

MaintTech SWEDEN
Norrkoping Airport
S-603 61 Norrkoping
Sweden
Tel.no.: +46 707 732274
E-mail: mainttech@live.se

<http://www.mainttech.se/>

HASP USB KEY GUIDE for CXSpectra[®] Software



CX Spectra[®]

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HASP USB KEY GUIDE

for CXSpectra[®] Software

1 Introduction

The HASP UPGRADE KIT contains all the software required to update, test and troubleshooting your HASP Protection Key for your CXSpectra[®] application.

The CXSpectra[®] Installation kit provides the installation of USB key drivers and HASP Library.

A driver must be installed so that our application can communicate with the HASP USB key.

Most of the users won't have any problems with the HASP Protection Key. However, sometimes, after installing CXSpectra[®], the HASP key isn't recognized by the application.

This guide provides detailed information considering: 1) the manual key driver installation; 2) installing the optional utilities; 3) using the utilities and 4) troubleshooting.

A stand-alone HASP key is designed to be used by a single user, on a single computer at once. Depending on the Key type, the user will have access to various functions of his CXSpectra[®] application.

2 CXSpectra[®] HASP Key types

The followings table presents the HASP key types provided for the CXSpectra[®] application.

| Colour | Key Type | Key Code | Key name |
|---------------|-----------------|-----------------|--------------------|
| | Demo | 50-50-20 | CXSpectra DEMO Key |
| | User | 50-50-21 | CXSpectra Key |
| | GraphView | 50-50-22 | GraphView Key |

When the HASP drivers have been properly installed, you may use the external application *Programs -> CXSpectra[®] -> Test Protection Key*, to determine what has been programmed on the key you can use.



3 Installation

This section will underline the steps to be taken to setup the device driver and the utilities.

It's important you have full administrator rights on the computer or server, where the USB key files are being installed.

All the required files are located in the compressed file **HASP UPGRADE KIT.ZIP**.

We strongly recommend you to extract this file in an empty, temporary folder and run it from there.

Find below a summary of the steps that you must follow to manually install and test the USB key:

- 1) Install the USB driver (HASPUUserSetup.exe) on the machine where the key was attached.
- 2) Copy **hasp_com_windows.dll** and **hasp_windows_68889.dll** to the System32 folder (or SysWOW64 for 64-bit systems) and register it on the machine where the key was attached.
- 3) Run CXHaspKeyDiag\setup.exe to install CXHaspKeyDiag.exe
- 4) (Optional) Install DiagnostiX (aksdiag32.exe).
- 5) (Optional) Copy this USB key guide.

