

TNX Software Stand-Alone Installations

Installation Guide (with Sentinel SuperPro Hardware key)

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Installation Instructions

These instructions are intended for the Stand Alone versions of Tower Numerics (TNX) Software. If you are running a Network version, refer to the Network Installation Instructions provided with your software.

These installation instructions are broken into three main sections. Each section is summarized below. More detailed instructions are given in each section.

- A. Standard Installation: This section gives the basic installation instructions. In a typical new installation, no further changes or modifications are required.
- B. Upgrades and Remote Update Service: This section provides installation instructions required to update your Sentinel hardware key so that it will work with a newer version of your TNX program.
- C. Troubleshooting issues with the Sentinel key: If you are having any difficulties getting the software to recognize the presence of the Sentinel key, or are getting error messages during the installation or removal of these keys, please review the topics covered in this section.

A. Standard Installation

To install your TNX program please follow these instructions:

- 1) Remove ALL Sentinel keys from your computer before attempting installation of the software. This includes both USB keys and Parallel port keys.
- 2) Put the TNX CD in your computer CD drive. If the CD starts automatically go to step 5.
- 3) If the CD does not start after 10 seconds click the Windows **Start** button and select **Run**.
- 4) In the Run dialog box type "**d:\launch**" (where "d" is the label of your CD drive) and then click the **OK** button.
- 5) Follow the on-screen instructions.

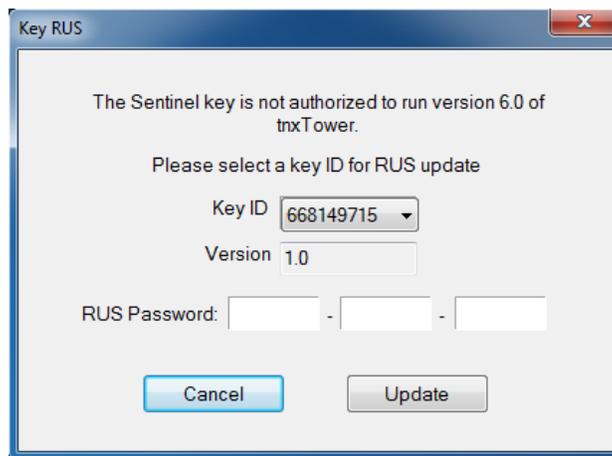
Your Stand Alone version of the software uses a license protection mechanism based on the Sentinel SuperPro hardware key. The installation routine will install the software required to manage the Sentinel hardware key. This will happen automatically after you see an on-screen message asking you to remove all Sentinel keys from your system before continuing. If you receive an error message during the installation of the Sentinel software, proceed to the section titled "**C. Troubleshooting issues with the Sentinel Key**".

B. Upgrades and Remote Update Service (RUS Passwords)

Your Stand Alone version of TNX software uses a license protection mechanism based on the Sentinel SuperPro hardware key. Each key contains a unique Key ID that is registered to you and/or your company. Burned into the circuits of each key is information that lets the program know exactly what version of each program the key is authorized to run.

When you receive an updated version of the program, you will need to update the information in the key to authorize you to run the updated version. With your update, you will receive an Installation Information sheet. This sheet contains your Company Name, Key ID and an “RUS Password”.

Option #1: When you first run the updated version of your program, you may be presented with an RUS Update window similar to the one shown below. Verify that the Key ID listed on your Installation Information sheet corresponds to the Key ID listed on the RUS Update screen, then enter in the RUS password and click Update.



Option #2: When you first run the updated version of your program, you may receive a Hardware Key Warning similar to that which is shown below. This may mean that the key is not connected to your computer. However, it may also mean that the key is connected, but is not authorized to run the current version of the TNX Program.



To update the key so that it can run the newer version of the TNX software go to the Windows Start menu and select Start – Programs – TNX – TNX Key Manager. You will then be presented with a Key Manager window similar to the one shown below.



Verify that the Key ID listed on your RUS Update / Installation Information sheet corresponds to the Key ID listed on screen. Click the **Upgrade** button. You then enter in the RUS password given on your red installation sheet and click Upgrade.

If no key information is listed, or if you have problem with the RUS Update, please refer to the troubleshooting section on the following page.

C. Troubleshooting issues with the Sentinel Keys

There are a few common issues that may come up with the Sentinel Keys. These include the following items.

Issue #1: You receive an error message during installation that says that you have an old sentinel driver that must be uninstalled before the new Sentinel software can be installed.

Resolution: Go to the Windows Control Panel and select the option to Add/Remove Programs. Remove any program that starts with the name Sentinel or Rainbow. Go to your TNX directory and open the Sentinel Protection Installer subdirectory. To install the Sentinel SuperPro device driver just run the SetupSPI.exe that exists in this directory.

Issue #2: You have already removed all the previous instances of the Sentinel, but the install routine still gives you a message saying that you must uninstall your old sentinel drivers.

Resolution: Remove any program that starts with Sentinel or Rainbow as described in issue #1.

Then go to your TNX directory and open the ‘Sentinel Protection Installer’ subdirectory. There should be a file called “SSDCleanup.exe”. This is a clean-up utility provided by Sentinel. It is designed to deal with the specific issue of driver problems. Run this utility and it should clean up any problems on your computer that are preventing the driving from installing.

