

# Problems and their Solutions

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

**Solution:** No [HW key](#) has been detected or any [software key](#) has been activated. The "Sentinel Protection Installer" driver was installed properly and is working. If you test the D2000 System without an HW key, click "Yes" to continue. You can find more detailed information about the D2000 DEMO [here](#). When starting the D2000 System, the [D2000 Server](#) writes the following record into the 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 license or you are using an OEM key, check, whether your HW key is plugged in properly. If you test the D2000 System in [DEMO](#) mode, click on YES and start the D2000 System as DEMO.

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

When starting [D2000 Server](#), it writes this record into the 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 website <http://www.safenet-inc.com/support-downloads/sentinel-drivers>. If you test the D2000 System in [DEMO](#) mode, click on "Yes" and start the 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 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 the parallel port to ECP or EPP in BIOS, or try to test it on another workstation. If the problem still persists, please contact Ipesoft Technical Support.

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

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

**Solution:** Most likely, you start the D2000 System with the CNF key placed on the first position. Plug a Runtime or OEM HW key in the first position.

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

**Solution:** The file "*LicenseRun.code*" containing the Runtime license has not been found. Place the file into a proper directory (see the topic [License file](#)). If your [license file](#) is placed properly, your license file probably 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 were created manually in the safe mode (e.g. obtained by phone or by SMS). Check the correctness of the license file contents once more. Contact the Ipesoft Technical Support.

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

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

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

**Solution:** Your version of the D2000 System is other than in the license agreement. Install the correct version of the D2000 System or contact the Ipesoft 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](#) plugged into the computer.

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**Problem:** The process [D2000 KOM](#) stops when starting and displays the message box "Protocol *Protocol/Name* is not allowed for this application !".

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



**Related pages:**

[Licensing the D2000 products](#)