

# Hasp error guidelines

This document gives some guidance how to solve the most common issues with software dongles. Those can either be when applying a licence update to the dongle or when using WindFarmer. In general, make sure that the [latest driver](#) is installed and that WindFarmer is [not blocked by your firewall/anti-virus software](#).

## Contents

1	DONGLE ERRORS WHEN USING WINDFARMER.....	2
1.1	HASP error: Key type not supported; status 109	2
1.2	"18 - HASP_KEYID_NOT_FOUND"	2
1.3	"48 5 672 577 - Unable to start aksfridge service"	2
1.4	"33 - Communication error between application and local"	2
1.5	"41 - HASP error: Feature expired"	2
1.6	"H0033 - Unable to access Sentinel HASP Runtime Environment (H0033)"	2
1.7	"Failed to find valid local or network licence, status 139"	2
1.8	"HASP USB Key Not Recognized / Blinking"	3
2	ERRORS WHEN APPLYING DONGLE LICENCE FILES.....	4
2.1	"19 - Update data consistency check failed"	4
2.2	"54 Update was already installed"	4
2.3	"55 - Another Update must be installed first"	4
2.4	V2C File is Invalid	4
3	ERRORS DURING INSTALLATION .....	5
3.1	"19 2 287 0 - HASP LM Server Running"	5
	APPENDIX .....	6
A.1	Start the Licence manager	6
A.2	Install latest driver	8
A.3	Ports and antivirus software	9

## 1 DONGLE ERRORS WHEN USING WINDFARMER

### 1.1 HASP error: Key type not supported; status 109

This issue happens when running time-consuming calculations. This has been fixed in WindFarmer 5 so if you see this issue you should upgrade to this version.

### 1.2 "18 – HASP\_KEYID\_NOT\_FOUND"

The Hasp Licence Manager service has been stopped. [Restart](#) the service.

### 1.3 "48 5 672 577 – Unable to start aksfridge service"

The aksfridge service is a helper service that is used by Sentinel HASP License Manager service and can be present from a previous installation of the Licence Manager.

1. Open the Device Manager window from the Control Panel.
2. Select Show hidden devices from the View menu.
3. Find the Non-Plug and Play Drivers | hardlock or Non-Plug and Play Drivers | Sentinel HASP Fridge node and then uninstall it (to uninstall, right-click the node and then choose Uninstall from the context menu).
4. Restart the operating system.

### 1.4 "33 - Communication error between application and local"

The Hasp Licence Manager service has been stopped. [Restart](#) the service.

### 1.5 "41 - HASP error: Feature expired"

The time limit of the dongle has expired. Contact [windfarmer@dnvgl.com](mailto:windfarmer@dnvgl.com).

### 1.6 "H0033 - Unable to access Sentinel HASP Runtime Environment (H0033)"

The Hasp Licence Manager service has been stopped. [Restart](#) the service.

### 1.7 "Failed to find valid local or network licence, status 139"

See next solution.

## 1.8 "HASP USB Key Not Recognized / Blinking"

The HASP licensing key can become corrupted causing the Operating System to be unable to recognize the USB key. An indication of this error condition is the continuous blinking of the LED indicator at the end of the USB key. All products will no longer be able to access a valid license authorization and the License Viewer will indicate that a key cannot be found.

This problem is caused when the dongle that is updating its firmware is interrupted.

### **Solution**

This involves uninstalling the affected device from Windows and then letting it automatically reinstall it.

1. Ensure the inoperable key is inserted into the USB port.
2. Go to Start > Control Panel > System > Hardware > Device manager
3. Scroll down and expand the Universal Serial Bus tree.
4. Find the dongle. It will often have a yellow question mark showing that it is not installed properly. There will be 3 entries for the dongle
5. Right click on each entry and select Uninstall
6. Once all have been uninstalled the light on the dongle should stop flashing
7. Remove the dongle and then reconnect it
8. Windows will now reinstall the dongle drivers automatically. The process will be complete when the light on the dongle is constant

## 2 ERRORS WHEN APPLYING DONGLE LICENCE FILES

### 2.1 "19 - Update data consistency check failed"

Outlook was applying formatting to the codes when emailed. Contact [windfarmer@dnvgl.com](mailto:windfarmer@dnvgl.com).

### 2.2 "54 Update was already installed"

Update has already been applied by the user. It is normally seen if the update does not make the changes required to the dongle so the user tries to apply it again. Contact [windfarmer@dnvgl.com](mailto:windfarmer@dnvgl.com).

### 2.3 "55 - Another Update must be installed first"

Previous updates have not been installed. Contact [windfarmer@dnvgl.com](mailto:windfarmer@dnvgl.com).

### 2.4 V2C File is Invalid

Users email client is corrupting the update file. Contact [windfarmer@dnvgl.com](mailto:windfarmer@dnvgl.com).

## 3 ERRORS DURING INSTALLATION

### 3.1 "19 2 287 0 – HASP LM Server Running"

HASP Licence Manager is already installed and running before installation.