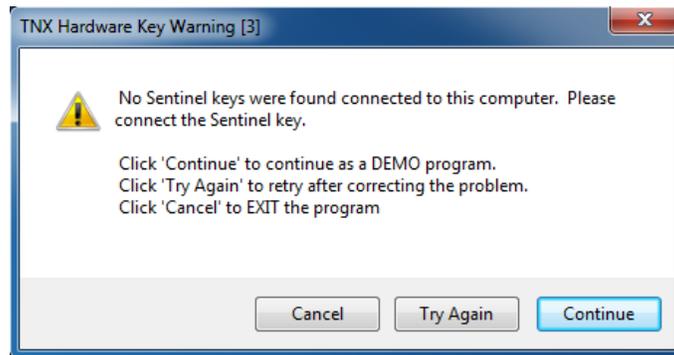
If you are using a 64 bit operating system, go to the ‘Sentinel Protection Installer\x64’ subdirectory and run the 64 bit version of the utility “SSDCleanupx64.exe”.

Note: The latest versions of drivers and utilities can be found on the SafeNet website at:

http://www.safenet-inc.com/Support_and_Downloads/Download_Drivers/Sentinel_Drivers.aspx

When the utility is finished running, just run the SetupSPI.exe that exists in the Sentinel Protection Installer directory. This will install the driver.

Issue #3: The program is mysteriously unable to detect the presence of the key.



Resolution: Chances are you have an existing Sentinel driver that is being detected, but which is not capable of reading the TNX key. For some reason, this driver is also not being updated during the installation.

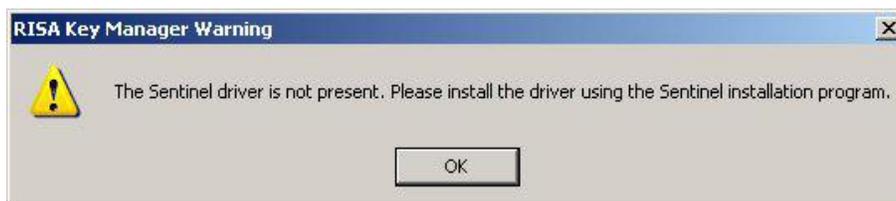
If you have not re-booted your computer after installing, then you may just need to re-boot your system for the installation routine to finish replacing the old driver.

If re-booting doesn't correct this problem, follow the instructions for Issue # 2. Make sure that ALL Sentinel keys (USB and parallel ports) are disconnected from your system when you go through this procedure.

Alternate Resolution: Obviously, you need to make sure that your USB key is plugged into a valid port and is receiving power (a green light will light up on the back of the key). But, just because a USB port is receiving power does NOT mean that the computer is communicating with that port. Try proving to yourself that the port is valid by using another device on that port (a printer, a mouse, a flash drive, et cetera).

Also, make sure the port is free of debris and can form a good connection.

Issue #4: When you start up TNX program you receive a message saying that the Sentinel Driver is not present and that you should install the Sentinel Driver.



Resolution: Install the Sentinel SuperPro device driver. To do this, go to your TNX directory and open the Sentinel Protection Installer subdirectory. To install the Sentinel SuperPro device driver just run the SetupSPI.exe that exists in this directory.

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Alternate Resolution: This can also occur if Windows is unable to detect the presence of the key itself. Follow the instructions listed for Issue #3.

Issue #5: When you run the TNX Key Manager, the KeyID is listed, but the key type is given as “Not Programmed”.

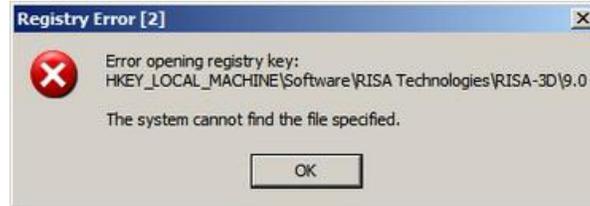
Resolution: The key needs to be returned to TNX to be properly programmed. Please contact our technical support staff via e-mail (support@townx.com) or phone 781-862-0966.

Issue #6: When you start up TNX software you receive a message saying that the Sentinel key is present, but is not authorized to run the current version of the program.



Resolution: Review the information contained in section **B. Upgrades and Remote Update Service (RUS Passwords)**.

Issue #7: When you start up TNX software you receive a Registry Error saying that the program could not open the registry key.



Resolution: This message actually means that the program has not been installed on the computer. If you are running a Stand Alone version, then you need to obtain a copy of the installation CD or download the installation pack. If you are running a Network version, then refer to the Network Installation Instructions, specifically the section regarding the Client Installation.

You should also verify that you have sufficient administrative permissions on your computer to install program and modify the Windows registry.

For Vista and Windows 7 computers, make sure that you are not just logged on as an administrator but that when you launched the installation you ran the installation application as an administrator.

Issue #8: You load the TNX program, but another program which was protected by a Sentinel (or Rainbow) parallel port key stops working.

Resolution: This is actually caused by a minor incompatibility that arises when you are using a new version of the USB driver and an old version of the Parallel port driver.

To correct this problem, follow the instructions for Issue # 2. Make sure that ALL Sentinel keys (USB and parallel ports) are disconnected from your system when you go through this procedure.

Issue #9: The key is not functioning and you are running a Windows 95 or NT 4.0 computer.

Resolution: In this case, there really isn't a resolution. USB ports are not fully compatible with Windows 95 or Windows NT. It is generally recommended that you upgrade to a new operating system, such as Windows XP or Windows 7.