

## E0009 problem with Hasp

This document includes a step-by-step procedure. It refers to version 8.43 of the Hasp Windows Driver, but if you are using a more current version, you need to substitute accordingly.

These are handy links (which are included in the chart below). Use the chart to walk through the steps in the order they are presented.

Key in or Out?	Operation	Link to use	
In	Determining which version of the Hasp driver is installed on the computer	<a href="http://localhost:1947/int/devices.html">http://localhost:1947/int/devices.html</a>	If the key lights up, you should be able to use this link. If the key doesn't light up, you won't get to a web page with this link, which means no driver is installed. Look at the Version to determine which version of the driver you are using. We want 8.15 But if 8.43, we need to uninstall it.
Out	If version, 8.43, it needs to be uninstalled with the 8.43 installer.	If you are not sure if the installer you have is 8.43, OR if you deleted it.. go here. And download the 8.43 hasp installer  <a href="https://supportportal.thalesgroup.com/csm?sys_kb_id=61fb0ee1dbd2e78cfe0aff3dbf9619ab&amp;id=kb_article_view&amp;sysparm_rank=2&amp;sysparm_tsqueryId=0af2054747f59d10128dca72e36d4302&amp;sysparm_article=KB0018320">8.4.3 version https://supportportal.thalesgroup.com/csm?sys_kb_id=61fb0ee1dbd2e78cfe0aff3dbf9619ab&amp;id=kb_article_view&amp;sysparm_rank=2&amp;sysparm_tsqueryId=0af2054747f59d10128dca72e36d4302&amp;sysparm_article=KB0018320</a>	Unzip and run the 8.43 installer. Sometimes you have to run it a few times (I don't know why) What you are looking for is a dialog that gives you the option to Remove the current driver.
In	Confirming driver is gone	<a href="http://localhost:1947/int/devices.html">http://localhost:1947/int/devices.html</a>	The key should not light up, and this link shouldn't open the Sentinel Admin Control center.
Out	Install the 8.15 driver	<a href="http://www.cochenille.com/Sentinel_LDK_Runtime_setup8.15.zip">http://www.cochenille.com/Sentinel_LDK_Runtime_setup8.15.zip</a>	Download, unzip, and run the 8.15 installer. Please pay attention to which driver you are actually installing (make sure you are not running the 8.43 one again, as you may have a few things in your downloads folder)
IN	Confirm version 8.15	<a href="http://localhost:1947/int/devices.html">http://localhost:1947/int/devices.html</a>	The key should light up. Under Version you should now see 8.15 Also, if you click on Products (under Options) you should see Product 6 which is Garment Designer

We will use this link to confirm what version is installed, if your key is seen, etc.

<http://localhost:1947/>

This is the version of driver that GD needs.

[http://www.cochenille.com/Sentinel\\_LDK\\_Run-time\\_setup8.15.zip](http://www.cochenille.com/Sentinel_LDK_Run-time_setup8.15.zip)

This is the most recent version of the Hasp driver which we might need in case it was the version you downloaded and used to install the driver.

[8.4.3 version](#)

[https://supportportal.thalesgroup.com/csm?sys\\_kb\\_id=61fb0ee1dbd2e78cfe0aff3dbf9619ab&id=kb\\_article\\_view&sysparm\\_rank=2&sysparm\\_tsqueryId=0af2054747f59d10128dca72e36d4302&sysparm\\_article=KB0018320](https://supportportal.thalesgroup.com/csm?sys_kb_id=61fb0ee1dbd2e78cfe0aff3dbf9619ab&id=kb_article_view&sysparm_rank=2&sysparm_tsqueryId=0af2054747f59d10128dca72e36d4302&sysparm_article=KB0018320)