

## Technical Note (tcpmdt\_es\_v85\_gen002\_LocalProtectionSystem\_r1)

### MDT local protection issues

#### Update Date:

14/06/2022

#### Requirements

MDT versions: 8.0 to 8.5

#### Objective

This document aims to solve the issues related to the activation and operation of the MDT license in local mode (standalone). For network licenses consult the specific technical note in the support area of the <https://www.aplitop.com/aplitop-academy> web page.

There are several possible warnings, and more than one can be given. It is necessary to correct them in the order in which they occur.

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## Case 1: "Hardlock not found" error

### Checking the installed serial number

To check the serial number, run the CAD and press F2 to activate the text window. Find the MDT copyright message, for example:

XXX - Serial Number: **149**  
MDT v 8.5 - AutoCAD 2021-2023

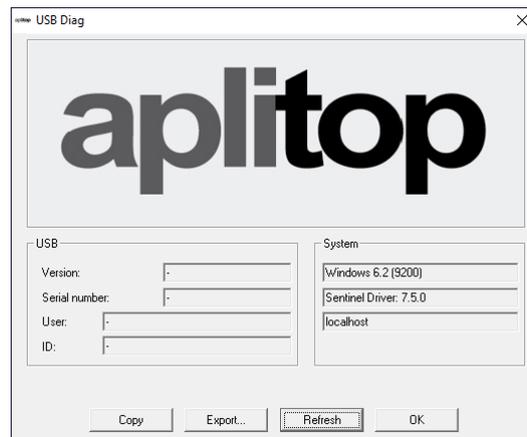
It is also possible to run the MDT8 command > About Tcp-MDT. In the window that appears, the serial number is in the center of the window. This last option is recommended when you are working with MDT 8.5.



### Checking the serial number of the protection key

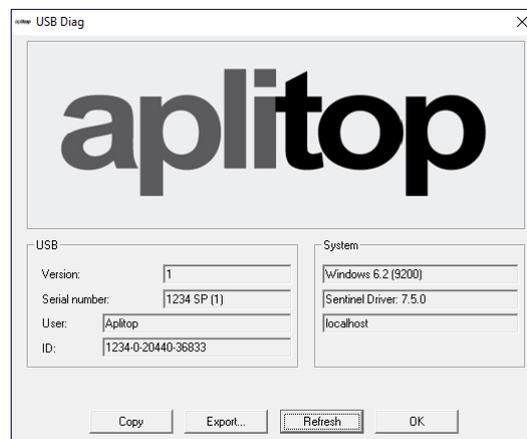
Then check if the serial number of the program is the same as the one assigned to the protection key. To know what this number is (regardless of the label that the key may have) run the USBDiag.exe utility located in the \Driver folder inside the MDT8 installation folder, by default c:\program files (x86)\Aplitop\MDT8.

When you run the program, a window appears with the information that has been read from the USB.



If the fields with a hyphen appear in the window, there are three possibilities:

- The USB key is not connected. Plug it into an available USB port, wait for the operating system to recognize the connected device, and then press the **Refresh** button.
- The protection key is connected, but the appropriate driver is not installed. Read below Case 2. Sentinel.
- The USB key is connected, but it does not work. If you have an LED light, it is not on. It is necessary in this case to physically send the key to the APLITOP facilities, for change or repair.



Verify that the version is 1. If it were 4, it means that the license has expired. Proceed as Case 3: Error "Your MDT demo evaluation period is over".

Check that the serial number (149 in this case) is the same as the one located in the program. If not, here's the reason for the error: the protection key has a different number than the program you installed. This is because the installation files do not correspond to or the protection key. Verify that they have not been confused with those of another user, and if necessary contact the APLITOP Administration department.

## Case 2. Sentinel Driver Installation

With the USB disconnected, open a window in the Driver folder within the MDT8 installation directory, by default `c:\program files (x86)\Aplitop\MDT8`. Run the `Setup.exe` file and follow the installation steps. When finished, connect the USB key and in case the program proposes it, restart the computer

## Case 3: Error "Your MDT demo evaluation period is over"

Your license is provisional and has expired.

One cause is the use of a demo version instead of a commercial one. In this case, you must acquire a commercial license to continue with its use.

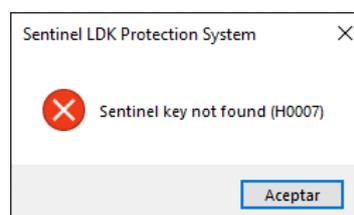
Another possible cause is the recent a change from old protection key to USB, and not having sent the original key. Once received, we will send you an email with instructions to permanently activate your license. Contact the APLITOP Administration department for more details.

## Case 4: "Incorrect Hardlock" Error

The protection key is from an old model not supported. As the message indicates, MDT8 cannot work and it is necessary to replace the key with another USB one by physically sending it to the APLITOP offices. Depending on the dates of purchase and whether or not it has maintenance in force, it could have a cost. Contact the Administration department for more information.

## Case 5: "Sentinel key not found (H0007)" error

This error may appear only with MDT8.5 when trying to run an MDT command.

