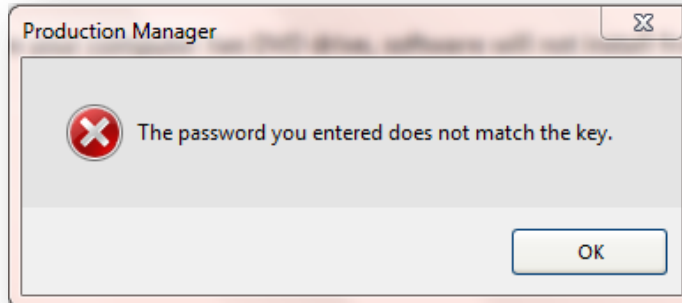


## Troubleshooting the Most Common Flexi Installation Issues

1. **Issue:** Installation DVD will not run.

**Solution:** Make sure your computer has a DVD drive. The software will not install from a CD drive.

2. **Issue:** When trying to start software following message comes up:



**Solutions:** Three most common reasons for this message are:

- a) Security USB dongle is not plugged into your computer (see picture below). Locate your USB dongle and plug it into a USB port on your computer.



*USB Security Dongle. Your software will not run without it.*

- b) Make sure your Firewall and Antivirus software are not blocking Flexi, Production Manager or the driver for the USB dongle. The following services need to be allowed as exceptions in the Firewall software:
  - i. SAi Flexi
  - ii. SAi Production Manager
  - iii. Sentinel Key Server
  - iv. Sentinel Protection Server
- c) If the USB dongle is plugged in and you still receive the message, the driver for the USB dongle needs to be reinstalled. Please follow the steps below for reinstalling the latest driver:

### Sentinel USB Key Driver installation

- i. Download latest driver by copying the following link into your browser:  
<http://safenet-inc.com/support-downloads/sentinel-drivers/>
- ii. Save the file to your desktop.
- iii. Remove the USB dongle from your computer.
- iv. Double-click "Downloaded file" to start installation and then follow the prompts to install the driver.
- v. Plug the USB dongle back into the computer, wait for the green light on the USB dongle and then start Flexi.

3. **Issue:** Wrong USB Dongle is plugged into the computer.

**Solution:** If you have multiple copies of software, it is possible that the wrong key is plugged in. Please check the back of the key and make sure the User ID number on the USB dongle matches the User number for your copy of Flexi.

4. **Issue:** Flexi runs in demo mode.

**Solution:** Click the START menu on your computer. Go to PROGRAMS, SAi PRODUCTION SUITE and then open INSTALL MANAGER. Make sure "Run in demo mode" is NOT checked. Enter your password if needed and click "Done."

