

Error Key Error. Driver Not Installed

Description

When using a SafeNet Sentinel USB key, the following error message is encountered when launching a Loftware program.

Message
Key error. Driver Not Installed

When you dismiss the error message, Demo Mode is started.

Note: This message is different than the **Key Not Found** error message.

This error occurs if the driver required for detecting the hardware key was not installed properly during the sub-system install.

Solution

See [How To Troubleshoot Key Errors _ Demo Mode](#) for initial troubleshooting. If those steps fail, then follow the steps below.

1. Start Windows Device Manager (devmgmt.msc).
2. Find **USB UltraPro** or **SafeNet USB SuperPro/UltraPro** in the list. There may be a yellow exclamation point icon indicating a problem.

Article Number

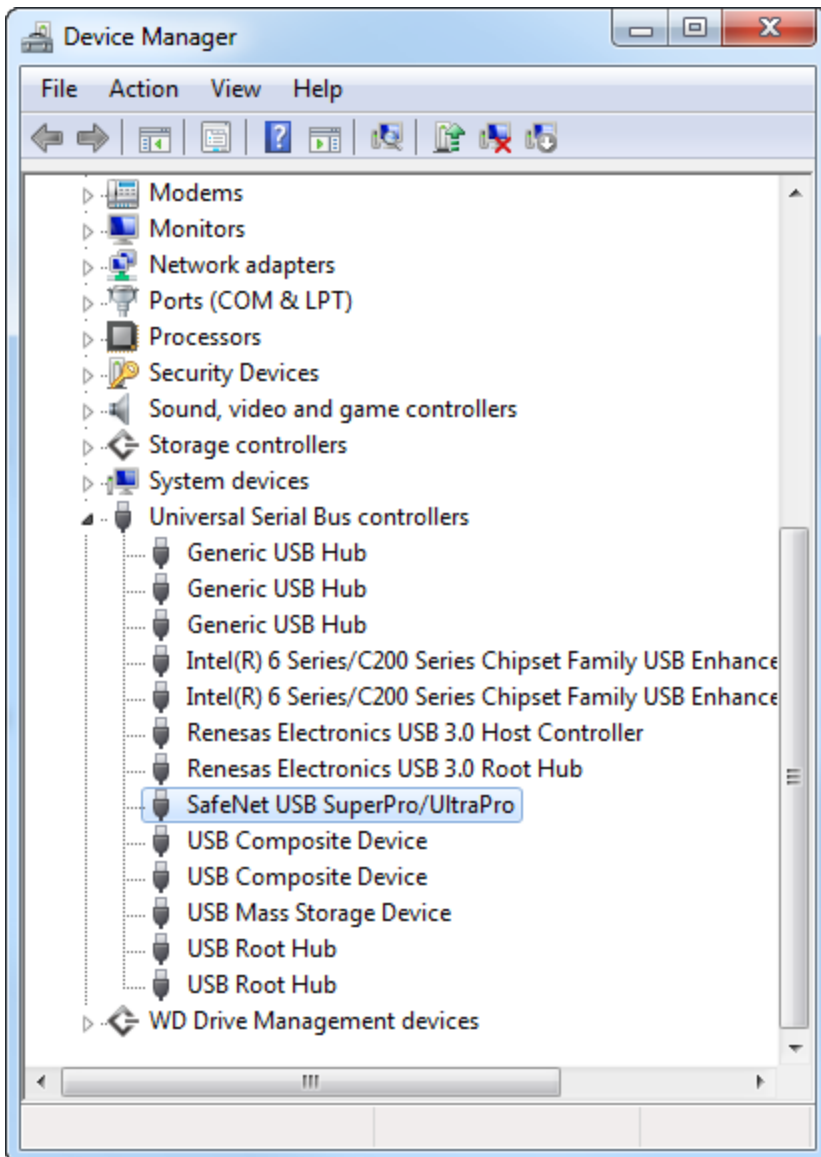
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Versions

