
Hi Steve,

I would recommend removing and reinstalling the key driver on that computer.

To do this, please refer to the following steps:

- 1a) Ensure that no SoftPlan keys are plugged into the computer.
- b) If your computer has a 64-bit operating system, please visit the following website, select "SSD Cleanup Utility 1.2.0.5 for Windows (64-bit)", click to download the file, agree to the terms, open the zip file, then double click and run the "SSDCleanupx64.exe" file.

https://supportportal.thalesgroup.com/csm?id=kb_search&query=kbcats_product_download%20kbcats_version_downloads&spa=1&u_related_product_names=d8303b92db852e00d298728dae96199d

- c) Follow the prompts in the window that appears and restart the computer when the process has finished.

- d) Please return to the same webpage listed in step 1b, select "Sentinel Protection Installer 7.6.9 for Windows", click to download the file, open the zip file then double click and run the "Sentinel Protection Installer 7.6.9.exe" file.

- e) In the InstallShield Wizard, please choose a Complete install.

- f) Restart the computer again when the process has finished.

- g) Insert your SoftPlan key into one of the computer's USB ports and allow the key a few moments to update before starting SoftPlan.

In addition, you may want to try disabling the power-save settings for the USB ports:

- 2a) Go to Control Panel>Power Options and select "Change plan settings" beside the enabled plan.
- b) Select "Change advanced power settings", go to USB settings>USB selective suspend setting" and set it to Disabled.

Regards,

Colin Moore
SoftPlan Technical Support