

Aladdin HASP SRM Key Problem Resolution

Installation flowchart for EmbroideryStudio and DecoStudio e1.5

Disconnect from the Internet and
disable all anti-virus and firewall applications.

Unplug all dongles.
Insert only when prompted.

Install EmbroideryStudio/DecoStudio e1.5
Plug dongle/dongles¹ when instructed

CHECK: Control Panel > System > Device Manager²
Universal Serial Bus Controllers
Aladdin HASP HL Key
Aladdin HASP Key
Aladdin USB Key

Enable and configure firewall / anti-virus
Add c:\windows\system32\hasplms.exe to exception list
Add c:\Program Files\WILCOM\EmbroideryStudio_e1.5\BIN*. * to the list of
applications allowed to access the Internet
Add port 1947 to allowed ports if applicable

<http://localhost:1947>
Check if page loads on Internet browser and that HASP HL Key is listed

Reboot PC and Check if EmbroideryStudio/DecoStudio e1.5 loads.

*1 Two dongles are required when doing an update from an older version. You will be prompted when to insert each of the dongles.

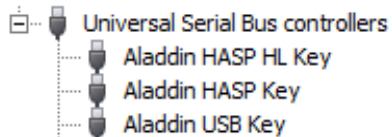
*2 Check if there is a WARNING (!) icon next to the Aladdin HASP HL Key. Read further to resolve.

I. Normal Aladdin HASP Key operation



EmbroideryStudio and DecoStudio e1.5 are shipped with the latest Aladdin HASP Keys with 3.21 version firmware. EmbroideryStudio e1.5 is packaged with the Aladdin HASP SRM 5.41 installer while DecoStudio e1.5 is packaged with Aladdin HASP SRM 5.50 installer.

When correctly installed, Device Manager reports 3 items in the “Universal Serial Bus controllers” section: Aladdin HASP HL Key, Aladdin HASP Key and Aladdin USB Key.



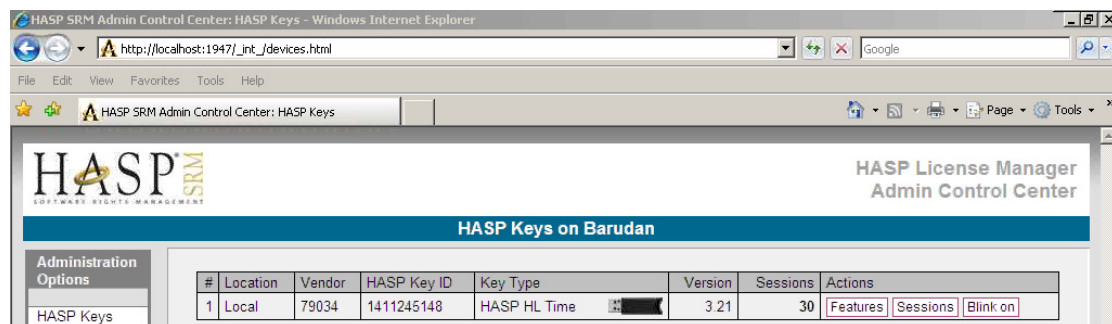
When incorrectly or incompletely installed, warning icons appear on the device.



