

# Hardware Key not detected after Windows 10 upgrade to Version 1803

## Problem

A Loftware Label Manager or Loftware Print Server hardware key is not being recognized after **Windows 10** is upgraded to **Version 1803**.

## Article Number

2018005

## Versions

All supported LPS family product versions.

## Environment

Windows 10

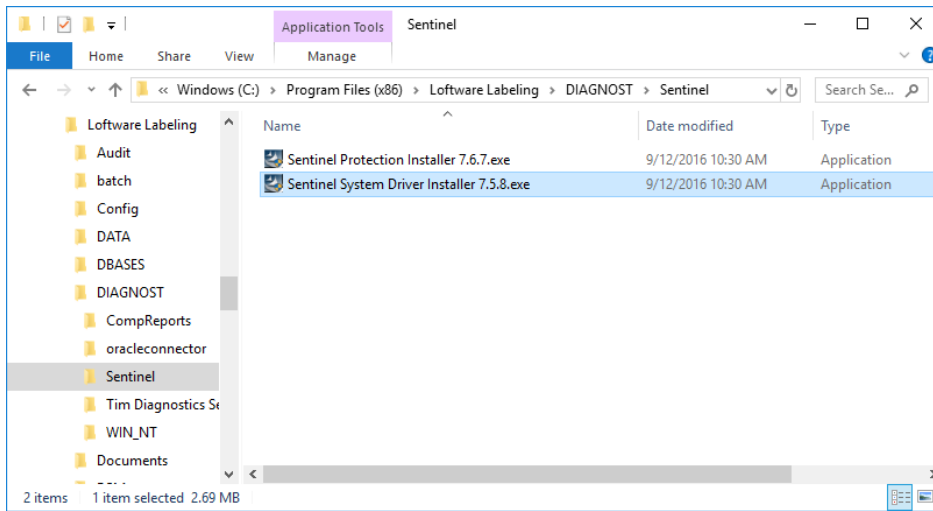


## Explanation

The upgrade to Windows 10 Version 1803 can deactivate the Sentinel System Driver functionality required for the Loftware hardware keys to work

## Solution

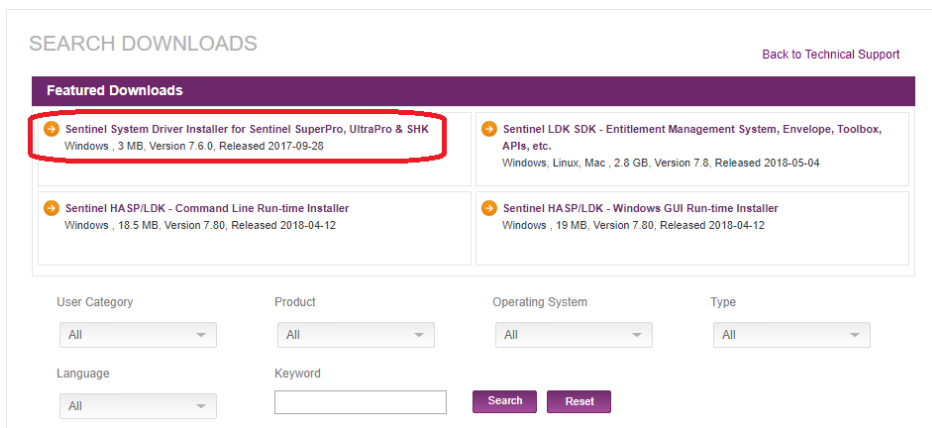
To correct the issue, re-run the **Sentinel System Driver <ver> Installer.exe** (ver may vary) located on the Loftware computer, in the **Loftware Labeling\DIAGNOST\Sentinel** folder



## Download the Driver

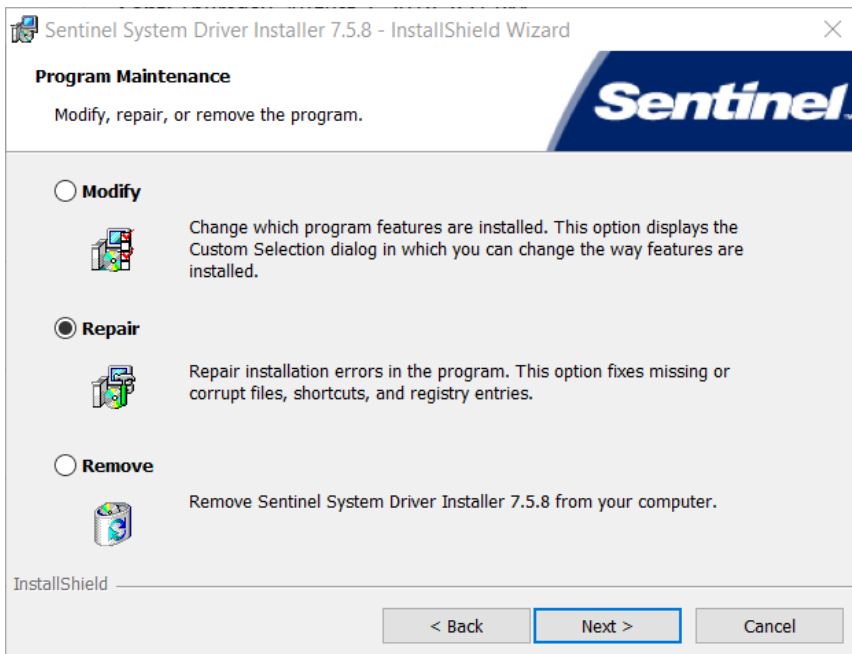
If the driver is missing from your Loftware computer, it may be downloaded below

<https://sentinelcustomer.gemalto.com/sentineldownloads/>.



## Run the Driver Installer

1. Run the **Sentinel System Driver Installer** application (exe).
2. Select **Yes** if the Windows Account Control pop up appears.
3. Click **Next** when the Sentinel System Driver Installer Welcome page appears.
4. On the **Program Maintenance** page, select **Repair**.



5. Click **Next**, and follow the instructions on the pages that appear.
6. Restart LLM.

## Related Articles

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[Page:Printing Blank Labels after Every Label with Data Prints](#)

[Page:Windows Printers are Not Importing to LPS](#)

[Page:How to Execute an LLM or LPS Repair in Windows](#)

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