

## Technical Bulletin

### ISS45 HASP with 8160-060 and Windows Server 2008

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#### ISSUE

Sometimes during an ISS45 8.1.6.0-060 on Windows Server 2008, the software (“HASP”) key may be lit, but it is not operational. The RSMSTRV tab under the Service Monitor indicates that the “HASP is not present” even though the HASP key is present and lit.

#### SOLUTION

With this combination, the driver installation may not “take” properly, but a repeat install will complete normally and resolves the issue to enable ISS45 operation.

1. From a DOS command line type: `CD C:\PCMASTER\DRV32`
2. Type `hinstall -r` and press ENTER. Click OK when prompted.
3. Type `hinstall -i` and press ENTER. You will receive an error message box: click OK to this message.
4. Type `hinstall -i` and press ENTER. Click OK when prompted.
5. Reboot MFS1 and verify that the Service Monitor starts properly.