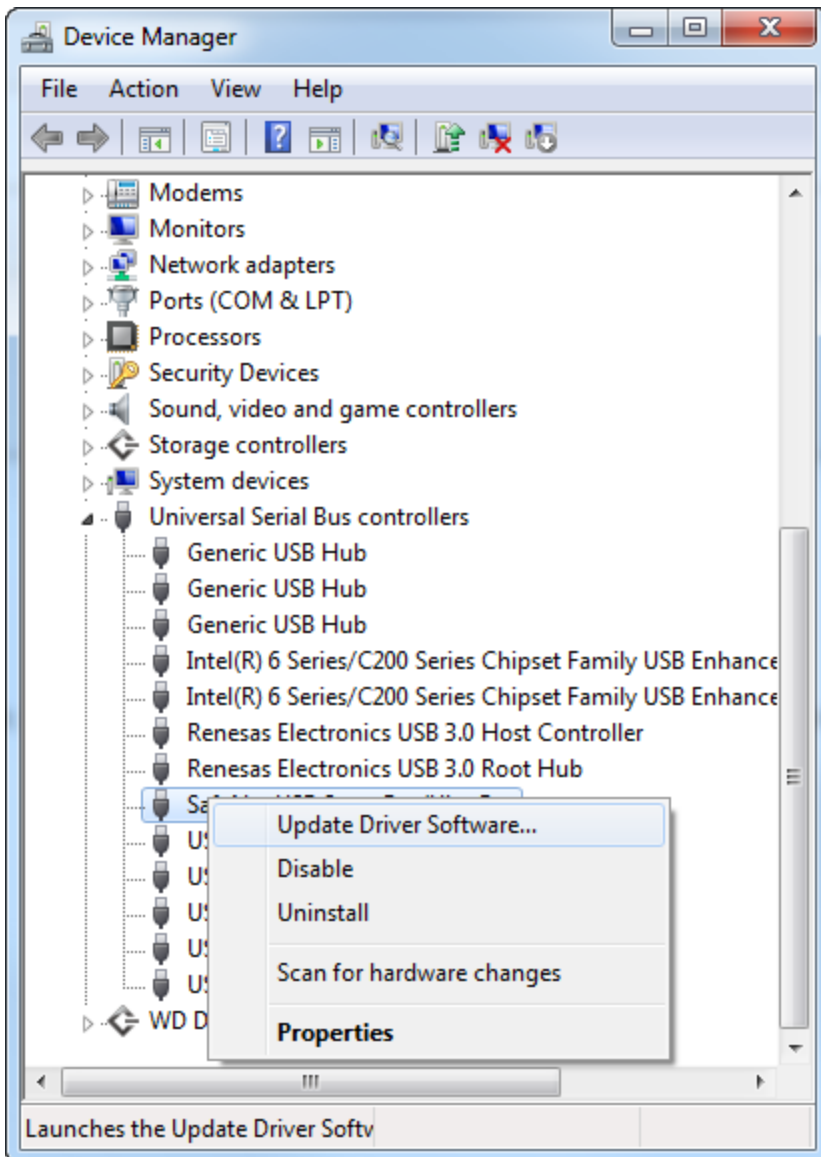
All Loftware versions.

Environment

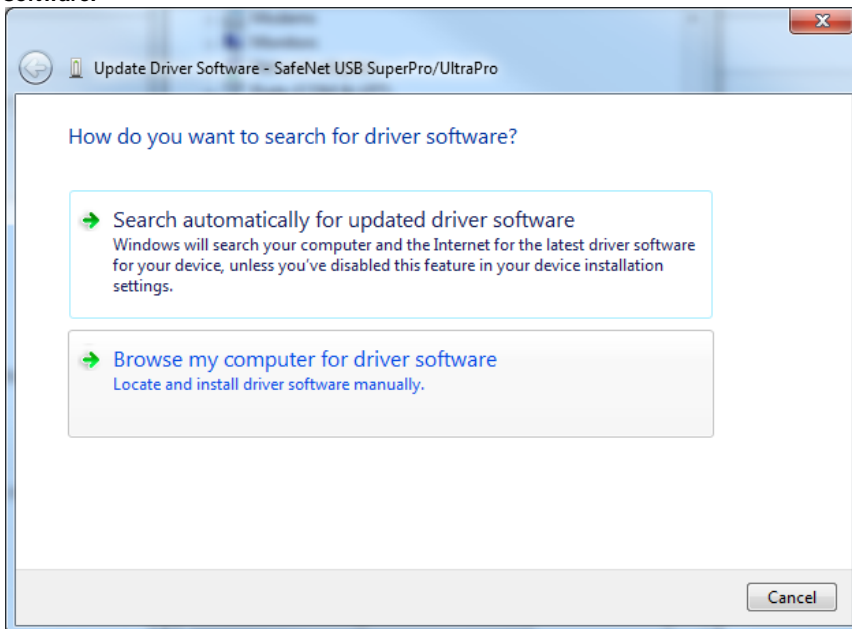
SafeNet Sentinel USB UltraPro.



