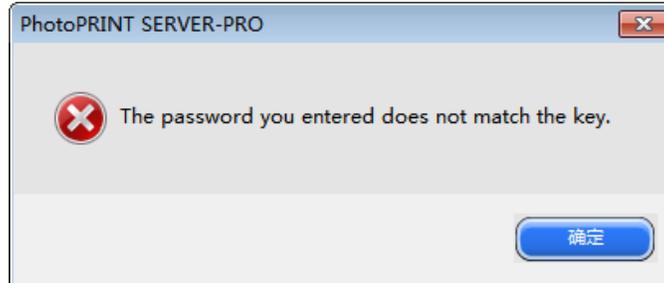


Troubleshooting the problem of “the password doesn’t match the key”

Several reasons cause the problem of “password does not match the key”. When you launch our program, it pop up a windows says that “the password doesn’t match the key”. It would be rather annoyed news. So take the following steps to solve the problem.



First of all, insert the key to check if the light is on. If not, jump to step 3 directly; then, do from step 1.

1). Make sure that you have inserted the dongle (hardware key) and the user number in the **install manager** (open it from “star>all programs>SAi production suit>install manager”) is the same as the one on the dongle (you can find an **USER ID** in the one side of the key). So you need plug in the responding key.

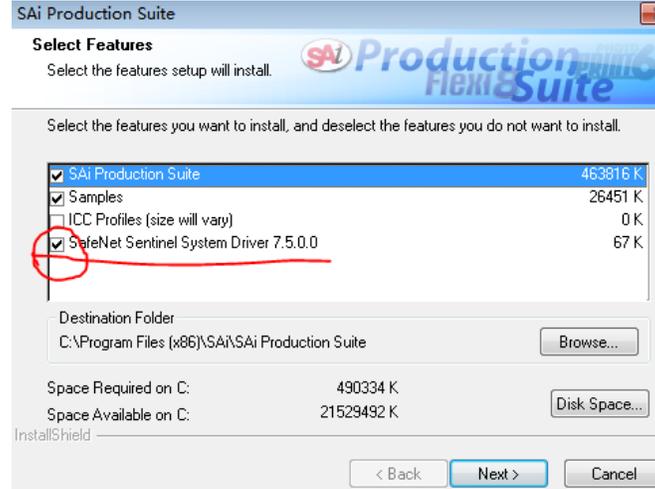


2). Even if you have checked every points of step 1 in detail, it still reminds you a wrong password. An utility “Getkey ID” can help to detect the true ID of the dongle. Open it from “\Util\GetKeyID” in the origin folder or CD. We will change another password or key to you if this happen.



3). If the light doesn’t on. Probably the driver isn’t installed well. To install the driver,

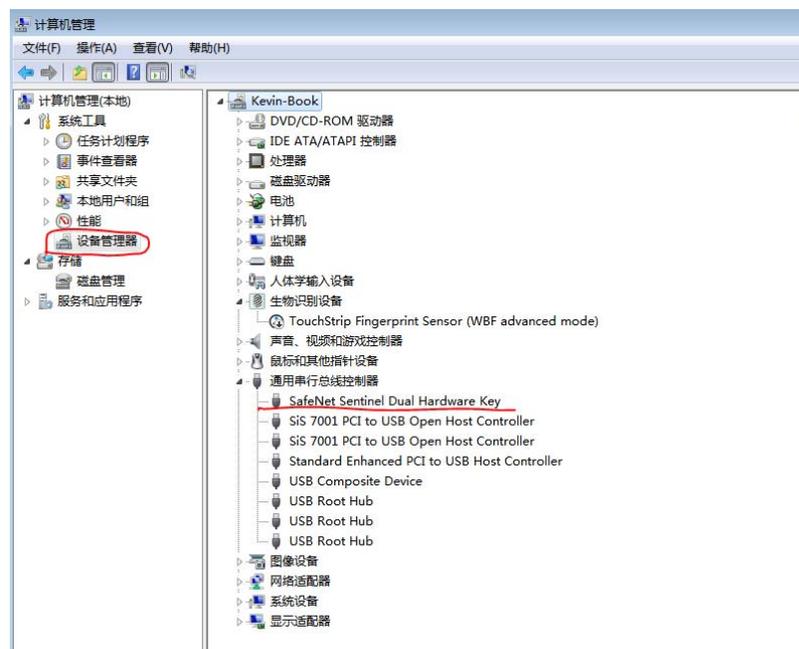
insert the CD or open the installer folder, double click the “**Autorun**” then do next step and check the **Safenet** driver in the step as indicated below.



4). Still can't work? Then you may update the key driver. Download the latest driver from <http://www.safenet-inc.com/support-downloads/downloads-developer-kits/>.

5). Ensure that your firewall or anti-spy software do not block or clean our program or process. Please use the “ignore” or “trust” options when these soft wares conflict with our program.

6). If the light still off and can not found in **Window device manager** (right click “my computer” open manager, find “**Window device manager**”, check if can find “SafeNet Sentinel Dual Hardware Key”), try to insert it into other USB port of your computer or install it on other computer. The dongle may damaged if light off in the test said above. Mail us the dongle to detecting.



7). If you installed other programs that use a Safenet hardware key to activation also

may cause conflict. Try to avoid such a situation.

8). we strongly recommend you install a complete version of operation system to your computer, since our products need some OS service component. Make sure “SAIadmin” “SAIdownloader” “SAiLicSvr” is running in the service list. (process may differ under OS. The screen shot was in Windows 7. open Windows tasks manager by right click the task bar.)

映像名称	用户名	CPU	内存(专用...	I/O 读取字节	I/O 写入字节	I/O 其他字节	描述
notepad.exe	Administrator	00	1,716 K	65,004		28,066	记事本
opera.exe *32	Administrator	00	100,024 K	84,116,389	24,228,824	535,074,205	Opera Internet Browser
PsiService_2.exe *32	SYSTEM	00	996 K			17,852	PsiService PsiService
raysat_3dsman2011_32server.exe *32	SYSTEM	00	1,112 K	17,588		21,872	raysat_3dsman2011_32server
SAIAdmin.exe *32	SYSTEM	00	1,232 K	29,272		22,484	TODO: <File description>
SAIDownloaderVista.exe *32	SYSTEM	00	1,712 K	5,078,766		3,509,860	TODO: <File description>
SAIDownloaderVistaLI.exe *32	SYSTEM	00	1,600 K	5,047,246		3,505,810	TODO: <File description>
SAiLicSvr.exe *32	SYSTEM	00	1,524 K	281,376		367,854	License Server
SearchFilterHost.exe	SYSTEM	00	1,852 K	19,752		25,418	Microsoft Windows Search Filter Host
SearchIndexer.exe	SYSTEM	00	42,524 K	51,167,990	5,793,801,328	72,900,608	Microsoft Windows Search 索引器

名称	PID	描述	状态	工作组
RpcSs	768	Remote Procedure Call (RPC)	正在运行	rpcss
SAIAdmin	2932	SAIAdmin	正在运行	暂缺
SAIDownloader	708	SAIDownloader	正在运行	暂缺
SAIDownloaderVista	2512	SAIDownloaderVista	正在运行	暂缺
SAiLicSvr	3184	SAiLicSvr	正在运行	暂缺
SamSs	528	Security Accounts Manager	正在运行	
SCardSvr	1588	Smart Card	正在运行	LocalServiceAndNoImpersonation

9). cached Temp files in the RAM can cause error. Try to restart or log off if the dongle does not work after the using of other version of our program.

10). Use the LAN connected printer while another computer in the network has problem with the dongle. This situation is also need to pay attention.