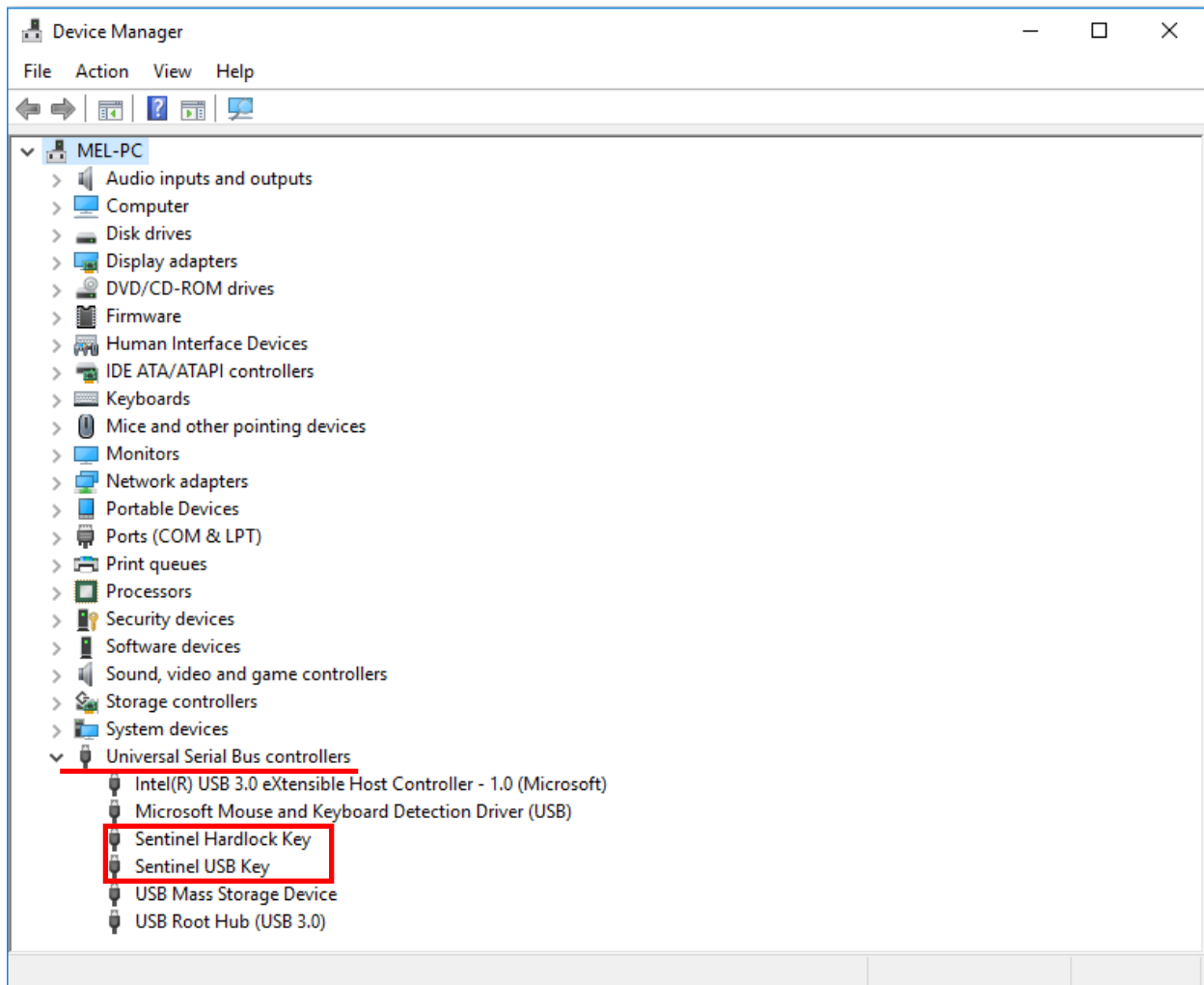


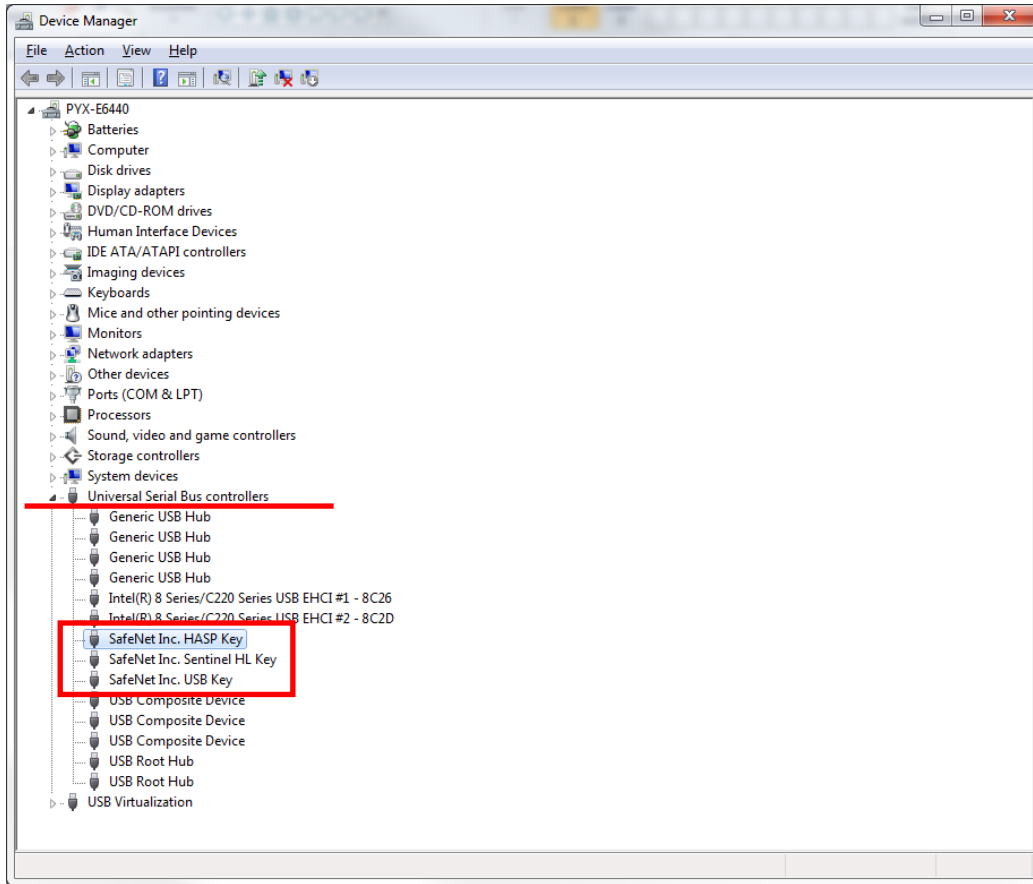
Running in “Demo Version” – Dongle recognition.

If the dongle/hardware key illuminates but you see “Demo Version” when you run PC-Crash, your computer may not be recognizing the dongle.

You will need Disk 1 from your PC-Crash software package in order to complete all the following steps

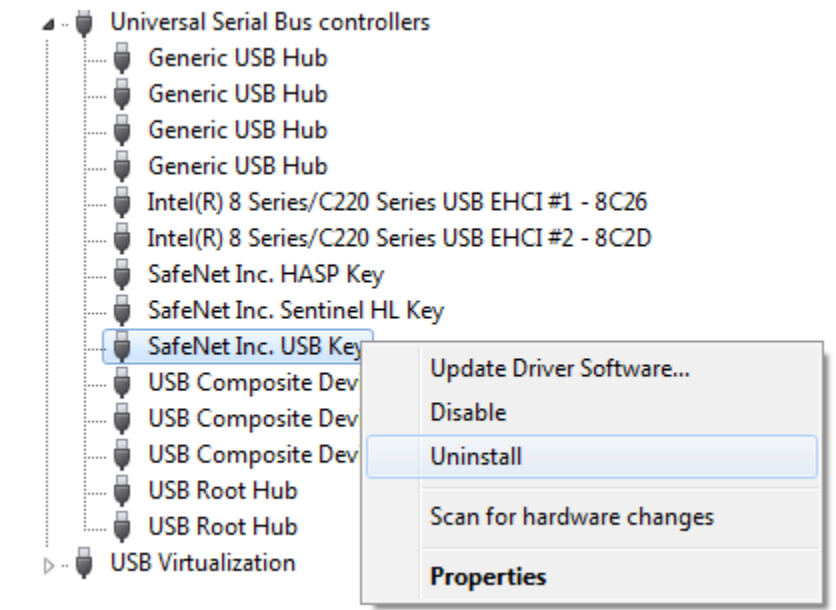
- 1) First check whether dongle drivers have been installed correctly. Please insert your dongle.
 - a) Please navigate to “Device Manager” – you can search “Device Manager” in the Windows search bar. Select Device Manager and a new window will open (see below).
- 2) Under the section “Universal Serial Bus Controllers” check to make sure the PC-Crash dongle drivers are installed correctly. Depending on the PC-Crash version installed, these drivers may be called “Safenet Key” or “Hardlock Key” or “Aladdin Key” or similar names.





Sometimes these drivers bug out, so we need to uninstall them first then reinstall them again.

3) To uninstall, right click on the driver and click uninstall.