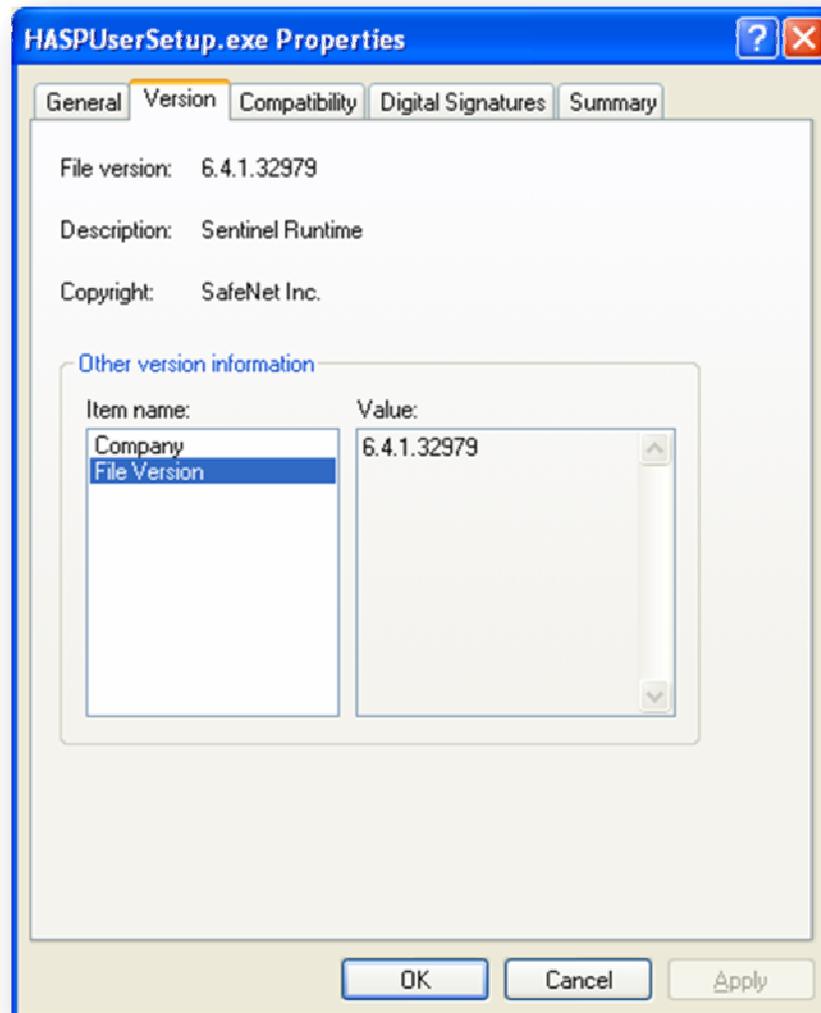
3.1 Device Driver Setup

The driver was installed using a setup application, provided by Aladdin. See below a sample sequence of the screens you should encounter.

Run **HASPUUserSetup.exe** found in the **HaspUSBDriver32_64** folder.

File version must be: 6.4.1 Package version 6.56 (or newer).

Right-click on the **HASPUserSetup.exe** file and select Property page:
You may check the package version:

