:srieger@cachassisworks.com
Web: http://www.cachassisworks.com
        http://www.varishock.com
        http://www.totalcontrolproducts.com

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sales@donglefree.com

From:	Dennis Kimball [dennis@bzmfg.com]
Sent:	Monday, December 15, 2003 11:46 AM
To:	sales@donglefree.com

Subject: not sure if you can help me or not?

I have been using a stand alone version of NSEE software, for about 5 years, that cost me quite a bit of money to buy, and all of a sudden last week, it worked fine on Friday, then on Saturday it now comes up with an error message that nobody seems to know how to fix. Even my MAstercam dealer came by and tried to figure it out, and NSEE is no longer, and Predator wants me to buy a new software package for $1,250 . I did nothing wrong?? Now all of a sudden my software does not work anymore. Is there anyone at your company that knows how to fix this error. The error message is

Error: Selected control is not liscensed

Of course it is, so is this a dongle failure, or what? Thanks if you can help me. Dennis Kimball

dennis@bzmfg.com

408-943-1117

From:	Robbie Wilson [robbietwilson@yahoo.com]
Sent:	Saturday, December 06, 2003 9:43 PM
To:	sales@donglefree.com
Subject:	dongle question

My father-in-law owns a Scanvec Casmate 6.52 license that requires a dongle (parallel attached) to run.
His computer is currently Windows 98 but continues crashing and having problems. It is only a 133 mhz wiht 64mb of memory. He just purchased a Windows XP computer but it unable to run because it can't handle the hasp drivers required on this driver. We contacted ScanvecAmiable and they informed us this product is no longer supported and they won't be able to help us. I updated the hasp drivers and even tried the haspdos drivers as well as running in Windows
95/98 compatibility mode but no success.

What can your software offer to allow this to run on the newer operating system? How much would this cost?

Thanks,
    Robbie

=====

Do you Yahoo!?
New Yahoo! Photos - easier uploading and sharing.
http://photos.yahoo.com/

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From:	Neil Atkinson [neil@atkinsonengineers.com]
Sent:	Monday, November 14, 2005 12:18 PM
To:	Sales@donglefree.com
Cc:	R. M. Atkinson, Jr.
Subject:	Hardware Lock

Mr. Montoro:

    We bought a CAD program called Digicad approximately 16 years ago from a company called Digital Matrix Systems, Inc. (DMS). The software was protected by a Rainbow SentinelPro hardware lock. DMS changed the focus of their products after Digicad, and we never found a suitable upgrade after our 1985 version of the software. DMS closed shop about 5 years ago, and sold the rights to their software to a company in the Netherlands. The company that bought DMS had no interest in Digicad, and I believe they have eventually closed shop. The Sentinel Hardware lock has made it impossible for us to upgrade past Windows 98. With the end of support for Windows 98 approaching, we are facing the possibility of losing access to 16 years worth of CAD drawings. It is already an issue for us, since we have difficulty finding drivers for new hardware that supports Windows 98. Could you please help us, remove the need for this hardware lock, so we can continue to have access to our files?

--
Neil M. Atkinson
R. M. Atkinson, Jr., Engineers, Inc.
281-872-7600 (wk)
832-651-6848 (cell)
neil@atkinsonengineers.com

From:	wheatley woodworking [wwoodworking@qwest.net]
Sent:	Tuesday, November 01, 2005 6:19 PM
To:	sales@donglefree.com
Subject:	Cabinet Vision Lock replacement

In 1989 We purchased Cabinet Vision Software. We later purchased 3 seats of the program.
In 1995 We purchased the Imagine that lock removal software for win 3.1 We later upgraded to Rivalock for win 95. The software has served us well for many years. Thank you for a great product. ·

 We still run Cabinet Vision Premium (dos)V. 16.3 We Also run Cabinet Vision Solid V 4.0 The Key is Rainbow Sentinel C-Plus B we use the same key for both programs.

Under the Windows 98 CV Premium will run with the Imagine That software or Key
                        CV Solid will not run with the Inagine That software but will run with key

Problem 1:
Bought new system running XP Pro on Dell Dimension 3000 CV Premium (dos) will not run with the Key or software. Cabinet Vision does not have a tech who can or will support the software or key problem.

Solid runs Fine with Key installed.

Problem 2:

Bought new Dell 9300 inspiron laptop running XP Pro NO PAREALL PORT: Purchased USB Parell port adapter, Key won't fit!

Cabinet Vision Will exchange Key for USB Key (for a fee) Which will run solid, but I am told it will not run the old CV Premium (dos) version

Can you help us with a soulution to run Cabinet Vision premium (dos) under windows XP and Solid 4.0

Thanks Les Wheatley

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sales@donglefree.com

From: Lee Crabb [lcrabb@imcimc.com]

Sent: Thursday, April 29, 2004 2:16 PM

To: sales@donglefree.com

Subject: I need dongle free software

Sales,

Are you familiar with the dongle for Inframetrics, Thermonitor 95 for Windows, software version 1.30, with a dongle labeled Thermoteknix? The dongle has a serial number, 0043R. I have updated my notebook computer and no longer have a parallel port, just USB ports. The manufacturer wants $7,000 for new software. Do you have software that will offer me secure use of this software without a dongle? Do you accept credit cards?

Please let me know ASAP.

Thanks.

Lee Crabb,
Engineering Service Manager
Industrial Motor & Control
602-254-5491, ext. 102, office
602-695-0323, cellular

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sales@donglefree.com

From: Henning Larsen [henning.larsen@stofanet.dk]

Sent: Monday, February 06, 2006 9:52 AM

To: sales@donglefree.com

Subject: Dongle problem

;ir,

have a problem!
have been using a marine navigation software from Costal Oceanographics called Navpack. It uses a parallel dongle. I have now
ought a new laptop and it do not have a parallel port,
nd Costal Oceanographics do not support that software any more, so they can not supply a USB dongle.
:an you help in any way?

.egards

enning Larsen
ystvejen 2D
350 Hirtshals
enmark

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sales@donglefree.com

Hi There,

I noticed your advertisement in PC Mag, and visited your website. I've got several clients that run a software package from Better Online Solutions (www.bosusa.com) called Advanced Server for SAA, which is a TN5250 terminal gateway. The software requires a dongle to activate the service on startup. The make of the dongle is unknown; not sure of the model number; the only info printed on the device is the following:

1505SRS
B05AS
92594
1.3
HASP4MI

Anyhow, I am starting to implement rackmount servers more and more and I'm finding most are no longer coming with a parallel port that I can attach this thing to, which forces me to keep an old legacy machine around for the purpose of running this software.

I had a couple questions to ask about your software, as well as request a quote for replacing the dongle with a software solution..

Q1: Does your software run on Windows 2000/2003 Server platforms?
Q2: Does your software run as a service or as a standalone app? if the latter, is it possible to develop a service-based app to provide this functionality? (I dont want to have to keep the machine logged in as a user)

Thanks!

JP Aubineau
NETECHNICA Consulting
jp@netechnica.com
612-282-5180

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From:	Mick Meigh [mick@camtec.uk.com]
Sent:	Friday, March 04, 2005 9:45 AM
To:	tech@donglefree.com
Cc:	wayne@camtec.uk.com
Subject:	PADS Power PCB

Hi, We are trying to install and run PADS power PCB on a new (upgrade)
machine which is now windows XP and uses an AMD 64 bit processor.
We are having problems with the pink key node lock.
The software does not recognise the key, but I have found that if I use the
16 bit virtual device driver the security diag check will find the key but
PADS power PCB still does not.

Hopefully you can offer some help in this.

If you reply to this can you make sure you reply to all so that
wayne@camtec.uk.com gets a copy.

Thankyou,
Mick Meigh

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sales@donglefree.com

From: Sergi Carbó [sergio@carboarquitectos.com]
Sent: Monday, August 22, 2005 2:34 PM
To: sales@donglefree.com
Subject: Sentinel SuperPro emulator

lello, my name is Sergio Carbo and I'm having a problem with a Sentinel SuperPro dongle. Let me now if you can do something.

m architect and years ago bought two licenses of a design program named Architrion. I'm very atisfied with this program so I haven't had the need to change to another one.
he problem is it uses Sentinel dongle attached to parallel port. I have recently upgraded my laptop nd the new one doesn't have parallel port (nowadays it's almost impossible to find laptops with arallel port). I've tried with a port replicator but it doesn't work. When I try to start the program I lways get a "dongle protection error".

can't contact the program developer because they closed in year 2000, and the dongle seller, iafenet, say they can't upgrade my parallel dongle to a usb dongle because that's something only the rogram owner can order. But they have dissapeared so I'm lost.

found your webpage and have tried the dumper program with my dongle. It has detected it and enerated a file. I send you it attached to this mail.

irchitrion program requires a very long sequence of letters and numbers the first time it's started after istallation. If you need I can also provide it.

lease, let me know if you can arrange this mesh and how could it cost.
1 the case you can do the job consider the price for 2 dongles.

hanks for your attention,

iergi

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i2 4 inno r

sales@donglefree.com

From: Bernd Bauerfeind [b.bauerfeind@gapo.de]
Sent: Friday, April 08, 2005 10:23 AM
To: sales@donglefree.com
Subject: Laptop without Parallel Port -- FAST hardlock E-Y-E

Hello,

ve use the program ELCAD nicely with the mentioned dongle, see topic.

Now we would like to use replace the standard PC with a laptop already purchased for furthter use of our ELCAD copy, it's a ACER Aspire 1800 Notebook. This one has no parallel port, and even that "paralell port" build into the USB port replicator is *NOT* a standard parallel port. So the dongle doesn't work.

Can you help with your software replacement?

Regards,

Bernd Bauerfeind
Fa. GaPo
Automatisierungstechnik GmbH
Am Zollwasen 6
97353 Wiesentheid
Germany
Tel.: +49 93 83 / 97 19-789
Fax.: +49 93 83 / 97 19-20
Time Zone: GMT+1h
Email.: b.bauerfeind@gapo.de

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General Installation and Licensing Questions

<u>Can I run Geomatica 10 on a 64-bit Windows operating system?</u>

<u>Can I run Geomatica V10 and Geomatica V9.1 on the same computer when using a USB Sentinel Super Pro dongle?</u>

<u>How can I add the ImageWorks and XPace to the Geomatica V10 Toolbar?</u>

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- **Modeler/Script Exchang**
- **Contact Support**

Geomatica **TRY IT NOW!**

Q: Can I run Geomatica 10 on a 64-bit Windows operating system?

A: As of March 7, 2006, Geomatica 10 has not been tested extensively on a 64-bit Windows XP operating system; however, we do not expect any specific problems with the functioning of our core software on this operating system. Currently, our WebServer Suite and our GeoRaster for Oracle products do not operate on a 64-bit Windows XP operating system. Our Geomatica 10.0.2 update, which will be available in June 2006, will officially support a 64-bit Windows XP operating system.

To run Geomatica 10 on a 64-bit Windows operating system, you must update your drivers after you have installed the software. The drivers can be found at

ftp://ftp.pcigeomatics.com/pub/support/windows/safenet/USB/usbdriver.zip

SafeNet only provides USB interlock support for a 64-bit Windows XP operating system; you may want to replace your parallel interlock for a USB interlock. Your sales representative is happy to assist you with the interlock exchange process. You can find your local sales representative at
http://www.pcigeomatics.com/contact/territories.html

Please note there is a nominal charge of $100.00 for each exchanged interlock. A permanent code on a new interlock is not issued until the old interlock is received by PCI Geomatics.

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Q: Can I run Geomatica V10 and Geomatica V9.1 on the same computer when using a USB Sentinel Super Pro dongle?

A: Due to a required upgrade of third party drivers, Geomatica V10 and Geomatica V9.1.8 for Windows are the only 2 versions that can be run on the same computer when a USB Sentinel Super Pro dongle is used.

NOTE: This does not apply to the parallel port version of the Sentinel Super Pro dongle. Geomatica 10 and all versions of 9.1 can be run on the same computer when this type of dongle is used. Geomatica V10 and V8 cannot be run on the same computer when using either version of the Sentinel Super Pro dongle. Geomatica V10 and all previous versions can be run on the same computer when using a Sentinel Pro dongle.

Geomatica V9.1.8 can be downloaded from the following location:

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Sentinel Support

Choose your product:

Sentinel SuperPro	Sentinel UltraPro	Sentinel Hardware Key	Other Hardware Keys
(see picture)	(see picture)	(see picture)	

Sentinel UltraPro
Latest version of release product: v1.0
Latest service pack: v1.1 for Windows and Linux

For a resolution to your technical problem, please take the following steps:

Step 1 - Driver Update

Many technical problems involving our Sentinel keys can be resolved simply by installing the latest system drivers. Please download and install the latest driver below.

Sentinel Protection Installer v7.2.2 - (Download Driver) *For Windows 98/ME/NT/2000/XP/Server 2003 (WHQL Certified for Windows XP and Windows Server 2003)*

This is the latest version of the Sentinel Driver. This replaces both the Sentinel System Driver and the "Sentinel Combo Installer". This will install both the Driver and the Sentinel SuperPro/Ultrapro Server onto your system.

This will work for the following keys: Sentinel UltraPro, Sentinel SuperPro, Sentinel Pro/Scribe/Cplus

Please note, for Sentinel Pro/Scribe/Cplus users, please choose the "Custom" option during installation to prevent the installation of the SuperPro/Ultrapro Server.

Sentinel Protection Installer v7.1 - (Download driver)
For Linux RedHat 9 (2.4.20)/RedHat Enterprise 3.0 (2.4.21)/Linux kernel 2.6.5

This installer will Install Sentinel UNIX Driver 7.1 and/or Sentinel Protection Server 7.1 on your system. Previous installed copies of these components will be upgraded. This will work for Sentinel UltraPro and Sentinel SuperPro keys.

Sentinel UNIX Driver 7.1 provides also generic support for kernel version 2.6.5 of RedHat Linux distributions.

Kernel version 2.6.5 is the latest kernel that supports .o binary installations. Hence only version 2.6.5 is supported for customized 2.6.x kernels. However, the Sentinel UNIX

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Contact Information

Phone:
1-800-545-6608
Email:
support@safenet-inc.com

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Sentinel Technical Support

Driver has also been tested on kernel versions 2.6.3.

The Sentinel UNIX Driver (parallel) binary-mdrbdr.o-is modified to support installation on kernel version 2.6.5. It is installed at: /opt/sentinel/sud/parallel/Fedora/kernel-2.6.5.Please note that the RPM version must be 4.2.1 (or higher).
For Fedora, the .ko binary will be installed. For the remaining distributions, the .o binary will be installed.

Windows Drivers:

Driver Name	Version	OS	Product	Size
Sentinel Protection Installer	v7.2.2	Windows 95/98/NT/2000/XP/ 2003server	Sentinel UltraPro,SuperPro, Pro,Scribe,Cplus	16 MB
Sentinel System Driver	v7.1.0	Windows XP-Pro 64-bit Windows 2003 64-bit (AMD64 / EM64T)	Sentinel SuperPro/UltraPro (USB Only)	1.28MB

Linux/Unix Drivers:

Driver Name	Version	OS	Product	Size
Sentinel Protection Installer	v7.1	RedHat Enterprise 3.0 (2.4.21) Fedora (2.6.5)	Sentinel UltraPro,SuperPro	1.72MB

Other Downloads:

Driver Name	Version	OS	Product	Size
Sentinel SuperPro Medic	v6.3.0	Windows 95/98/NT/2000/XP	Sentinel SuperPro/UltraPro	7 MB
SSD Cleanup	v1.1	Windows 95/98/NT/2000/XP	Removes Sentinel System Driver	11k

Step 2 - Check Compatibility

There are a small number of known incompatibility that we have with certain products.

You can find the latest compatibility information between our products and other hardware devices in by click here.

Step 3 - Knowledge Base

If you aren't using an incompatible production, or if you would like to find additional technical information (such as Frequently asked questions, tech notes, and other files) you can browse through our knowledge base. Click here to go to the knowledge base.

Step 4- Email Support

If you are still unable to resolve your problem, you can contact our technical support group by clicking here.

Please note, if you have purchased product from SafeNet, you can log into the Customer Connection Center to submit your problem directly to us.

Disclaimer

Please note, that though we will make the best effort to help you, we are limited on how much support we can actually provide. For most problems, intimate knowledge of the software package's security is needed. This is information that Rainbow Technologies is not privy to. For this reason, it is always a good idea to **contact the developer of your software product** for support. We are limited to the help only with:

tp://www.safenet-inc.com/support/tech/...

GRAINBOW
T E C H N O L O G I E S

Sentinel SuperPro (Windows) Version 6.3.0 Release Notes

This document contains information on new features, problems corrected, upgrade information and known problems for the 6.3.0 version of Sentinel SuperPro. This version of Sentinel SuperPro contains major feature changes from version 6.2.

Product Overview

Sentinel SuperPro protects your applications from unauthorized use for both stand-alone and networked environments. The Sentinel SuperPro software protection is empowered by a programmable hardware key with an ability to encrypt data, providing you with a wide range of methods for securing up to 28 applications per key.

New Features in This Release

The following new features have been added since the last version, Sentinel SuperPro 6.2. The section below summarize the new features—for complete information, see the *Sentinel SuperPro 6.3 Documentation Addendum*.

SuperPro Client Library Enhancements

The SuperPro client library now allows direct communication between your application and the SuperPro key on a local computer—without the aid of the SuperPro server. The optional use of the SuperPro server also provides a viable migration option to the pre-6.1.x users of Sentinel SuperPro. In addition, various *access modes* have been introduced that optimize the process of obtaining a license from a key.

Platform-Independent Field Updates

With the use of identical SAFE objects (*dsafe* and *usafe*), the field activation process has been made platform-independent. As a result, a Windows-based developer/distributor can provide licenses to customers operating on any of the supported platforms.

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Known Problems in This Release

Here is a list of known problems with the Sentinel SuperPro 6.3.0 release:

- Network applications protected using the Automatic Protection (Shell) option will run only with the TCP/IP protocol.

- The SuperPro server may take up to two minutes to release the license used by an application protected using Automatic Protection (Shell).

- For applications using Automatic Protection, RNBOsproFindNextUnit API function will not be able to send a network broadcast. To avoid this, you should always instruct your customers to set the SuperPro server name through the NSP_HOST variable.

- If you choose to encrypt data files in Automatic Protection, then all files will be encrypted except the *.SPL* files because they are used by the printer spooler.

- For applications protected using Automatic Protection (Shell), the encrypted files for applications using memory mapped file I/O and Thread Local Storage (TLS) cannot be decrypted.

  For example, if you use Automatic Protection to protect *notepad.exe* on Windows 2000 or XP, and select the **Encrypt additional files** option shown after enabling **Show advanced options**—files created by the protected *notepad.exe* will be encrypted. However, if the protected *notepad.exe* attempts to read the encrypted files it creates, it will not be able to do so because the files it creates on those versions of Windows are memory mapped.

- A protected application loses its license when the system goes into the hibernate/standby mode.

- The SuperPro server/service will either run on NetBEUI or on TCP/IP and IPX. Therefore, the client that wishes to contact the server must have set its protocol accordingly.

- With NetBEUI as the underlying protocol, the network broadcast may not produce consistent results. This is due to some performance issues pertaining to NetBEUI. However, directed calls will continue to work properly.

- The SuperPro service loses its database of licenses and key-related information when it returns back from the paused state. This is apparent for applications whose heartbeat time interval is *less than* the time period for which the SuperPro service was stopped.

- A copy of *usafe32.dll* and *dsafe32.dll* is generated each time you configure your Toolkit in the **Project** stage. These DLLs are uniquely created on the basis of a particular developer ID, passwords and secret code. If you wish to use keys that use different developer IDs, then you should either store the DLLs for each developer ID or have multiple installations of SuperPro on multiple computers.

- In the Sentinel SuperPro Java interface, the RNBOsproQuery API fails when query data contains more than 56 hex characters.

- The **Read License File** option of Sentinel Client Activator does not work properly. Hence, instruct your users to apply the license string manually or use the Field Exchange utility to update the hardware key's memory.

- The *Drop-In Activation* type, an option supported by Client Activator to activate inactive application/features, is no longer supported.

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Hardware Key/Dongle Best Practices

You should only remove the Key when the PC is switched OFF.

If you remove the dongle when the PC is still turned ON, it may become spiked with an electrical voltage and therefore become unusable. In this case SuperPro Medic software will identify that the Key is attached. However the MCL application will not be able to read the serial number from the Key and will consequently prompt the user to re-activate the MCL software (even though the MCL software has been previously activated).