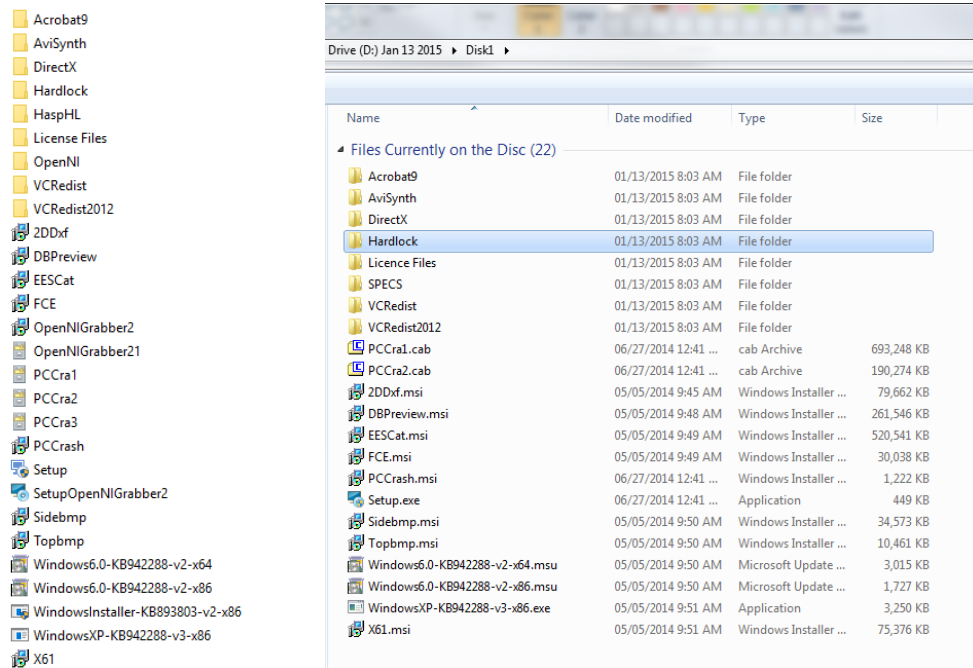


Follow the on-screen instructions and repeat until all dongle drivers are uninstalled. Depending on your PC-Crash version, this may be 2 or 3 drivers. When prompted, make sure “Delete the driver software for this device” box is checked.

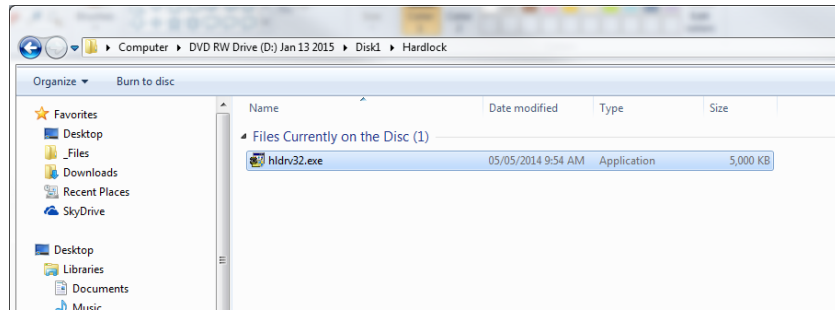


*Please remove your dongle once the drivers are uninstalled. Restarting your computer may be required at this point.

4) To reinstall the drivers, go to Disk 1/PC-Crash installation disk. Depending on what PC-Crash version you are running, you may find a folder named “Hardlock” or “HaspHL” or both.

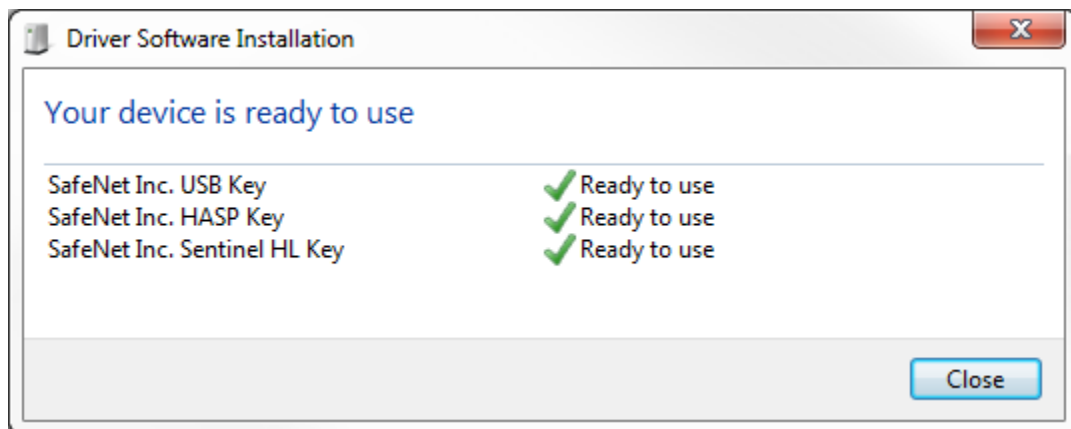


Open the folder(s) and run the program inside:



Follow the on-screen prompts.

- 5) When the drivers are successfully installed, insert the dongle/hardware key into your computer. The computer should now recognize the dongle and a message “Your device is ready to use” should appear. Check that your dongle is illuminated.



*Note: Depending on the PC-Crash version you are running, it may not say “Safenet”, it could be “Aladdin” or “Hardlock” or “Sentinel”.

- 6) Run PC-Crash. If PC-Crash is still running in “Demo Version” please contact PC-Crash support (support@pc-crash.com).