kSA Sentinel Key Help

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1   Introduction

k-Space Associates, Inc. provides custom software with each metrology system it builds. The software interacts with the metrology tool to control the equipment and to collect and store measurement data.

To access the software application, the system requires that a dedicated Sentinel key be inserted into a USB port on the PC. k-Space will provide you with a custom-fitted box (similar to the image below) that contains your Sentinel keys and software when the system is delivered or installed.

- The Sentinel key with a **red** tag runs the software in **data acquisition mode**.
- The Sentinel key with a **blue** tag runs the software in **data analysis mode**.
- The thumb drive (red or black) contains the software files and other important files.

If you need to replace the Sentinel key for any reason, contact your k-Space representative. Note that you may be required to purchase another software license at full cost.

2 Identifying the Sentinel Key

As our software and instruments have evolved over the years, so has our Sentinel key design, as depicted in the images below. If you have an older system, your Sentinel keys may not look like the ones shown in the box in the photo above. However, they all serve the same purpose — to give you access to the kSA software.


Note that the older parallel-port Sentinel keys are not compatible with computers running Windows 7 or newer operating systems.

2.1 Sentinel key ID

Each Sentinel key is assigned a unique ID, which is printed on an adhesive label and affixed to the top of the key. This ID, typically three or four digits and sometimes one or more alpha characters, is tied to the customer's sales order number. This ID helps k-Space identify the customer and kSA product.

For example, in the images below, **B327** is a kSA BandiT acquisition key ID, whereas **BAO157** is an analysis key ID.
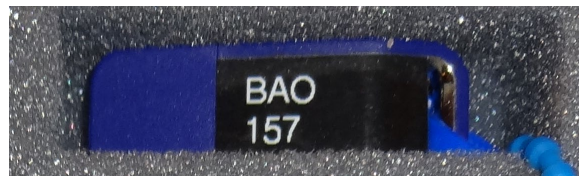

If you encounter Sentinel key issues that require technical assistance from k-Space, please provide this number so that we can offer the most effective support that focuses on your exact needs.

3   Troubleshooting Sentinel Key Issues

On occasion, you may encounter issues when trying to access the software. If you see the following error message, verify that the Sentinel key is properly inserted in a USB port.
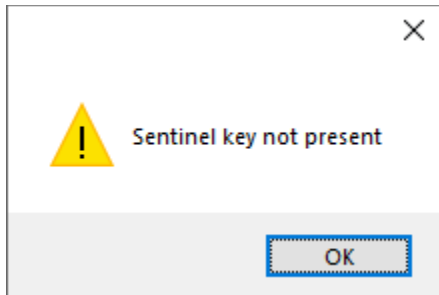
If you see this message even when the Sentinel key has been properly inserted, this may indicate that the software does not recognize the Sentinel key. Try the solutions below.

3.1   Check the Sentinel key LEDs

The Sentinel key has an LED that should light up when it is working properly, as depicted in the image below. Check the LED to see if it is off or on.

3.1.1   LED is off

If the LED is not on, remove the Sentinel key and insert it into a USB port that you know is working properly. If the LED does not light up and the error persists, the Sentinel key is damaged. Please contact your k-Space representative to request a new one.

3.1.2   LED is on

If the LED is on, the Sentinel key is not damaged. If the software still prompts you with the error message, proceed to the next section to verify that the computer recognizes the Sentinel key.