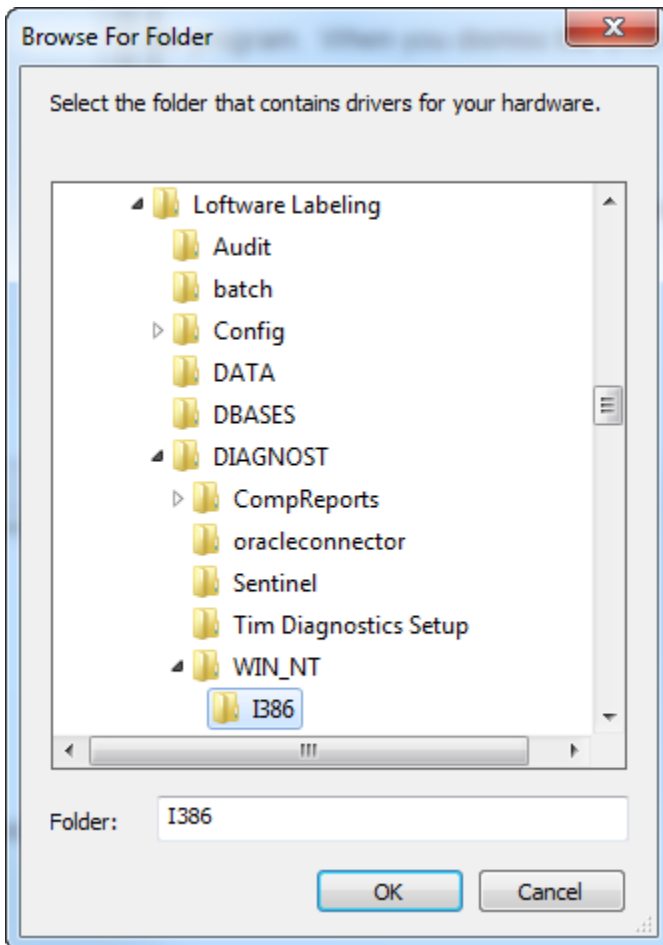
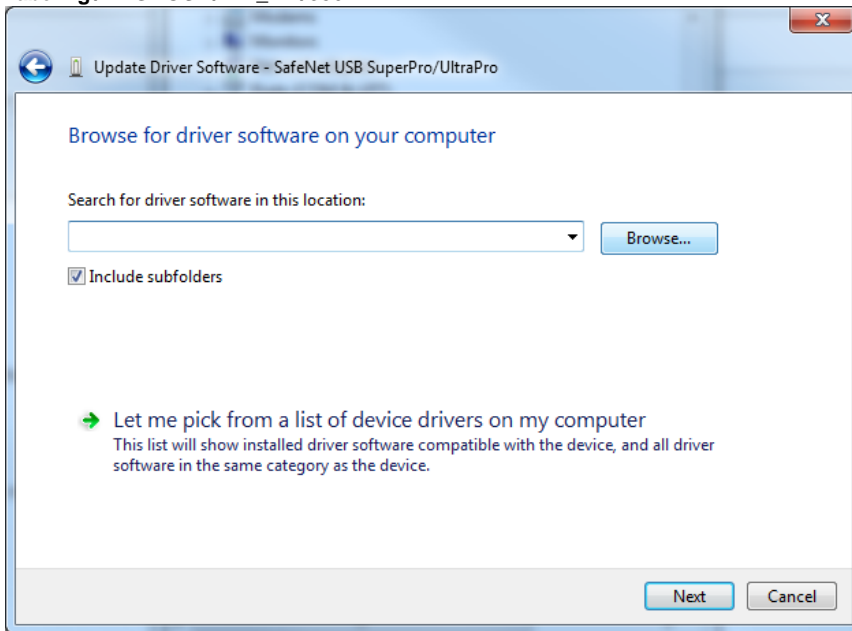
3. Right-click on **USB UltraPro** or **SafeNet USB SuperPro/UltraPro** and select **Update Driver Software**.



4. An **Update Driver Software** window displays, select **Browse my computer for driver software**.



5. Click the **Browse** button, and navigate to: **C:\Program Files (x86)\Loftware Labeling\DIAGNOST\WIN_NT\I386**.



6. You should get a message or indicator that the driver is installing.
7. When the installation is complete, reboot your PC.

Result

Once the PC reboots, the USB key should be recognized and Loftware programs will start as fully licensed. If the key is not found at this point, contact Loftware Customer Account Management

(CAM) for a replacement.

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