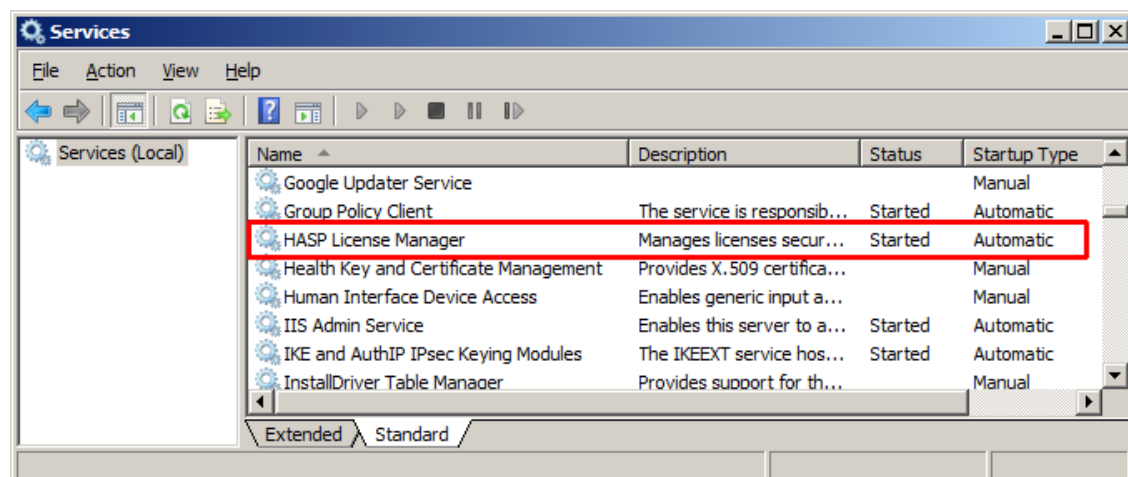
The Aladdin HASP key installer includes the HASP License Manager application:

`c:\Windows\system32\hasplms.exe`

When this application is running you should be able to start your internet browser and load the HASP License Manager Admin Control Center by typing <http://localhost:1947>



A good indication that this is running properly is that it is “Started” in the list of Services:



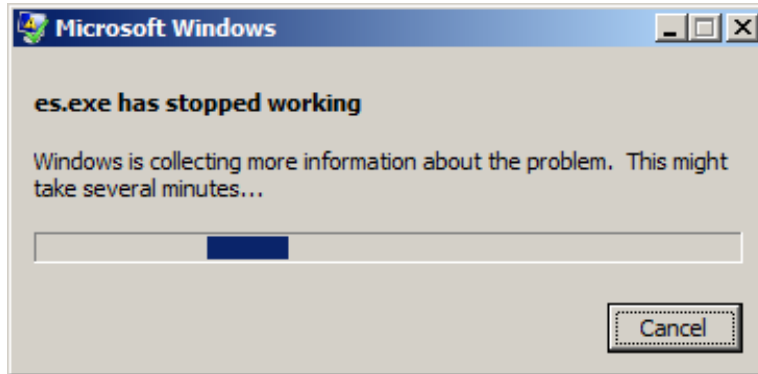
II. Error Messages and other symptoms of dongle problems

Error Messages

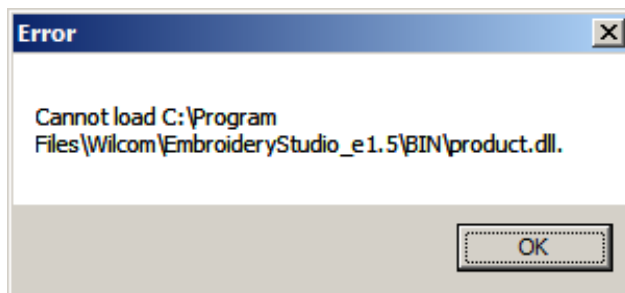
"HASP key not found H0007"

"Unable to access HASP SRM Run-Time Environment (H0033)"

"ES.exe has stopped working"



"Cannot load c:\Program Files\Wilcom\EmbroideryStudio_e1.5\BIN\product.dll"



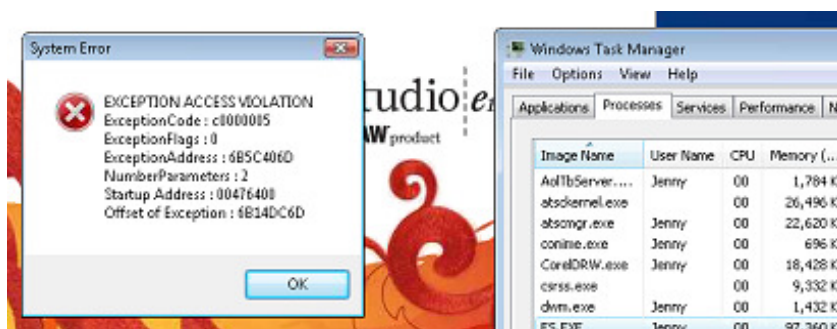
"Couldn't load the dll 'libintf.dll' when starting Wilcom Design Explorer"

Other Symptoms

The EmbroideryStudio e1.5 splash screen appears but the software never loads. Usual loading time is approximately 2 minutes.

