

# Problems and Solutions

## Problems and solutions

**Problem:** When starting the process [D2000 Server](#), it displays the message box "Missing Hardware key - Do you want to start D2000 system in DEMO mode?".

**Solution:** No [HW key](#) has been detected or any [software key](#) has been activated. The driver "Sentinel Protection Installer" was installed properly and is working. If you test D2000 System without HW key, click YES to continue. You can find more detailed information about D2000 DEMO [here](#). When starting D2000 System, [D2000 Server](#) writes the following record into log file:

```
Application : XXXXXXXX
SoftwareVersion : V10.XX.XX ( T0000000000-00 )
VersionLevel : DEMO
ExpirTime : 03:17 16-08-2014
MaxTagNr : 10000
MaxArchTagNr : 10000
```

If you bought a Runtime licence or you are using an OEM key, check, whether your HW key is plugged in properly. If you test D2000 System in [DEMO](#) mode, click on YES and start D2000 System as DEMO.

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**Problem:** When starting [D2000 Server](#), it shows the message box "Sentinel SuperPro driver has not been installed! - Do you want to start D2000 System in DEMO mode?".

When starting [D2000 Server](#), it writes this record into log file:

```
Hard Key Error : 'Sentinel Protection Installer not found!'
```

**Solution:** "Sentinel Protection Installer" has not been installed. Install it manually from the directory "Sentinel" on the installation DVD. You can get the driver also from a web site <http://www.safenet-inc.com/support-downloads/sentinel-drivers/>. If you test D2000 System in [DEMO](#) mode, click on YES and start D2000 System as DEMO.

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**Problem:** [D2000 Server](#) (Kernel) is automatically stopped after starting the system and the log file contains the following error log:

```
Hard Key Error : 'No valid HW key found!'
```

**Solution:** HW key has been detected, but it is not possible to get the valid information. HW key is probably damaged. If you use the discontinued parallel HW key and this problem occurs when starting the system with the new Runtime or OEM HW key, set the parameters of parallel port to ECP or EPP in BIOS, or try to test it on other work station. If the problem still persists, please contact Ipssoft Technical Support.

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**Problem:** [D2000 Server](#) (Kernel) is stopped immediately after starting and log file contains this error log:

```
Hard Key Error : 'Found not valid HW (Runtime/OEM) key!'
```

**Solution:** Probably you have started D2000 System with CNF key placed on the first position. Plug a Runtime or OEM HW key on the first position.

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**Problem:** When starting, [D2000 Server](#) displays the message box "D2000 Error - Missing or invalid Licence File LicenceRun.code" and the system stops.

**Solution:** The file *LicenceRun.code* containing the Runtime licence has not been found. Place the file into proper directory (see the topic [License file](#)). If your [licence file](#) is placed properly, probably your licence file is wrong - it is not assigned to the HW key connected to the computer, or there is a possibility of a mistake being made if the file contents was created manually in the safe mode (e.g. obtained by phone or by sms). Check the correctness of the licence file contents once more. Contact the Ipssoft Technical Support.

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**Problem:** When starting, [D2000 Server](#) displays the message box "D2000 Error - Missing or invalid OEM Licence file LicenceDev.code" and the system stops.

**Solution:** The problem is similar to the problem mentioned above, but with a development OEM licence.

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**Problem:** When starting, [D2000 Server](#) displays the message box "D2000 Error - Licence file LicenceRun.code is not assigned to this D2000 version" and the system stops.

**Solution :** Your version of the D2000 System is other than in the licence agreement. Install the correct version of D2000 System or contact the Ipssoft Sales Department.

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**Problem:** The process [D2000 CNF](#) is running in the Read-Only mode.

**Solution:** There is no valid CNF or OEM [hardware key](#) key plugged into the computer.

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**Problem:** The process D2000 KOM stops when starting and displays the message box "Protocol *ProtocolName* is not allowed for this application !".

**Solution:** The Runtime licence, you own, does not allow to operate the communication protocol. All protocols are supported when developing an application with OEM licence, but when you change your D2000 licence to Runtime licence, communication protocols are checked. Contact the Ipesoft Sales Department.



**Related pages:**

[Licensing the D2000 products](#)