

## Fix start-up problem with Sentinel® RTE update

June 2020

### Overview

Omnitronics Technical Support has recently received reports from some clients regarding a licensing issue with Omnitronics' applications that suddenly prevents them from starting up on Microsoft® Windows. These applications use version 7.41 of the Sentinel® Run-time Environment (RTE). In all cases so far, this issue manifested directly after a Windows 10 update. The problem was resolved in all cases by installing the latest version of the Sentinel® LDK/HASP® RTE for Windows. Below is more information on this issue with instructions on how to install Sentinel® LDK/HASP® RTE for Windows.

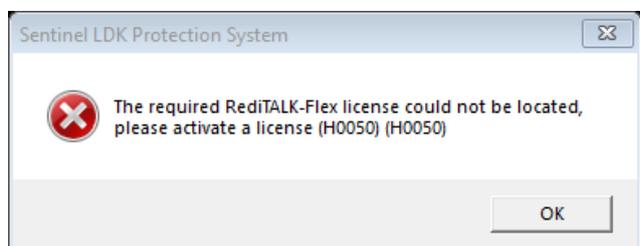
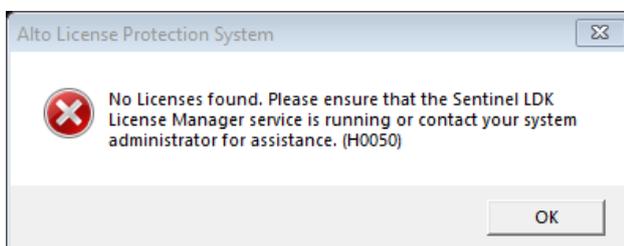
### Products affected

- RediTALK-Flex – all versions up to v1.0.6
- RediTALK – all versions
- Alto – all versions up to v1.2.11
- TetraGateway-DM – all versions up to v.1.0.6
- Advanced GPS Service (AGS) – all versions up to v1.0.4

**Note** For new installations of later versions of the products listed above, the updated run-time environment will be installed (except RediTALK as this product is EOL and discontinued). However, if you upgrade to a later version of the product, you must select the option to *Install a trial license* from the installer options, which will update the run-time environment.

### Symptom

You cannot run Omnitronics console software such as RediTALK-Flex, RediTALK, or Alto, and you are presented with an error message similar to the following examples.



Note that restarting the computer, turning off anti-virus software, and restarting the Sentinel run-time service do not have any effect on the error.

### Cause

All these reports have come from customers after installing a major Feature update to Windows 10, particularly when updating to version 1709 or later. Omnitronics suspects an incompatibility issue exists with the version of Sentinel licensing framework (v7.41) that is bundled with the versions of the software listed above.

## Solution

The solution is to update to the latest version of the Sentinel® LDK/HASP® RTE for Windows (version 8.11 at the time of this bulletin). This has been 100% successful so far with our affected customers. Follow the procedure below to update the Sentinel® LDK/HASP® RTE for Windows.

### To update the Sentinel Run-Time Environment

1. Ensure the Omnitronics software (Alto/RediTALK/RediTALK-Flex) is not running on the computer.

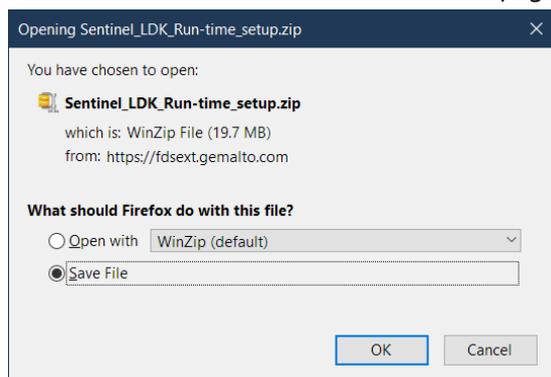
**Note** Note for the TetraGateway-DM and AGS products, you must stop the corresponding service using Windows Services before continuing.

2. Using your web browser, navigate to:

[https://supportportal.gemalto.com/csm?sys\\_kb\\_id=61fb0ee1dbd2e78cfe0aff3dbf9619ab&id=kb\\_article\\_view&sysparm\\_article=KB0018320](https://supportportal.gemalto.com/csm?sys_kb_id=61fb0ee1dbd2e78cfe0aff3dbf9619ab&id=kb_article_view&sysparm_article=KB0018320)

3. Accept the license terms.

4. Click the download link on the download page and save the **Sentinel\_LDK\_Run-time\_setup.zip** file.



5. Unzip the downloaded file, and then run the installer and follow the prompts to install the software.

6. Using your web browser, navigate to the following local URL:

<http://localhost:1947/int/about.html>

This will show the current version of the Sentinel software. It should match the one downloaded (e.g. version 8.11).

7. Run the Omnitronics software (Alto/RediTALK/RediTALK-Flex) or restart the Omnitronics service(s).

This should now resolve the licensing problem.

Omnitronics is committed to supporting our products in order to provide the best possible experience for our customers. As newer versions of the above Omnitronics software are released, the included run-time installers will be updated so new installations will not experience this issue.

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