Miscellaneous Information:

The user must be directly logged into the machine when using the MCL Product.
If the user is logged in remotely, then the MCL Product will startup in Demo mode, even if the Key is attached.

Sometimes there can be conflicting software. For example, one user managed to get the sentinel drivers to install by removing Norton Internet Security 2005.

A USB Key has a green LED that should illuminate when the Key is attached to the USB Port on the PC. Assuming that the USB port is working properly. Then the Key is faulty if the LED does not illuminate.

Also an indication of a faulty Key is:
- "USB Device Not Recognized" message appearing in the status/toolbar at the bottom of the screen.
- Sentinel SuperPro Medic also gives an error "-3 Unit Not Found".
- If you attach another Key and it is recognized by SuperPro Medic, but the original Key is not.

Note: if the port is disabled or unusable then SuperPro Medic will never find a working Key.

If there is still an issue

Please send details of the problem to support@mcl-collection.com and include any information that might be of help. Consider the nine Questions shown below.

Questions:

1- What is the o/s of the PC on which the MCL product(s) is running?
2- What is the text on the front and back of the Key?
3- What MCL products (MCL-Designer, MCL-Link or MCL-Net) are licensed with this Key if known
4- Are the sentinel drivers now installed? – What type of user installed these drivers –Administrator?
5- When you attach the Key and test with SuperPro Medic, what is reported by the software?
6- Does this Key work on another PC?
7- Does another Key work on this PC?
8- Has anything changed to the PC's hardware or software configuration since the Key stopped working?
9- Was a license number originally used to activate the MCL product? Do you have that number?
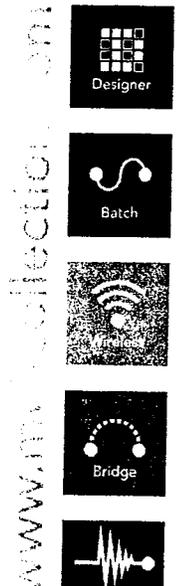
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CT Connect and Third party Dongle conflicts

Problem Description:
Having multiple HASP dongles (i.e. hardware keys) in a single system is a supported configuration. However, an issue can develop with multiple keys if each application requiring a key does not handle the multiple-key configuration correctly. Although CT Connect itself does handle this situation correctly, there have been cases wherein third party packages have not detected their own parallel port key when the CT Connect USB key is present. These third party problems have at times, been reported as CT Connect issues.

Solution Summary:
For this issue, simply demonstrating that the CT Connect USB dongle does not mask the third party parallel port dongle is sufficient. This can be achieved by using the Aladdin supplied HASP Diagnostic utility at http://www.ealaddin.com/support/hasp/enduser.asp#hasp_utilities.Simply running this utility one can produce a report of all keys in the system, whether parallel port or USB. Such a report is conclusive in that it demonstrates the accessibility of all dongles simultaneously.

Technical Discussion:
CT Connect is not the only software to utilize a dongle for security and it is not uncommon for CT Connect to be installed at a customer site with other software elements that also use it. Each such software supplier has their own unique developer code assigned to them by the dongle manufacture Aladdin. Aladdin, already requires that if multiple parallel port dongles are installed that no two of them can have the same developer code (e.g. they can't both be for CT Connect), and recommends that "if you have two identical HASP keys both from the same program vendor, and the keys are specifically for the parallel port, you should ask your vendor to replace them with USB keys." However, even with different developer codes a third party parallel port dongle can go undetected if the third party application mishandles the USB dongles. This can happen because the Aladdin HASP driver will always return the code for a USB dongle before the code from a parallel port dongle.

Consider the case of a system that has a third party application using a parallel port dongle and CT Connect using a USB dongle. If the third party invokes the Aladdin driver generically, it will receive the USB dongle code first, which won't match its own security code. If the application fails to re-invoke the driver to obtain the additional key codes from the parallel port dongle, it will fail to detect its own key. Under these circumstances removing the CT Connect USB dongle will appear to solve the problem because then only the parallel port key will be returned to the third party application which will then recognize it. This has lead customers to indict CT Connect as the problem source. Demonstrating that all dongles are accessible via the Aladdin diagnostic will resolve it.

Product List:
Packages other than CT Connect might also be affected. All software packages that utilize a HASP dongle for security including:

- All versions of CT Connect (a.k.a. CPS as of Version 6).

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Name: **JOE MONTORO**
Organization: **SPECTRUM SOFTWARE INC** ID 1301353
Location: **SPECTRUM SOFTWARE INC** ID 827792
Primary Program Contact: **JOE MONTORO**

Partner Level: **Registe**
Competencies:
Specializations:
Program Anniversary D

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ιRT Troubleshooter: Hardware Locks - Current Issues

he information in this article applies to:

hief Architect

---

x] Click here to launch the ART Hardware Lock Troubleshooter

`the ART Hardware Lock troubleshooter was not able to resolve your hardware lock :oblems, please consider some of the issues below that may be affecting the performance of ɔur hardware lock.

urrent Hardware Lock Issues

.re you running Windows XP Service Pack 2 (XP SP2)? Please consider the following n-line help articles:

* I just installed Windows XP Service Pack #2 and now Chief Architect no longer works. What can I do?

here are known issues with XP SP2 as well as other recent Windows Updates (not only for /indows XP) that may cause problems with hardware locks. If you feel this may be the case, lease download the following driver (3.78 MB) to further troubleshoot the issue:

:tp://www.chiefarchitect.com/useraccess/tech/downloads/drivers/hasp.zip

'OTE: This is quite possibly a different driver than the one you may have downloaded and ιstalled during your Troubleshooter session.

o install the new driver once you have downloaded it, please follow these steps:

1. From the **Control Panel**, access **Add or Remove Programs**.

2. Uninstall **HASP Device Driver** if found in the Add or Remove Programs window.

3. Browse to the downloaded **hasp.zip** file.

4. If running Windows XP, right-click on the **hasp.zip** file, select **Extract All**, and follow
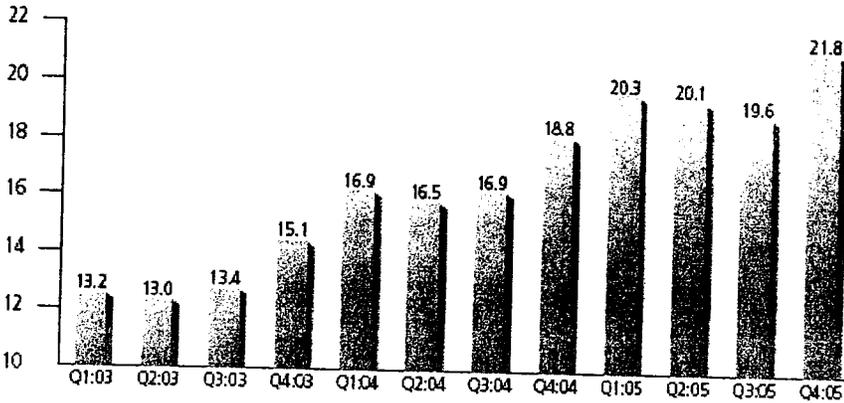
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Quarterly Total Revenue (unaudited)

EPS Per Quarter (unaudited)
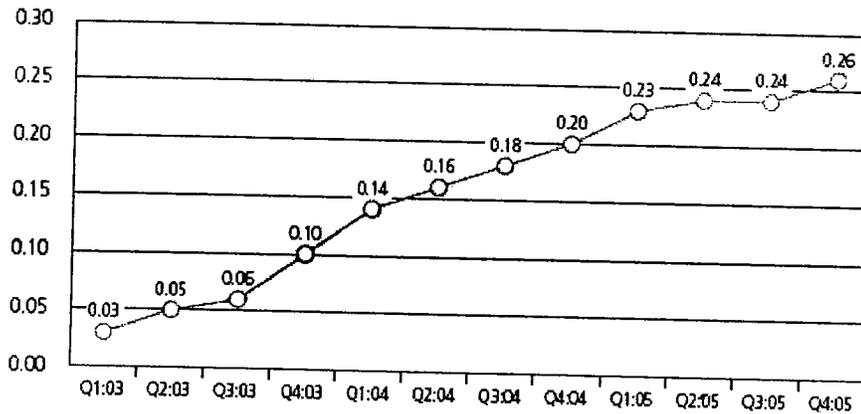
* Does not include one-time expenses

Yearly Cash Flow From Operations (unaudited)

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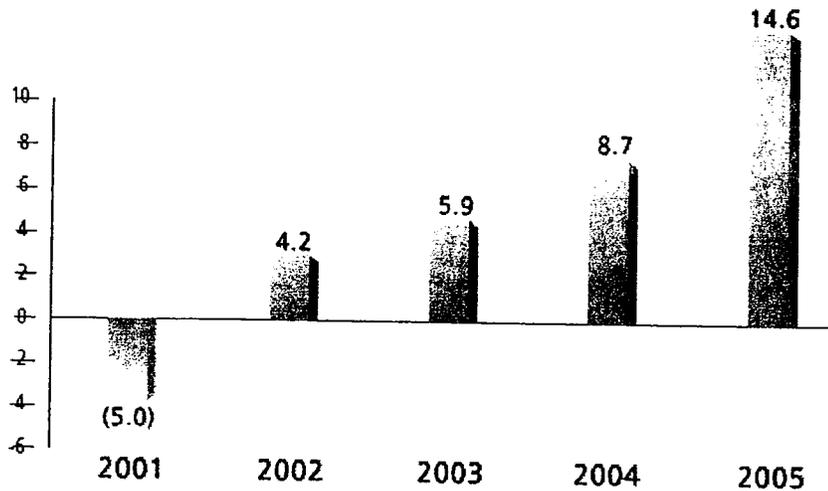
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Balance Sheet

US $mm	December 13 2003	December 13 2004	December 13 2005
Cash and Cash Equivalents	18,287	17,313	28,426
Marketable Securities	1,229	8,598	48,815
Trade Receivables	9,766	12,637	13,957
Other Account Receivables	2,892	4,319	4,676
Inventories	5,795	5,788	6,998
Severance Pay Fund	2,322	2,357	2,455
Fixed Assets, Net	2,447	2,234	3,081
Other Long-Term Assets, Net	12,730	17,648	17,470
TOTAL ASSETS	55,468	70,894	125,878
Trade Payables	2,306	3,546	4,454
Deferred Revenues	3,415	4,793	5,645
Other Current Liabilities	5,623	5,989	7,799
Accrued Severance Pay	3,168	3,129	3,243
Shareholders' Equity	40,956	53,437	104,737
TOTAL LIABILITIES & SHAREHOLDERS' EQUITY	55,468	70,894	125,878

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SafeNet Reports Fourth Quarter and 2005 Financial Results Fourth Quarter Revenue Grew 21%; Full Year Revenue Grew 31%; Fourth Quarter Non-GAAP EPS a Record; GAAP EPS Grew 60%; Company Updates Guidance

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BALTIMORE, Maryland — February 2, 2006 — SafeNet (NASDAQ: SFNT), setting the standard for information security, today announced results for the fourth quarter and year ended December 31, 2005.

Fourth Quarter and Annual 2005 Revenues
Revenues for the three-month period ended December 31, 2005, increased 21% to $77.1 million, compared to $63.8 million for the same period in 2004. On a sequential basis, revenues increased by 23% from the third quarter of 2005, or approximately $14 million, lead by the first deliveries of the KIV-7M top secret-grade link encryptor.

Revenues for the year ended December 31, 2005 increased 31% to $263.3 million, compared to $201.6 million for year ended December 31, 2004.

Non-GAAP Earnings
Non-GAAP net income for all periods in 2005 and 2004 excludes the after-tax impact of non-cash acquisition expense for amortization of acquired intangibles, and acquisition related compensation charges for unvested stock options, and other one-time integration and non-recurring charges at an assumed 35% effective income tax rate.

Non-GAAP net income for the 2005 fourth quarter was $11.7 million, or $0.45 per diluted share, compared to $11.0 million, or $0.44 per diluted share, for the quarter ended December 31, 2004 . Non-GAAP net income for the year ended December 31, 2005, was $34.1 million, or $1.33 per diluted share, compared to $30.7 million, or $1.36 per diluted share, for the year ended December 31, 2004.

GAAP Earnings
Reported net income under generally accepted accounting principles (GAAP) for the quarter ended December 31, 2005, was $7.1 million or $0.28 per diluted share, which compares to a GAAP net income of $1.2 million, or $0.05 per diluted share, for the same period of 2004.

Reported net income calculated on a GAAP basis for the year ended December 31, 2005 , was $4.1 million or $0.16 per diluted share, which compares to net income of $2.2 million, or $0.10 per diluted share for 2004.

Anthony Caputo, Chairman and CEO of SafeNet, stated, "While our fourth quarter results were adversely affected by the lack of budget resolution in the federal government, we nonetheless are very pleased with SafeNet's accomplishments in 2005.

23

PC Week
11/21/94

Jim Seymour

Corporate Micro

Dongles foil pirates— but drive users crazy

In a column a few weeks back on Microsoft's use of the new DMF floppy-disk format—which I see as an indirect form of copy protection—I also mentioned another, truly invidious form of software copy protection, the dongle.

Since then the wires have been hot with messages about dongles. Half the notes recite readers' horror stories. The other half ask what the heck a dongle is. Oops. Sorry about that.

Dongles are physical devices that plug into the parallel port on your PC. Your printer is then attached to the dongle, and if you're lucky the promised "pass-through" function of the dongle may actually work, sending your print jobs out through the device and making it more or less transparent to the PC, the printer, and the person using them.

Dongles are typically used by makers of expensive vertical-market software who worry that—especially given the pricey nature of their products—you and I will make endless illegal copies and distribute them to 63.7 percent of their potential market, thus wiping out that company's future revenues. The dongle comes in the box with the software; you install it on your PC before you install, or at least run, the software application. The software tests for the presence of the dongle when it loads: no dongle, no load.

Since dongles are sold only to software vendors, and are often customized in ways that make them highly specific to a given software package, this is a pretty effective form of copy protection. You can move the otherwise-unprotected software to as many machines as you wish, but without a dongle for each of those machines, it's not going to work on them. In effect, dongles are the "physicalization" of software licenses.

As you can imagine, both dongle makers and the software vendors that use them argue that dongles are essentially trouble-free, no burden at all to honest users. Ahh, if only that were so. Quite apart from the statement putting a dongle in the box makes—"We'll take your money, scum, but we don't trust you"—dongles cause a world of trouble for those unlucky enough to buy applications using them.

I heard wonderfully terrible stories from readers about their problems with many different dongles. But my favorite story came from just down the hall; it concerned PC Week Labs Director David Berlind's problems with a dongle provided with AutoDesk's expensive 3D Studio animation package. Berlind installed 3D Studio on a Dell 486/33 DX—hardly a rare or exotic machine. It wouldn't run. After repeated efforts and much time with Auto-Desk techs, AutoDesk sent another dongle. Maybe the first one was defective. The second one didn't work, either. Nor did it work on a Zeos. AutoDesk's response? "Buy another computer."

Many of the letters were from people in vertical markets where dongles have become a more or less standard albatross around users' necks. Almost all said "Hey, you mean this is happening in *other* fields as well? I thought it was just *us!*"

And an IS manager at an oil exploration outfit in Canada wrote that at his company, which uses many dongle-protected packages, dongles caused so many network problems that he finally laid down the law: no dongles on the network. Vendors could provide dongle-free versions and trust the company's license-monitoring system and ethics, or they could take a leap. Guess what? They all complied.

If you're suffering from donglemania, does that give you any ideas ... ? □

Jim Seymour can be reached through MCI Mail at 336-5687.

Gripe Line
Ed Foster

June 8, 1998

Autodesk fights dongles, but should users have to put up with anti-piracy issues?

Sometimes it's hard to escape the feeling that software companies are actually trying to make things tough for their customers. It's quite remarkable to discover what users in some market segments have to tolerate.

Take CAD and the high-end graphics market. A few weeks ago (see "Nagware is more than just irritating -- it can also compromise your privacy," April 20), I quoted Autodesk customer satisfaction director Ray Savona as saying that although some companies use dongle-type hardware locks to protect against software piracy, Autodesk had found the devices more annoying than authorization code schemes. This statement brought a wave of letters from CAD customers about various forms of dongle hell they've been subjected to over the years by Autodesk and its competitors.

One reason readers were upset was that, in spite of Savona's dislike of dongles, Autodesk still requires hardware locks on some of its products, even when the product also requires online registration to get an authorization code to permanently install it.

"My question to Savona is: Why does my school need to use dongles if the authorization code is [Autodesk's] security device?" writes one reader at an academic institution. "We have to have a dongle installed plus authorizing codes to make AutoCAD work. When a dongle goes bad we have to send the bad dongle in to get a new one, and that computer is not usable for AutoCAD until we receive a replacement."

Out of 16 computers the school had recently upgraded to AutoCAD 14, the reader reports that five were put out of action when the dongles that had been working fine with AutoCAD 13 failed.

Autodesk's Kinetix subsidiary doesn't just single out academic users.

"3D Studio Max required a dongle and an authorization code, and 3D Studio Max R2 requires two dongles and a new authorization code," another reader points out. "The R2 dongle hooks to the existing Max dongle. Don't get me wrong; I like 3D Studio Max a lot ... [but] I do think that the dongles are a pain, as is the authorization code."

Why do these customers put up with all this? One reason appears to be that many of Autodesk's customers have their own tangle of dongle and code requirements. Many readers report having systems with multiple dongles from various high-end graphics programs chained together, a situation that can lead to trouble.

"Some vendors always say, `If you have multiple dongles, be sure to put ours on first, or else the computer might hang or crash,'" another reader says. "You've got to be kidding."

The same reader describes a number of bizarre code-authorization schemes he has encountered with different high-end graphics systems.

"Some of the 2-D drafting software requires that you load the software, then try to run it to get a special host ID number that's generated by the software by manipulating the CPU, [network interface card], and an obscure Windows system file ... at which time the software still won't work," he writes. "Then you call in the host ID number. Then finally they fax a special page of code numbers and dates and selected software options that must be manually selected."

Although he acknowledges that the student versions of AutoCAD and 3D Studio Max employ dongles, Autodesk's Savona still says the company is moving away from hardware locks. And he agrees that the requirement for multiple dongles can get pretty crazy.

Interestingly, many readers say they were told dongles are necessary because of piracy overseas. Someday we'll have to look at the issue of the U.S. software industry's treatment of its international customers. In the meantime, though, we have plenty to worry about when it comes to American software users.

This overuse of dongles and code locks harkens back to the bad old days of copy protection. In the name of fighting piracy, software companies have been putting customers through as much inconvenience as we let them. And, as we'll see next week, the CAD and high-end graphics market is not the only place where it sounds as though they are again getting away with entirely too much.

Ed Foster has been writing about technology and consumer issues for nearly 20 years.

Hi,

I am currently looking for some information on how your company may be able to help us get around our malfunctioning dongle.

The background is that in 2001 our university research center bought a single permanent license for a simulation program called IGRIP (v5.4) by Delmia which we run on Windows NT/2000 OS. The operation and installation of this program is dependent upon a Sentinel FlexIM Dongle (v6.1c) and a license file.
Unfortunately, from the middle of last year we started to have stability problems with the dongle and now we are at the stage where we are now unable to use or reinstall the program at all. Sending it back to the distributor, it was found that the dongle has been corrupted with the HostID response now showing as 7-36c70133 instead of the original 7-36c78133. The situation has been further complicated with Delima being taken over by another company. As a part of all the restructuring, the licensing of the program has been changed to yearly seat licenses that precludes the use of dongles altogether. All this has meant that the company is reluctant to help us out with our problem, with their solution being that we should buy into their new licensing system. To have to pay again for the use of the program is unacceptable. Unfortunately it also looks like it will take a lot more time to convince the company to help fix the problem which, considering this program is required in several of our ongoing research projects, is also undesirable. Thus this led us to try see if we could try get around the dongle and so to your company.

It would be appreciated if you could please email us with information on what your company could do to help us out in this situation including a quote for time and cost for the various options you might be able to provide. Also information on payment options, guarantees and what you will require from us ie sending over the dongle, license file, program CD ect would be helpful.

Anyway if you could please get back to me on this ASAP, it would be greatly appreciated and if you require any additional information on the situation please do not hesistate to contact me.

Sincere Thanks,

Cynthia Sexton

Centre For Advanced Manufacturing Research University of South Australia

Ph: +61 8 8302 3844
Fax: +61 8 8302 5292

From:	Marcus Fahlén [marcus@fahlen.com]
Sent:	Tuesday, November 11, 2003 7:15 PM
To:	sales@donglefree.com
Subject:	Dongle replacement for USB lock device

Hi.

