

Sentinel System Driver Version 7.6.0 (Windows) ReadMe

This ReadMe file provides information on the Sentinel System Driver installation, features, and where to report problems.

Who Should Read This Document?

This ReadMe document is intended for users who require Sentinel System Driver for accessing the Sentinel SuperPro, Sentinel UltraPro, or Sentinel Hardware Keys.

Product Overview

The Sentinel System Driver provides a communication path between your protected application and the Sentinel key. The device driver can be used for communicating with the following hardware keys:

- Sentinel Hardware Key
- Sentinel Dual Hardware Key
- Sentinel UltraPro Key
- Sentinel SuperPro Key
- Sentinel Pro Key

Problems Corrected in this Release

The following are the enhancements and fixes in this release:

- For Sentinel System Driver, support for Windows 10 Credential Guard and Device Guard has been added.
- Parallel Drivers installation has been removed from the default installation path. If required, you can install it from the custom installation path.

Installation

This section provides details regarding the installation.

Platforms Supported

- The 32-bit Sentinel System USB Driver runs on Microsoft Windows XP (32-bit), Windows 7 (32-bit), Windows 8 (32-bit), Windows 8.1 (32-bit) and Windows 10 (32-bit).
- The 64-bit Sentinel System USB Driver runs on Windows XP (64-bit), Server 2008 R2 (64-bit), Windows 7 (64-bit), Windows 8 (64-bit), Server 2012 (64-bit), Windows 8.1 (64-bit), Windows 10 (64-bit) and Windows Server 2016 (64-bit).
- The 32-bit Sentinel System Parallel Driver runs on Microsoft Windows XP (32-bit), Windows 7 (32-bit), Windows 8 (32-bit), and Windows 8.1 (32-bit).
- The 64-bit Sentinel System Parallel Driver runs on Windows XP (64-bit), Server 2008 R2 (64-bit), Windows 7 (64-bit), Windows 8 (64-bit), Server 2012 (64-bit), and Windows 8.1 (64-bit).

Where Should I Run This Installer?

Run this installer on the system where the hardware key is to be attached or where the software key is to be installed. This can be a standalone system or a network system (where multiple applications in the subnet access the hardware keys concurrently).

Installation Notes

Note: Administrator privileges are required for installing this software.

To launch the installer, double-click the Sentinel System Driver Installer 7.6.0.exe provided.

Follow the on-screen instructions to complete the installation.

The Installed Directory Structure

The Sentinel System Driver files are installed at the locations listed in the table that follows.

Component	Path	Description
Sentinel System Driver	On Windows 32-bit: <OS Drive>\Program Files\Common Files\ Safenet Sentinel\Sentinel System Driver	Contains <i>SetupSysDriver.exe</i> (the driver configuration program) and several driver-related files.
	On Windows 64-bit: <OS Drive>\Program Files(x86)\Common Files\ Safenet Sentinel\Sentinel System Driver	

Tips on Using Sentinel System Driver

Using the Driver Configuration Program

Sentinel System Driver contains a configuration program called *SetupSysDriver.exe* that enables you to configure the driver, if necessary. It also contains an option that enables you to call the original installer to modify, repair, or remove the installation.

The driver configuration program—SetupSysDriver.exe—can be found in the directory described above.

When you run the driver configuration program, a window is displayed, offering several configuration choices.

If you only have the USB driver installed, the configuration program will not detect the USB driver if no USB key is plugged in. This is because the plug-n-play USB driver is only loaded when a key is plugged in. This differs from the parallel driver, which is always loaded after it is installed, so the configuration program should always detect its presence.

Add/Repair/Remove Installation

If you select this option, the installer runs the Windows Installer and allows you to modify/repair/remove the installation. This option is the same as using the **Add/Remove Programs** option.

Enable/Disable USB Driver Error Log

The **Enable USB Driver Error Log** button allows you to generate the error log files related to the USB driver. If **Enable USB Driver Error Log** is selected and an error occurs with the USB driver while communicating with the key, the sntlusb.log file is created in the <OS_Drive>.

When clicked, the button toggles to **Disable USB Driver Error Log**, which you can select to disable generating the USB error log file.

Modify/Repair/Remove Instructions

If you have installed Sentinel System Drivers using its *exe file*, use the following procedure to repair/remove it.

1. Open the Control Panel.
2. Double-click **Add/Remove Programs** to obtain a list of software programs installed on your system. Look for the Sentinel System Driver Installer's entry.
3. Click **Remove** and follow the on-screen instructions. A message may appear asking you to reboot your system.

Obtaining Support

You can contact us using any of the following options:

Business Contacts - To find the nearest office or distributor, use the following URL:

<https://sentinel.gemalto.com/contact-us-sm/>

Technical Support

To obtain assistance in using Gemalto products, feel free to contact our Technical Support team:

- **Customer Support Portal (preferred):**<https://supportportal.gemalto.com/csm?id=sentinel>
- **Support Essentials** (Contact details, support plans, and policies):
https://supportportal.gemalto.com/csm?id=support_essentials
- **For Issues Related to Using the Portal:** customerportalsupport@gemalto.com
- **Phone:**
 - AMER: 800-545-6608 (US toll free)
 - International: +1-410-931-7520
 - EMEA/APAC: <https://supportportal.gemalto.com/csm?id=sentinel>
Click **Contact Us**
- **E-mail** (Use if you cannot submit the technical issue via the portal):
technical.support@gemalto.com

Downloads

You can download installers and other updated components here:

<https://sentinelcustomer.gemalto.com/sentineldownloads/>

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