Windows Task Manager Process tab shows DESLOADR.EXE is listed and ES.EXE appears briefly but suddenly disappears.

Windows Task Manager Process tab shows DESLOADR.EXE is listed and ES.EXE and CorelDRW.exe appear then an Exception Access Violation dialog appears and the software does not start.



III. Hardware / Device Driver Issues

A. nVidia Motherboards with Windows Vista

Error message: *"HASP key not found H0007"*

Using Aladdin HASP Driver 5.5 and 5.41, the Aladdin (3.21 firmware) Key cannot be detected in some USB ports of nVidia Motherboards. The problem is seen on the system as a warning icon over the Aladdin HASP HL Key device in Control Panel > System > Device Manager:



Workaround: Use a USB hub to connect the dongle.

Note: Aladdin is currently developing a new driver to address this problem.

B. Conflict with other USB devices

On occasion, the presence of other USB devices may cause problems with the Aladdin HASP key.

Solution: Remove conflicting USB device/devices

C. Incorrect Aladdin device driver installed

The HASP key may not function if an incorrect version driver is installed.

Solution: check latest dongle driver from www.wilcom.com.au/support

D. USB port is defective or Aladdin HASP key not properly inserted.

Check if the LED is lit on the dongle. If not, remove and re-insert. Wait for the operating system to detect the device. If it still does not light up, try another USB port or use a USB hub.

E. Faulty dongle

On rare occasions one may get a faulty dongle. The dongle neither lights nor is detected in Device Manager even with proper driver installed. Request a replacement.

IV. Firewall, Anti-virus, Anti-spyware applications

Error Messages:

"Unable to access HASP SRM Run-Time Environment (H0033)"

"ES.exe stopped working"

"Cannot load c:\Program Files\Wilcom\EmbroideryStudio_e1.5\BIN\product.dll"

"Couldn't load the dll 'libintf.dll' when starting Wilcom Design Explorer"

Causes:

- a. c:\Windows\system32\hasplms.exe is blocked by firewall or anti-virus application
- b. Port 1947 is blocked by a Firewall application

- c. HASP License Manager Service is stopped.

Preliminary Test:

Disable all anti-virus and firewall applications. Note that some applications such as Norton, McAfee, and AVG 8.0 have both anti-virus and firewall settings that may need to be individually disabled.

If the HASP License Manager Control Center does not appear in the browser when typing <http://localhost:1947> then we know that the Anti-virus or Firewall application will have to be configured.

