



## TROUBLESHOOTING GUIDE

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**PROBLEM:** Physical Security key failure on CA3000 (Note: if it is a soft license, refer to the troubleshooting guide for soft licensing problems).

### **TROUBLESHOOTING TIPS:**

- 1) Verify your security key is correct for the version of CA3000 you have installed on the computer. Security keys are version specific.**
- 2) Reboot your computer (On some of the newer versions of CA3000, you must restart some services for the security key to be registered properly).**
- 3) If you have another security from the same version of CA3000, try it.**
- 4) During the CA3000 installation, the security key driver is installed. If the security key driver fails to install, you will see a message similar to “Aladdin/hasp driver failed to install”. If this message displays, you will need to download the latest driver from the Aladdin website. You must download the latest “hdd32.exe” file. Go to “www.Aladdin.com”. Click on “support&downloads/hasp/developer downloads/hasp4”. Scroll down and select “hasp4 driver setup.zip”. Download this file and install it. You must reboot the computer after installing the new driver. The correct driver is usually the top one in the table of drivers (Note: Aladdin continually updates their website, so the above information might change).**

- 5) Verify the computer has full local Administrator rights. If the computer is logged on to a Domain, have an IT employee log the computer on to the local machine (off the domain) with full Administrator rights. Also, if possible, temporarily use the IT employee Windows login to see if this clears up the problem.**
- 6) Verify the Windows Firewall is turned off. You must check this in your services. Click on “My Computer/Manage/Services”. Verify the “Windows Firewall/Internet Connection Sharing (ICS) is stopped and disabled. This doesn’t apply to Windows 2000 professional.**
- 7) Verify your security key is lit up. If the driver is loaded properly, your security key will light up when inserted into the USB port.**
- 8) Try connecting to a different database and start up the program. If the security key is working properly with a new database, there is a problem with the current database. If it appears the database is the problem, you can empty the mail table in the suspect database.**
- 9) Verify there is not a “.LIC” file in the CardAccess3000 folder. If there is, copy it to the desktop and delete the one in the CardAccess3000 folder. Reboot the computer and see if you are still experiencing the problem recognizing the security key.**
- 10) If using a parallel port security key and it is not being recognized, there is a setting in the Windows bios for the parallel port mode. You can try changing the settings to see if you can get the parallel port key to be recognized. The most common setting is ECP. You can also try EPP or Bidirectional.**

