

On 32bit version of Windows7, it is reported that Windows Update fails if OmegaLand and related software is installed. Windows KB Updates being relevant to this issue are KB4088875, KB4088881, KB4093113, KB4088878 and so on (others will be in the list by future update).

This is caused by the incompatibility of a device driver with latest updates of Windows. The device driver is installed during the installation of network license server of OmegaLand, or RSView32 which is used for OmegaLand/VIEW. Please follow the instruction described below to avoid this problem.

■ How to check whether your system is related to this issue

This problem occurs only on 32bit version of Windows 7. Other Windows OS's which is supported by OmegaLand are not related to this issue.

Open the "Control Panel" and start "Programs and Features". If you found "HASP Device Drivers" (no version information) or "Sentinel Runtime" (version 7.60 or before) in the program list, please follow the instruction described in "■ Actions required" section.

Note: These device drivers are installed during the installation of following software.

| | |
|------------------------------|---|
| OmegaLand/VIEW | RSView32 (Works or Runtime) is installed in OmegaLand V2.7 or prior with OmegaLand/VIEW |
| Network license of OmegaLand | Sentinel HASP/LDK device driver is installed for Network license server PC in OmegaLand V3.1 or later |

No Windows Update issue is reported about "Sentinel System Driver Installer 7.x.x" (minor version number x.x corresponds to the version of OmegaLand installed) for Sentinel SuperPro USB key which has been used in OmegaLand V2.7 or before, so you don't need to take actions for this program.

■ Actions required

Please download zipped "Sentinel Runtime 7.81" from the link below and install in your system. Version 7.60 or older one will be automatically upgraded by this installation.

If "HASP Device Driver" is in the list of "Programs and Features", please uninstall the program.

Windows Update will be safe to be applied after the actions above.

[Download Sentinel Runtime 7.81]

https://www.omegasim.co.jp/support/USBkey/Sentinel_LDK_Run-time_setup.zip

■ Reference

Announcement by Gemalto, which provides these device drivers, is found in their knowledge base.

https://gemalto.service-now.com/csm?id=kb_article&sys_id=5015749cdb82d304d298728dae961918

The latest release of device driver is found in Gemalto site.

<https://sentinelcustomer.gemalto.com/sentineldownloads/>

■ Contact Information

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