Do you offer dongle replacement for USB type dongles?
We are using PC based chart plotters running a software called TELCHART on our rescue vessels in Norway.
This software is protected with a USB dongle.
Often there is startup problems associated to the dongel handling.
Do you have a solution?

ADT Arctic Dive Team
Marcus Fahlén
Otto Sverdrups gt 7B
N-9008 Tromsø

TEL: 77641430
GSM: 90932343
FAX: 85023832
E-Mail: marcus@fahlen.com

Org.nr: 984143516MVA
Bank: Sparebank1 NN
Konto nr: 4750-1615834
          WEB: www.fahlen.com

malfunction /s ████

sales@donglefree.com

We currently have a issue with some of our Hasp-3 dongles, I am making some initial enquires regarding software replacements, could you please supply me with some infomation including prices. We are using Hasp-3 dongles with a program called Truster Pro, any help or advice would be very much appreciated.

Thanks in advance.

Steve Campbell
IT Manager.
Call 24-7

+44 7720712834

****
Call 24-7 Limited
Westwood House, Cross Lane, Marple, Stockport SK6 7QD Tel No: 08707 277247
Fax No: 08707 288247 E-Mail Address: info@call24-7.co.uk Web Site Address:
http://www.call24-7.co.uk/
****

****

sales@donglefree.com

From: Brian Wood [bwood@horizonplastics.ca]
Sent: Tuesday, December 14, 2004 4:05 PM
To: tech@donglefree.com
Cc: Ron Jeschke; gcattonl@horizonplastics.ca; Jerry Taylor
Subject: Dongle Problem

ello,

e have an injection molding machine that is equipped with a Nematron Industrial Workstation. The software running on this achine uses a parallel portkey. I have listed the information I have gathered about the system below.

ematron Extended Toolbox Industrial Workstation

teract
opyright (c) 1990-1993
omputer Technology Corporation
xtended Version EX-81524-217

OS/16M Protected Mode Run-Time
ersion 4.06
opyright (c) 1987-1992 by Rational Systems Inc.

limited life battery in Dongle

le Key was built by Dallas Semiconductor and is a DS1255 KeyRing with an Interact Master Key.
vas talking to a guy at Dallas who told me that the key has a battery in it that typically lasts about 10 years. I quess its time is up it the machine that it controls is still working fine.

s you probably got from the information above, the computer operating system is DOS. We are going to try and format a hard ive with Windows 95 or 98 and see if the computer will run. I read in the webpage information that the computer must run in indows for your dongle defeater to work.

ease let me know if you can help us or not.

anks,

ian Wood
ıgineering
orizon Plastics
ione (905) 372-2291 ext 252
ıx (905) 372-5358

orizon Plastics Company Ltd.
uilding # 3 Northam Industrial Park
obourg, ON
A 4L1

sales@donglefree.com

From: engineer [engineer@acemachine.net]

Sent: Thursday, May 05, 2005 9:41 AM

To: sales@donglefree.com

Subject: Question

ιseph,
ım emailing you to ask you a question about a dongle. We have Merry Mechanization Inc. CAD/CAM Software called SMP/IS. It
ιpears to be a Rainbow Sentinel. It doesn't say that on it but the software installs a driver for it with a rainbow around it. The
ιngle we have has had something has destroyed or so I think. The computer will not recognize it at all and it was working
ιsterday. I was wandering if this can be fixed or will your product work any way to replace this dongle.
ιanks
m

ϳ virus found in this outgoing message.
ιecked by AVG Anti-Virus.
ϵrsion: 7.0.308 / Virus Database: 266.11.3 - Release Date: 5/3/2005

sales@donglefree.com

From: George Patterson [VPCNC@ActionMachinery.com]
Sent: Friday, December 30, 2005 11:53 AM
To: sales@donglefree.com
Subject: Hardware Lock Software Replacment

would like to be able to Put My Hardware locks into a SafeDeposit box, and still be able to use my software.

he Programs I use require me to Constantly, Remove one lock, and plug-in a different one.
have already experienced Lock Failure, and had to receive a replacement at an expensive price, providing I could send back the
amaged one.
have since been informed, that the Lic Agreement is for the Hardware Lock device. Should the Device be lost or Stolen, I would
ave to purchase a New Lic agreement at Full price.

he Programs I use are
'roCad / Cam from TekSoft using a rainbow Sentinel Superpro
laster Cam from CNC software using a HASP
'artmaker from IMCS using a Rainbow Sentinel SuperPro

Vhat would the cost be for your Software solution?

ly OS is Windows XP pro
nd sometimes Win98

have two Computers that I switch to Different Versions of the Software for Support.

incerely,

ieorge Patterson
'P CNC Division
.ction Machinery Co., Inc.
510) 691-6677 Phone
510) 694-0944 Fax
pcnc@actionmachinery.com
ww.actionmachinery.com
ww.gotcnc.com
lease include the following E-mail
issword in all correspondence:
tion2320

Multiple keys problem

sales@donglefree.com

From: Thibet Rungrotkitiyot [thibet.r@swsons-thailand.com]

Sent: Wednesday, July 20, 2005 3:28 AM

To: sales@donglefree.com

Subject: Need to backup corporate dongles

Hello,

My name is Thibet Rungrotkitiyot. Our company has purchased a number of CAD/CAM software. We had trouble trying to put all these dongles into the parallel port. They keep getting longer and longer. Besides, it fails many times over the years because of bad power quality in Thailand. Please help us find out if you can do the service.

Here are the list of engineering software we have purchased

1) 20 Network licenses of SolidWorks 2005 (three dongles on three license server)
2) Additional stand-alone SolidWorks 2004 3 Seats (three dongles)
3) CAMTools V.3.0 2 stand-alone seats (two dongles)
4) Unigraphics NX 2.0 Manufacturing Edition 6 network Seats (1 dongle on license server)
5) Rhino 3D V.3.0 4 stand-alone seats (4 dongles)
6) Delcam Power Inspect V.4.0 Lite stand-alone 2 seats (2 USB dongle)

Best Regards,

Thibet R.
Director.

Malfunction + Stacked keys

sales@donglefree.com

From: Al Kenyon [akenyon@denny.com]

Sent: Monday, March 20, 2006 11:47 AM

To: sales@donglefree.com

Subject: Price Quote

Ve currently have two Alladin NetHasp-10 dongles representing 3 licenses for EDX Signal™. These dongles remain plugged in to ι server running Alladin's Hasp Manager allowing us use of up to three instances of EDX Signal™ as long as the user is connected ɔ the network either in-house or via VPN internet access. We are encountering situations where poor internet connectivity causes 'PN dropouts effectively locking sessions in progress while the Hasp Manager continues to tally the "license" to be in use. Our firm ӡ now down to a total of 3 engineers, with one dongle representing 2 licenses we can't simply have each engineer carry around ̀eir own dongle, even if that were a viable solution.

:DX's response has been "Well, you are correct that the software is yours to use in perpetuity. If you'd care to sign up for a ̀aintenance contract we would consider providing you with a possible solution." Apparently they have spent the $20k+ that we ·aid for their software and want additional compensation.

;ince much of our work is now performed in a mobile environment using desktop class laptop machines we are seeking an lternative solution which will allow us to continue to use the software.

ıl Kenyon
·enior Technical Consultant
·enny & Associates, P.C.
444 Bock Road
ıxon Hill, MD 20745
01.686.1802 Office
71.435.3713 Mobile
kenyon@denny.com

No† Supported
mAlfunction

From:	david salazar [davids1076@yahoo.com]
Sent:	Saturday, January 14, 2006 3:51 AM
To:	sales@donglefree.com

will this work with plotter machines?

I have a plotter machine that has a parallel dongle and it is messed up..

Im unable to print or cut my plotter machine to make signs

david in california ,u.s.a.

Do You Yahoo!?
Tired of spam? Yahoo! Mail has the best spam protection around
http://mail.yahoo.com

sales@donglefree.com

From: lucian [lucian@it.bw]

Sent: Monday, December 05, 2005 6:09 PM

To: sales@donglefree.com

Subject: dongle

Hi there,
 want to know how muck will cost a "dongle free"
or Archicad 7 for MAC,I am tired of this thing crashing all the time.
 use MAC OS x 10.41.
Thank you ,
.ucian

sales@donglefree.com

From: Ross Manson [ross@grammagrav.co.nz]
Sent: Wednesday, November 30, 2005 1:05 PM
To: sales@donglefree.com
Subject: Hasp dongle replacement

Hi
Can you please quote to supply dongle replacement software for the following:

Scanvec Amiable Enroute3 Pro
Currently upgraded to V 3.2.0.2
Aladdin Hasp4 dongle (parallel) Lock No.39415
Operating sys Win XP Pro

This dongle is a constant cause of concern having been in use since 1997!
when we purchased the program at V1.51
We can provide proof of purchase with order.

If you can help please advise your preferred form of payment for international
sales. I understand you int. shipping, insurance & handling to be $55 US.

Looking forward to your reply.
Thanks & regards
Ross Manson

....
GRAMMAGRAV ENGRAVERS LTD
71 Whiteleigh Ave
PO Box 8517 Christchurch N.Z.
Ph (03) 3483157   Fax (03) 3483197
email ross@grammagrav.co.nz
....

/20/2006

sales@donglefree.com

From: Lee Dwyer [ldwyer@starro.com]

Sent: Monday, October 24, 2005 10:20 AM

To: sales@donglefree.com

Subject: My contact info

dwyer@starro.com
ny dongle
a Rainbow Superpro

currently have a USB dongle
. would like to purchase your software for archive backups and to eliminate problems that I am currently having.

If you send me an email, please make note that currently we use Spam arrest which will ask you to enter data at a prompt to ensue real people are emailing and not the bulk spam.
This is a one time request an then you will be entered into our system
Thanks Again.

Sincerely,

Lee Dwyer
VP Sales and Manufacturing
P 847-741-9400 x 235
F 847-741-0791

sales@donglefree.com

Dear Sir,
    I had bought a software with dongle sentinel superpro 4 years back now it is givin problem in xp i want emulator for it can you help me?
yours truly
Kartik

Welcome Goddess Durga. http://server1.msn.co.in/SP05/Navratri/index.asp
Join the Navratri celebrations online.

From:	manoj@indiafin.com
Sent:	Sunday, July 03, 2005 1:38 AM
To:	sales@donglefree.com
Subject:	DONGLE REMOVAL

Hi,

I am selling a software on law subject... on FOLIO VIEWS BY NEXT PAGE. I am using HASP M1 Dongle for copying security. What can be done for removal of this dongle as It creates lot of problem in installing and operation specially with WINDOWS XP.

Thanx in advance
Manoj Jain

sales@donglefree.com

From: Tom Guggenbiller [tgug@eriecoast.com]
Sent: Friday, February 03, 2006 2:04 PM
To: sales@donglefree.com
Subject: dongle free quote

Jpgrading from Signlab 5 to Signlab 7 from Cadlink Technologies in Canada , operating system will be Windows XP
Professional....the current dongle has no name on it other than the cadlink sticker which has nothing under it ....it is setup to plug in
o a Com Port and be used as a straight thru device (however in 7 years that never really worked.)

hank You ...Tom Guggenbiller @ Signgraphics

Old Serial port key

From:	Patrice Blais [zombikop@yahoo.ca]
Sent:	Wednesday, August 24, 2005 9:17 AM
To:	sales@donglefree.com
Subject:	Retas! Pro dongle

I just bought Retas! pro 5.8 for Macintosh OSX. I'm the only user of this license and I'm using it for personal purposes. I installed it on my Powerbook and I'm missing on USb ports since then. I know I could get myself an hub but I don't like the idea of this thing hanging from my computer. Is it possible to make a software dongle replacement for my original dongle so I would'nt need it anymore? (I can provide you with all the information). I would like the dongle to be native OSX. (The program is made for OSX, it's not a PC software thru VirtualPC.)

If you guys can't do it. Would you please refer me to a place that can.

Thank you!

Patrice Blais.
Quebec, Canada

Lèche-vitrine ou lèche-écran ?
magasinage.yahoo.ca

From:	kartik ddaa [niceguyami@hotmail.com]
Sent:	Monday, October 10, 2005 5:41 AM
To:	sales@donglefree.com
Subject:	dongle backup

Dear Sir,

    I had bought a software with dongle sentinel superpro 4 years back now
it is givin problem in xp i want emulator for it can you help me?
yours truly
Kartik

Welcome Goddess Durga. http://server1.msn.co.in/SP05/Navratri/index.asp
Join the Navratri celebrations online.

sales@donglefree.com

From: wilsoneng [wilsoneng@bigpond.com]

Sent: Wednesday, May 25, 2005 2:39 AM

To: sales@donglefree.com

Subject: dongle removal

ello,

ave a small dos cad programme (dongle protected), called Fastcam, that generates nc code to run an oxy profile m/c.
ecently had a computer failure and bought a replacement running winxp. The programme no longer works as I understand that xp
esn't allow access to the dongle as happens under win98. I approached the software developers and an update was supplied at
nsiderable cost, it proved to be an absolute dog and reduced productivity to about a quarter, I sent it back. I'm hoping that your
mpany may provide a solution i.e. remove the dongle and enable the old programme to be run on new hardware and under xp.
e dongle always creates problems with printing.

1. I'm in Australia but that shouldn't be a problem.
2. Can you do it
3. Could you give a rough indication of price
4. The installation disks are less than 3 meg so it could be emailed to you.

ank you for your time
ed Wilson

٦٥/٦٥٦٥

sales@donglefree.com

From: Juan G. Restrepo [juan.restrepo@icrweb.org]
Sent: Wednesday, February 23, 2005 4:22 PM
To: sales@donglefree.com
Subject: Dongle Replacement

vould like to receive a quote for the following application:

ame of the program: Elite Salon & SPA Management
                   Release 6.1
                   Elite Software Inc.

perational System: Windows XP Pro, Service pack 2

ongle Specifications: Rainbow
                   FCC ID: IVZSPRO1188
                   Sentinel SuprePro
                   SRB05561
                   9828L33032

e are renting this package from Elite Software, Inc.but we are having some printing problems due that the dongle is connected to
e parallel port.

ianks,

an Restrepo

sales@donglefree.com

From: michael crabtree [michael.crabtree@carrizo.cc]
Sent: Friday, January 28, 2005 10:42 AM
To: sales@donglefree.com
Subject: product

ie product i am running is the kindom suite a geophysical interpretation package the problem i have is there usb dongle does not
ork reliaibly on ;my laptop.
ave a rainbow sentinel superpro dongle on my computer. running windows xp professional.
anks michael crabtree

sales@donglefree.com

From: Thebendlemons@aol.com

Sent: Tuesday, September 14, 2004 6:33 PM

To: sales@donglefree.com

Subject: tiny company

ɛllo,

e are a very small company, my husband and myself. We are having a dongle difficulty.

e are general contractors, developers, we have drawn plans for specs, and do our own framing we have always built a quality oduct that has made us proud but we are getting out of the business. The last home we are building is to be ours.

e got a nice architectural program, that has a dongle, our home plans are in it. We started having dongle problems along time ɟo and started upgrading versions at the software companies suggestion.

e are living in our 11' camper with our dog and cat (very limited space) so we got a Dell laptop computer with assurances that it ɪd a parallel port. It doesn't have a parallel port. At the suggestion of Dell we tried one of those external EZ Doc 1000 port ations, it didn't work.

ɔw we are unable to get ahold of the software company, Softcad.

e are trying to use ArchiTecPC Lite Color Version with the dongle that came with the program, "Actikey" is what the dongle says ɪ the back, we are running WinXP home edition.

ıy suggestions or advice would be appreciated.

ncerely,
istie Lemon

25/2006

sales@donglefree.com

From: james pope [jameshiltonpope@yahoo.com]

Sent: Wednesday, July 20, 2005 1:27 PM

To: tech@donglefree.com

Subject: help with a hardware dongle

I am using Digitech Systems Paperflow and have a new computer that does not have a parallel port.

Thanks

James

Start your day with Yahoo! - make it your home page

From:	Calvin Spruit [cps@ingersoll.com]
Sent:	Friday, October 14, 2005 12:56 PM
To:	sales@donglefree.com
Subject:	Hardware Replacement Quote Needed

We are trying to port the following software to an Windows XP system but cannot get the software to read the Hardware key.

The software is Lattice LMK 1.1 Copyright 1989 Lattice, Inc.

The Hardware Key is a parallel port dongle -- M-Activator Green shell with the beaver symbol.

Please let me know the cost to replace this key and how it will function.

Calvin Spruit
Senior Software Engineering
Ingersoll Machine Tools, Inc.
815-987-6183

cps@ingersoll.com

sales@donglefree.com

From: Kenny Fennell [kfennell@ameritexllc.com]

Sent: Wednesday, October 19, 2005 4:54 PM

To: sales@donglefree.com

Subject: Hasp Lock replacement

Currently purchased a Laptop that does not have a printer port.
Can you give me a price and delivery for a software replacement

MetaCam Version 5 (MetaMation, Inc.)
HASP4 Time 1.1
Windows XP PRO

Thanks,
Kenny

From:	selma i [selmaswamy@yahoo.com]
Sent:	Tuesday, January 03, 2006 12:50 AM
To:	tech@donglefree.com
Subject:	Dongle not getting recognised when using a Converter...

Hi,

We are using a hardware lock dongle for the software.
The dongle is a parallel port connecting dongle.

When I try to connect to an USB port using a "Parallel Port to a USB Port"
Connector, the dongle is not getting recognised.

Can you please let me know what can be done to make it recognised?

Thanks,
Selma.

Yahoo! DSL – Something to write home about.
Just $16.99/mo. or less.
dsl.yahoo.com

sales@donglefree.com

From: Lew Skaug [lew.skaug@sbcglobal.net]

Sent: Saturday, August 09, 2003 10:38 PM

To: sales@donglefree.com

Subject: Software replacement for dongle

Can you help me with a software replacement for the hardware lock on Hysim Ver. C2.70? I don't know the manufacturer of the hardware lock. Operating system is Windows 98.

Hysim is no longer available, and the original company, Hyprotech, has been sold.

Thanks

sales@donglefree.com

Have you and any experience with NicamIV ver 5.1 and 5.3. We wish to run these programs in Win2000 and XP on faster machines. Currently we are limited to the slower machines running Win95.

The use the older Software Security Inc port lock.

Jerry Clish
455 W. Waukau Ave
Oshkosh, WI 54902

920 236-3920 ext 3070

jcc@kingsburyoshkosh.com

From:	ACE Editorial, Inc. [aceman@sbcglobal.net]
Sent:	Tuesday, March 23, 2004 7:53 PM
To:	sales@donglefree.com
Subject:	Dongle Question

Dear Joe,

I am the owner of a legitimate dongle for Transoft FribreNet software.
Transoft is no longer in business and I would like to make a backup (dongle emulator)
since it will be next to impossible to locate a replacement. I am running Macintosh OS 8.1
and the dongle has a HASP logo on it. Do you think you could help and if so, how much?

Thanks,

Ace

sales@donglefree.com

From: Charlie Sauer [casauer@mcssi.com]
Sent: Tuesday, March 08, 2005 12:15 PM
To: sales@donglefree.com
Subject: need a replace for dogles

ˉogram name "EASE" Company is out of business

ongle says rainbow tech sentinel series

B-K00280 9914I45835

ıanks
ınarles Sauer

sales@donglefree.com

From: Tremplo Tool Co. Inc. [tremplot@triwest.net]
Sent: Tuesday, January 10, 2006 11:57 AM
To: sales@donglefree.com
Subject: Hardware key for command

Joe

I talked briefly to you earlier about a dongle for SDRC's Cammax Command cad cam program. This software has not been supported by anyone for several years. I am concerned that if the dongle fails we will not be able to run this software which is essential to our business. I am running Windows XP. The dongle plugs into the printer port of the computer.

Here is all that appears on the dongle.

Rainbow Technologies
Sentinel Super Pro
Hardware key ser. no. SRB016229533L2201284AA0539
FCC ID NO. IVZSPRO1188
Made in Thialand

Here is the information we have to enter into the software to activate it.

ver 14.0   network license with hardware lock
THTX 4F2H 5UA4 FRRV RFXF YCT2 23MF
packages = MFGSET2
NO. = 1
SERVERS = 84AA0539
SERVER = SERVER (network name of computer that network card is on)
PORT = 1852

Kerry Tamke
Tremplo Tool Co. Inc.
508-534-7790

/23/2006

sales@donglefree.com

From: Michael Ahrndt - SAR [Michael.Ahrndt@sar-ag.ch]
Sent: Wednesday, December 21, 2005 2:26 PM
To: sales@donglefree.com
Subject: Software Key

Dear team,

have lost a serial number for one of my products, and I was wondering if you are able to recover it from the program, so that I can use it again. The company went bankrupt, and so I cannot recoupt or renew the serial.

