Troubleshooting the SIGNAL Security Key

Overview
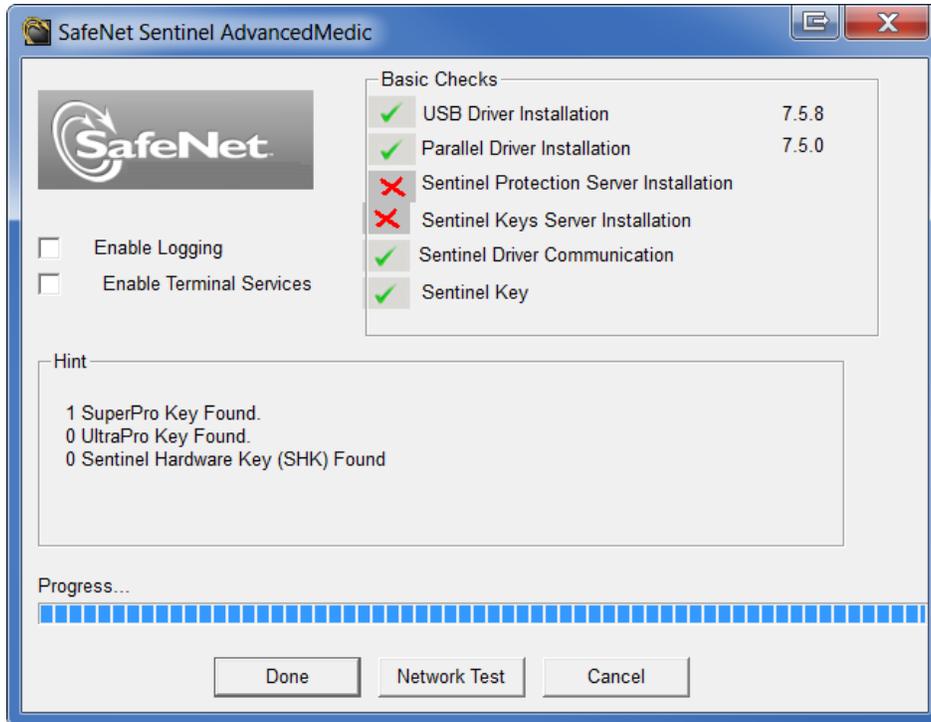
This document describes troubleshooting the SIGNAL security key. **This procedure can be used on a computer that has never had SIGNAL installed.** Here are the basic steps: first you download a zip file from the Engineering Design website containing the security key driver, diagnostic and upgrader. You install the driver, then run the diagnostic.

Troubleshooting Procedure

1. Plug in the SIGNAL security key.

2. Download the **SIGNAL security key driver** from the SIGNAL support page
   http://www.engdes.com/sigwin/support/support.html

3. The download is a zip file with three folders: the driver **Sentinel System Driver Installer 7.5.8**, the upgrader **FieldExUtil** and the diagnostic **Sentinel Advanced Medic 1.3.1**. Copy (unzip) these folders to your desktop.

4. Open the **Sentinel System Driver Installer 7.5.8** folder and launch **Sentinel System Driver Installer 7.5.8.exe** to install the security key driver.

5. You will be offered a **Complete** (if SIGNAL has never been installed**)** or **Modify** (if SIGNAL has been installed before**)** installation. Select whichever is offered, then select defaults on the following screens.

6. Allow the system to restart if requested. Your computer is now ready to run the diagnostic.

7. Open the **Sentinel Advanced Medic 1.3.1** folder and launch the diagnostic **Sam1.3.1.exe**.

8. Click Troubleshoot, then Acknowledge, then Acknowledge again. A successful test will produce the following screen. The red X's are produced because the "server" mode of the key driver is not activated.

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