

Troubleshooting Hardware Lock Issues

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The information in this article applies to:



DESCRIPTION

One of the following error messages appears when I try to launch Chief Architect while using USB Hardware Lock security:

- HASP Device Driver Installing the Device drivers failed. Failed to start the Aladdin Device Driver. Failed to start a service in the Service Control Manager Database.
- Windows cannot load the device driver for this hardware. The driver may be corrupted or missing.
- No Appropriate Hardware Lock Was Found.

How do I resolve this issue?

If your version of Chief Architect is running on a newer operating system

than it was supported on, then following the steps in this article may not resolve the issue.

The macOS version of Chief Architect is not compatible with USB Hardware Lock security.

Chief Architect X2 and newer versions utilize Software Lock security by default, instead of USB Hardware Lock security. To learn more about Software Security, please visit the [Related Articles](#) section below.

If you're using an Academic Network USB Hardware Lock license, please review the Advanced Troubleshooting steps in the Network Installation Guide located in the school's Digital Locker.

RESOLUTION

Downloading and installing an updated hardware lock driver may resolve this issue if you're running your version of Chief Architect on the version of Windows that it was designed for.

Chief Architect X10, Home Designer 2019 and newer program versions no longer support USB Hardware Lock security.

Replacement USB Hardware Locks are no longer available for legacy program versions.

To reinstall the hardware lock driver

1. First, remove the old driver by uninstalling either the **HASP Device Driver** or the **Sentinel Protection Installer** from your computer.

See Microsoft's Knowledge Base for help on uninstalling or removing a program from your computer.:

[Repair or remove programs in Windows \(https://support.microsoft.com/en-us/help/4028054/\)](https://support.microsoft.com/en-us/help/4028054/)

2. Once the old driver is removed, unplug the hardware lock and restart your PC.
3. After your PC has finished restarting and you have logged back into your user account, plug the hardware lock into your machine.
4. Next, download and install the appropriate driver for your hardware lock. You can find the driver on your installation media or you can download the latest driver from the Gemalto website using one of the following links:
 - For **SafeNet Sentinel** locks, follow this link and download the **Sentinel Protection Installer for Sentinel SuperPro, UltraPro, SentinelPro & SHK** installer:



<https://sentinelcustomer.gemalto.com/sentineldownloads/?s=protection+installer&o=Windows>
(<https://sentinelcustomer.gemalto.com/sentineldownloads/?s=protection+installer&o=Windows>)

- For **Aladdin HASP** locks, follow this link and download the **Sentinal HASP/LDK Windows GUI Run-time Installer**:



<https://sentinelcustomer.gemalto.com/sentineldownloads/?s=hasp+ldk+gui&c=all&o=Windows>
(<https://sentinelcustomer.gemalto.com/sentineldownloads/?s=hasp+ldk+gui&c=all&o=Windows>)

5. Once you have downloaded the appropriate driver, install it and restart your PC, making sure to keep the hardware lock plugged in during the entire process.

ADDITIONAL INFORMATION

- If you continue to have problems with the hardware lock being recognized, verify that your version of Chief Architect is supported on your current operating system.
- Try moving the hardware lock to a different USB port.
- Verify that the light on the hardware lock is turning on. If the light will not turn on, then the hardware lock may no longer be functioning.

For information on hardware locks, please [contact us](https://www.chiefarchitect.com/company/contact.html) (<https://www.chiefarchitect.com/company/contact.html>).

Related Articles

[Chief Architect Software Lock Security](https://www.chiefarchitect.com/support/article/KB-00937/chief-architect-software-lock-security.html)

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