



CPD errors – Win & Mac

October2005

Windows Users

After installation, you may get an error message upon starting MacRepertory and/or ReferenceWorks that asks you to **"Please connect the authorization key"**. In 99% of all cases, the cause is that the driver has been misdirected by the Operating System away from the Universal Serial Bus Controller.

Solution:

1. Click OK to the message.
2. Close any windows that may be open.
3. Ensure key is in the correct port and that the green light on the key is on.
4. Locate your **"My Computer"** icon on the desktop (pre-win XP users) and **Right** Click it. For current XP users the "My Computer" is located by clicking the Start button.
5. Select **"Properties"** from the pop up menu that appears.
6. A window opens called **"System Properties"**; from here, depending on your Operating System, you can click the **"Tab"** called **"Device Manager"** or if none is listed click **"Hardware Manager"** and from the next window click **"Device Manager"**.
7. From the list that appears, look for any items called **"Unknown devices"** or Devices that have a **"?"** or **!"** next to them. Double click on this **driver** and follow the prompts to **"Re install"** the drivers for your CPD manually.
8. Once the driver has been installed, close all the windows and attempt to Restart MacRepertory and /or ReferenceWorks.
9. If the **"Please connect authorization key"** still appears - Remove the key, Remove the Sentinel driver through "ADD/REMOVE PROGRAMS". Then Reinstall the Sentinel driver from the drivers folder in the MacRepertory folder.
10. The latest Sentinel driver can be downloaded and installed from the key manufacturer (currently 7.1) Download Driver Here - <http://www.safenet-inc.com/support/tech/sentinel.asp> – OR you may go to the Technical Downloads section of our website and click on the **Sentinel Driver** to download.
11. If the **"Please connect authorization key"** message still reappears, contact our Tech Support Department for assistance.

Macintosh Users

Re-install your programs and your key should be recognized. If not, contact tech support.

For tech support within the US and Canada

Toll Free: 1-877-937-5368

Local: 1-415-457-0678

Email: KhaTech@igc.org

Available Monday – Friday from 9:00 to 4:00 PST (Appointments available)

For International tech support

Contact your local representative or dealer. To find your local rep or dealer, visit our website at kenthomeopathic.com or KhaEurope.us

You may also call our **European Distribution Office** in the UK at 44 (0) 1883-331586. Availability times vary.