3.2   Verify that the computer recognizes the Sentinel key

1. Open the Windows Device Manager by entering **device manager** in the search field on the Windows taskbar, and then clicking **Device Manager** in the search results.
2. In the Device Manager window, expand the **Universal Serial Bus controllers** item.
3. Verify that **SafeNet USB SuperPro/UltraPro** is listed.
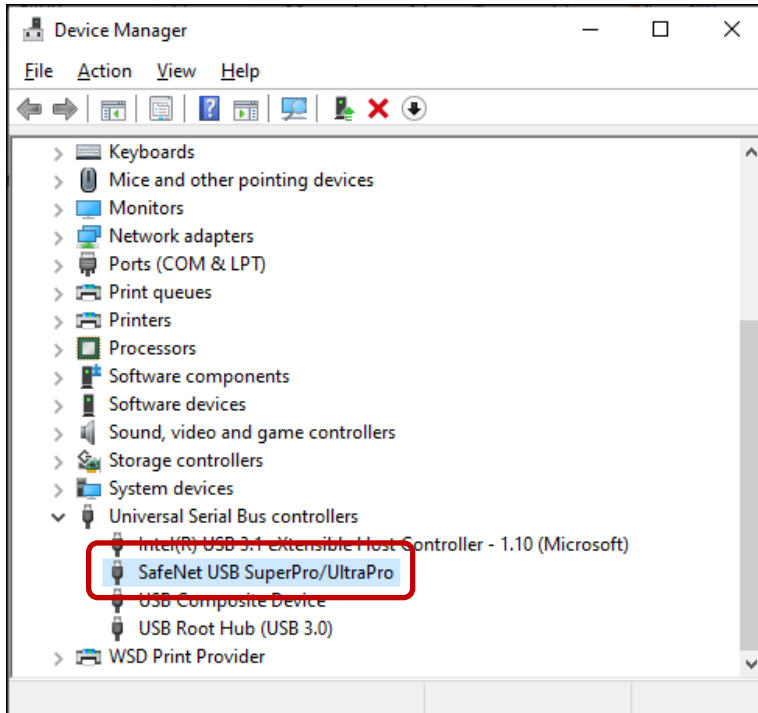
If the Sentinel key is not listed, the computer does not recognize the Sentinel key. Proceed to the next section.

3.3   Restart the PC

In many instances, a simple computer reset will resolve the issue.

1. Remove the Sentinel key from the USB port.
2. Restart the PC and log in after all startup applications have been initialized.
3. Insert the Sentinel key into a working USB port.
4. Open the kSA software.

If the software opens successfully, the software recognizes the key again. If the error persists, proceed to the next section.

3.4   Update the Sentinel key driver

If restarting the PC did not resolve the issue, follow the steps below to update or reinstall the driver software.

3.4.1   Update the driver

1. Open the Windows Device Manager and expand the **Universal Serial Bus controllers** item.
2. Right-click the **SafeNet USB SuperPro/UltraPro** item or the USB device that is experiencing the error, and choose **Update driver.**
3. In the window that opens, click **Browse my computer for driver software**.
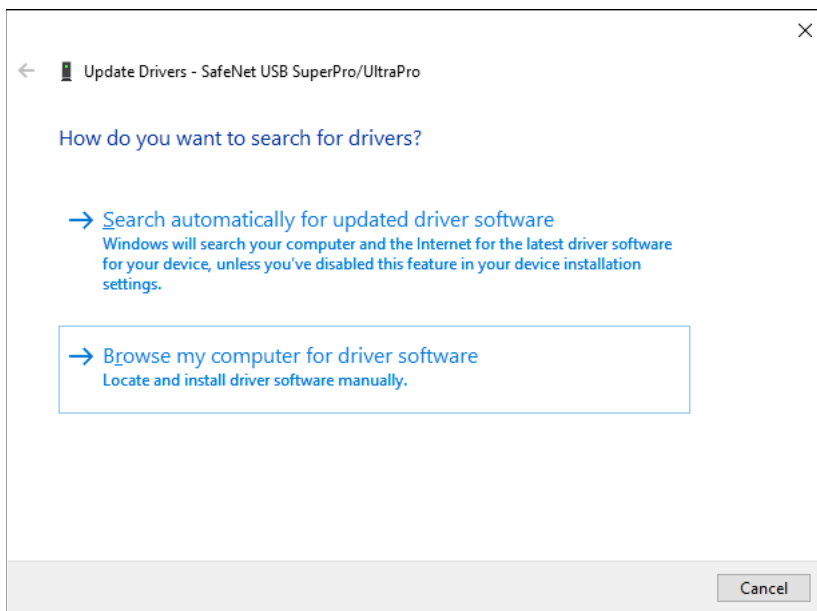

4. In the next screen, enter **C:\Program Files (x86)\Common Files\SafeNet Sentinel\ Sentinel System Driver** in the data-entry field, or click the **Browse** button and browse to that folder location.
5. Click **Next** to update and install the driver.