Please contact me either via Skype: mahrndt or via ICQ: 25997381 or Email.

Please let me know how to proceed.

Regards
Michael Ahrndt

23/2006

sales@donglefree.com

From: Andrew Christie [andrew.christie@unitedphoto.com.au]
Sent: Friday, December 16, 2005 3:52 AM
To: 'sales@donglefree.com'
Subject: Hardware Dongle Removal

Hi

We have some DOS based software with hardware dongles. They are basically working but one unit is playing up and we can replace it but for the inbuilt dongle. The system is a flight management sytem for Aerial Photography supplied by ZEISS in Germany, T_FLIGHT, with three components, T-PLAN, T-REP and T-NAV. The unit is no longer manufactured. If you can help what would you require. Being DOS the files are not very big.

Regards

Andrew Christie.
JPGS P/L, Melb, AUS.
03 98773922
03 98942971

sales@donglefree.com

From:	Doug Burrows [dburrows@dbnational.com]
Sent:	Thursday, October 27, 2005 10:07 AM
To:	sales@donglefree.com
Subject:	Followup Dongle Replacement
Attachments:	RE_ Dongle replacement.eml (15.2 KB); RE_ Dongle replacement.eml (10.8 KB); RE_ Dongle replacement.eml (5.86 KB); Dongle replacement.eml (323 KB)

Hello again, I've attached our previous emails to date since it's been a while.

I found out some information that I hope will help out.

Basically we run the SDS program (Shop Data Systems) off of the server drive. This DOS program will run on a workstation without any special installation, just a bat file. The limitation that it has is that the feature of the software that creates a "cut path" file of the drawing which is sent to the cutting machine will not work without the parallel port dongle. Otherwise the software does allow drawings to be created without the dongle.

Yesterday I was attempting to get the SDS software running on an XP box. While looking through the installation disks I found one that had "Uni-Key" on it. Following the readme instructions I copied 3 files to the windows\system32 folder, added 1 line to the config.nt file and ran a file from the command line that loaded and started a driver. After that the program worked normally on the XP machine.

This program is over 10 years old and hasn't been supported for some time. We would like to get a backup dongle or a solution to not need to use one. I hope this information can help.

Thank you,
Doug Burrows

From:	Andrew Seklir [asek@pacbell.net]
Sent:	Friday, September 23, 2005 7:48 PM
To:	sales@donglefree.com
Subject:	Dongle question

To Whom It May Concern:

I am in need of a software emulator to replace a troublesome dongle and am wondering whether your company might be able to help me out.

I would like to replace my existing ADB (and possibly USB) dongles which I use to run Transoft Fibrenet v.2.7.6. This software is no longer being sold or supported and the company folded over four years ago. It is not possible to find replacement dongles on sites like ebay, as they are quite rare. The software is a networking software that allows two or more computers to share one or more common drives.
This software runs on Mac OS 8.1 - OS 9.2.2. The problem is that I need to use an adaptor (USB to ADB) to use the ADB (serial) dongle on a Mac G4 (because it doesn't have serial ports) this is problematic.

My goal is to create a software application (control panel) which mimics the function of the dongle and allows the software to run. I have both ADB and USB dongles which I purchased originally and which I could send you. I also happen to have a copy of the dongle programming software that a tech used to upgrade one of my dongles before the company went of out business (if it is useful to you.)

If this is something that your company can do please let me know cost and turn around time. (Please see specifications below.)

Many thanks,

Andrew Seklir
818-339-7390

Software: Transoft Fibrenet 2.7.6
Dongle: HASP (ADB) or USB
Platform: Mac OS 9.2.2

From:	Andrew Seklir [asek@pacbell.net]
Sent:	Friday, September 23, 2005 7:48 PM
To:	sales@donglefree.com
Subject:	Dongle question

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Andrew Seklir
818-339-7390

Software: Transoft Fibrenet 2.7.6
Dongle: HASP (ADB) or USB
Platform: Mac OS 9.2.2

sales@donglefree.com

From: satya kam [mishrask1@yahoo.com]
Sent: Sunday, September 11, 2005 4:15 AM
To: sales@donglefree.com
Subject: Dongle Problem

Dear Sir,

I am using one Designning software from year 1999, and now the original company had stopped the support for that software. There fore I want to get rid off this Dongle (which is HASP and uses Hasp95.vxd , hasp95dl.vxd files) .

So please let me know how can I remove this Dongle and in this regard how you can provide me help. I am very fed up with this dongle this is on printer port (25 pin parallel port).

Thanks & Regards
Satyakam Mishra

Do You Yahoo!?
Tired of spam? Yahoo! Mail has the best spam protection around
http://mail.yahoo.com

sales@donglefree.com

From: Michael Babb [michael.babb@3abn.org]
Sent: Friday, September 02, 2005 10:09 AM
To: sales@donglefree.com
Subject: Dongle Emulator

am looking for a Dongle Emulator for the following program: "Digigram Xtrack Audio Suite 4.4"
The emulator must be compatible with Windows 2000 & Windows XP.
The Licensed LPT Dongle that we have is a Rainbow Sentinel SuperPro.

This program (Digigram Xtrack) has been discontinued and no longer available so there will be no more software updates available.

What is the best price that we can purchase this emulator for? We are a ministry operated organization.

Thanks

Michael Babb

Radio Engineer
Three Angels Broadcasting Network
PO Box 220
3391 Charley Good Road
West Frankfort, IL 62896
318-627-4721 ext. 3516
www.3abn.org

sales@donglefree.com

From:	Aaron Meola [a.meola@surity.net]
Sent:	Thursday, August 11, 2005 3:19 AM
To:	sales@donglefree.com
Subject:	Replacement for Sentinel SuperPro

Hi,

I'm after a software emulation solution for a Sentinel SuperPro. We are currently running ImageBasic by OpenText (now owned by Hummingbird) and are having problems receiving support from them. We currently have a working dongle that we would like to use as our image. In fact, I believe we have to because we need to unlock our compiled programs using custom generated keys based on our application's names and the features that we have incorporated into it. Can your software dump the image on my existing dongle and operate from that?

Thanks,
Aaron Meola
Software Engineer (Surity)

/20/2006

sales@donglefree.com

From: A&A Post [alex@aapost.com]

Sent: Monday, June 27, 2005 8:13 PM

To: sales@donglefree.com

Subject: Dongle Replacement

Hello

The Dongle on my DVD Authoring System stop working, of course the company is not in business anymore so I need some help.
Symptom: Program won't start only after 5 or 8 times.
Also there is an error message which pops up.(Dongle Security Key Time Out Failure)

Program: SPRUCE DVD MAESTRO
Version: 2.9
Operating System: Windows NT
Hardware Lock:Rainbow Technologies SENTINEL SuperPro

Thanks
Alex

sales@donglefree.com

From: A&A Post [alex@aapost.com]

Sent: Monday, June 27, 2005 8:13 PM

To: sales@donglefree.com

Subject: Dongle Replacement

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Version: 2.9
Operating System: Windows NT
Hardware Lock:Rainbow Technologies SENTINEL SuperPro

Thanks
Alex

From:	jairo.medina@arquicol.com
Sent:	Tuesday, June 07, 2005 5:46 PM
To:	tech@donglefree.com
Subject:	Dongle removal

Hi

I´m working with a software that is no longer in the market (RAGWARE Stratigraphical). I update my hardware and now the software does not run because the hardware lock is not detected (the dongle is fine because I tested in other machine)

Can you remove the dongle in one machine, and then transfer the licence to the machine that can not read the dongle??

The machine I like the program to work is a HP Athlon Pavilion zv5000 with XP home.

If this is possible, please let me know how much does it cost? Also this noteboot has no Diskette, so the solution must be on CD .

Thanks a lot

Jairo Medina

From:	jairo.medina@arquicol.com
Sent:	Tuesday, June 07, 2005 5:46 PM
To:	tech@donglefree.com
Subject:	Dongle removal

Hi

I´m working with a software that is no longer in the market (RAGWARE Stratigraphical). I update my hardware and now the software does not run because the hardware lock is not detected (the dongle is fine because I tested in other machine)

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The machine I like the program to work is a HP Athlon Pavilion zv5000 with XP home.

If this is possible, please let me know how much does it cost? Also this noteboot has no Diskette, so the solution must be on CD .

Thanks a lot

Jairo Medina

sales@donglefree.com

From: Robert Takac [rtakac@variprint.com]
Sent: Wednesday, March 23, 2005 10:37 PM
To: sales@donglefree.com
Subject: Cardiff Teleform 7.0

there,

am writing to you because I am knee deep in a forms processing project, and am running out of options.

am using Cardiff Teleform Enterprise, version 7.0 . This is forms processing verification software.

is software runs under Windows NT. It uses a primary workstation (with a Sentinel dongle attached). It also needs an NT server nning BTrieve. Additional Verifier workstations are used to view and correct the scanned forms.

ithout getting into all the details, I am screwed. I have the invoice for my original purchase of Teleform 6.2, and then my bsequent upgrade to teleform 7.0 I was supposed to have three verifiers – and can only use one.

ardiff was purchased by Verity, and Verity will not talk to me about support, or any type of upgrade without first upgrading to rsion 9.0 . They only work through dealers. Period. End of Story.

ave the purchase receipts, and the original dongle. I also have the serial number ,registration number and license code (that ly unlocks one verifier – not three).

hen I lauch one verifier, it starts fine. Upon launching the next, the system returns an error telling me that I am not licensed for dditional verifiers, which is false.

mething got screwed up when Cardiff issued me a new license string when I moved to 6.2 to 7.0 . Now I can't fix the problem, the manufacturer won't talk to me and my product is no longer supported. (They are now at version 9.X – and don't use dongles y more.). There was a problem right out of the gate because the software reports a different dongle serial number than what is ined on the outside of the dongle. They (Cardiff) had to issue me a code over the phone over a year ago because it would not ork. I did not bother to try running the Verifier on multiple computers because I did not have a big enough project.

ave a big project now, and I am screwed. Cannot get help from Cardiff (now verity)

ave you ever worked on Cardiff Teleform Software license code / dongle problems ?

am hoping you can help me – I can verify ownership, and have all manuals, the original dongle and sale and upgrade invoice.

ease call me at your earliest convenience at 513-615-2940 .

y name is Robert Takac. Number above is cell phone, and easiest way to reach me. At work is 877-NIELSEN - extension '1 .

am hoping you can help.

egards,

b

bert Takac
3-615-2940 (cell)
9-283-7040 work

5/200c

sales@donglefree.com

From: Bill Lanigan [ncls@tampabay.rr.com]

Sent: Monday, April 04, 2005 7:27 PM

To: sales@donglefree.com

&G was bought out by another company who is not interested in marketing their DOS program any longer, hopefully you can isist me. The information requested on your web site is listed below.

&G Survey for DOS version 4.50.06, rainbow sentinel C-Plus A, windows XP

sales@donglefree.com

From: Dale & Debbie Boatman [signman6567@charter.net]

Sent: Saturday, August 27, 2005 4:33 PM

To: sales@donglefree.com

Subject: Dongle

Ve have sign software called CASmate-Pro, which we have been using over 10 years. The computer
re run it on has Windows 3.1, but CASmate-Pro runs in DOS. A few months ago the system quit
ecognizing the dongle. Of course, the producers of CASmate-Pro were bought out a few years ago
nd the current owners will not support dongle replacement. The dongle attaches to a parallel port. It
; covered with a sticker that says "CASmate-Pro S.N. 10254", so I cannot tell who actually
anufactured it. We haven't been able to use the software for several months, so if we need to send
to you, it's no loss to us.

; there anything you can do to help? My phone number is 618-548-6567 and normally I can be
ached most any time of the day. Or reply to this email.

ale Boatman
oatman's Signs
alem, IL

From:	john@bocchetti.org
Sent:	Friday, May 20, 2005 2:39 PM
To:	sales@donglefree.com
Subject:	omegaresearch tradestation programme

I have a version of tradestation by omegaresearch I have lost the dongle the company wants me to upgrade to their online version which I am dead set against they also encourage you touse their brokerage service a real rip off .

Can you supply software that will make my software work I have a lot of valuable studies on this system which I now cant use their current product fotces you to be online and acces their data server I do not want to be online I am not a day trader .

regards John Bocchetti

sales@donglefree.com

From: Giselle [giselle1121@sbcglobal.net]
Sent: Friday, April 30, 2004 1:26 PM
To: sales@donglefree.com
Subject: Dongle Software Request

Get CREATIVE! 13 Lost/damaged

Dear Sirs:

I currently own (2) licensed versions of Pro-Steel 2004. The software is made by structsoft soluti Rainbow Sentinel Super Pro Dongle.

We are currently using win xp pro.

We also own licenses for the Autocad as well, which isn't a dongle user.

I am experiencing problems with these stupid dongles, I've had to have a damaged one replaced which required a lot of begging and pleading on my part, and THEN I had to send in the old dongle. Well, naturally the company is located in Montreal, Canada, and the stupid dongle got held up in customs for (3) weeks going in and (1) week coming back to me in the USA which is CRAZY!
When I asked for and complained about emailing me some type of software emulator to use temporarily they told me that such a thing would be impossible to make! I had one structural detailer shut down which cost me some back charges from a structural steel manufacturer and also had to lay my employee off for one month. When I tried to get him back he'd taken a job with another firm already! Then I had to hire a new man and struggle him through the intensive "Learning Curve" that is associated with learning this software which made several of my other projects late and this even caused me to lose a new, but huge, major client!

I'm very interested in seeing if you can provide dongle emulation software for me for this application.

Although I'm at home on my wife's PC at the moment, I've just called my accountant at work a moment ago to pull our invoice for the purchase of Pro-steel so I can fax you proof of my purchase as your web site states is

required.

Please reply back to me ASAP at:

r.neely@designspecialtyassoc.com   (not to this computer's email!)

With highest regards,

Richard L. Neely
President and Director of Engineering
Design Specialty Associates, LLC

sales@donglefree.com

From: David Putter [dputter@socal.rr.com]

Sent: Wednesday, November 05, 2003 11:49 PM

To: sales@donglefree.com

Subject: AVID Media Composer 9000XL

	Film/Video Production Services
David Putter *Producer/Editor* dputter@socal.rr.com dpvideo@msn.com	**DPVideo Productions** 5942 Edinger Ave. Suite 113-273 Huntington Beach, CA 92649 tel: 714 206-8602 mobile: 714 206-8602

Does your software work on a Mac G4 running OS 9.2, for our AVID Media Composer 9000XL? The dongle plugged into the USB port for the system, but now it has been damaged and AVID says "tough"

thanks,
Dave Putter

sales@donglefree.com

From: Randy Fletcher [sales@promotionalgraphics.com]

Sent: Saturday, September 24, 2005 2:37 PM

To: sales@donglefree.com

Subject: Gerber Omega 1.54 USB Sentinel Security Block

would like pricing for your software solution to having to use the Gerber Sentinel Security Block on our machine.

Our business was devastated by Hurricane Katrina in New Orleans. The building was flooded. We had initially stacked most equipment on tables 3 feet above floor level, but the water came up over that height and flooded everything.

We contact Gerber about getting a replacement security block by sending in our old one that had gone under water.

They nicely said that they were going to be donating to the Red Cross and that the replacement would be $295.00 [which is their normal replacement price for the security block].

Let's find a way to stop this sort of "gesture" from happening again from Gerber....

Please forward your pricing and information to:

Randy Fletcher

516 Iberville Street
New Orleans, LA 70119
85-290-4132[cell]
ales@cbdsigns.com

sales@donglefree.com

From: redhatbear [redhatbear@pa.net]
Sent: Thursday, March 02, 2006 12:21 AM
To: sales@donglefree.com
Subject: Pricing information

recently had two dongles damaged ... the reason is unclear because they were on a non-powered hub that continued to run when lost a motherboard. My guess is that in combination with a memory key pulled too much power. The memory key and the power ɔ the computer continued to work.

'resently the distributor of the software uses two different vendors, one uses Rainbow, the other uses a Hasp software, they are urrently telling me that it is not their responsiblility that the {overpriced} software requires a dongle that can be damaged! Further ʼe are currently telling me that even the one under warranty is not their responsibility.

ʼy question to you is if I get these "running" I need a pricing for your software so that I never have to plug these dongles into nything again!!!!!! I run both a Windows 2000 and a Windows XP system. One of the dongle works with software restricted to Windows XP. Both are Embroidery Software for Husquavarna. The warrantied one is 3D Embroidery Software, the other is rofessional Plus (now referred to as VIP sometimes)

ʼy second question would be about a different capability. Currently my local vendor of the software helps many of this ıanufacture's users. Do you have a software that would allow him to configure different users machines? I doubt this, but he'd be ʒlighted not to have to deal with this problem as much ever again.

lease let me know what capabilities I might expect at a minimal cost.

ıxs

damAged + won't Rep/Ace

sales@donglefree.com

From: lori@glasshopper.us

Sent: Wednesday, December 28, 2005 1:27 PM

To: sales@donglefree.com

Subject: Gravograph New Hermes

Hello,
 I run the Gravograph 98 engraving software on two of my engraving machines. I recently had a computer crash and it messed up my dongle that ran the software on one computer. I sent it back to New Hermes, the US distributer for this software and I was shocked at the replacement price for this dongle Key (I paid over $9000 for the software only 2 years ago - you'd think they wouldn' gouge us for replacement parts). What can your product do to prevent me from buying the replacement dongles?
Lori Strickland
Glasshopper

From:	Realname [chrisa@atisystems.co.za]
Sent:	Friday, December 02, 2005 9:18 AM
To:	sales@donglefree.com
Subject:	Request for help I.R.O. stolen dongle

Dear Sir,

We have purchased the Amada Alfacam AP100 software, written by Metamation (www.metamation-us.com). Old story, dongle stolen, have to buy complete new package. I have proof of invoice that we have purchased the software legally.
We need another solution than to buy a new package AGAIN!

I have uploaded the original installation CD to our FTP server. It is under the directory AlfaCAM. Together with the installation CD there is a Microdisk that contains the serial number of our software (that's all I can deduce, you can decide for yourself). I have copied the contents into the Alfacam directory under Microfloppy. The ftp acces details are as follows:

Thank you in advance for your speedy response.

Best Regards

Chris Annandale
ATI Systems
chrisa@atisystems.co.za

sales@donglefree.com

From:	Steve Yeap Tan Soon [steve9221@hotmail.com]
Sent:	Monday, November 07, 2005 7:21 AM
To:	sales@donglefree.com
Subject:	Dongle Needed

Hi, i'm finding a dongle of (SRC00247, 0044D03543, CUST2934, #3410, Rainbow Technologies, Sentinel SuperPro TM, FCC ID: IV2SPRO1188, Made in Philippines). This all the information i got on the dongle that already burn from a lightning strike few month ago. The software developer already shut down their company, so can DongleFree help me on this matter?

Get your mobile ringtones, operator logos and picture messages from MSN Mobile http://msn.smsfactory.no/

sales@donglefree.com

Hi.   I found your web page and was wondering if you could help me with a problem.

My company is currently using an accounting software called Tally ees 6.3 rel 3.13 running on computers with windows xp pro.

As far as I can tell, it seems to be using a sentinel super pro dongle (On the dongle, there is a web address "www.setupmykey.com" printed). A dongle server runs on the computer with the dongle, so that the other computers in accounting can also use the software.

The problem I am facing is that the dongle has already broken 3 times last month, and the replacement is VERY slow. We are currently waiting for the replacement as we speak, without the use of our accounting software. We have switched the computer with the dongle every time, but to no avail.

I was wondering if your product can solve our problem.
I would appreciate it if you could quote us a price, and how we can make the payment since we are located in Singapore.

Thanks in advance.

Hiroo Kaneda
Daikai Engineering Pte Ltd

_____

Is your PC infected? Get a FREE online computer virus scan from McAfee®
Security. http://clinic.mcafee.com/clinic/ibuy/campaign.asp?cid=3963

sales@donglefree.com

From: Bill Daly [BDaly@millerlegg.com]
Sent: Friday, February 04, 2005 9:54 AM
To: sales@donglefree.com
Subject: Price Quote

vould like a price quote on the hardware lock replacement/backup software for use with "Devo Engineering PONDS version 3.2" 1ich uses a HASP4 USB dongle. We use it with Windows XP. The website for the software is www.devoeng.com.