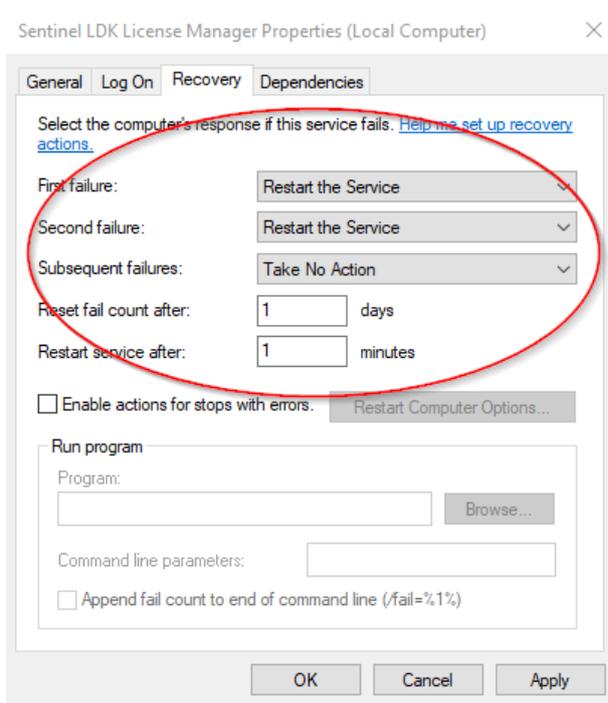
1. Select Start > Control Panel > Administrative Tools > Services (or type "services.msc" in the Windows Search)
2. Right click on Sentinel HASP License Manager or Sentinel LDK Licence Manager
3. Click with the right mouse button and choose Stop in the dropdown menu
4. Close the Control Panel and start the installation process again.

## APPENDIX

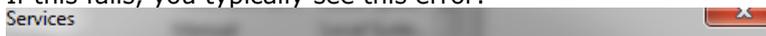
### A.1 Start the Licence manager

1. Select Start > Control Panel > Administrative Tools > Services (or type "services.msc" in the Windows Search)
2. Right click on Sentinel HASP License Manager or Sentinel LDK Licence Manager
3. Select Start
4. If Start is not available, select Restart

To avoid the service to stop, right-click and select Properties". In the "Recovery" tab, change the settings to:



If this fails, you typically see this error:



Windows could not start the Sentinel LDK License Manager service on Local Computer.

Error 1053: The service did not respond to the start or control request in a timely fashion.

OK

Try the following steps:

1. Control Panel > Administrative Tools > Services check if there is a service "HASP LM" running and if so, stop it (right-click). Only very old versions of WindFarmer (or Bladed) need this.
2. Open a web browser and connect to <http://localhost:1947> This is Admin Control Center. If it's possible to connect to this, then the driver is installed OK and the problem lies elsewhere. If you get a message "page cannot be displayed" then it's possible the sentinel driver (RTE) is not installed or blocked (in this case, [install the driver](#)).
3. Check the windows event log (Control Panel -> Administrative Tools -> Event Viewer) for entries relating to the sentinel License Manager Service(hasplm.exe) that will give an error message and further diagnostic information

## A.2 Install latest driver

Please remove the dongle from your computer before installing the drivers.

Download the latest set of drivers from the manufacturer's website which you can get from [https://supportportal.gemalto.com/csm/?id=search&t=kb&p=50303b92db852e00d298728dae96199d&q=kbcat\\_runtime\\_packages](https://supportportal.gemalto.com/csm/?id=search&t=kb&p=50303b92db852e00d298728dae96199d&q=kbcat_runtime_packages)

The download you need is called "Sentinel HASP/LDK - Windows GUI Run-time Installer". You will need to agree to the Sentinel SLA before being able to download the file.

Once installed, connect your dongle again and it may then go through an update procedure. This will be complete when the red light on the dongle stops flashing.

If this doesn't work, download the "Sentinel HASP LDK - Command Line Run-time Installer".

1. Unzip the folder locally – this includes a file called haspdinst.exe.
2. Open the command line (make sure you run it as administrator from the right-click options).
3. Then change the directory to where the haspdinst.exe is stored. (type "cd <the folder path>")
4. In the command line run "haspdinst -purge"
5. In the Windows Control Panel go to Programs and Features and check if the Sentinel Runtime is listed. If this is the case, uninstall it.
6. Control Panel > Administrative Tools > Services check if there are any services starting with "Sentinel HASP", "Hasp", or "HLServer" and stop them
7. Erase any aks\*. \* files, "hardlock.sys" and "haspnt.sys" from "c:\windows\system32\drivers" – remember that on 64 Bit OS there is another directory to check: "c:\windows\sysWOW64\..."
8. Control Panel > System > Device Manager
  - Select the menu "View\Show hidden devices"
  - Expand the part "Non plug and play drivers"
  - Uninstall each of the following if exists: "Hardlock", "Haspnt", "HASP fridge".
9. Reboot
10. Install driver in command line as before running "haspdinst -i"

### A.3 Ports and antivirus software

Check your personal firewall/Antivirus software. By default, most personal firewall/Antivirus software will request permission to allow access for sentinel Licence Manager the first time it is run. If access is allowed there will be no problems. If access is denied you will encounter communication problems. To resolve such problems either disable the Firewall/AV completely or create a rule/exception in the firewall/AV software to allow the sentinel License Manager (if there is an option to create a rule/exception based on a port number, allow port 1947). Add c:\Windows\system32\hasplms.exe in the Exception list of the anti-virus and firewall application.

Check that there isn't any other application that uses sentinel registered port (Port 1947). If you find such a program, disable it and run the sentinel application again.

1. In the command line run "netstat -ano"
2. Look for the PID for 0.0.0.0:1947
3. In the Windows task manager, look for a service with the same PID
4. If this is **not** "hasplms", stop the service