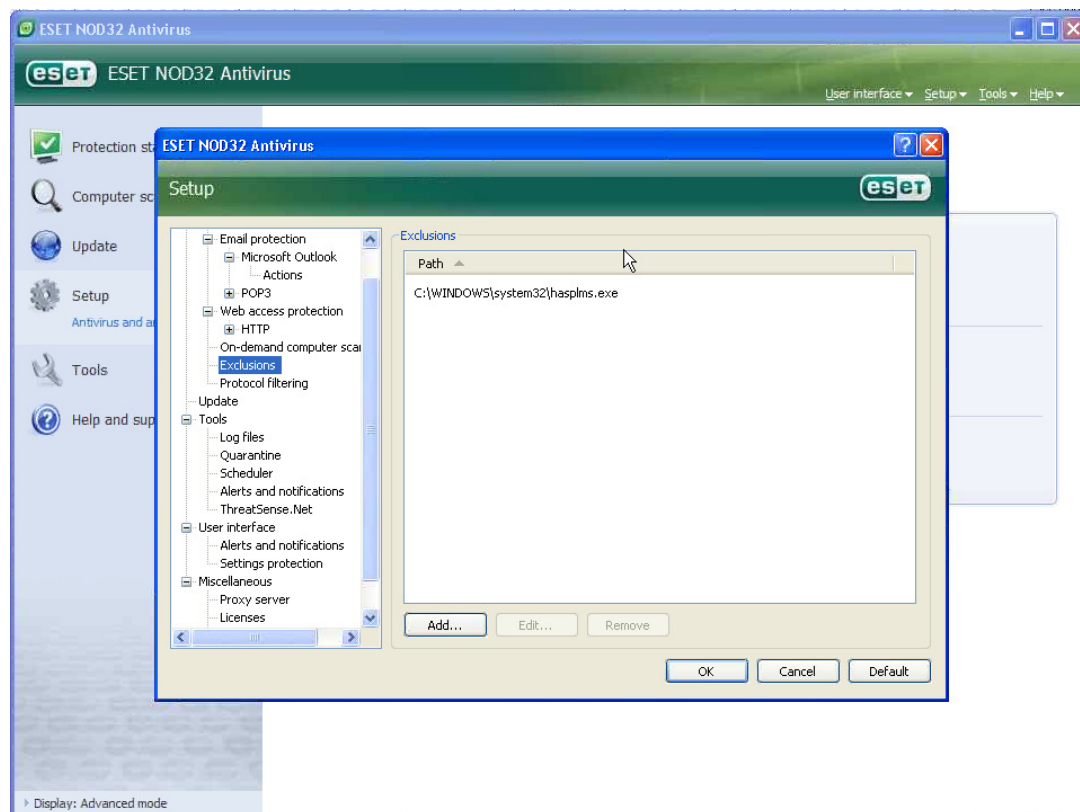
If the Control Center still does not appear, check for other firewall or anti-virus applications that may be running and disable them or turn them off.

Solution:

1. Add c:\Windows\system32\hasplms.exe in the Exception list of the anti-virus and firewall application
2. Add port 1947 to the Exception list
3. Restart the HASP License Manager Service (Control Panel > Administrative Tools > Services)

Important: You must perform an installation “Repair” to re-register EmbroideryStudio software components. (Control Panel > Add/Remove Programs)

Example of Firewall Exception:



IV. More detailed troubleshooting (adapted from Aladdin knowledgebase)

"Unable to access HASP SRM Run-Time Environment (H0033)"

Description:

This error means "Communication error between the program and the local license manager"

This error can be caused by a number of things including the HASP SRM runtime is not installed properly, Personal Firewall Software blocking communication with the HASP LMS service, or another piece of software is using the same port that the HASP License uses (port 1947)

Solution:

To troubleshooting the error follow the steps below until the cause for the error is found:

1. Open a web browser and connect to

<http://localhost:1947>

- This is the HASP SRM Admin Control Center. If it's possible to connect to this then the SRM Runtime is installed OK and the problem lies elsewhere and you can disregard the rest of this document
 - If you get a message "page cannot be displayed" then it's possible the SRM Runtime is not installed (go to step 2) or blocked (go to step 3 and 4)
2. Go to Start > Run and type "services.msc" and press OK
 - The list is alphabetical. Search for HASP License Manager in the table and then check that it's status is "Started"
 - If this entry is not listed then the HASP SRM Runtime is not installed. Please reinstall it.
 - If the status is not "Started" check the event log for entries relating to the HASP License Manager service that will give an error message and further diagnostic information
 3. Check your personal firewall software. There are many types of personal firewall software including Norton Internet Security (the Firewall is one component of this software), Zonealarm and others.
 - By default most personal firewall software will request permission to allow access for the HASP Licence Manager the first time it is run. If access is allowed there will be no problems.
 - If access is denied you will encounter communication problems. To resolve such problems either disable the Firewall completely (Note: this option has risks. Please contact your firewall vendor for details) or create a rule/exception in the firewall to allow the HASP Licence Manager (if there is an option to create a rule/exception based on a port number, allow port 1947)

As there are many personal firewall products on the market it is not possible to list all the ways to configure each piece of software here. Please contact your firewall vendor for details on how to create exceptions or rules as detailed above.

