



## **Information on the new Hardware License Manager (dongle) Drivers:**

PhoneSweep 5.4 and Sandtrap 1.51 now install new Hardware License Manager (dongle) drivers. During the install, the old dongle drivers are removed from your system, new drivers are installed, and your system will require a reboot. The new USB driver is not backwards compatible. This means that you will not be able to run an older version of PhoneSweep or Sandtrap without re-installing the old USB drivers. The parallel port dongle works with older versions of Sandstorm products. Sometimes the old USB drivers are not being removed during the install process. In this case, Sandstorm products will only be able to run in simulation mode, giving a message similar to the following at startup:

"PhoneSweep did not detect the hardware license manager on your parallel or USB port.

...

Press IGNORE to run in demonstration mode."

If this message appears, and your dongle is attached to the PC, then your drivers may not have been properly installed. To install the dongle drivers, please follow these steps:

- 1) Remove all dongles from the system.
- 2) Run the install.exe program from the PhoneSweep or Sandtrap install directory. When the opening screen comes up, check the "Uninstall" checkbox. Click OK. This process is finished when a message is displayed: "Dongle Uninstall has been completed."
- 3) When the uninstall finishes, reboot the system.
- 4) If you have a USB dongle, make sure that your USB dongle IS NOT attached. If you have a parallel port dongle, make sure that your parallel port dongle IS attached.
- 5) Re-run the install.exe program. This time select the Dongle Type checkbox, USB or Parallel port. Press ok. Press ok to any subsequent message boxes. Your final message box will state: "Dongle Setup has been completed."
- 6) Make sure the install is finished before you attach the USB dongle. When you do so, the Windows New Hardware wizard should start and ask to install the drivers for a USB Security Protection device. Accept all the defaults and let the wizard finish.

## **Special Considerations for problems with the USB dongle:**

If you are installing the USB dongle, had a previous version of PhoneSweep or Sandtrap installed on your system, followed the above steps and are still having a problem with our product finding the hardware license manager at startup, it could be that an old version of the 'usbkey.sys' file is being used by the system. Please find any instance of this file in your Windows system directories. If you find multiple versions of this file, check the dates on them. The old version will have a date from 2001. The new version is from 2003 or later. Delete or rename the old versions of this file. Once again, follow steps 1 through 6 above to install the new USB dongle driver. On step 6, when the New Hardware wizard gives the option to install from a list or specific location, point it at the newer version of the file 'usbkey.sys'. After this is complete, try to run the newly installed PhoneSweep or Sandtrap. If the hardware license manager drivers still cannot be started, then call Sandstorm's tech support at 781-333-3200 or email support@sandstorm.net.