## Postupak pri pojavi greške sa kodom H0033

U slučaju da se prilikom instalacije ili pokretanja programa javi greška "HASP SRM Protection System - Unable to access HASP SRM Run-time Environment (H0033)" ili "Sentinel HASP Protection System - Unable to access Sentinel HASP Run-time Environment (H0033)" potrebno je uraditi sledece:

Proverite da li je HASP kljuc prikljucen na USB port racunara i da li svetli njegova lampica.

Ako je to ispunjeno, kliknite na sledeći link: <u>http://localhost:1947/\_int\_/devices.html</u>

Trebalo bi da se u vašem Web Browseru pojavi ovakva stranica:

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Ukoliko je pristup ovoj stranici onemogućen (pokrene se Web-browser ali prijavi da ne može uspostaviti konekciju - u Firefox-u "Firefox can't establish a connection to the server at localhost:1947" a Internet Explorer prijavi "Internet Explorer cannot display the webpage"), tada postoji problem sa servisom License Managera (LM).

Potrebno je preuzeti program za instalaciju najnovijih HASP drajvera. Za ovu svrhu najbolje je iskoristiti varijantu programa programa koji radi iz komandne linije, malo je manje elegantan za upotrebu, ali ima vise mogućnosti od standardnog programa za instalaciju drajvera.

Evo linka do programa za instalaciju HASP drajvera: ftp://ftp.aladdin.com/pub/hasp/Sentinel\_HASP/Runtime\_%28Drivers%29/Sentinel\_HASP\_Runtime\_cmd\_line.zip

Raspakujte ovu arhivu i dobićete program haspdinst.exe. Zapamtite direktorijum gde se nalazi ovaj program.

Pokrenite "Run" dijalog: (korisnici Windows XP) "Start->Run", (korisnici Windows Vista i Windows 7) "Start->All Programs->Acessories->Run" Kliknite na dugme "Browse" i pronađite program **haspdinst.exe** kojeg ste upravo preuzeli. Kada ga pronadjete duplim klikom miša ga izaberite. U edit polju dijaloga "Run" kliknite na kraj linije i iza poslednjeg slova e u .exe otkucajte -fr -kp -purge



Kliknite na Ok dugme. Počeće proces deinstalacije drajvera i čišćenje zaostalih i nekompletno instalisanih ostataka.

Kada program zavrsi sa radom, ponovite sve isto samo sada cete posle poslednjeg e u .exe otkucati -i

📨 Run	×							
	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.							
<u>O</u> pen:	ds\Sentinel_HASP_Run-time_cmd_line\haspdinst.exe -i							
	This task will be created with administrative privileges.							
	OK Cancel <u>B</u> rowse							

Kliknite na Ok dugme. Ovime će započeti postupak instalacije drajvera.

Prihvatite "License Agreement" i odblokirajte fajl ako antivirusni/firewall program pokuša da ga blokira. Kada se završi postupak instalacije i dodje se do "Finish" dugmeta, kliknite na njega. Zatim restartujte računar.

Kada se računar ponovo podigne, pokušajte ponovo pristupiti sledećoj stranici: <u>http://localhost:1947/\_int\_/devices.html</u>

Ako i dalje ne mozete pristupiti toj stranici, mogući uzrok je to da servis Licence Managera iz nekog razloga nije pokrenut. Da bi smo to ispitali uradićemo sledeće:

Pokrenite "Run" dijalog: (korisnici Windows XP) "Start->Run", (korisnici Windows Vista i Windows 7) "Start->All Programs->Acessories->Run"

U edit polju otkucajte: services.msc

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## Kliknite na OK

Pojavice se deo Administrativnih alata (Administrative Tools) koji prikazuje spisak svih servisa. U spisku servisa pronadjite servis pod imenom "Sentinel HASP License Manager" ili ako je u pitanju malo starija verzija servis se zove "HASP License Manager".

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🧟 Services (Local)	🔉 Services (Local)										
	Sentinel HASP License Manager	Name	Description	Status	Startup Type	Log On As	*				
	Stop the service Restart the service Description: Manages licenses secured by Safenet Inc. Sentinel HASP.	Remote Access Auto Connection Mana     Remote Access Connection Manager     Remote Desktop Configuration     Remote Desktop Services     Remote Posktop Services UserMode Por     Remote Procedure Call (RPC)     Remote Procedure Call (RPC) Locator     Remote Registry	Creates a connecti Manages dial-up a Remote Desktop C Allows users to co Allows the redirecti The RPCSS service In Windows 2003 a Enables remote us	Started	Manual Manual Manual Manual Manual Automatic Manual Manual	Local Syste Local Syste Network S Local Syste Network S Network S Local Service					
		Routing and Remote Access     Routing and Remote Access     Rec Endpoint Mapper     Secondary Logon     Secure Socket Tunneling Protocol Service     Security Accounts Manager     Security Center	Offers routing servi Resolves RPC interf Enables starting pr Provides support f The startup of this The WSCSVC (Win	Started Started Started	Manual Automatic Manual Manual Automatic Automatic (D	Local Syste Network S Local Syste Local Service Local Syste Local Service	=				
		Sentinel HASP License Manager Server Shell Hardware Detection Smart Card Smart Card Removal Policy SNMP Trap Software Protection SPP Notification Service SQL Server (SQLEXPRESS)	Manages licenses s Supports file, print, Provides notificati Manages access to Allows the system Receives trap mess Enables the downl Provides Software Provides storage, p	Started Started Started	Automatic Automatic Automatic Manual Manual Automatic (D Manual Disabled	Local Syste Local Syste Local Syste Local Service Local Service Network S Network S					
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Proverite da li u koloni "status" piše "Started". Ako ne piše nista tada servis nije ni pokrenut i treba ga pokrenuti. To se radi tako što se klikne desnim klikom miša na "Sentinel HASP License Manager" i iz padajuceg menija izabere "Start". (Moguće je da se ovaj servis negde zove samo "HASP License Manager" - to je stari naziv). Druga stvar koju treba proveriti je način pokretanja servisa. To se vidi u koloni "Startup type". Ako tu piše bilo šta osim "Automatic" potrebno je izvrsiti promenu. Desnim klikom miša na "Sentinel HASP License Manager" iz padajućeg menija izaberete "Properties" i otvoriće se dijalog u kojem se to može podesiti.

Log Un	Recovery Dependencies						
Service name:	haspims						
Display name:	Sentinel HASP License Manager						
Description:	Manages licenses secured by Safenet Inc. Sentinel						
Path to executab C:\Windows\sys	ole: tem32\hasplms.exe -run						
Startup type:	Automatic 👻						
Help me configur	Reservice startup options.						
Help me configur Service status:	Started						
Help me configu Service status:	Started         Started         State						
Help me configur Service status: Start You can specify from here.	Started         Started         Stop       Pause         Resume         the start parameters that apply when you start the service						
Help me configur Service status: Start You can specify from here. Start parameters	Started         Started         Stop       Pause       Resume         the start parameters that apply when you start the service						

U listi "Startup type" izaberete "Automatic". Iz dijaloga izađite na OK.

Nakon toga, ponovo pokušajte pristup onom istom linku: <u>http://localhost:1947/\_int\_/devices.html</u>

Ako se stranica otvori, tada je servis License Managera u punoj funkciji.

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Na istoj stranici bi trebalo da je prikazan ključ koji je priključen na računar. Ako je to slučaj, tada ne bi trebalo vise da postoji bilo kakav problem i program bi trebao da moze da se pokrene. Međutim, ukoliko ključ nije prikazan, moguće je da je ključ prestao da funkcioniše i da ga treba zameniti.