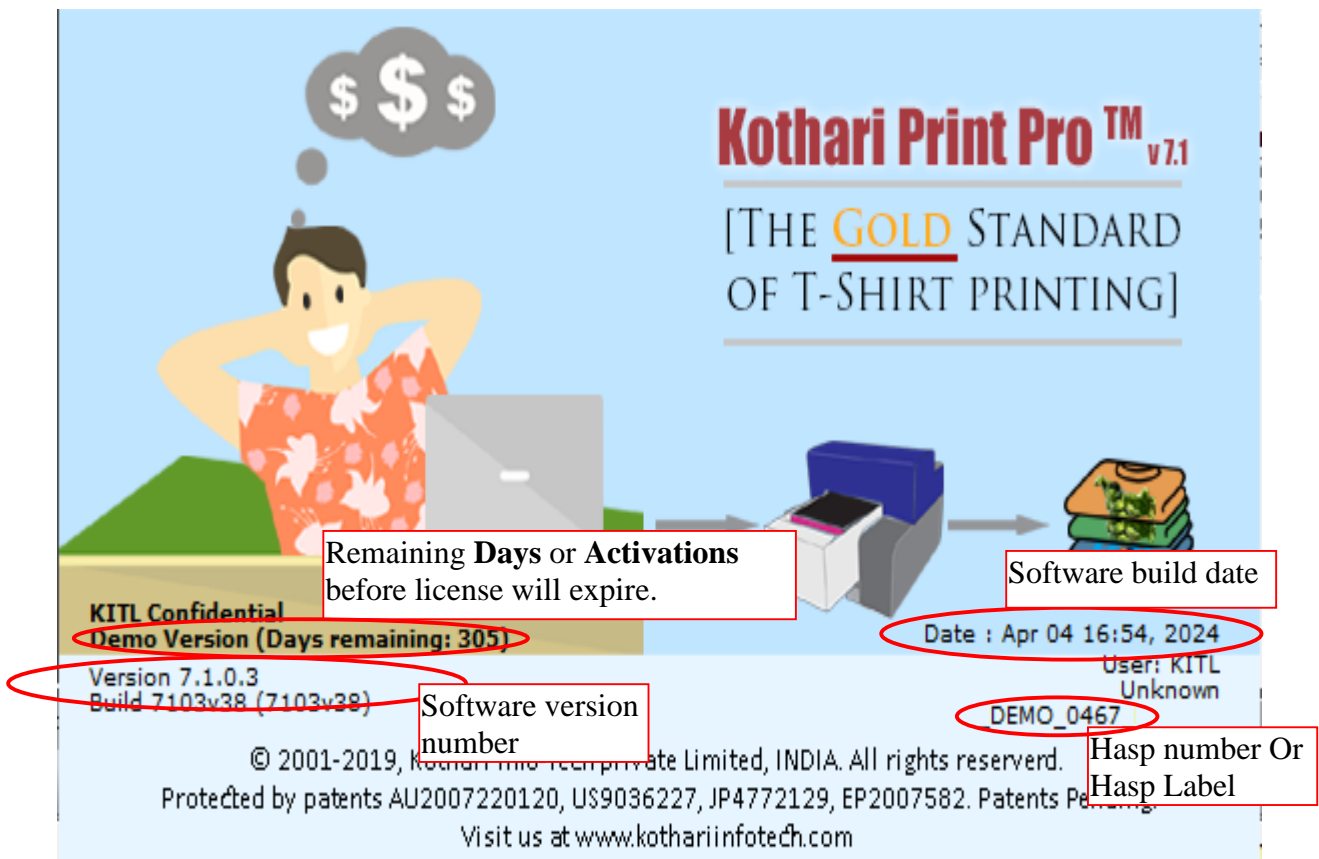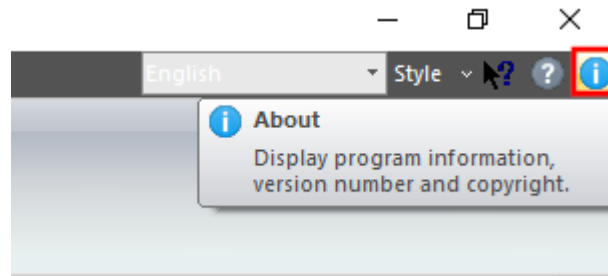# Troubleshooting for HASP Dongle