Jr original dongle was recently accidentally physically damaged and discarded. We have ordered a replacement dongle (for the II purchase price of the software) and are looking for a way to prevent this from happening in the future.

ncerely,
II Daly
iller, Legg & Associates, Inc.
i00 N. Douglas Road Suite 200
ımbroke Pines, FL 33024
1one:(954) 436-7000x246
ıx: (954) 436-8664
nail: bdaly@millerlegg.com
ebsite: www.millerlegg.com
⊑ News 2002 & 2003 "Top 50 Best Places to Work in USA"

sales@donglefree.com

From: Boswell, Bruce [Bruce.Boswell@HEPCOE.com]
Sent: Monday, February 14, 2005 4:53 PM
To: sales@donglefree.com
Subject: Hope you can help

lave a program called STPro (which stands for "Salon Transcripts Professional"). The manufacturer is located at
ww.salontranscripts.com. I am using a older Mac (about 7 years old), running on Mac OS 8 (I believe). The doggle in question has
e name "Microguard" embossed on it and shows the markings "J.B.L." on it. It's connected from the keyboard the back of the CPU
ing a connector identical to the keyboard connector (i.e, it's not a USB port). I'm sorry I cannot provide more specific information. I
in arrange to have a digital photo taken of it, if that would help.

sically, what's happened is the doggle has stopped working, and now I have only restricted access to key program features.

ie manufacturer of the software has been quite unhelpful (actually told me to go to an Apple store and buy a **new** doggle -- they
ould all have them!!). I cannot find the company that manufactured the Microguard doggles (a web search revealed no leads),
id when I actually did go into an Apple dealer, they had no idea what I was talking about, and haven't heard of Microguard either.

arhaps you have had some experience removing these damn things. I understand this partciular STPro program is more widely
ed in hair salons in the States than here in Canada (my salon is located in Toronto).

iy assistance or advice you can give me on the topic would be most appreiciated.

ncerely,

3ruce Boswell
Vellstone Salon
-16-597-5101

ィ r /ヘへヘ

sales@donglefree.com

From: Laurie Berman [Foxhollow2@cox.net]

Sent: Monday, June 13, 2005 10:44 AM

To: tech@donglefree.com

Subject: dongle for viking

Hello,

I have a dongle on the back of my software that is an inconvenience and difficult to keep from getting broken. This is the second dongle that I am replacing on my Viking Software and I feel that $150 is excessive to charge for a piece that clearly cannot be protected. I cannot use my software without it. I believe that software makers should not be allowed to charge the customer to protect their software if they are not willing to support the product's protection free of charge. I have already paid $1500 for this product and don't think I should have to pay an addtional $150 to protect's its use. I hope that you can help with consumer's rights to not being gauged by software manufactures.

Sincerely,

Laurie Berman

sales@donglefree.com

From:	Paulw [paulw02@bigpond.net.au]
Sent:	Friday, September 23, 2005 10:31 AM
To:	sales@donglefree.com
Subject:	Dongle Replacement
Attachments:	Dongle info.jpg

I am trying to obtain Dongle (parallel port) for the attached programmes.Origonal was attached to computer which was lost.Computer was insured but Dongle was not. System was (and will) operate with Win 98
If you can assist what would price be and time factor. As this is essential for the safe operation of a fishing trawler mother ship time is important. The origonal supplier will not issue or suppley new replacement Dongle.

Thank you,
Paul Wilkins

Port Stephens
NSW
Australia

Software Spectra Support

Latest Driver and Windows XP Service Pack 2

If you plan to use an older version of TFCalc on the Windows 2000 or XP operating systems, you may need to download and install a new driver. Download the "Sentinel Protection Installer v7.2.2" from SafeNet (formerly Rainbow Technologies). After you run this installer, the latest driver will be installed.

If you have installed Windows XP Service Pack 2, you may need to update your driver. Please follow the instructions above.

TFCalc for Macintosh

Although we no longer sell a version of TFCalc for Macintosh computers, we have verified that the Windows version of TFCalc works when Virtual PC (version 7) software is installed on your Macintosh. You will need the USB hardware key. Call or send e-mail for more information.

TFCalc 3.5.8 Update

A few minor problems have been found and corrected in TFCalc 3.5. There is also support for USB dongles. If you already have version 3.5, then you can download the update. For more details, click here.

Possible Problem Installing 3.5

TFCalc 3.5 is installed using Windows Installer, which some older versions of Windows do not have. If Windows Installer is not on your computer when you try installing TFCalc 3.5, an error message will be displayed. In this case, install the driver software first (step 5 in the installation instructions that accompanied the update), and then install TFCalc 3.5.

TFCalc 3.5 Shipping

The new TFCalc 3.5 software is available. For a list of features, click here.

TFCalc/WDM 1.3 Update

A new version of the TFCalc/WDM software is available. For more details, click here.

Register TFCalc

If you purchased a copy of TFCalc, but you have not returned your TFCalc

ESRI Support Center Your online technical resource

♬ Problem: Windows 2000 and XP failures caused by the Sentinel System Driver

Article ID: 24801

Bug Id: N/A

Software: **ArcGIS - ArcEditor** 8.1, 8.1.2, 8.2, 8.3 **ArcGIS - ArcInfo** 8.1, 8.1.2, 8.2, 8.3 **ArcGIS - ArcView** 8.1, 8.1.2, 8.2, 8.3 **ArcInfo Workstation** 8.1, 8.1.2, 8.2, 8.3

Platforms: **Windows** 2000, XP

Description

This document addresses issues with Sentinel System Driver and Windows XP and 2000.

Cause

These are often caused by Service Pack or HotFix updates to the Operating System.

Solution or Workaround
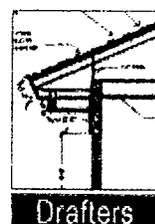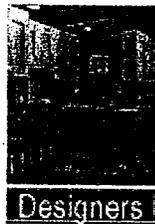
⚠ WARNING: The instructions below include making changes to essential parts of your operating system. It is recommended that you backup your operating system and files, including the registry, before proceeding. Consult with a qualified computer systems professional, if necessary.

ESRI cannot guarantee results from incorrect modifications while following these instructions. Therefore, use caution and proceed at your own risk.

1. Reboot the system into SAFE MODE by restarting the computer and as the system restarts and prior to the actual Windows startup screen, press the F8 key.
2. Uninstall the Sentinel System Driver. -show me-
3. Manually delete the Sentinel.sys file. -show me-
4. Download the Sentinel System Driver v5.41. See Related Information.
5. Unzip the downloaded file to a temporary folder.
6. Double-click 'setup.exe' to install.

   ArcGIS 9.0-Please note the following:
   The License Manager for ArcGIS 9.0 is distributed with the driver for version 5.41. If you are still experiencing problems, the above process can be repeated with the latest version of the Sentinel System Driver, which is available from the link in Related Information, below.

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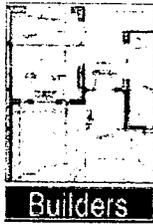
Technical Support

Chief Architect Help Database - Article Number: 569

Click here for a printable version

_____

I just installed Windows XP Service Pack #2 and now Chief Architect no longer works. What can I do?

The information in this article applies to:

Chief Architect 9.5
Chief Architect 9.0
Chief Architect 9.0
Chief Architect 7.0

SYMPTOMS
I just applied Windows XP Service Pack #2 on my AMD Opteron, or AMD 64 bit PC, and I am now ge the following error message:

HASP Device Driver
Installing the Device drivers failed. The error message is:

Failed to start the Aladdin Device Driver.
Failed to start a service in the Service Control Manager Database

You may also get the following message:
No Appropriate Hardware Lock Was Found when you start Chief Architect. How do I resolve this issue?

CAUSE
This problem only occurs on AMD Opteron and AMD 64 bit processors. These Processors include a hardware Data Execution Prevention (DEP) mechanism that prevents programs from executing in memory areas marked as data. This prevents a majority of viruses that take advantage of buffer overr and other exploits from being able to run. This is a powerful protection feature available on these chip sets. Windows XP Service Pack #2 enables this protection thus causing the HASP hardware lock driv not to run.

RESOLUTION
An updated driver is available that will resolve this issue.

You may also use this driver to fix issues that occur when Microsoft downloads a new driver for your HASP lock. This new driver from Microsoft does not work with Chief Architect.

The link below contains a file with the needed drivers:

http://www.chiefarchitect.com/useraccess/tech/downloads/drivers/hasp.zip

To install the new driver once you have downloaded it, please follow these steps:

⊜IAR From Idea to Target®
SYSTEMS

Technical Note 40856

"Driver access is not supported for this OS and Client lib"

EW targets: All
EW component: LMS / Copy Protection
Keywords: dongle, driver, LMS, Sentinel
Last update: December 9, 2005

This text is applicable for products using SuperPro (a.k.a. Sentinel, Rainbow) hardware locks. There are two types of these "dongles":

- Gray (newer units are yellow) "PP-dongles" that must be connected to the parallel port (PP).
- Yellow "USB-dongles" that must be connected to a USB port.

If the error "Driver access is not supported for this OS and Client lib" occurs during installation or is displayed in the 'Status column' in the IAR License Manager, please follow these hints from Rainbow Technologies:

- Install/Update/Repair drivers version 5.41.1 **(See A below)**
- Reboot
- Check if the Parallel port is enabled in the BIOS. It should be set to "Enabled", "ECP", "IRQ 5 or 7" with "DMA 3"
- Is the driver installed ? Check "C:\Program Files\Rainbow Technologies\Sentinel System Driver\SetupSysDriver.exe"
- Is the parallel port enumerated in the Sentinel Driver Port Settings (SetupSysDriver.exe)? Click "Configure Driver"
- Check if Sentinel Medic picks up the driver and dongle. Does this produce the same error? **(See B below)**
- Still no luck? You may need to install a patch that can be downloaded from the *Download patch for PCI Parallel Adapter* link on this page. This addresses some issues with certain laptops since they do not have a true Parallel port. They tend to have more in common with the 'add-on' PCI card parallel ports, which do not have proper BIOS references for the Parallel port.

A. Install/Update/Repair drivers
- Download and run the driver installation program.

  The latest version of the driver can be downloaded from the *Sentinel System Drivers for Windows 32-bit*

  link on this page.

  Note that if the driver installation is made on an IAR License Server, the server application has to be restarted (or PC rebooted) after the driver installation.

  In case of difficulties installing/obtaining drivers, please use the Request assistance link to contact support. As always when contacting support, please state your product name, version and license/serial number.
- For more information regarding the installation options available please read the file

---

Close this window

Sentinel System Drivers v.5.41.1 for Windows 32bit
(EXE, 4882 KB)

ReadMe.pdf for driver v5.41.1
(PDF, 215 KB)

SentinelMedic v2.3
(before driver v5.41.1)
(ZIP, 231 KB)

Sentinel SuperProMedic v6.3
(from driver v5.41.1)
(EXE, 574 KB)

Patch for PCI Parallel Adapter
(ZIP, 220 KB)

Rainbow Support & Downloads
Rainbow Technologies - End User Support for Sentinel SuperPro dongles.

Rainbow Knowledge Base
Rainbow Technologies - End User Support for Sentinel SuperPro dongles.

Related Support notes:

Technical note 14255
IAR License Manager

Technical note 59243
Sentinel System Driver (SSD) version

Technical note 62867
"No valid license found for this product"

Technical note 90341
Problems installing new version

ReadMe.txt (this file is also included in the driver download).

B. Download, install and run a dongle test utility
There is a utility that checks the dongle.

For dongle drivers up to version 5.41 is the SentinelMedic used.

For dongle drivers of version 5.41.1 and later is the Sentinel SuperProMedic used.

SentinelMedic can be downloaded from the *SentinelMedic*

link on this page.Sentinel SuperProMedic can be downloaded from the
SentinelSuperProMedic

link on this page.

In the Medic push the "Find Keys" or "Find SuperPro" button to gather information.
The information gained from running the Medic is summarized below:

- System Driver:
  Displays the system driver that is installed on your system, or the error that it incurred
  trying to communicate to the system driver.
- Error/Status and Description:
  This area displays the error/status of the search for the key. The Medic will display a brief
  description of the error/status.
- Medic Says button:
  This button will display the Medic's recommendations for fixing the problem if any.

USB dongle not recognized by Windows XP or Server 2003

APPLIES TO

Administrator's Pak 4.2

Administrator's Pak 5.0

Article ID: 30169
Last Review: January 24, 2005
Revision: 1
User Rating: ☆☆☆☆☆
Based on 33 reviews

SUMMARY

Some Windows XP or Server 2003 systems may not properly detect the Rainbow Sentinel SuperPro USB dongle, preventing validation of dongle enabled license keys. The Device Manager may display a USB device with an explanation point in the Other devices section.

SYMPTOMS

RESOLUTION

Download and install the Sentinel Protection Driver to add support to Windows XP and Server 2003 for the USB dongle. After installing the updated drivers, the Device Manager will correctly identify the *Rainbow USB SuperPro* dongle under the Universal Serial Bus controllers section.

STATUS

CAUSE

WORKAROUND

MORE INFORMATION

The update applies to USB dongles only. Parallel port dongles are natively supported by Windows NT4, Windows 2000, Windows XP and Server 2003.

Article Added: 4/12/2004

TROUBLESHOOTING

KEYWORDS

dongle

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FAQ

Question: After installing Windows XP SP2, I can no longer find the Sentinel SuperPro key on the network. What should I do?

Answer: Microsoft has released SP2 and its default firewall policy is to block inbound connections. Therefore, after installing SP2, UDP port 6001 might get blocked and therefore the trouble. So, whenever this is the case, open the port in the advanced option of the IP firewall. This applies to networked implementation of security only.

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Date: 8/17/2004   **Id**: 3709   **Version**: ALL   **File Size**:

WAsP – the Wind Atlas Analysis and Application Program

Known issues

This list of known issues relates to the newest versions of the WAsP programs only. You may also check the FAQ's for more information on program specifications and limitations. For a list of known issues related to version 7.3 of WAsP click here.

General issues

Description: Dongle may not be recognized. Issue #794
Users affected: Users with Windows XP operating system.
Details: WAsP may have been correctly installed without the dongle attached, and afterwards the Licence Manager is invoked with the dongle attached. Nevertheless, the following error is experienced by some users: The dongle is not detected by the Licence Manager, and in the page "Get the ID code" the dongle field says "No dongle is attached". Hence the licence unlock-code associated with the dongle cannot be installed.
Workaround: The HASP dongle driver may have to be updated manually. Contact waspsupport@risoe.dk to get a Dongle Driver updating kit to install and run.
Fixes: This bug will be fixed in one of the near-future WAsP versions.

WAsP 8.3 issues

Description: Non-standard air densities cannot be treated explicitly. Issue #420
Users affected: All.
Details: No possibility to specify the air density for a single turbine or for a wind farm.
Workaround: Obtain from the wind turbine manufacturer a power curve which is optimized for the actual average site air density, and use that instead of the standard density power curve.
Fixes: Wind turbine power curves containing multiple air density information will be introduced in a future version.

Description: Low land roughness and water roughness confusion. Issue #885.
Users affected: All.
Details: Non-zero roughness lengths below or equal to 0.0005 may be interpreted by WAsP as water.
Workaround: Never use land rougnesses below or equal to 0.0005 m in a map. Doing so may cause the roughness rose calculation to confuse land with water. This can be revealed by inspecting the roughness rose looking for roughness lengths of zero. For water areas there is no change: you should always set the roughness value to 0 (zero) in WAsP.
Fixes: This issue will be fixed in a future version.

Map editor issues

Description: Break-down of lengthy digitization operations. Issue #423.
Users affected: All.
Details: When performing lengthy on-screen digitizations of height contours/roughness lines on top of a background bit-mapped map image, the process may sometimes lock up, leaving the map display window empty, and also sometimes affecting the functioning of the operating system. The cause seems to be limited assigned graphical memory in the Windows operating system.
Workaround: The problem may be avoided by – at suitably regular intervals – saving the map digitized so far, followed by closing down and restarting the map editor, and then continuing the digitization process.

March 25, 2006 - 08:52AM PST

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Title: XCAD Dongle will not work with Win XP

asked by dengolding on *03/06/2006 03:12PM PST*

View Solution

We have upgraded to winXP home on a laptop and now find that the vital software XCAD will not start because it can't find the dongle which is plugged into the parallel port. I have searched the web and XCAD no longer exists so I can't ask the manufacturer. We have drawings that must be printed and don't want to roll XP back unless absolutely necessary. Any help wouuold be most gratefully received.

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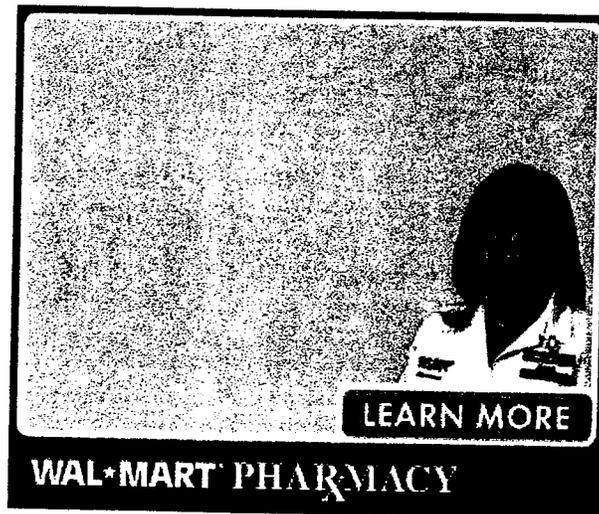
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(197279) - After you install Windows NT 4.0 Service Pack 4 and restarting a computer that uses a HASP hardware key (dongle) on the parallel port for QuarkXPress or other proprietary software products protected by the key, a kernel mode exception occurs during...

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Microsoft Knowledge Base Article

Windows NT 4.0 SP4 Blue Screen Occurs on Reboot If H

View products that this article applies to.

This article was previously published under Q197279

SYMPTOMS

After you install Windows NT 4.0 Service Pack 4 and restarting a computer that uses a HASP H other proprietary software products protected by the key, a kernel mode exception occurs dur results.

CAUSE

Some drivers for the HASP hardware key (dongle) required by QuarkXPress and other key-pro

RESOLUTION

Install the latest HASP drivers before installing SP4. Any driver version later than 3.7 will work

If the problem is encountered after installing SP4 and rebooting, you must remove the existing other operating systems can access the system directory for the affected boot, you can boot o file from the System32\Drivers folder in the Windows NT system directory. If you do not have temporarily in another folder, log on to the temporary installation, and delete the file.

Full details on this problem can be found on the HASP site, at the following URLs:

http://www.ealaddin.com/support/hasp/enduser.asp#latestDD (http://www.ealaddin.com/sup
http://www.quark.com/service/desktop/support/techinfo/article.cfm?idx=472 (http://www.qua idx=472) (Quark)
The third-party products discussed here are manufactured by vendors independent of Microso these products' performance or reliability.

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FAQ

Description: Key not found; FindFirstUnit and/or Medic returns error 7 - port is busy

Question: Why do both, my program protected with Sentinel SuperPro (parallel port key) and the medic program, return an error code of 7 - port is busy?

Answer: Typically, this error is returned when another device, also using the parallel, does not allow our system driver to communicate over the port.

In most cases, this other device includes printers and scanners. In most cases, these devices taking over or capturing the parallel port, are Hewlett Packard devices.

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Patch

Description: Patch for Parallel SuperPro key not working with Toshiba Laptops.

▶
▶ Enter Doc Id

Content: Using the latest Sentinel System Drivers, the SuperPro Parallel key
can not be found on Toshiba Laptops running Windows 2000 and XP.
This patch should help solve the problems.

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At the time of submission, it had been tested successfully on the
Toshiba Sattelite Pro 6100, running Windows XP Professional.

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Date: 5/2/2002   **Id:** 2258   **Version:** n/a   **File Size:** 156078

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FAQ

Description: Why do shelled programs start slower with SuperPro 6.4 shell?

Question: Why the shelled programs are slow with SuperPro 6.4 shell?

Answer: Start up time for the protected application is around 1 minutes when STANDALONE mode is used. Same problem is reported for Sentinel UltraPro also.

With SSP 6.4 we have included digital signature verification in our client code when the access mode is RNBO_STANDALONE. This verification takes time and hence the response time for STANDALONE applications is more.
We use some of the Windows API to verify digital signature in the Driver. The above problem result in even more start up time for an application loading Shell Dll.

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FAQ

Question:	Can I attach multiple SentinelEve3 keys to the same computer?
Answer:	Yes. Multiple SentinelEve3 keys can be connected to the same computer or can even be daisy-chained or cascaded. However, we recommend that you do not connect more than five keys at one time.

Date: **Id**: 1045   **Version**: 1.0   **File Size**:

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FAQ

Question: Can SentinelPro keys be cascaded with other SentinelPro keys?