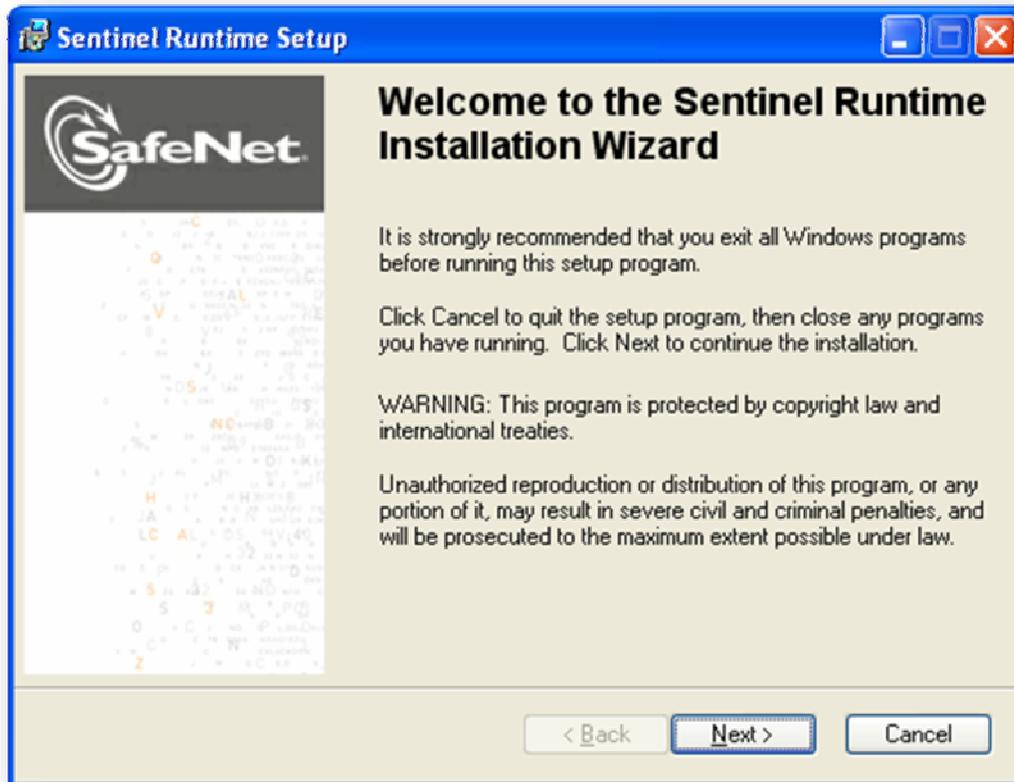


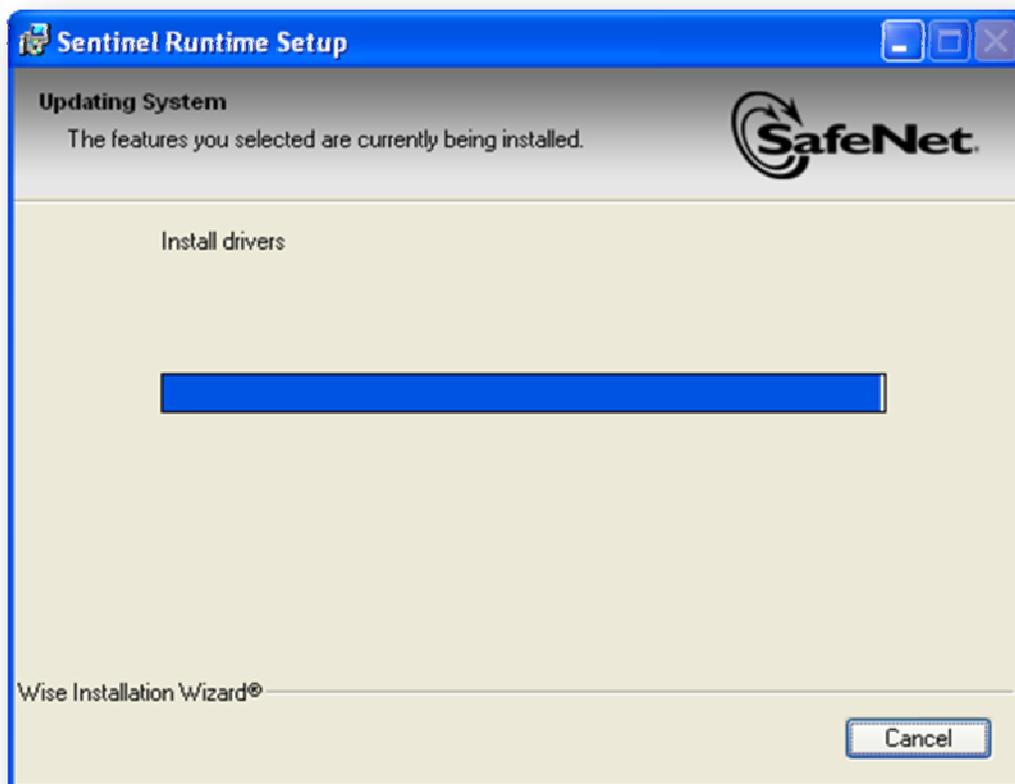
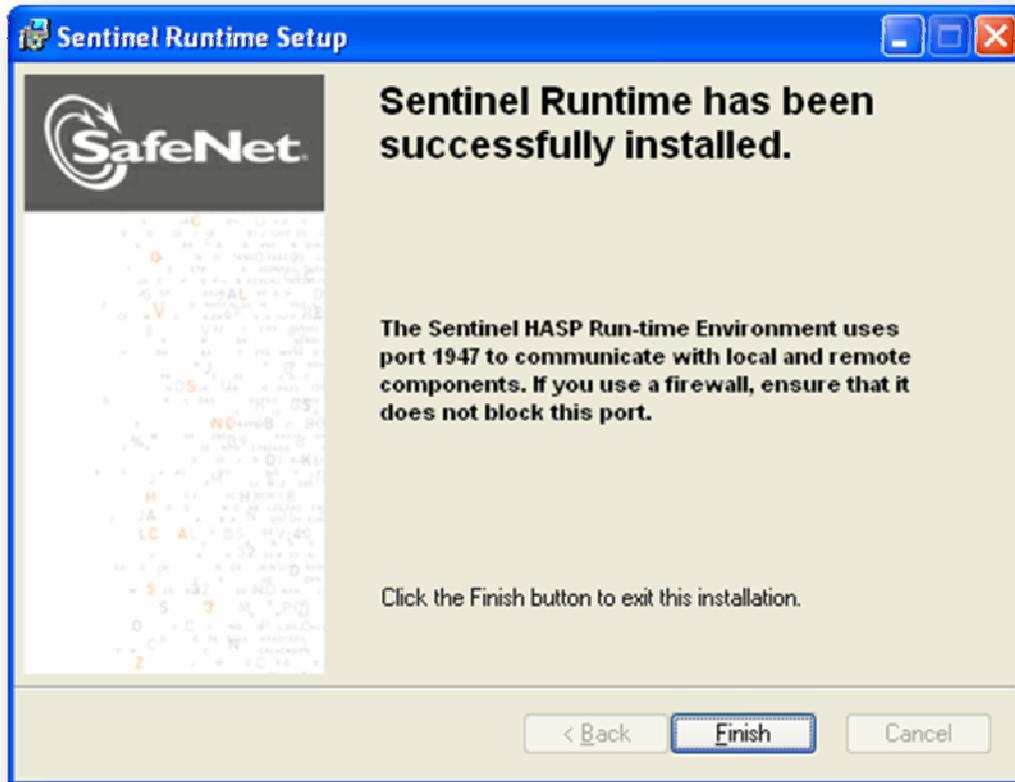
You may download and install the latest version available at:
<http://www.aladdin.com/support/hasp/enduser.aspx>

