



## Common questions about Copy Protections Devices (CPD's)

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### **Q: What is a CPD?**

**A:** Our software uses a special "key" called a Copy Protection Device, or CPD, that plugs into a port on your computer. The CPD protects our software, our authors and your patient information. In most instances, the key may be removed once the software has been installed and configured. This '**Softkey**' feature allows you the freedom to work without a key attached to your computer!

### **Q: What do CPD's look like?**

**A:** See this document on our [FAQ's page](#) "**Win-CPD-Drivers.pdf**"

### **Q: What are some common CPD difficulties?**

**A:** See this document on our [FAQ's page](#) "**Win-CPD-Errors.pdf**"

### **Q: Where can I obtain the latest drivers for my CPD?**

**A:** The latest drivers can be found at SafeNet-Inc.com Sentinel Support or by clicking here: [Download Driver Here](#)

## Common questions about 'going keyless' (a.k.a. Softkey)

### **Q: How does 'Softkey' work?**

**A:** '**Softkey**' locks your CPD to your computer's homeopathy software. The software 'remembers' your CDP's identity, and your CPD 'remembers' your computer's hard drive. When '**Softkey**' is enabled, your homeopathic software and CPD essentially become a 'mated pair'. The CPD cannot be used with another computer until it is first 'unlocked' by the original computer. CPDs can be locked and unlocked as often as desired, although most people prefer to lock their CPD once, and unlock only when changing computer hard drive or software configuration.

### **Q: How do I use 'Softkey'?**

**A:** Follow these steps to enable 'Softkey':

- Complete installation of MacRepertory and ReferenceWorks according to the instructions included with your package.
- Start one or the other of the programs.
- (Note: It is only necessary to enable 'Softkey' in one program for BOTH to work without the key.)
- At the **File** menu, choose **Preferences**.
- A white menu box will open in the center of your screen.
- In the upper left-hand corner of the menu box, you'll see the following 'copy protection' options:
  - "Use copy protection device"
  - "Use this computer only"
- To enable 'Softkey' choose "**Use this computer only**"

You may now unplug your CPD. It will not be required to open, close, or run your programs on this computer.

**Keep your CPD in a safe location**, as you will need to 'unlock' it if you make a change to your computer hardware (like a new hard drive) or your homeopathy software (like upgrading to a new library.) Please do not lose your CPD. It represents the value of your programs and you will be charged for a replacement if it is lost.

Reverse the steps above to disable '**Softkey**' and free your CPD for use on another computer.

**Q: Will 'Softkey' work on more than one computer?**

**A:** No. Each key is locked to its own computer once Softkey is enabled. You must purchase a second CPD if you wish to enable '**Softkey**' on more than one machine.

**Q: How many computers can I use the software on?**

**A:** Your license authorizes you to load your software on as many computers as you like (some restrictions apply), but you must use your CPD while working with the software (unless you have a '**Softkeyed**' computer/CPD combo).

One CPD is included in the price of your software package. A second CPD is available for separate purchase at the time of initial purchase, or as an add-on at any time.

**Q: What if I break my CPD?**

**A:** There is no charge for replacement of a damaged or defective CPD within 30-days of purchase.

After 30 days, the replacement charge for damaged or worn CPD is \$99.00 US. (Price as of June 2005. Prices subject to change without notice)

**Q: What if my computer breaks or if I need to have work done on it?**

**A:** We recommend that before you have your computer worked on – especially if you are replacing the hard drive – that you disable the Softkey feature. If you don't disable Softkey, your key may not recognize your new hardware. Tech support has the ability to un-lock the key with a date-sensitive password over the phone or email for certain versions of the program. If this fails, you may have to send your CPD back to us so that it can be "un-locked". This service incurs a nominal charge.