



Broadcast
Software
International



Frequently Asked Questions

Blue Screen After Sentinel Hardware Key Driver Installation

Introduction

When booting your computer or trying to start BSI software you experience a “blue screen” crash, sometimes referencing the Sentinel hardware key driver.

Reinstall the Sentinel Hardware Key Driver

The most common solution to this issue is to reinstall the Sentinel Hardware Key driver. It is recommended that you download and install the latest version of the driver, available on the BSI website. To install/reinstall the driver, perform the following steps:

1. Install/Reinstall the Sentinel Hardware Key driver:
 - a. To download the latest approved version of the Sentinel Hardware Key driver, visit www.bsiusa.com, go to the Support menu at the top of the home page, and select Latest Drivers.
 - b. If you currently have any version of the Sentinel Hardware Key driver installed, download and run the “Cleanup Utility for Hardware Key Driver” for your version of Windows (32 or 64 bit). **NOTE: you will need to ensure your hardware key is NOT installed in your computer before running this, and you will need to reboot before proceeding to the steps below.**
 - c. Download and install the “BSI (Sentinel) Hardware Key Driver”. **NOTE: you will need to ensure your hardware key is NOT installed in your computer before running this, and you will need to reboot before proceeding to the steps below.**
2. Reboot your computer.
3. Insert the hardware key into an available USB port on your computer.

4. Check to see if the issue is resolved by starting your BSI software. If you do not experience a “blue screen”, your issue is resolved. If you still experience the issue and are running an older version of Windows, such as Windows XP, proceed to the next section of this document.

Ensure that the Sentinel Hardware Key Driver is Loading at Boot

The “blue screen” can also be triggered on older versions of Windows (such as Windows XP) if the driver for the Sentinel Hardware Key is not loaded before it is queried. This can happen if the driver is not set to load at boot when Windows starts. The following steps walk you through verification of this setting.

1. On early versions of Windows, right-click on the My Computer icon on your Windows desktop or within the start menu and choose Manage.
2. Highlight Device Manager and from the View menu, select “Show hidden devices.”
3. Expand the Non-Plug and Play Drivers section and search for “Sentinel.” (If you do not find an icon for Sentinel, reboot and repeat).
4. Right-Click Sentinel and choose Properties.
5. Go to the Driver tab and from the “Startup Type” drop-down, choose “Boot”, and then click OK.
6. You can now close the Computer Management window and restart your computer.