Click on Sentinel HASP LKD Windows GUI Run-time Installer:



Under Windows 7 or Windows 8 Operating System, always right-click on the installation file **HASPUserSetup.exe** and from the popup select "Run as Administrator".





3.2 Copy and register the HSP SRM COM Interface Library

Both **hasp_com_windows.dll** and **hasp_windows_68889.dll** files must be copied into the Windows\System32 folder. The file **hasp_com_windows.dll** must also be registered. To register the file, just select *Command Prompt* in the *Start menu*, than enter: **"regsvr32 hasp_com_windows.dll"** (without the quotes) and press the **ENTER** key. You will get a confirmation screen stating that the registration was successful.



Onto a 64-bit operating system, these files need to be placed under the SysWOW64 folder.

Depending on your user permission, you may need to register them using an elevated *Command Prompt* (right-click on *Command Prompt* and select *"Run as Administrator"* or select *Command Prompt (Admin)*, (if exists).

If you don't run regsvr32 "as Administrator", you will get the following error message:



3.3 Support Diagnostics Setup

There are two support and diagnostic applications that will be installed.

CXHaspKeyDiag.exe has been developed to gather information from the USB key and to assist you to find the Key Code. Another diagnostic application is provided by Aladdin. **DiagnostiX** can be used to help you troubleshoot the key.

MaintTech recommends **CXHaspKeyDiag** to be used as a first step, before using **DiagnostiX**, if you still get problems.

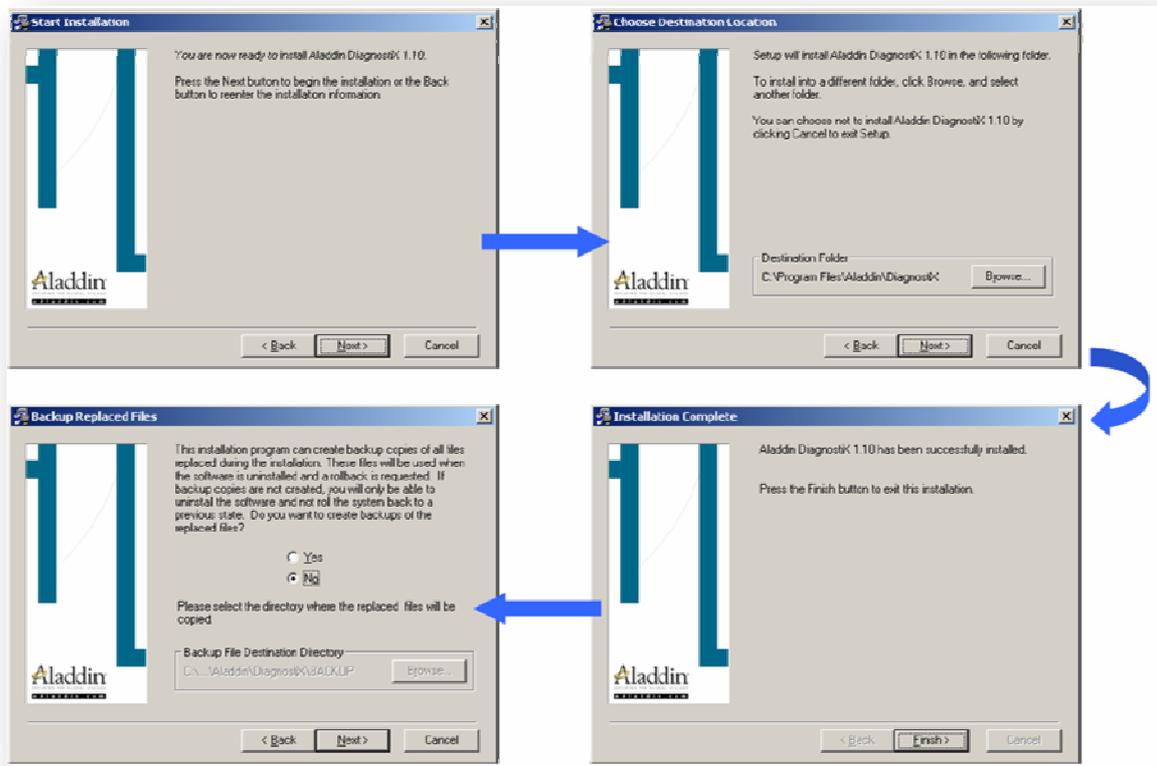
First, run CXHaspKeySetupDiag.exe, to install **CXHaspKeyDiag.exe**.