When the driver installation is complete, you should be able to successfully open the kSA software.

3.4.2   Install the driver

1. Open the Windows Device Manager and look for the USB device that is experiencing the error (indicated by the warning ⚠ icon). This will be under either the **Universal Serial Bus controllers** item or the **Other devices** item.
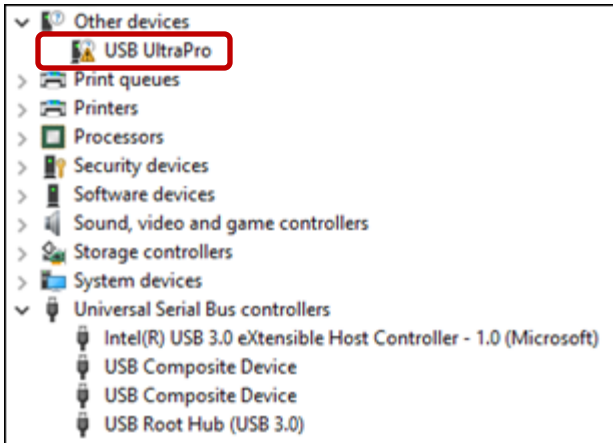
2. Remove the Sentinel key from the USB port.
3. Locate and run the **Sentinel System Driver Installer 7.5.8.exe** file on your USB software device or available from k-Space.
4. When the driver installation is complete, insert the Sentinel key into the USB port.
5. The Device Manager should now recognize the device.
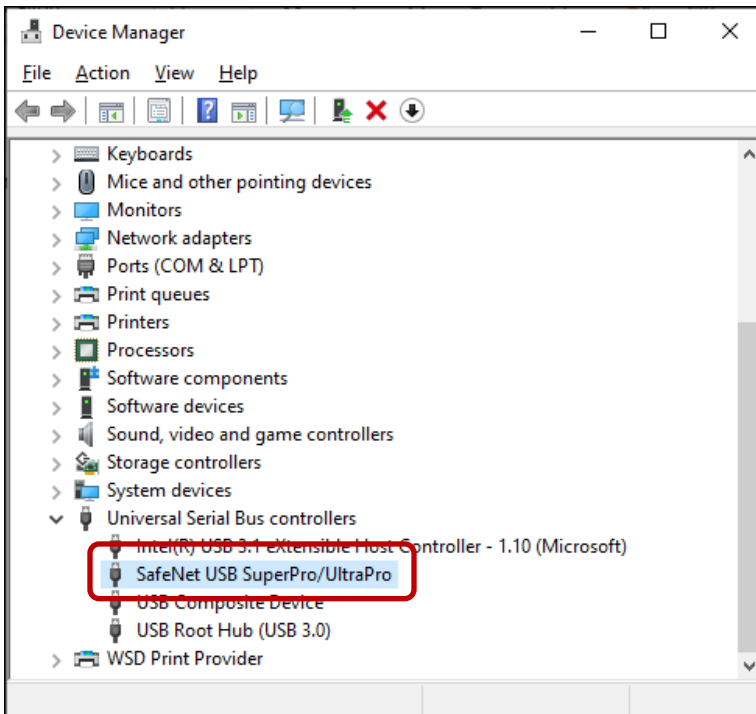
4   Technical Support

If none of the solutions above resolved the issue, please contact your k-Space representative.

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