

Instructions to repair dongle issues on MacOS

Introduction:

Beginning with Vista 3 R3 the channel license dongle will be checked and installed automatically each time Vista is started. Occasionally the security settings of the machine may not allow this process to happen properly. In these cases a manual dongle check is required. In extreme cases it may be necessary to download the most current driver package directly from Sentinel (the dongle vendor). Both of these solutions are found in this technote.

Performing a Manual Driver Check

1. Open a terminal window
2. Enter the following command:

```
% cp -a /Applications/Vista.app/Contents/Resources/packages/Sentinel /tmp  
% /tmp/Sentinel/check_installation
```

3. If prompted, enter you Mac system password to allow the installer to make changes to your system.
4. If the driver is already installed you will receive the following reponse in the Terminal Window:

"Sentinel Runtime Can't be installed on this computer. Either Current or Newer Version is already installed."

If these steps fail to fix the issue, proceed to [Downloading an Updated Driver Package](#)

Downloading an Updated Driver Package

1. Navigate to the below link:

<https://supportportal.thalesgroup.com/csm?>

[id=search&t=kb&p=50303b92db852e00d298728dae96199d&q=kbcats_runtime_packages](https://supportportal.thalesgroup.com/csm?id=search&t=kb&p=50303b92db852e00d298728dae96199d&q=kbcats_runtime_packages)

2. Scroll down the page and select the driver package: "Sentinel HASP/LDK Mac OS X Runtime GUI Installation"

Sentinel HASP/LDK Mac OS X Runtime Script Installation 8.11

KB0018322 · Updated: 2020-06-04 04:13:50

Sentinel® LDK and Sentinel HASP® Run-time Environment Installer Script for Mac OS X Refer to the Readme file included in the package for details. MD5 (Sentinel_Runtime_Installer_Scripts.dmg) = 92c06...

Sentinel HASP/LDK Mac OS X Runtime GUI Installation 8.11

KB0018323 · Updated: 2020-06-04 04:15:34


Sentinel® LDK and Sentinel HASP® Run-time Environment Installer for Mac OS X Refer to the Readme file included in the package for details. MD5 (Sentinel_Runtime.dmg) = 6f4c365dd4ee8de843c9a49dd4a06...

Sentinel HASP/LDK C Runtime Installer API 8.11

KB0018317 · Updated: 2020-06-04 03:48:15

Sentinel® LDK and Sentinel HASP® Run-time Environment Installer API and Sample for Windows Refer to the Readme file included in the package for details. MD5 (Sentinel_LDK_C_Run-time_Install_API.zip)...



 The version number may be different (higher) than the one shown. This is acceptable, download the most current package on the website.

3. Download and install the package following the steps in the installer.
 - a. If any errors are encountered, see the "Readme" file in the installer for common installation issues.