The **DiagnostiX (diagnostix.exe)** is installed using a setup application provided by Aladdin (**aksdiag32_setup.exe**).

See below a sample sequence of the screens you should encounter.

By default, it is located in:

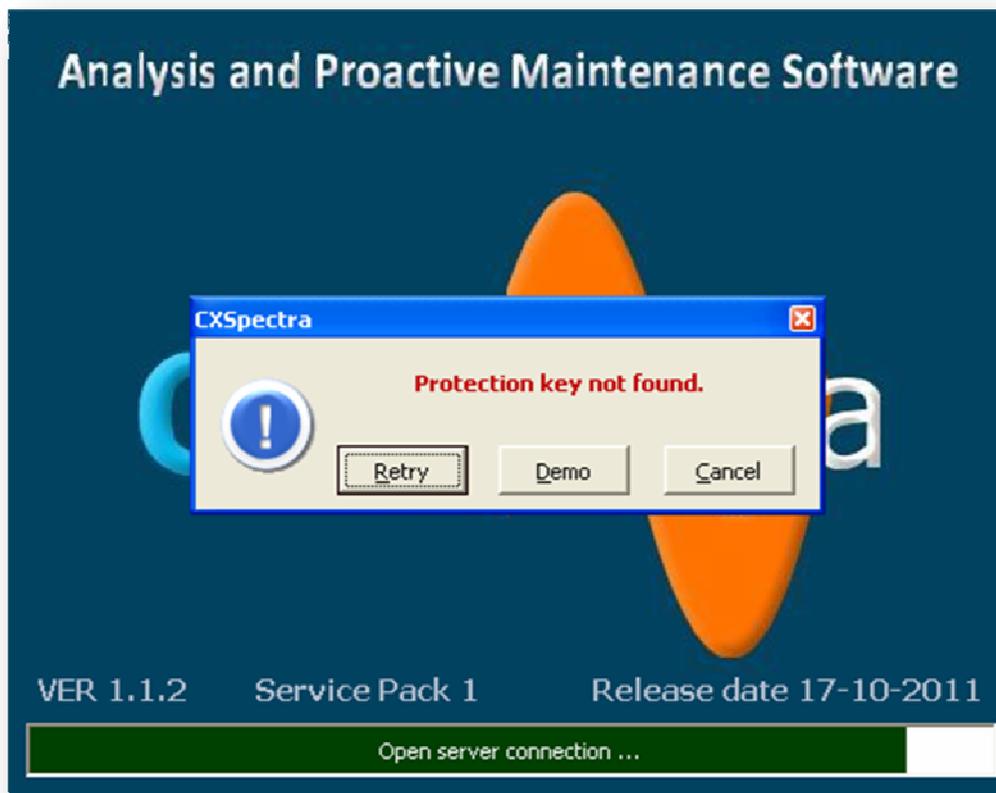
C:\Program Files (x86)\Aladdin\DiagnostiX\diagnostix.exe" C:\Program Files\Aladdin\DiagnostX.



4 Using the Utilities

After you followed the above procedure, try to run again the CXSpectra® application.

