

Technical Bulletin

ISS45 HASP Printer Out of Paper Error

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With the release of V7.1.1.0-050 and the Acer G320 RAID server, a new HINSTALL.EXE was required. On systems *that are not using* the Acer G320 RAID server you may get a “Printer out of paper” error when using the parallel HASP software control plug.

The old HINSTALL.EXE is version 4.50, dated 09/05/2001 while the new HINSTALL.EXE is version 4.99.5.20, dated 10/12/2005. Depending upon the type of installation you are performing you may use one of the following methods to avoid or fix a “Printer out of paper” error:

ISS45 Upgrade (**ONLY FOR SERVERS THAT ARE NOT ACER G320!**)

1. Before the upgrade open a DOS window and change directories to C:\PCMASTER\DRV32
2. Key in <hinstall -v> and depress the ENTER key
3. If the version number is 4.50 save the HINSTALL.EXE file to another directory on the system
4. After the installation has completed repeat steps #1 and #2 above
5. If the HINSTALL.EXE version has changed to anything other than 4.50 do the following:
 - A. Exit ISS45 and then open a DOS window
 - B. Change directories to C:\PCMASTER\DRV32
 - C. Key in <hinstall -r> and depress ENTER
 - D. Copy the HINSTALL.EXE file you saved into the C:\PCMASTER\DRV32 directory or unzip the file attached to this technical bulletin into C:\PCMASTER\DRV32
 - E. Key in <hinstall -I> and depress ENTER
6. Reboot the server

ISS45 New Installation (**ONLY FOR SERVERS THAT ARE NOT ACER G320!**)

1. Install ISS45 as normal
2. Open a DOS window and change directories to C:\PCMASTER\DRV32
3. Key in <hinstall -v> and depress the ENTER key
4. If the HINSTALL version has changed to anything other than 4.50 do the following:
 - A. Exit ISS45 and then open a DOS window
 - B. Change directories to C:\PCMASTER\DRV32
 - C. Key in <hinstall -r> and depress ENTER
 - D. Unzip the file attached to this technical bulletin into

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C:\PCMASTER\DRV32

E. Key in <hinstall -I> and depress ENTER

5. Reboot the server

To Your Success,

Speros
Speros Voss
Technical Specialist