Answer: Yes. Up to five SentinelPro keys can be attached to the same parallel port at the same time allowing protection for multiple applications. Cascaded SentinelPro keys must have different family codes.

Date: **Id**: 1166   **Version**: 1.0   **File Size:**

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FAQ

Question: I've run the Finder application, I've installed the Sentinel System Drivers, and the key is still not being detected by anything, what can the problems be?

Answer: There are a few things which will cause the Finder program to be unsuccessful at finding one of our keys: damaged/invalid parallel port, damaged key, or a non-standard driver is conflicting with the System Driver communication. The best way to narrow this down is to first test the parallel port, then test the key on another machine. Try both the application and the Finder program. If both fail on yet another machine, than the key is more than likely corrupt. The only true way to confirm this fact is to examine the contents of the key.

Date: **Id:** 1014   **Version:** 1.0   **File Size:**

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Question: Can Sentinel Scribe keys be cascaded?

Answer: No, Sentinel Scribe keys should not be cascaded together. However you can cascade these keys with other Rainbow keys. If a non-Rainbow key is to be cascaded to the same port then attach the other after the Scribe key.

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Date: 1/31/2003   **Id:** 3110   **Version:**   **File Size:**

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Customer Connection Center

FAQ

Question: My USB SuperPro seems not to work with my VIA motherboard. Is this a known problem?

Answer: The VIA chipset used in a number of motherboards (KT133,KT7, Asus A7V) has exhibited such problems. To solve this, turn on "Enhance Chip Performance" in the BIOS via CPU soft menu. Turn off "Assign IRQ to USB" and download the 4 in 1 drivers from VIA hardware.

Date: 1/31/2003   **Id:** 3107   **Version:** 6.0   **File Size:**

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Very popular chipset

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Description: TN2102: Parallel Port Problems Can Occur Even When Using Only a USB Key

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Date: 1/14/2002   **Id:** 1468   **Version:**   **File Size:**

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- For 32-bit applications, replace KL2DLL32.DLL (for local dongle checks) with NWKL2_32.DLL (for network checks).

KFUNC32.OBJ--Objects file to be linked into 32-bit applications. Checks for the dongle will be made only on the local machine

KFNC32N.OBJ-- Network object file to be linked into 32-bit applications. Checks for the dongle will first be made locally, if it is not found an attempt is made to find the dongle on the network. Successful linking of 32-bit applications with KFUNC32N.OBJ also requires the WIN32 SDK supplied library of NETAPI32.LIB

KL2.OBJ-- Some versions of KFUNC32.OBJ require linking with KL2.OBJ for resolution of external calls. We are in the process of phasing out the requirement for KL2.OBJ for 32-bit applications. KL2.OBJ provides backwards compatibility to the very old WIN32S environment, which is rarely (if ever) used today.

KL2DLL..DLL---16-bit DLL interface for local dongle checking

KL2N.DLL -- 16-bit DLL interface for local/remote (network) dongle checking

KL2DLL32.DLL-- 32-bit DLL interface for local dongle checking

NWKL2_32.DLL-- 32-bit DLL interface for local/remote (network) dongle checking

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Q: When Windows XP boots with an ATEN USB serial converter connected, I get blue screen

A: If the ATEN USB Serial Converter (USB to 9 Pin RS-232 Model UC-232A) is attached and a KEY-LOK USB dongle is also attached when Windows XP is started, a blue screen will result.

Solution
Update the ATEN driver to version 1.5 or later.

Work Around
Boot the machine without the USB KEY-LOK attached. Once the machine is started, attach the USB dongle.

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Q: Non-standard USB ports

A: We have found that some PC manufactures have altered the way USB connections are being grounded. This new or non-standard method of grounding can cause our dongle to be displayed as "USB Device" or "Unknown Device" in the Device Manager. We have only experienced this condition with about 1% of machines in use. We have made a change to our dongle to accommodate these non-standard methods of grounding. If you purchased a USB dongle prior to 12/2002 you may be experiencing this problem. Please contact Technical Support

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Q: What do I need to do to use both oarallel and USB dongles

A: Please click here for more information

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A: Verify The Dongle Is Firmly Attached

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Q: The dongle only operates with the printer not attached to the dongle - The dongle only operates with the printer turned on
A: The problem is most likely due to either a poor driver characteristic of parallel port or heavy loading from the printer.

Resolutions

- Install the dongle on a different parallel port or computer

- Keep the printer on

- Upgrade the printer driver

If this does not correct the issue, try a different dongle.

If you are still having problems contact Technical Support.

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Q: There is a paused print job in the print manager and the dongle does not work?
A: Check printer properties to see if there is a pending print job and delete the print job to free up the port.

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Q: The dongle does not work on a docking station
A: There are some laptop docking stations and/or port replicators that do not extend the parallel port connections properly. Connection of the dongle directly to the laptop parallel port will take care of this problem.

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Q: Dell Dimension 8100 - Failure: start service: parclass error code: 0x37
A: This is a known issue with Dell Dimension 8100 computers.

To resolve this issue follow these steps:

1) Start the computer and press F2 to go into BIOS setup
2) Within the BIOS setup, scroll down to Integrated Devices and press Enter
3) Choose Parallel Port and press Enter
4) Press the space bar until the mode changes to PS/2
5) Press Esc Twice
6) Scroll down to Auto Power On
7) Press the space bar until Auto Power On is Disabled
8) Press ESC
9) Press Enter to save the changes and exit
10) From a command prompt type "net start parclass"

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Q: Why do I need to reboot when I switch dongles on a machine

A: On NT machines, the device driver parclass.sys is locked to the device found during the startup of the driver. If you need to change from one dongle to another dongle (for instance when programming dongles) after the driver has been started, you must:

Method 1
1) Stop the driver by issuing the command from a DOS Prompt "net stop parclass"
2) Switch the dongle, and then
3) Restart the driver with the desired dongle installed by issuing the command, "net start parclass".

Method 2
Another method is to use the API call DISABLESNCHECK:

This task is used strictly for internal use when programming security dongles using the parallel port dongle device driver.

Under 'normal' driver operation the serial number of the KEY-LOK dongle is read when the driver is activated. All subsequent calls to the security system check to make sure that the serial number of the attached dongle has not changed from the original one detected. If a serial number switch is detected then security system calls simply return random numbers for return arguments. This is a security feature designed to protect you. For example, if you are performing a remote update at a client's facility that has two of your products, one inexpensive and the other expensive, each controlled by a separate dongle, the end-user could indicate to you a desire to acquire a lease extension on the lower price product and surreptitiously have it applied to the dongle associated with the more expensive product by switching the dongle during the remote update process. Continuous serial number checking prevents this and many similar scenarios from happening.

When this task is called, subsequent serial number checking is disabled until the driver is restarted.

Method 3
Alternately, you could simply reboot the operating system after swapping dongles.

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Q: **The application terminates several seconds after call to security dongle, sometimes with a GPF**
A: This is nearly always caused by forgetting to copy the anti-debugging utility PPMON.EXE to the windows\system or winnt\system32 directory. This utility is only required for 32-bit applications that perform a call to KEYBD with an argument of zero to launch the anti-debugger.

Another cause (reported on one occasion) involved a conflict with an anti-virus utility. The virus scanner was set to scan each executable program as it was loaded. The scanning process was in progress at the time the security module was called to check for the dongle. The anti-debugging utility (PPMON.EXE) detected the virus-scanner as a debugger and therefore terminated the application.

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Q: **Check for KEY-LOK failed (server)**
A: This information can be found on our Networking FAQ page.

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Q: **I have the connector pins facing toward the computer and the dongle does not work**
A: Remove the dongle from the (Serial) port and reinstall on the printer port.

Rockey4 software - copy protection dongle - anti piracy dongle - hardlock dongle - software lock - licensing

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3

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ROCKEY4 dongle
Software copy protection
license management

brochure

ROCKEY4 Standard. ROCKEY4 access security is controlled by a 64-bit password set that is burned into the CPU by OTP. The passwords cannot be modified. Each dongle also has a unique hardware ID, 128-bytes of memory space and a "time-gate" mechanism to prevent software tracing. The ROCKEY4 system supports user defined algorithms, API controls, envelope software for direct encryption of Windows portable executable files (.exe, .dll, .arx) and a random data transfer mechanism to make dongle simulation attacks ineffective. ROCKEY4 can support both very simplistic but effective protection methods, and much more complex schemes to achieve very high levels of security.

The ROCKEY4 software protection system includes both LPT and USB based dongles. All ROCKEY4 dongles are fully compatible with one another. The system includes abundant programming interfaces and support for most common desktop operating systems including: DOS, Windows, Linux and MAC.

A dedication to quality, ease of use, strong protection options and cost effective pricing make the ROCKEY4 the price/performance leader in the software protection market.

ROCKEY4-Plus is a variant of ROCKEY4 Standard, except that it boasts a larger memory space - 512 bytes in total with 320 bytes available for developers. Developers may store 160 bytes, or 80 instructions in the User Algorithm Zone. The User Data Zone is expanded to 120 bytes. The ROCKEY4-Plus system is ideal for developers who need to support a large number of program modules, or very complex algorithms.
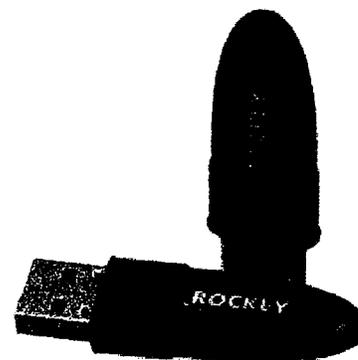
NO tech supt offered

FEATURES:
● Secure access controlled with 64-bit Basic and Advanced password sets
● 128-512 bytes of usable memory
● Support for multiple user defined algorithms
● Low level communications encoded for optimal protection
● Multi-level security access for developers and users
● Custom built CPU for intelligent software protection systems
● Support for multiple platforms: DOS, Windows 95/98/2000/ME/NT4/XP, Linux, MAC (OS 8.6 and above)
● Abundant programming language interfaces: TurboC, Borland, C++, MSC, WatcomC, QBasic, Fortran, VC, VB, BCB, Delphi, PB, AutoCAD, Java, ActiveX
● Support for varied network licensing policies
● Secure storage for application serial numbers and other information required for license enforcement
● Full support for IEEE 1284 (ECP/EPP/SPP) insures high compatibility with LPT attached devices
● Small and non-intrusive form factor, tamper proof outer shell
● Built-in algorithms for seed code generation
● Support for LPT networking
● Compatible with low voltage environments (2.2 Volt minimum)
● Multiple ROCKEY4 dongles (16 maximum) may be cascaded on the same LPT port
● No software limit on port sharing with dongles from other manufacturers
● Globally unique Hardware Identification number burned into each unit

Memory Zone	Memory Zone Description	ROCKEY4	ROCKEY4-Plus	ROCKEY4 ND	NetROCKEY4
Hardware ID	Globally unique identifier	32-bit	32-bit	32-bit	32-bit
User ID Zone	User defined identifier	32-bit	32-bit	32-bit	32-bit
Module Zone	Non-readable memory spaces (16) Used with arithmetic calculations	16-bit(each)	16-bit(each)	16-bit(each)	16-bit(each)
Zero Attribute	Indicates if a module is "0" or not "0". Each module has a zero attribute.	1-bit(each)	1-bit(each)	1-bit(each)	1-bit(each)
Decrement Attribute	Indicates if a module can be decreased. Each module has a decrement attribute.	1-bit(each)	1-bit(each)	1-bit(each)	1-bit(each)
User Data Zone	User defined memory space	24-byte	120-byte	1000-byte	120-byte
User Algorithm Zone	Instruction storage for user defined algorithms	32-instructions	80-instructions	128-instructions	80-instructions

Hardware Specifications:

	ROCKEY4-USB	ROCKEY4-LPT
Dimensions:	51 x 16 x 7 mm	39 x 55 x 16 mm
Current Consumption (active/idle):	<= 50 ma	<=10 ma
Min. Operating Voltage:	5V	2.2V
CPU Type:	20 pin, 8-bit	8 pin, 8-bit
Max. No. of dongles in series:	16	16
Max. No. of Write Access:	>100,000	>100,000
Connector Support:	USB Type A	25-pin , Type D
Storage Temp.:	-40 ~ 85 ºC	-40 ~ 85 ºC
Operating Temp.:	0 ~ 70 ºC	0 ~ 70 ºC
Data Retention:	10 years	10 years

To Developers:

ROCKEY4 is a hardware based software protection system. The effectiveness of the ROCKEY system depends to a great extent on the degree to which the developer is able to integrate the dongle to the application. The more complex the relationship between the dongle and application, the more difficult it will be for a potential hacker to "crack". The ROCKEY protection system has two general mechanisms to protect your software: the ROCKEY Envelope and the ROCKEY API.

ROCKEY Envelope is invoked with the Ryenv32 encryption tool under the Utility directory. As the name indicates, envelope encryption adds an envelope (or shell) to the executable file. The envelope program automatically calls the ROCKEY dongle when the program is executed. If the dongle is not attached to the PC, the execution will abort and the developer's warning message will display on the monitor. The ROCKEY envelope program is ideal if developer does not have access to the source code or is constrained from using the ROCKEY API. The envelope program is also useful when used in conjunction with the API to enhance a software protection mechanism. However, an envelope program is not considered strong protection when used without calls to the API and is limited to Windows executable files (.exe, .arx, .dll).

ROCKEY API is a program language interface between the dongle and the developer's application. The ROCKEY API stack supports several programming languages and allows the developer flexibility t create very powerful encryption mechanisms. API protection requires that the developer have access to the source code and become familiar with the ROCKEY API.

login

HASP Standalone Dongles

Drivers Located at:

On CD: \Dongles\HASP\hdd32.exe
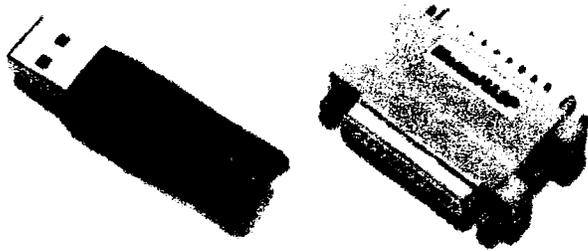
WWW: http://www225.pair.com/magic/ftp/HASP-drivers-latest.zip (4.99)

Diagnostic Utilities Available:

Diagnostix

On CD: \Dongles\NetHASP\aksdiag\diagnostix.exe

WWW: http://www225.pair.com/magic/ftp/DiagnostiX_Installer.zip (1.10)

Latest versions always found at: http://www.aladdin.com/support/hasp/hasp4/enduser.asp

Current Known Issues:

Current issues with the HASP dongles include:

Problem: Windows XP/Windows Server 2003 produces an error when attempting to install the drivers. This seems to have been caused by some changes Microsoft made in some recent Windows Updates.

Workaround: In order to get around this please download the latest (version 4.98 or above) drivers using the link above and install them to rectify the problem.

Problem: I've installed the latest drivers, but it still doesn't work - and I have a USB device.

Workaround: USB devices are detected when they are first plugged in - and sometimes Windows will mark a device as bad if it cannot find the right drivers for it.

If you continue to have problems even after installing the latest drivers then try the following steps:

1) Plug in your USB dongle.
2) Go to the System control panel, select the Hardware tab and then select Device Manager.
3) In device manager you'll probably see that the HASP device is marked with a yellow exclamation mark. If this is the case, select the device and hit the delete key, then confirm the deletion/uninstall of the device.   If not, look for the device under "USB devices" and it should be called "Aladdin HASP Key" or something similar - select it and delete it.
4) Remove the USB dongle from the computer, wait for a few seconds then reinsert it. Upon reinsertion, it should then detect the device again, and with any luck use the correct drivers this time. You may have to wait for a little while before it reports that the device has been installed and is ready for use.

Problem: Installation seems to hang while installing HASP drivers.
Workaround: Unfortunately the HASP drivers do seem to do this under certain circumstances - though it hasn't actually hung - it just takes several minutes to complete.
We're unsure why this occurs - it's unfortunately the drivers from our dongle manufacturer that cause the delay and not our own software - but if you give it some more time then it will install eventually.

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NetSentinel Dongles

Drivers Located at:

On CD: \Dongles\Sentinel\Drivers\SSD5411-32bit.exe

WWW: N/A

Diagnostic Utilities Available:

NetMedic

On CD: \Dongles\NetSentinel\netmedic\netmedic.exe

WWW: N/A

Current Known Issues:

Current issues with the NetSentinel dongles include:

Problem: NetSentinel dongle doesn't work on my WAN/VPN/Network with multiple subnets.
Workaround: The NetSentinel device will not function correctly over multiple subnets. This is a known limitation with the NetSentinel dongles - please contact support with information about your network configuration and we will organise replacement with a more suitable dongle.

Problem: I think my firewall may be preventing the software from obtaining a license from the license manager. What port number does the NetSentinel License Manager use?
Workaround: The NetSentinel License manager uses UDP ports 2050 and 2051 for it's communication - so please ensure that these ports are open or that the program itself is allowed through the firewall. Instructions are given below on how to configure the Windows Firewall to allow the License Manager to send/receive network traffic.

To enable continued management of the licenses with the firewall on, you need to add the

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SentinelSuperPro Dongles

Drivers Located at:

On CD: \Dongles\Sentinel\Drivers\SSD5411-32bit.exe

WWW: N/A

Diagnostic Utilities Available:

Find32

On CD: \Dongles\Sentinel\find32\find32.exe

WWW: N/A

Current Known Issues:

Current issues with the Sentinel dongles include:

Problem: Unable to enter access code in - says it "can't write to the dongle" - but then the application starts up anyway!
Workaround: This error seems to indicate that the dongle has been damaged, possibly due to a static charge which prevents the dongle from being written to or it accepting a new access code. Please contact support and let them know you received this error for a replacement dongle to be sent out to you.

Problem: Dongle starts asking for access code again - and the dongle ID given on the dialog is different from the one that I should have.
Workaround: This message indicates that the dongle has had it's memory scrambled somehow - again, probably due to a static charge or similar. Please contact support and let us know the original dongle ID, and what the new ID is and we can send you a new access code to suit.

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Unikey Dongles

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      SentinelSuperPro Dongles
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      Common USB problems
    Knowledgebase
    Training
    User Manuals

Drivers Located at:

On CD: \Dongles\Unikey\nt\ddinst32.exe

WWW: N/A

Diagnostic Utilities Available:

N/A

Current Known Issues:

Current issues with the Unikey dongles include:

Problem: Does not get detected on some newer PC's.
Workaround: Please contact Formation for a replacement device.

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I am unable to install the Aladdin HASP dongle driver on my Windows XP SP2 system.

Additional Information

Miscellaneous FAQ Solution #1, DEP HASP dongle (last modified 11/03/2005):

REQUEST **A DEMO DVD**

Advanced Micro Devices (AMD) and Intel have defined and shipped Windows-compatible architectures that are compatible with Windows XP SP2 Data Execution Prevention (DEP). Beginning with Windows XP SP2, the 32-bit version of Windows uses no-execute page-protection (NX) processor feature as defined by AMD, or the Execute Disable Bit (XD) feature as defined by Intel.

Contact Scala

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DEP is a set of hardware and software technologies that perform additional checks on memory to help protect against malicious code exploits. In Windows XP SP2, DEP is enforced by both hardware and software.

To check whether your system is using DEP go to System Properties, select the Advanced tab, and under Performance click Settings. Check to see if you have a Data Execution Prevention tab.

If you are planning or currently using one of these newer CPU's, our existing dongle driver validation will not work if installing an earlier release than InfoChannel 3 Release 7.4 or IC200. In order for our software to function correctly, you must obtain newer dongle driver by visiting the Aladdin web site. Starting with InfoChannel 3 Release 7.4 the install includes this new driver.

1. Unplug your USB or Parallel dongle, and ensure the Windows account your currently using has administrator privileges.

2. Goto http://www.aladdin.com/support/hasp/hasp4/enduser.asp

3 Download HASP driver cmdline.ZIP version 4.99

4. Extract both Hinstall.exe and HASPDS_Windows.dll to your InfoChannel 3 or IC200 product folder. Default folders are:
C:\Program Files\Scala\ICDesigner3
C:\Program Files\Scala\ICPlayer
C:\Program Files\Scala\NetworkManager
C:\Program Files\Scala\NetworkManagerEnterprise
C:\Program Files\Scala\IC200

NOTE: Zip will want to create a folder call 'HASP driver cmdline' when extracting. Correct this to extract to the proper product folder.