1. How to know the remaining days or the activation count of the HASP dongle? Applicable only when the software is a demo software.

   a) Run the Print Pro software.

   b) From menu select the command *Help > About.*

**Days remaining:** This specifies the number of remaining days before the license expires.

Activations remaining: This specifies the number of times the software can be launched.

No Information: If none of the above information is found then your license is perpetual.

2. Unable to start hardlock service OR Windows crash when trying to launch the software, the following message is displayed:
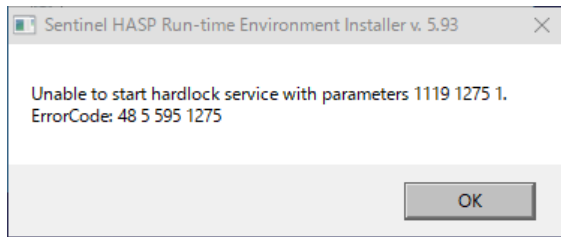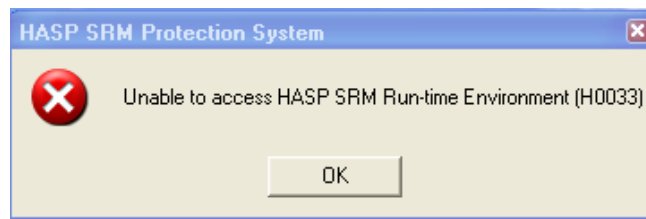

OR
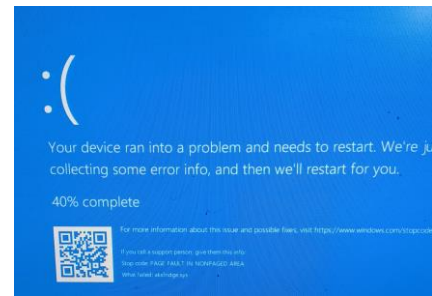
Solution:

a) Disconnect all the dongles from the computer and restart it.

b) Download the latest HASP driver using the below link:

https://www.dropbox.com/s/xa79ozz2qauvxcd/Sentinel_HASP_Driver_02_23_2023.zip?dl=0

c) Unzip the downloaded file in a local folder.

d) Run the "**HASPUserSetup.exe**" and follow the instructions to uninstall the existing HASP driver.

e) Restart the computer.

f) Run the "**HASPUserSetup.exe**" and follow the instructions to install the latest HASP driver.

3. When Hasp Driver is not installed, the following message will get displayed:

Solution:

a) Disconnect all the dongles from the computer and restart it.

b) Download the latest HASP driver using the below link:
https://www.dropbox.com/s/xa79ozz2qauvxcd/Sentinel_HASP_Driver_02_23_2023.zip?dl=0

c) Run the "**HASPUserSetup.exe**" and follow the instructions to install the latest HASP driver.

4. General Hasp error Code Message description and solution:

Error Code	Description	Solution
HASP SRM Protection System No matching Feature found (H0050) OK	Either the HASP key is not connected or a different HASP key is connected.	1. Connect the HASP dongle to the system and retry to launch the software. 2. The software is tied to the specific dongle number. So, it will not run with any other dongle. Hence, make sure to connect the dongle with the proper number.
HASP SRM Protection System Feature has expired (H0041) OK	License has expired	E-mail us with the dongle number asking to reactivate the license. Applicable only in case of demo licenses. **Note:** Regularly check the remaining days or activation count. Update us in advance to avoid interruption in normal working.
HASP SRM Protection System Feature not found (H0031) OK	The current product and dongle are incompatible	Send e-mail to us along with dongle number and error code.