

Communication problems with Sentinel License Managers

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Purpose

This document describes how to solve communication problems with Sentinel License Managers.

Note: Valid version of this document is available in BESA Wiki ([↗ Licensing - BESA® Wiki](#)). In case of any changes the document on BESA Wiki will be updated.

Problem

If one of the following communication errors appears when launching BESA software, please follow the steps described in the solution chapter.

- **Failed to load library**
- **Unable to access Sentinel Run-time environment (H0033)**
- **Communication error between local and remote Sentinel HASP License Managers (H0040)**
- **Sentinel License Manager version too old (H0042)**

Solution

Note: Administrator rights are required

The following steps are to be performed on the machine where the BESA license key is connected and on all machines where BESA software is installed:

1. Disconnect the BESA license key.
2. Re-install the Sentinel Runtime Environment.
 - a. Uninstall the current version of the Sentinel Runtime Environment in **Control Panel > Programs and Features**.
 - b. Install the latest version of the installer (HASPUserSetup.exe), available on BESA website: [📄 BESA License Key](#).

3. Connect the BESA license key and launch BESA software again.

If the problem you had persists, please proceed as follows:

1. Type **services.msc** in the **Run** window and open the service control panel as Administrator.
2. In the **Service** window that follows, check the status of the **Sentinel LDK License Manager**.
 - a. If the status is **not Running/blank**, right click and select **Start**.
 - b. If the status is **Started**, right click and select **Restart**.
3. Launch BESA software again.

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Attachments

| Attachment | Description |
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| N/A | N/A |

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