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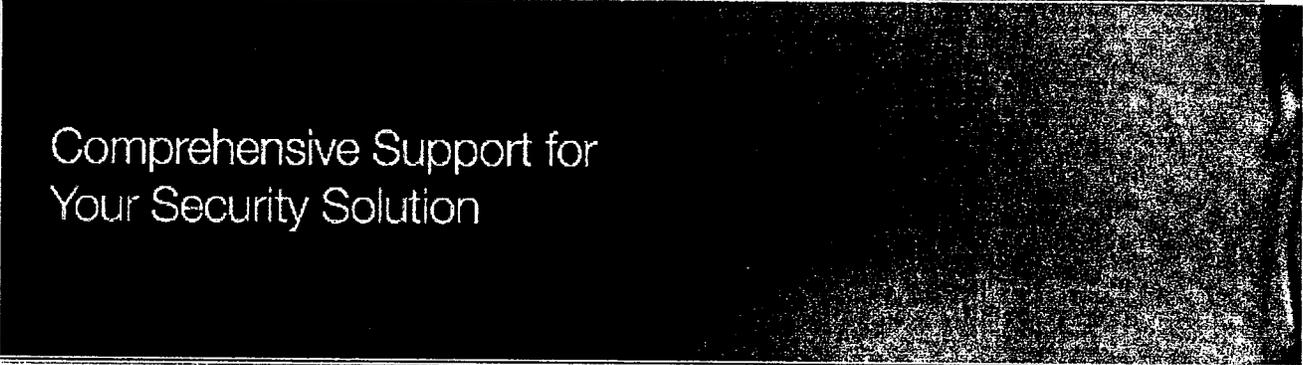
Question: Can SentinelC-Plus keys be cascaded with other SentinelC-Plus keys?

Answer: No. You must use a different printer port for each SentinelC-Plus key.

Date: **Id**: 1010   **Version**: 1.0   **File Size**:

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Question:	Can SentinelC-Plus keys be cascaded with a non-Rainbow key?
Answer:	If you must attach a non-Rainbow key to the same port, attach the SentinelC-Plus key directly to the port, then attach the other device to the SentinelC-Plus.

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FAQ

Question: Can the SentinelC-Plus be used with the IOMEGA Zip Drive?

Answer: You can use any of our keys with in conjunction with an IOMEGA Zip Drive. You must make sure of one thing though. The key must be plugged in directly to the computer followed by the Zip Drive. DO NOT plug the key on the through port behind the Zip Drive. This is known to cause corruption with a few of our keys.

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Question:	What is a Sentinel Scribe key?
Answer:	A Sentinel scribe key is a read/write EEPROM key that contains 120 bytes (60 words) of programmable memory. Each word (cell) is the Scribe is 16 bits long. It comes only in the 25 pin format and only works in DOS mode.

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FAQ

Question: Can Sentinel Scribe keys be cascaded?

Answer: No, Sentinel Scribe keys should not be cascaded together. However you can cascade these keys with other Rainbow keys. If a non-Rainbow key is to be cascaded to the same port then attach the other after the Scribe key.

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Question: I get error -896/FC80 with my Sentinel Scribe application. What may be the cause?

Answer: The Sentinel Scribe is either busy and therefore will not start another operation. Or the Sentinel Scribe is not attached to the port.

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Description:	What is the maximum number of times data can be re-written to a cell on a scribe key?
Question:	What is the maximum number of times data can be re-written to a cell on a scribe key before the cell fails? In other words what is the MTBF for the scribe key?
Answer:	The data in each cell can be re-written approximately 10,000 times.

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Date: 2/28/2003 **Id:** 3184   **Version:** 1.0   **File Size:**

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FAQ

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Question: Are all the cells in the key flashed everytime a "Write" operation is performed on a key? What is the MTBF for each cell?

Answer: No, only the cell that data is written to and on average the guaranteed value is 100,000 times. However recent tests carried out on SuperPro keys show the MTBF to be 1,000,000 times.

Date: 4/30/2003 **Id:** 3278   **Version:**   **File Size:**

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FAQ

Question: Dell Precision 220 Workstation can't find the key, what should I do?

Answer: Make sure that the parallel port setting in the BIOS is set to PS/2 instead of ECP or AT. Next make sure our driver can see the port by running the SetupSysDriver.exe utility.

Date: 8/6/2003 **Id:** 3384 **Version:** 6.x **File Size:**

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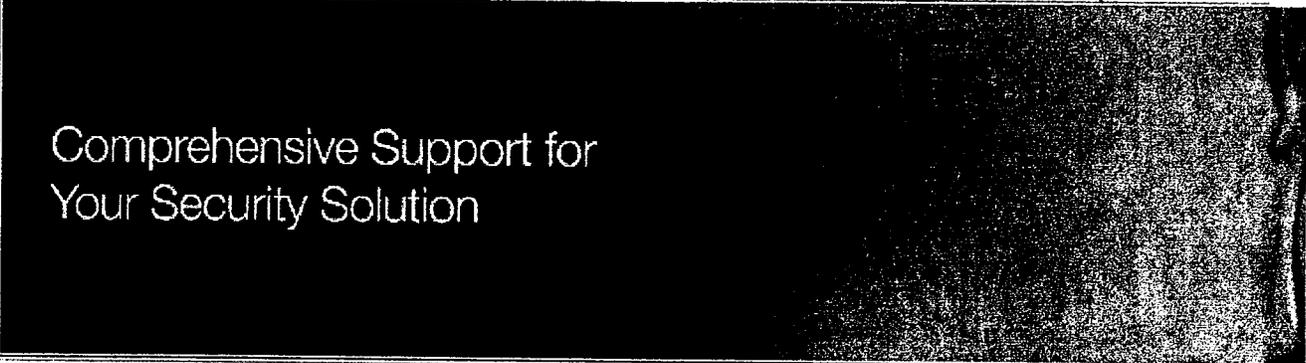
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FAQ

Question: Since the SentinelPro is a non-programmable key, how is my key different from anyone else's?

Answer: All production units have unique Developer IDs assigned to them. Each Developer will also get their own algorithm.

Date: **Id:** 1159   **Version:** 1.0   **File Size:**

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FAQ

Question:	My SuperPro/SuperProNet won't work with my BackPack CD-RW drive, why?
Answer:	The BackPack CD-RW drive utilizing a non compliant communication standard. This communication can cause the key to fail. It is recommended that if the use of both the SuperPro and this CD-RW drive is to be used, that you seperate the devices on two seperate ports. You can either add a PCI based parallel port, or if your operating system supports USB, utilize a USB version of the SuperPro or BackPack CD-RW.

Date: 12/3/2002   **Id**: 2976   **Version**: all   **File Size**:

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FAQ

Question: My USB SuperPro seems not to work with my VIA motherboard. Is this a known problem?

Answer: The VIA chipset used in a number of motherboards (KT133,KT7, Asus A7V) has exhibited such problems. To solve this, turn on "Enhance Chip Performance" in the BIOS via CPU soft menu. Turn off "Assign IRQ to USB" and download the 4 in 1 drivers from VIA hardware.

Date: 1/31/2003 **Id**: 3107   **Version**: 6.0   **File Size**:

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FAQ

Question: It appears that I cannot run my SuperPro protected application on my dual processor machine on Windows 2000. What can I do to run my application?

Answer: There are some applications that do not run properly on dual processor CPU systems. You can run your application in single CPU mode. This is done by editing the boot.ini file and adding a new startup option as "/onecpu".

Date: 1/31/2003 **Id:** 3108 **Version:** **File Size:**

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FAQ

Description: Key not found/working on IBM ThinkPad X-series (X22, X23, X24)

Answer: Thus far, Rainbow has successfully discovered BIOS updates from IBM in order for Sentinel keys to work with the ThinkPad line. The BIOS update for the X-series which will allow the parallel port to longer be "OS Controlled", but instead set to "Enable" which then allows the port mode, port address and port memory setting to stay set (ECP, 378, DMA 3), is version 1.25. The 1.25 BIOS version can be found from the following IBM URL: http://www.pc.ibm.com/qtechinfo/MIGR-39672.html

Date: 5/30/2002 **Id**: 2342   **Version**:   **File Size**:

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FAQ

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Description: Key not found; FindFirstUnit and/or Medic returns error 7 - port is busy

Question: Why do both, my program protected with Sentinel SuperPro (parallel port key) and the medic program, return an error code of 7 - port is busy?

Answer: Typically, this error is returned when another device, also using the parallel, does not allow our system driver to communicate over the port. In most cases, this other device includes printers and scanners. In most cases, these devices taking over or capturing the parallel port, are Hewlett Packard devices.

Date: 3/6/2002   **Id:** 1152   **Version:**   **File Size:**

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FAQ

Question: Can a SentinelSuperPro be cascaded with other Rainbow keys?

Answer: As a general rule, when you are cascading multiple security keys together and one of the keys is a SentinelSuperPro, the SuperPro should be placed last in the chain (Furthest from the computer). This is true when cascading with Rainbow and non-Rainbow keys.

Date: **Id**: 1177   **Version**: 1.0   **File Size**:

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FAQ

Question: Are there any known incompatibilities with the SentinelSuperPro?

Answer: SuperPro 104330 are incompatible with the Winbook XP5 (Pentium) notebook computer. Applications running on Winbook XP5 notebook computers will receive key not found error messages when using a SentinelSuperPro 104330. If the user has a docking station, these keys will work if it is attached to the docking station's parallel port. The Winbook has strong internal pull-up circuitry on the BUSY line which causes the voltage level on the SentinelSuperPro's response line to go above the logic low level. When Sentinel software checks for a response from the key, it does not see the expected signature and thus returns an error. Please Note: This problem only occurs with the 330 line of SuperPro keys, and the problem has since been solved.

Date: **Id**: 1189   **Version**: 1.0   **File Size**:

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FAQ

Question: I'm using an NEC Direction SPL233 Computer and when I attach the Superpro to my parallel port (set at 228h), my program cannot find the key. Is there a known problem with this computer?

Answer: There may actually be problems when parallel ports are defined as something non-standard. Standard port addresses would be 378h, 278h, or 3BCh. You should change any non-standard address to something listed above.

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FAQ

Question: How many keys can I attach to one parallel port?

Answer: Attaching multiple keys together on one port is refered to as "cascading" the keys. You can typically cascade up to 5 keys to one parallel port. The limiting factor here is the power output of the port. If you cascade more than 5 keys, the port might not have enough power to handle the load.

Date: 3/19/2002   **Id:** 2116   **Version:** 6.0   **File Size:**

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FAQ

Description: Why can't my hardware key be found on Dell Optiplex GX110?

Question: Why can't my hardware keybe found on Dell Optiplex GX110?

Answer: The Rainbow Sentinel keys cannot be seen with the default port mode of ECP (Extended Capabilities Port) on the Dell Optiplex . This appears to be the case for most Dell machines: Dimension, Optiplex, Precison.). In order to get your Rainbow key recognized, go into the BIOS and change the parallel port mode to either PS/2 or AT. Save the applied changes and reboot. Your key should now become recognized with the protected software and Rainbow's Sentinel Medic utility. NOTE: You will need to uninstall and re-install the Sentinel System Drivers after you have completed the BIOS change.

Date: 7/29/2002 **Id:** 2564   **Version:**   **File Size:**

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FAQ

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Description: Will SuperPro USB keys work on Windows NT 4.0??

Question: Will SuperPro USB keys work on Windows NT 4.0?

Answer: No. Windows NT 4.0 does not support USB devices. This means that, out-of-the-box, it will not work with any USB devices. The Windows platforms that support the USB SuperPro keys are: Win98, WinME, Win2000, and WinXP (and above).

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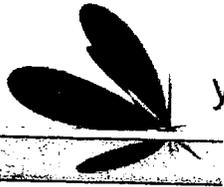
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*PUBLIC BETA**

Spm license service is losing connection to the dongle

Go

This article applies to the **Serial dongle** type.

Symptom

The symptoms are as follows:

- You get intermittent errors that spm has lost connection to the serial dongle
- You occasionally have other devices plugged into the COM port that you use for the spm dongle

Cause

One possible cause for this problem is that the spm license server service can have trouble connecti॥ to the serial dongle if other devices are occasionally used through the same COM port, or if other software on the machine is configured to talk to that COM port.

Solution

Moving the dongle to a different COM port can fix this problem.

- Move the dongle from COM1 to COM2 (or vice versa)
- Adjust the spm-config file, which you can access through the Softimage Products > Softimaɡ Licensing menu.
- Change the designated COM port from COM1 to COM2 (or vice versa).

This is not the only cause of this problem, if this advice does not resolve this please contact support@softimage.com for further assistance.

Applies To: XSI 3.0.1,XSI 3.5,XSI 3.5.x on Win2K

Posted: 4/15/2004

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Dangling Dongle Blues

Quick solution for those long dongle chains.

By Stephen Schleicher

Many people suffer from the Dangling Dongle Blues. Symptoms often include; computer that keeps moving further and further away from the wall with each new software purchased, sore fingers from constantly screwing and tightening dongles, and bent parallel ports from too much hanging weight.

I too have suffered from the Dangling Dongle Blues. With six dongles (After Effects, LightWave, Commotion, Shave and a Haircut, 3D Studio Max, and Aura), my beloved computer was sticking so far out that I kept tripping over it everytime I walked in the room. I got to the point that I was beginning to think I would never again purchase a product with dongles.

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Hardware lock problem with Windows XP installation (0 replies)

Posted by: Athena
Date: Mar/20/06 - 01:07 (GMT)

Reply

I'm trying to install my student/international, hardware-locked version of AutoCAD R13 (purchased in 1995!) on a Windows XP computer. My dongle is installed, but when I start it up I get a message "FATAL ERROR: Hardware Lock Version cannot run under NT at this time." I've searched past topics and downloaded the Rainbow Sentinel "Sentinel Keys Driver Installer v1.0 from http://www.safenet-inc.com/support/tech/sentinel.asp (entering www.rainbow.com took me to this site).

Even after installing this new driver, I'm still getting the same error message. Any suggestions?

tyco

Electronics

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HarnWare Development
Administrator
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United Kingdom
122 Posts

📄 Posted - 27/05/2004 : 12:32:24

HarnWare will not run without a hardware lock or dongle. These dongles normally work well, but, like any other PC peripheral, they might not operate on certain PC configurations, due to faulty equipment or improper installation. In addition, since the dongle sits in a strategic position on the computer, it may be blamed for problems caused by other components of a specific PC configuration.

A dongle installation program, hdd32.exe, is installed in the HarnWare\System folder. Double-click this file in Windows Explorer to run the program. You must have Administrator Privileges to install the dongle software under Windows NT, 2000 or XP. Running the hdd32.exe program is a useful first step if you think you are experiencing dongle problems, for example, if you receive an error message stating: "HASP not found".

Version 3.99 of the dongle software that was included on the HarnWare V4.5.22 CD will produce an error message: 'Can not install automatic data protection' on Windows 2000 and XP. The latest version of the hdd32.exe dongle installation program can be downloaded from http://www.aks.com/support/hasp/hasp4/enduser.asp or please use the "Contact Us" page at http://www.harnware.com/Contact.asp to request a copy.

To install the hardware lock/dongle software simply copy the hdd32.exe program file into your HarnWare\System folder and double-click the file in Windows Explorer. This program will report which version of the software is currently installed on your computer before giving you the option to install the software.

If running the hdd32.exe program does not cure the problem, check the following:

1) Is the dongle connected properly to the computer?

2) Is the PC infected by a virus which may be preventing the program from running correctly?

3) Does the same problem occur with another dongle? If not, then replace the faulty dongle with a new one.

4) Is a printer connected to the same port as the dongle? If so, does it work properly? Although this is a good sign, it does not necessarily mean that the port is 100% sound.

5) If a parallel port dongle is connected to the same port as the printer, disconnect the printer and check whether the dongle works without it. If there is a printing problem, try another printer cable or, if possible, another printer.

6) If possible, try using (or installing) a second parallel port for the dongle, to circumvent any problem caused by the printer. If this is not possible, try replacing the original printer card.

7) Try using HarnWare on another PC of the same model.

8) Settings used for some network cards can cause the computer to hang when accessing the parallel port. Parallel ports are normally assigned to one of the following I/O ports: 3BCh, 378h, or 278h. Network cards usually take up 10h or 20h I/O ports consecutively from their base address. When the I/O port of a network card overlaps that of a parallel card, any access to the parallel port can cause the computer to hang. For example: printing, accessing the dongle and accessing peripherals connected to the parallel port may all cause the computer to hang. It is therefore essential to avoid overlapping, by changing the I/O base of the network card. There are two ways to change a network card's I/O base: Some network cards let you assign the I/O base with jumpers. See the card documentation for a description of which positions to set the jumpers for a given I/O base. With newer cards, you can change the I/O base using the software supplied with the cards.

9) Changing the dongle. A newer parallel port or Universal Serial Port (USB) dongle may resolve the problem. USB dongles are smaller and should resolve parallel port conflicts which can occur especially with Windows 2000 and certain settings on network cards. USB sockets measure approximately 12 by 5 mm and most computers made since 1999 include USB sockets. Check that USB is supported on your computer using the Windows Control Panel>System>Device Manager You should find an item: Universal serial bus controller. Early versions of Windows 95 and NT did not include support for USB as standard. You can request a replacement dongle by using the "Contact Us" page at http://www.harnware.com/Contact.asp

NB If you're using Windows NT, 2000 or XP, you'll need to be logged on to the computer with full administration rights when installing the dongle software. Use the Windows Control Panel>User Accounts option to check this is the case.

Topic

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Cisco Unity New Install on an MCS 7835: Dongle is Not Recognized

Document ID: 7273

Introduction

Cisco Unity licensing is stored on a SentinelSuperPro security key (dongle). The keys are hardware devices that plug into the parallel or USB port on the Unity machine, and are manufactured by

Rainbow Technologies . To successfully install Cisco Unity software, the system must detect the dongle.

Before You Begin

Conventions

For more information on document conventions, see the Cisco Technical Tips Conventions.

Prerequisites

There are no specific prerequisites for this document.

Components Used

The information in this document is based on all versions of Cisco Unity for Exchange.

The information presented in this document was created from devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If you are working in a live network, ensure that you understand the potential impact of any command before using it.

Problem

The Cisco Unity installation will fail if the system does not detect the dongle. This document provides two scenarios in which the system may not detect the dongle. These scenarios apply only when using a parallel port dongle and and MCS–7835 or Compaq ProLiant 1850R server.

What is "no dongle has been found" and how do I get rid of it?

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CODESOFT

What is "no dongle has been found" and how do I get rid of it?

A dongle is a software security key (also knows as HASP key, security key, or key) that must be attached to a parallel or USB port in order for CODESOFT to run in full mode. If you have the dongle attached to the parallel port, you do not have a printer attached to the dongle and you are still getting the "no dongle has been found" message it is for one of the following reasons listed below.

If you have a printer attached to the dongle and when you remove the printer from the dongle CODESOFT runs in full mode then your printer is disabling the key and you may want to contact your reseller regarding a USB key.

1. Your Windows system has an older (or possibly even a newer, but incompatible with our keys) HASP driver. Directions for upgrading your HASP driver to the latest version are here.

2. The LPT1 port must not be set to bi-directional communication. This interferes with CODESOFT's ability to read the key. The parallel ports on newer computers may be configured as ECP or EPP. Some protocols in use on the LPT port may prevent the system from finding the security key. EPP does not work, and ECP may or may not work. All TEKLYNX software requires a port setting of unidirectional. Different PC's call that setting different things some common names are: SPP, STANDARD, NORMAL, and AT.

   To check whether your parallel port is configured this way, go to your device manager. Expand Ports, highlight LPT1 and click on the Properties button. Here is where you will see ECP, EPP or Printer Port. Please contact your IT department for the instructions on how to change your port settings.

3. Make sure that the key matches the software version you have installed. If you have CODESOFT ENTERPRISE installed, the key should read CODESOFT ENTERPRISE.

4. Set the PC's default printer to an HP LaserJet 5 on LPT1 to force the software to look to the LPT (parallel) port to find the key). Once you add the printer, open up CODESOFT and if CODESOFT opens without the error, you may then change your default printer back to the printer you normally use.

5. If you have the network version of Codesoft:

   A. Make sure that you have the License.exe program running on a server or client PC that has the White dongle key on the parallel port

   B. Make sure the user who is logged into the network has full (adminsitrative) rights to the directory of CODESOFT and has a mapped path on the Server to the directory.

