GERBER SCIENTIFIC PRODUCTS

TITLE:	**Common Security Key Errors**
Category:	OMEGA - Errors
Gerber FastFact #:	3542
Supplied by:	Gerber Service – MO
Last Modified:	3/1/04
Summary:	This document contains some issues you may encounter with the security key/dongle. You may get errors such as, "unable to read security key" or "cannot find security key".
	Underlined text indicates change from the previous document.

There are some known configuration settings that may cause the OMEGA™ or GRAPHIX ADVANTAGE® software to not read the security key/dongle.

Windows 95/98

1. An enabled "SYSTEM STANDBY" setting under power management in Control Panel. If "SYSTEM STANDBY" is enabled the key will be unreadable when the system enters the low power mode. A reboot is required to read the key again.

   SUGGESTION: We recommend turning the 'System Standby' feature off in both Windows 95/98. Users of systems with AMI and Award BIOS should be aware that there is a low power mode option in the BIOS. This is available in some computers with the power management option. We recommend that you disable this function in the BIOS.

All versions of Windows

2. The key may not be seen if an older sentinel driver is installed on the system.

   SUGGESTION: Download the latest sentinel Driver (5.41.1) from http://www.rainbow.com/support/downloads.asp and configure the driver. Reference FF# 3524. http://www.gspinc.com/support/fastfacts/ShowFF.asp?ff=3524

3. A key on an ECP port. If you put the key on an ECP port mode, the key could unreadable intermittently or not at all. The port mode can be determined in device manager.

   SUGGESTION: We recommend changing the port mode to output only, normal, AT or SPP mode. This can be done in the bios if the port is on the motherboard, if the port is not on the motherboard, you need special software to reconfigure the port (this probably came with the add-on card)

GERBER SCIENTIFIC PRODUCTS

4. A device plugged into the back of the key. Putting a printer, scanner, Edge, Edge2 or a zip drive on the back of the key can render it unreadable.

   SUGGESTION: We suggest that you always put the key on a port by itself. If you do not have a second parallel port; you may want to consider obtaining one.

5. The USB drivers are NOT installed correctly if you have a usb key. The drivers are not correctly installed if, in device manager, there is a red or yellow mark next to the Software Security Token line or Rainbow USB Superpro line under the Universal Serial Bus Controllers.

   SUGGESTION: Uninstall and reload the USB drivers. Make sure no marks are present next to the drivers. Please reference FF# 3546 http://www.gspinc.com/support/fastfacts/ShowFF.asp?ff=3546

6. The power management settings of the computer may cause the key not to be seen.

   SUGGESTION: Turn off the power management settings. Right clicking on your desktop and going to properties can turn them off. Then click on the power button. You want to make sure that turn off hard disks, turn off monitor, and system hibernates are all set to never.

7. The screen saver may cause the key not to be seen.

   SUGGESTION: Turn off the screen saver. Right clicking on your desktop and going to properties can turn it off. Change the screen saver to none, then click apply and ok.

Windows XP

8. An enabled save power setting in device manager will allow the usb ports may be turned off if the operating system decides to save power.
   SUGGESTION: In device manager, open Universal Serial Bus Controllers and right click on the USB root hub, then go to properties, the power management tab and make sure the box next to "Allow the computer to turn off this device to save power" is NOT checked. If it is checked, uncheck it and click ok.

If further assistance is needed, please call our Technical Support line at (860) 644-6971. We will be happy to further assist you.