4. Check that there aren't any applications that use HASP registered port (Port 1947). If you find such a program, disable it and run the HASP application again

Applies To: General issue, not related to any specific version of HASP SRM

PROBLEMS AND SOLUTIONS

Problem: HASP HL key drivers do not install.

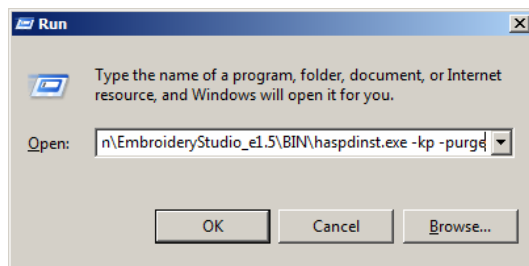
Probable cause: Presence of older HASP HL key drivers installed on the machine

Solution:

Uninstall the older drivers. **Click Start > Run** or press the **Window Key + R**

Type:

c:\Program Files\Wilcom\EmbroideryStudio_e1.5\BIN\haspdinst.exe -kp -purge and click **OK**. Wait for message that operation was successful.



Caveat: This uninstalls ALL other HASP drivers. Make sure you have no other HASP key that requires an older driver.

Install the latest driver.

Problem: "HASP key not found H0007"

Cause & Solution:

A. The HASP HL key LED is not lit

1. The key is not connected or not properly connected to the USB port.

Disconnect, pause a few seconds, then reconnect. If the LED lights up, the application should be able to access the key. You may need to wait a few seconds for the device to be completely installed by the operating system.

2. The required HASP HL key drivers are not installed.

If you are running HASP SRM on a Windows platform, check for an entry for HASP SRM in the **Device Manager** utility. If there is no entry, you must install the drivers.

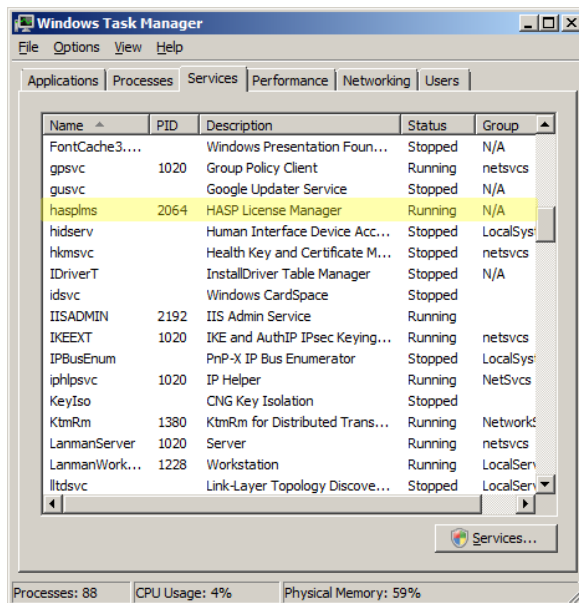
3. Check if the USB port is functioning correctly.

Disconnect all other USB devices from their respective ports. Connect the HASP HL key to a different USB port. Try using a different USB device in the port from which the HASP HL key was not accessible to test if the port is actually working.

B. Check if the **HASP License Manager Service** is running

Go to: Control Panel > Administrative Tools > Services

Vista Tip: Quickly check if the service is running by starting Task Manager and opening the Services tab.



Problem: You receive an error message indicating that HASP License Manager was not found. (H0033)

Cause: HASP License Manager was not loaded or the service is stopped.

Solution:

Restart HASP License Manager in the Windows Services window. If it does not start, something is blocking `c:\Windows\system32\hasplms.exe`. This is probably a firewall application.