6. If you are still seeing the "no dongle" message you can run the Key upgrade.exe. This is a executable file used as a diagnostic utility by Technical Support to test the key. The Key upgrade is installed by default during the installation of CODESOFT and can be accessed from the start, programs menu under CODESOFT it will be titled "Key-upgrade" or from the CODESOFT directory in which it will be titled "Upgrade.exe". Before launching the upgrade.exe make sure the key is attached to the LPT port if you get an error instead of a code then your key is bad or there is something wrong with the Windows Settings or LPT port. If you can, try installing CODESOFT on a different PC. If the software functions fully (i.e. is not running in Demo mode) on the second PC, this indicates that it is either the LPT port or the Windows settings on the initial PC that is the cause of the trouble. If it still runs in demo mode then we know the key is bad. The keys have a 1-year warranty if you are within the 1year contact your reseller for replacement of your key under warranty. If you are not within the 1-year you will have to purchase another key and should contact your reseller to discuss your purchasing options.

◀ Back to CODESOFT F.A.Q.

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Microsoft
CERTIFIED

"STOP: 0x00000093" with Security Dongle Adapter

This article was previously published under Q157912

SYMPTOMS

When you start your computer, you may receive the following error message:

    STOP: 0x00000093
    INVALID_KERNEL_HANDLE

CAUSE

This error message can be caused by the driver for a dongle security device. Two such drivers known to cause this error message are:

- Haspnt.sys
- Sentinel.sys

RESOLUTION

If you receive this error after installing software in your Windows NT 4.0 installation, you may be able to resolve this issue by starting the computer using the Last Known Good configuration. However, if the error occurred after upgrading to Windows NT 4.0 you may resolve the issue, by renaming the driver using the steps in the appropriate section below.

Windows NT Installed on a FAT Partition

1. Start your computer using the MS-DOS option from the NT OS Loader. (If MS-DOS is not an option, boot your computer using an MS-DOS boot disk.)
2. Rename the driver.
3. Restart your computer and start Windows NT.

Windows NT Installed on an NTFS Partition

1. Install Windows NT in an alternate folder on your computer.
2. Log in to the new installation of Windows NT and run Command Prompt.
3. Rename the driver.
4. Restart your computer using the original installation of Windows NT.

NOTE: Some of your software may require these drivers to be present in order to operate properly and may generate error messages when you restart Windows NT 4.0.

MORE INFORMATION

For updated versions of these drivers, contact the manufacturer of the driver.

APPLIES TO

- Microsoft Windows NT Server 4.0 Standard Edition
- Microsoft Windows NT Workstation 4.0 Developer Edition

Keywords: kbhardware kb3rdparty kbfaq KB157912

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dongle detection fails with parallel PCI card in <u>Hardware</u>

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---

val

Hi
I have a new DELL dDimension 5150 computer with XP sp2 and a parallel
port on a PCI card from SUNIX (PCI 4079A multi io adapter, 1 parallel
and 2 serials, chipset is sun1889). The pci card is configured as lpt1
and I can print using it, no problem.
My problem is that I need to run an old DOS program which is activated
by a dongle on the Parallel port (lpt1) and it's not working. I suspect
that the card is working well as output but maybe something is wrong
when the application try to read the port to see the dongle. Does
anyone had experienced this kind of problem ?
Thanks in advance
val

Was this post helpful to you?   Yes   No   ⬛ Reply

Jupiter Jones [MVP]

Val;
It is probably incompatible with Windows XP.
Check with the program manufacturer for Windows XP compatibility or ask
other users what they do to get it to work on Windows XP.

--
Jupiter Jones [MVP]
http://www3.telus.net/dandemar
http://www.dts-l.org

"val" <vlepage@aol.com> wrote in message
news:1142004221.705224.246400@i39g2000cwa.googlegroups.com...

Click to show or hide original message or reply text.

Was this post helpful to you?   Yes   No   ⬛ R

Bob I

Contact the vendor of the DOS program for the solution. Their software
is what needs to be updated to read the dongle properly.

val wrote:

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Was this post helpful to you?   Yes   No   ⬛ R

Monday, March 27, 2006

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Frequently Asked Questions (Click on a topic to see more details)

- **Jacquard weaving software related**

- **SEDS software related**

    - Authentication Error during installation?

    - No available ISA slot for security card?

        - The security card you have should be inserted in an ISA slot. In some cases, you may be able to use the PCI side of the card to insert it into a PCI slot but **we don't recommend doing so and we don't guarantee it will work**. To install in PCI slots, remove the metal plate, then plug the other side into an available PCI slot in the computer. We strongly recommend you contact us before you do this. This MUST be done carefully. There have been instances in which customers had burned the card when doing this and this kind of damage is not covered by the warranty, and we urge that you exercise caution. In case your PCI slot does not support our security card, you may try to adjust the PCI bus clock in the CMOS setup and show how it may help. If no, you will have to free up an ISA slot for the security card. (If the system does not load, or icons appear grey out after double clicking on the icons, it means it is not compatible with the PCI slot). Common solutions include swapping an internal ISA modem, if present, for an external modem that plugs into your computer's serial port, or substituting a SCSI-port scanner (if your scanner has an ISA SCSI card) for a parallel port scanner.
        - Switch to a USB security dongle. Please contact us for more information.

    - Is SEDS Windows 2000/XP compatible?

    - When starting the program, a message appears warning that the computer's display settings need to be set to at least 800x600 pixels and at least 256 colors to run the program.

    - When I try to start the program, the startup splash screen comes up and then goes away, and nothing happens then, OR no splash screen appears, program does not start. No program window appears.

    - When starting the program, a dialog box appears asking for a password. Alternately, I receive a message stating that my system has timed out and suggests that I re-install the software.

    - When starting the program, the error message "Protection Key Not Found! System Quit." appears.

    - The computer crashed while I was saving a file. The next time I loaded my last saved file, the system reported the error message, "File Does Not Exist" or "Error Opening File".

    - Program works for a while, but crashes unexpectedly during operation.

    - Some of the icons grey out.

    - Some of the icons grey out, and they are the wrong ones, including the basic ones that I should have. Program does not appear to work properly.

End User "Key Not Found" FAQ

Q: *What is a dongle?*
A: A dongle, also called a hardware key or security token, is a protection device that secures applications from unauthorized use. If the correct hardware key is not attached to the computer, the protected application will not open, or certain features of the program will be disabled.

Q: *What is the Sentinel System Driver?*
A: The Sentinel System Driver allows the protected application to "talk" to the Sentinel key. For systems running several different software applications protected by the same key, the driver allows each of them to access the key. This driver is required for all communication with the hardware key. You can download the latest version of the driver from our web site, www.rainbow.com.

Q: *What is Sentinel Medic?*
A: Sentinel Medic is a utility created by Rainbow Technologies Technical Services Group to help you detect and diagnose problems with your hardware configuration and Sentinel key setup.

The Medic performs two separate tasks:

1. It checks for the existence of the system driver.
2. It looks for the hardware key specified.

If it finds the Sentinel Driver installed on your system, it will reports its version number. If Sentinel Medic does not find the driver, it will prompt you to install the driver. Currently, driver version 5.38 has been bundled with the Medic. The latest version of the driver is 5.39.2, however. Rainbow recommends that you get this version downloaded and installed before attempting to run the Sentinel Medic.

Q: *What is the recommended port mode for the hardware key to be detected?*
A: If there is a 'key not found' situation, and there is no other parallel port communication occurring (printing, scanning, etc) to that port, then the port mode isn't relative.

If you have a 'key not found' situation and there is printing or scanning involved, we recommend SPP, ECP_SPP, or extended parallel port modes. Please note: SPP is also known as (Output, compatible, unidirectional, IBM XT/AT modes).

If you are dealing with a port contention issue (there is a problem seeing the hardware key when there are other devices attached behind the key), then we recommend ECP mode with or without DMA.

Q: *Why do I have to contact my developer? Can't you replace my key?*
A: A hardware key represents a physical license to an application. Rainbow has no legal ability to sell someone's software.
Rainbow merely is a vendor supplying blank keys to our customers and not even we know the contents of the key once it is programmed by our customers (Software developers).
We know nothing of their application or how they implemented our product in to theirs nor are we licensed or contracted to support their customers.
Because of the above restrictions we are unable to support end users.
Complete support is better achieved through the company who sold you the software since they are more intimate with the product. The failure may not be the hardware key.

Q: *My application comes up with error "No hardware key is detected", why? What can I do to fix the error?*

A: To correct this error, please follow the suggestions below:

1. Make sure the hardware key is securely attached to the port.
2. Run Sentinel Medic to make sure the driver and the key are detected. If the Medic detects both the driver and the key but the application still does not see the key, contact your developer.
3. If the driver is not detected, download and install the current system driver from our web site.
4. Check your port mode settings and make sure you have good communication with another device on the port. (Attach a printer or a scanner to the port and test to see 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. If the key is found on a different computer, then gather detailed information about the computer with problems and contact your developer.
6. 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 system driver is installed, then you may have a defective key. Contact your developer for a replacement key.

Troubleshooting and Tips

There are 5 basic reasons why our keys would not be found with a particular system.
Each can be troubleshoot by following the last of our FAQ's in the previous page *My application comes up with error "No hardware key is detected", why? What can I do to fix the error?*
This is the most common problem encountered by our end-users utilizing our keys with a protected software, if you follow the steps for troubleshooting, there's a chance to detect the problem or reason why the key is not working.

The 5 basic reasons why the key is not found:

1. Drivers might not be install or drivers are corrupted
2. Parallel port Settings are not compatible or not working correctly with our drivers
3. Parallel port is not working properly
4. Key is defective
5. Problems with the implementation of the protected application.

Troubleshooting Tips

- To troubleshoot the problem make sure you follow the steps mentioned on our last FAQ for End-Users.
- In some cases our Internet installer will fail to install our driver properly, usually an operating system problem, our suggestion would be to try installing our Legacy version of our driver. Make sure you remove any driver installed before proceeding with the Quick Install instructions.
- One good way in identifying if the parallel port is working properly is by running our SetupSysDriver.exe utility, go to "Configure Driver" and see if there's 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 up and working. The settings to be changed are the Parallel port Mode. Most common settings are ECP, Normal, Bi-Directional, AT, and PS/2, with the address set to 378, IRQ=7 and DMA=3. If you change any settings make sure you reinstall our Sentinel System Drivers.
- In some cases we recommend to verify if the drivers have been completely uninstall. Once you have uninstalled from Add/Remove Programs, we recommend checking if the driver files and registries are still present. If such files and registries are still present we suggest removing the driver before proceeding with a brand new installation.
- Make sure to verify with the Sentinel Medic if the key is found in the system.
- Make sure our Sentinel Device is set to "Started" and "Automatic", in some cases "Boot" will work as well (FOR WINDOWS NT, XP, AND 2000 only)

Troubleshooting Tips USB ONLY

- For basic troubleshooting see the last FAQ for End-Users on this document.
- Our SuperPro USB keys will only work under Windows 9x, ME, 2000 and XP operating systems, we don't support NT.
- With the USB keys using our latest driver 5.39.2 you don't need to be concern about the parallel port modes or settings. There are other issues that might be encountered with such keys
- The first common mistake by our customers and end-users is plugging the key while the drivers aren't installed. Make sure each user installs the drivers first before inserting the key. This will allow the operating system to allocate the proper drivers for the device. (If the protected application installs our drivers, make sure the application is installed before inserting the key).
- If the customer inserted the key before installing the drivers, the system will allocate default drivers as default. In order to troubleshoot this problem, you would need to go into the device manager of the operating system and see what type of device was created and installed for our SuperPro key. Make sure our latest drivers are installed and the key is plugged in, you can remove or uninstall the unknown device, then do a refresh or scan for hardware devices. The operating system should install the proper drivers.
- Always verify with the operating system if the key is recognize. With our Sentinel System Driver version 5.39.2, you will find an entry in the Device Manager of your system called "Security Device" with a USB icon. If you open the tree you will find our device as Rainbow SuperPro Device. Make sure you don't see any exclamation marks on the device; this could be due to driver failures or corruption. Please remove the existing driver entirely (check the driver files, sntnlusb.sys, and registry entries after doing the uninstall) from the system, remove the key and reinstall latest driver.
- Make sure the USB is enable in the BIOS. It is also good to test another USB device on different USB ports in the system to verify that the USB port is working properly.
- We also suggest removing the driver completely before upgrading to our existing version. Make sure you check files and registry entries after the driver has been removed.
- Make sure you test with the Sentinel Medic to see if the has been found as well.

Visit or web site at www.rainbow.com

QUICK START GUIDE FOR INSTALLING LEGACY SENTINEL SYSTEM DRIVERS v5.39.2
Rainbow Technologies, Inc. © 2002

NOTE: The Sentinel System Drivers support all of our currently supported Sentinel keys such as: SuperPro, Pro, C-Plus, Scribe, LM meter keys, SAFE keys, Express keys and NetSentinel keys. Use this version of the drivers if you are having problems with our Internet installer version "RainbowSSD5.39.2.exe".

1. Save the file on a folder. Unzip the file this will have 5 folders and a few files.

2. Go to the folder Win_nt (for installations on Windows NT, XP or 2000), Win_9x (for installations on Windows 95 or 98), etc, depending on your system.

3. Run "setupx86.exe" (under Win_nt for installations on Windows NT , XP or 2000), or "sentw9x.exe" (under Win_9x folder for installations on Windows 95 or 98)

4. Select "Functions", then "Remove drivers" (just to make sure you don't have an older version that would create conflicts"), then "Install Drivers"

5. Run your application, the drivers should be already installed.

THINGS TO LOOK FOR:

1. If you are using a parallel port key, make sure your BIOS or CMOS settings for the parallel port are set to **ECP, Bi-Directional, Normal, AT, or PS/2**, and if you have an option to set them to AUTO, ENABLE or DISABLE, set settings to **ENABLE**. If you have a Dell Computer brands **Dimension 8100** or **Optiplex**, you might need to set the settings to either **PS/2** or **IBM AT**. Once the changes have been made, make sure you reinstall the Sentinel System Drivers.

2. If you are using a **USB** key, you want to run the file "setupx86.exe" from the command prompt, from its location, using the USB flag e.g.: "c:\Drivers\Win_nt\>setupx86 /USB" (for Windows 2000 only) or "c:\Drivers\Win_9x\>sentw9x /USB" (for Windows 9x)
NOTE: Windows NT does NOT support any of our USB Sentinel keys.

3. If the drivers are install and your program still doesn't find the key, please try our utility **Sentinel Medic**, found on our web site, under downloads, choose SuperPro as product and look under Utilities, Sentinel Medic. You would install this product and run it. Select key you are using and click on find keys. If key is found then contact your software vendor with detail explanation of the problem, they should at this point replace the lock key with a new one.
NOTE: If you are a developer please contact Tech-Support for more help and info at techsupport@rainbow.com

4. If you are using a Netsentinel key, download the NetMedic utility, located under the NetSentinel downloads.

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Last edited
03/21/2006

Troubleshoot issues with the hardware key (Acrobat Capture 3.0x PE on Windows)

Issue

Tell us what you think
about this support site.

When you start the computer, one or more of the following occurs:

-- Windows returns the error "At least one service or driver failed during system startup. Use Event Viewer to examine the event log for details."

-- Adobe Acrobat Capture returns one of the following errors:

"Hardware key not found."

"Hardware key not detected."

"Can't determine page count. Please attach a new dongle."

Detail

The hardware key included with Acrobat Capture 3.0x Personal Edition (PE) is attached to the computer.

Solutions

Do one or more of the following solutions:

Solution 1: Install Acrobat Capture 3.0.5.

-- If you use Acrobat Capture 3.0.1 or later, you can download the update from the Adobe website at www.adobe.com/support/downloads .

-- If you use Acrobat Capture 3.0, you must obtain the Acrobat Capture 3.0.3 update from Adobe Customer Services, and then download the Acrobat Capture 3.0.5 update from the Adobe website at www.adobe.com/support/downloads .

To contact Adobe Customer Services:

- If you live in the United States or Canada, call (800) 272-3623.

- If you live outside the United States and Canada, visit the Adobe website at www.adobe.com/support/intlsupport.html for contact information.

Solution 2: Make sure that the hardware key is securely attached to the parallel (or LPT) or USB port.

For more information about the parallel or USB ports, refer to the documentation included with the computer.

Solution 3: Restart the computer.

Quit Acrobat Capture and restart the computer.

Solution 4: Reinstall the Sentinel System Driver.

Many technical problems involving hardware keys can be resolved by reinstalling the latest system drivers to replace outdated or damaged drivers. You can download the Sentinel System Driver from the SafeNet website at www.safenet-inc.com/support/tech/sentinel.asp .

1. Select the Sentinel SuperPro product.

2. Download Sentinel Protection Installer v7.2.2 or later for your version of Windows.

3. Unzip the contents of the ZIP file.

4. Double-click the Sentinel Protection Installer executable (.EXE) and click Run.

5. Follow the default prompts to install the latest driver for the Sentinel USB hardware key.

Installation Note: Choose the "Custom" option and select only the *Sentinel System Drivers (USB System Driver)* . You do not need to install the Sentinel Protection Server component.

6. Once the Sentinel driver installation is complete, insert this USB key into any available USB port on your computer.

7. Reboot your computer so the new key is recognized.

8. Launch Acrobat Capture, and start processing.

For more information, download the "Troubleshooting guide for our current Sentinel SuperPro keys" PDF file from the SafeNet website at www.safenet-inc.com/support/files/endusertroubleshooting.pdf .

Solution 5: Check for a conflict between the Acrobat Capture hardware key and another device.

Check for a conflict between the Acrobat Capture hardware key and the local printer or other device attached to the same parallel port. If a conflict exists, try to resolve it using the Sentinel Medic diagnostic utility, which you can download from the SafeNet website at www.safenet-inc.com/support/tech/sentinel.asp . Sentinel Medic helps diagnose errors, lists current system driver information, and offers a Find Key to determine whether the hardware key cannot be detected because of problems with the parallel port or conflicting devices. For technical support for this utility, contact SafeNet.

If Sentinel Medic reports a conflict or cannot detect the Acrobat Capture hardware key, isolate and remove the conflicting device:

-- Print a test page from any application. If the page does not print,

remove the hardware key and print again. If the page prints after you remove the hardware key, the key may conflict with the local printer.

-- Determine whether the key works by itself:

1. Disconnect the printer or other device attached to the parallel port.

2. Attach only the hardware key to the parallel port.

3. Restart the computer, and then try to process files in Acrobat Capture. If you can process files, the key may conflict with the local printer or other device.

-- Determine if another hardware key is damaged:

1. Remove all hardware keys attached to the parallel port, except for the Acrobat Capture hardware key.

2. Restart the computer and Acrobat Capture, and then attach the other hardware keys one at a time. If the error recurs after you attach one of the hardware keys, that hardware key may be damaged. (If a hardware key is damaged, contact the manufacturer for a replacement.)

Solution 6: Make sure that the parallel port is enabled in the BIOS. (Parallel hardware key only)

Refer to the computer's documentation for instructions on enabling parallel ports.

Solution 7: Change the port to a standard parallel port. (Parallel hardware key only)

If you use an enhanced parallel port (EPP) or a Microsoft enhanced communication port (ECP), change the port to a standard parallel port. For instructions, refer to the computer's documentation or contact the computer's manufacturer.

Solution 8: Move the USB key to another USB port. (USB hardware key only)

Move the USB hardware key to another USB port, or to another bank of USB ports. A bank of ports is typically a horizontal row of USB ports.

Solution 9: Disconnect additional USB devices. (USB hardware key only)

Remove all other USB devices that are not essential to run the system. Numerous USB devices draw their e power from a USB port. If the system does not have enough power reaching the USB hardware, then the key will not function. If you disconnect other USB devices, then you can determine if lack of power to the USB device is the cause of the problem.

Solution 10: Install the most recent Service Pack for Windows.

You can download the most recent Service Pack for your version of Windows from the Microsoft website at www.microsoft.com .

Solution 11: Make sure that the hardware key is not damaged.

If the hardware key is damaged, contact Adobe Acrobat Technical Support for information on replacing it. To find Technical Support phone numbers, visit the Adobe website:

-- If you live in the United States or Canada, visit www.adobe.com/support/phonenumbers/ .

-- If you live outside the United States and Canada, visit www.adobe.com/support/intlsupport.html .

Note: If you need a replacement key shipped to you immediately, you must provide a credit card number to secure the return of the faulty hardware key. To ensure delivery when you return a hardware key to Adobe, ship the hardware key using a carrier that has a reliable tracking system (for example, UPS, Federal Express, Airborne Express, or certified mail). Adobe is not responsible for products lost during return shipment.

To make sure that the hardware key is not damaged, do one or both of the following:

-- Make sure that the ADB pins of the hardware key are straight and intact.

-- Install Acrobat Capture on another computer running Windows, and then attach the hardware key. If the error recurs, the hardware key may be damaged.

Related Documents

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Any questions concerning this agreement should be directed to:

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