

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

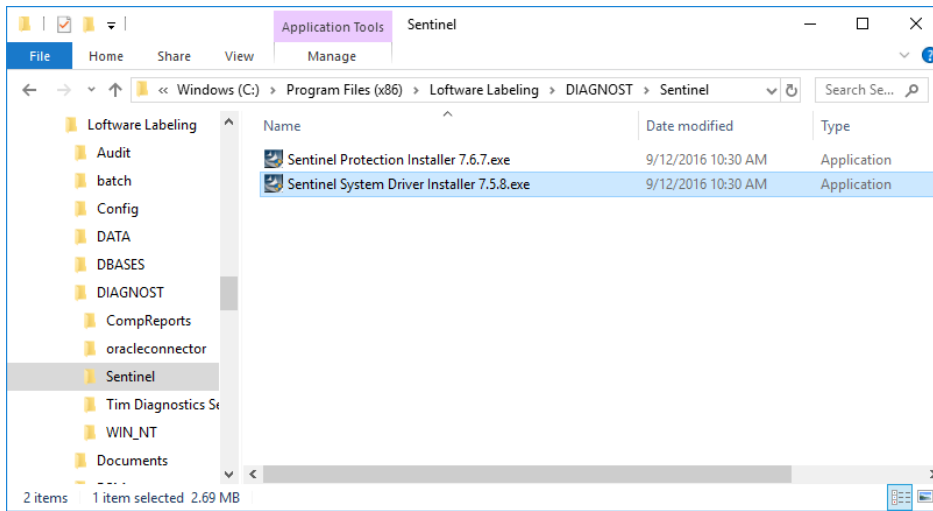


Explanation

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

Solution

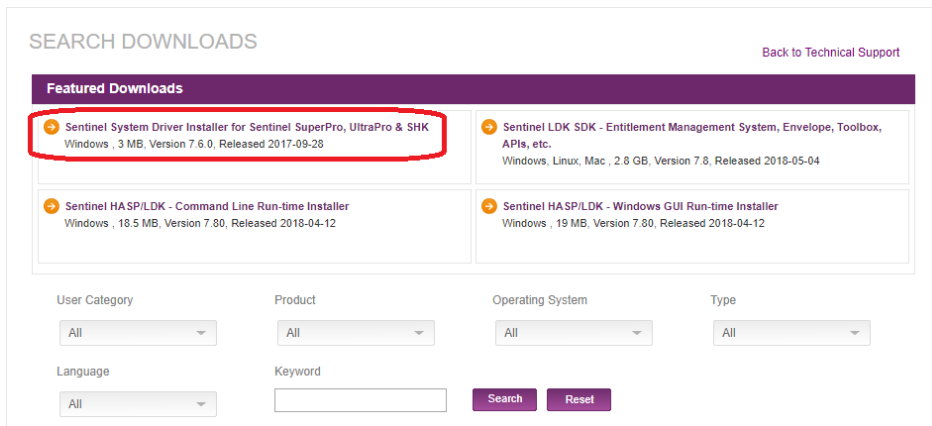
To correct the issue, re-run the **Sentinel System Driver <ver> Installer.exe** (ver may vary) located on the Loftware computer, in the **Loftware Labeling\DIAGNOST\Sentinel** folder



Download the Driver

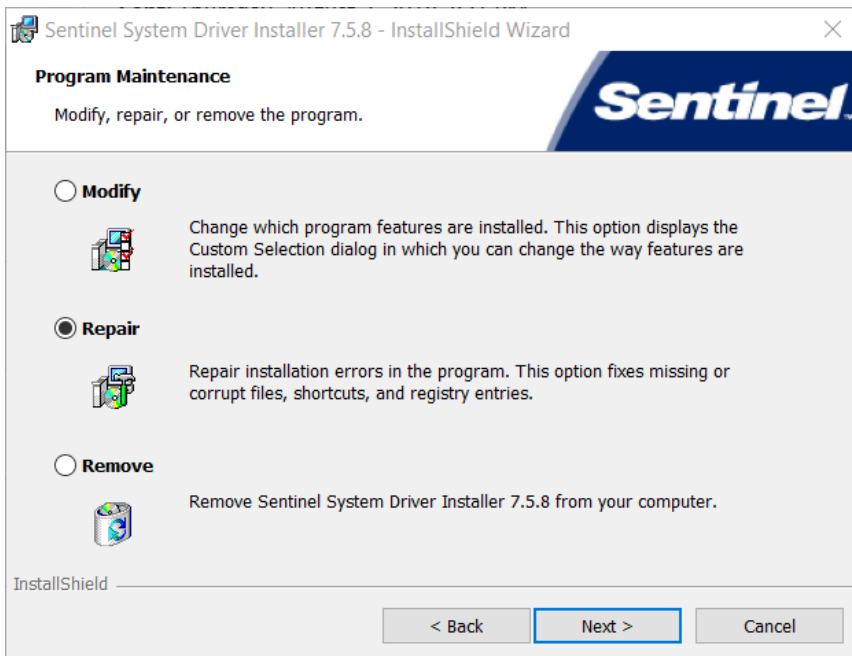
If the driver is missing from your Loftware computer, it may be downloaded below

<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

[Page:Encoding a Keystroke Character Within A Code 39 Symbology](#)

[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](#)

[Page:Jobs Sent to a Windows Printer Have Pending Status](#)