If the following message appears, you must use the utilities to find-out the problems:



First of all, make sure you run the latest available CXSpectra® version. Otherwise, just run the latest Service Pack available on mainttech.se.

4.1 Run CXHaspKeyDiag

In the CXHaspKeyDiag folder you will find the following files:



If CXSpectra® is already installed in your computer, you may directly run the **CXHaspKeyDiag.exe** file.

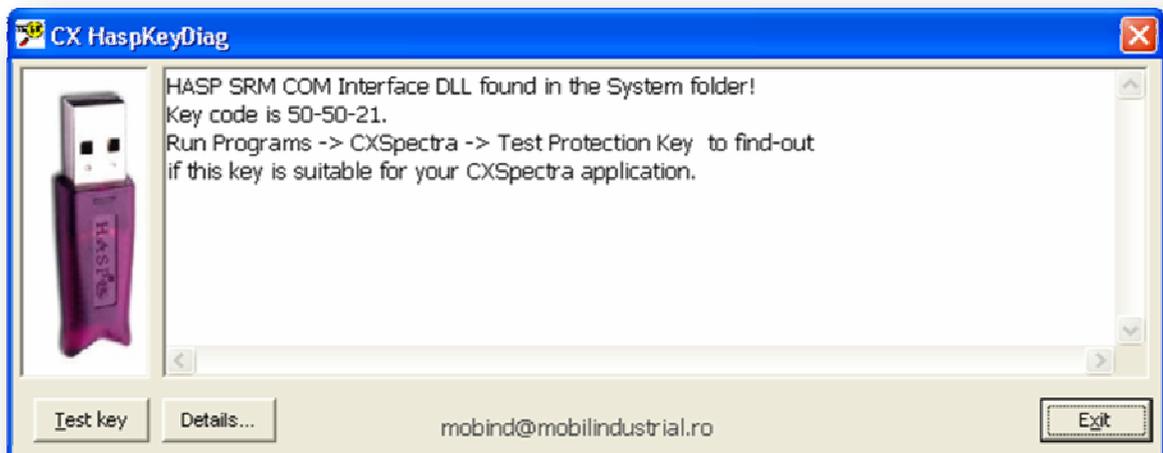
It is recommended to right-click on the Setup.exe file and to select "Run as Administrator". The **CXHaspKeyDiag** application will be installed in your computer.

Run **CXHaspKeyDiag**.

On the start, the application checks if the HASP Library exists and allows you to run a test.



Press the Test key button, to detect the HASP Key programmed code. Don't forget to insert your HASP key in any available USB hub. The actual code will be shown on the screen:

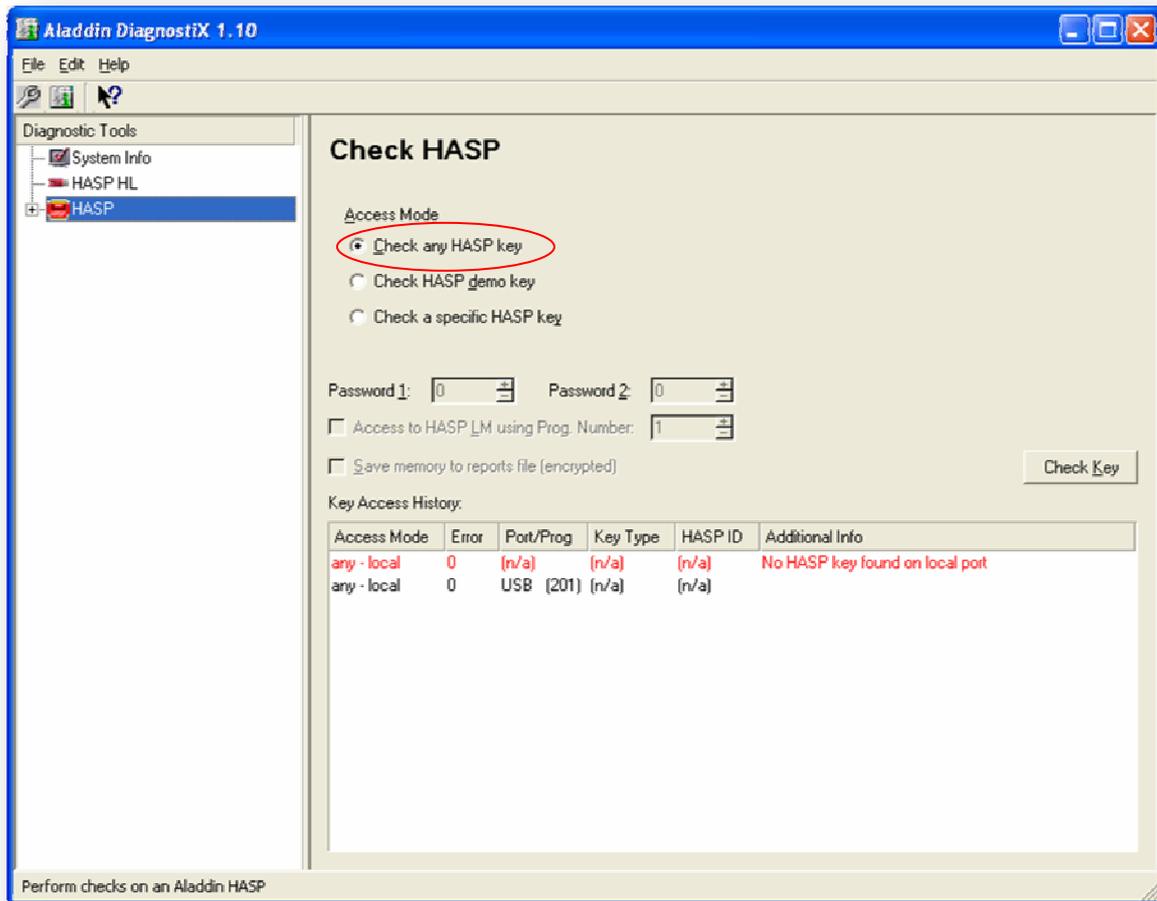


Use the table at the beginning of this document, to recognize what type of key do you have.

In the example above, the key is suitable for CXSpectra[®] User Key.

4.2 Run DiagnostiX

Running this application, you may detect if the HASP Key USB drivers have been properly installed and if the Operating System has detected your key.



From the left side, select HASP. Any HASP key must be checked. If the HASP Key was detected, the following message will appear (with black letters):

| Access Mode | Error | Port/Prog | Key Type | HASP ID | Additional Info |
|-------------|-------|-----------|----------|---------|-----------------|
| any - local | 0 | USB (201) | (n/a) | (n/a) | |

If the Operating System recognizes your HASP key, then the problem may arise from the HASP Library files. Check if you have the latest versions:

| | |
|------------------------|--------------------------------|
| Hasp-com-windows.dll | Version 3.50.1.7785 (or newer) |
| Hasp_windows_68889.dll | Version 3.10.1.6746 (or newer) |

Both files are located in ...\\Windows\\System32 or ...\\Windows\\WOW64 folders.

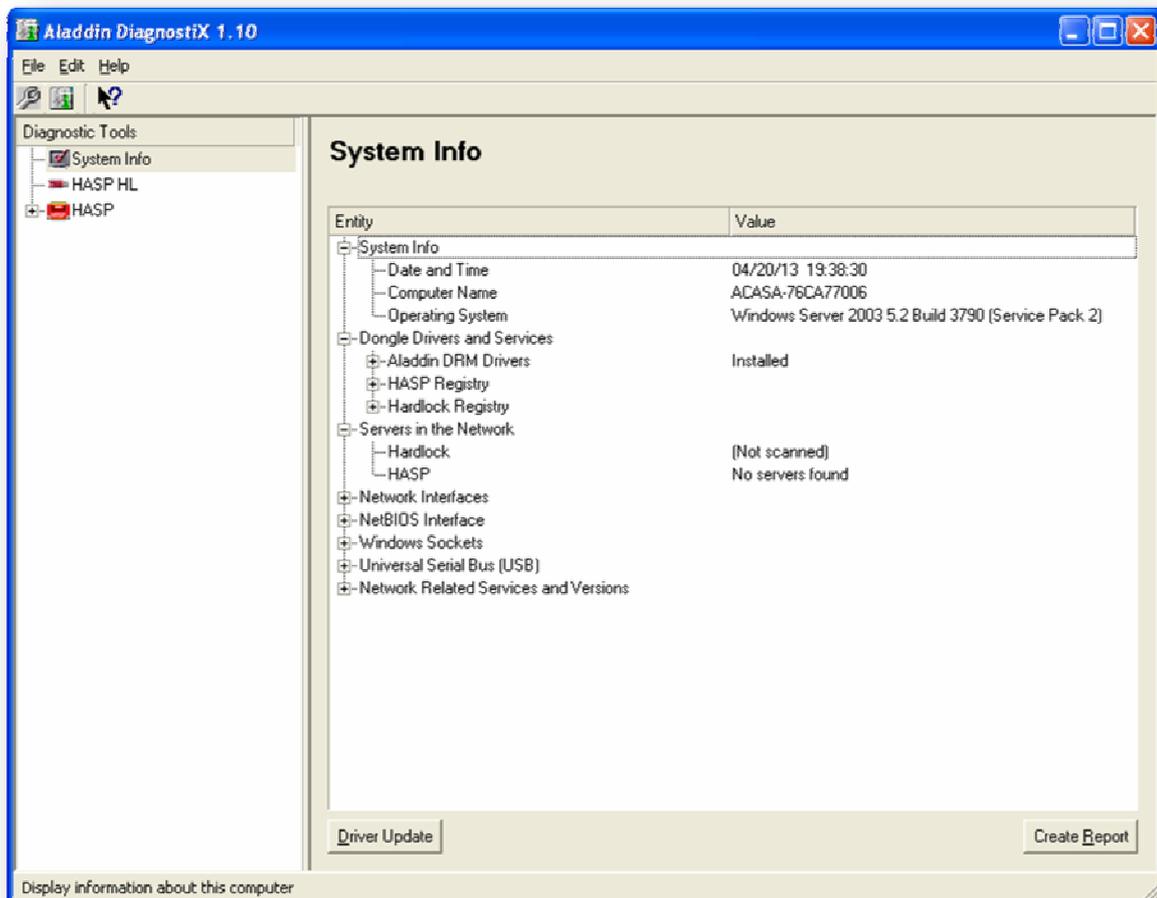
If the HASP key hasn't been inserted or the USB Drivers are wrong, you will get a message as follows:

| Access Mode | Error | Port/Prog | Key Type | HASP ID | Additional Info |
|-------------|-------|-----------|----------|---------|---------------------------------|
| any - local | 0 | (n/a) | (n/a) | (n/a) | No HASP key found on local port |

In this last case, you may try to update the USB drivers (you need an Internet connection).

You may also print a report and send it to VMI for investigation.

To do the above, from the right side select System Info and press Driver Update or Create Report buttons.



5 FAQ

5.1 Why does the HASP HL dongle key blinks and fails to detect when inserted?

Newer drivers for the HASP devices have an automatic function that provides a BIOS/ firmware update.

When inserted into a system containing the new drivers, the HASP key will have a flashing red light during the update. In the mean time, the system will be unable to read the device. The update should be completed in about thirty seconds.

If the HASP HL key doesn't begin to operate in a minute, just remove the device from the USB port and reinsert it. Normal functionality should resume.

Finally, Microsoft does occasionally update Windows components that interface with this process. It is advisable that updates are applied.

5.2 Why HASP keys are not detected when inserted them into USB ports?

Providing HASP drivers for the HL and HL Drive series (single zipped file) may be needed.

Some systems may not see the HASP key or may ask for drivers. These aren't currently available on the CXSpectra® Installation CD, with the basic deliverable software, but are available directly from www.aladdin.com.

<http://www.aladdin.com/support/hasp/enduser.aspx>

Try also the different USB ports of the computer.

We have seen the front port fails to recognize the HASP, but the rear port on the same machine works successfully. Same sort of issues may occur with USB hubs.

Try to plug the Key directly in a computer USB hub and not in an USB extender.

Documentation Feedback

Any suggestions and comments for improving this Application Notes should be e-mailed at mainttech@live.se

MaintTech Sweden uses feedback for continuous improvement of our documentation and for future MaintTech products. We request comments be specific and include the product name and version. We cannot provide personal responses to every message received, but please be assured that all feedback will be given careful consideration for future improvements to the MaintTech documentation or software.

Technical Support

Contact Details

For any problem regarding this application, feel free to contact our support team at: mainttech@live.se

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