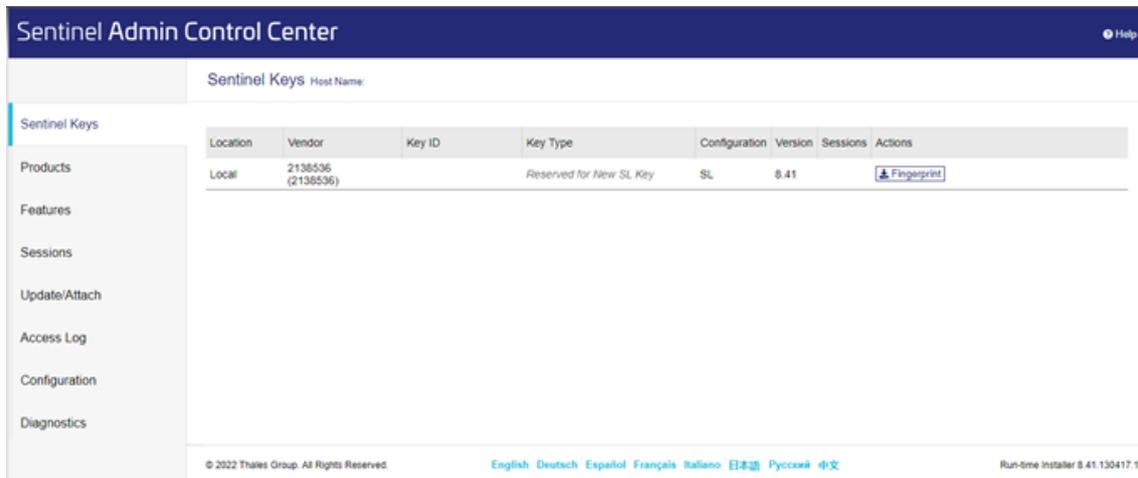


In this case, the program does not find the corresponding license, either because the physical USB has not been connected, or the software license has not been installed.

### Software License

First, verify that the Sentinel LDK runtime has been installed. To do this, in the **Aplitop** program group, run the **Sentinel Admin Control Center**.

You can also open a web browser at the [address http://localhost:1947](http://localhost:1947). A web page similar to this should appear:



If it does not appear, open a file explorer in the MDT8 installation folder, by default `c:\program files (x86)\aplitop\MDT8` and enter the `Driver` folder to run the `HaspUserSetup.exe` program.

Among the licenses that may appear, we must pay attention to those that appear with **2138536 Provider** (APLITOP). These are the possibilities:

When the license has not been installed, a line like the following appears:

Location	Vendor	Key ID	Key Type	Configuration	Version	Sessions	Actions
Local	2138536 (2138536)		Reserved for New SL Key	SL	8.41		<a href="#">Fingerprint</a>

Verify that a number greater than 8 appears in the **Version** column. Otherwise, contact [support@aplitop.com](mailto:support@aplitop.com) indicating this circumstance.

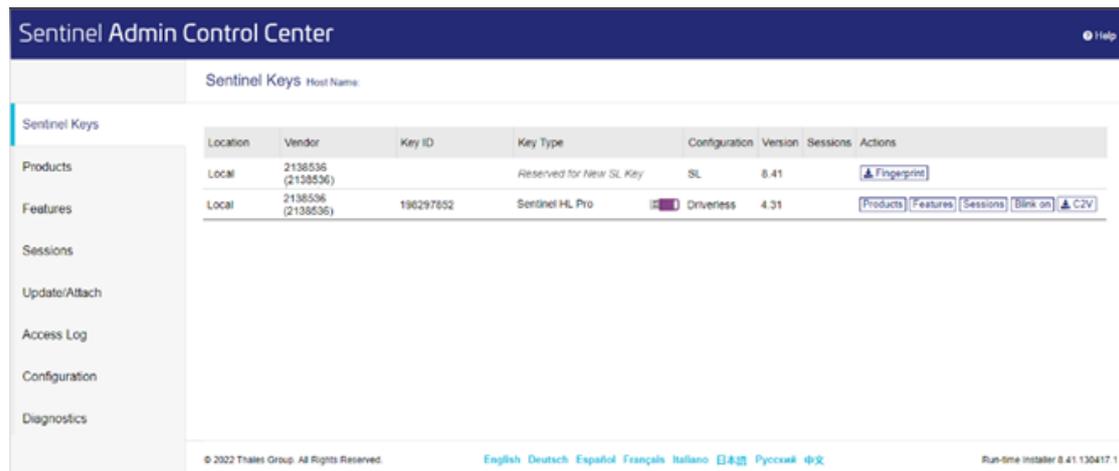
If the version is correct, by clicking on the **Fingerprint** button you can download a file that you can send to [support@aplitop.com](mailto:support@aplitop.com) to request a software license, in case you have contracted this type of licensing.

Once the software license is installed, it should have a line similar to this:

Location	Vendor	Key ID	Key Type	Configuration	Version	Sessions
Local	2138536 (2138536)	618510138634382891	HASP SL AdminMode Rehostable		8.23	

## Hardware License

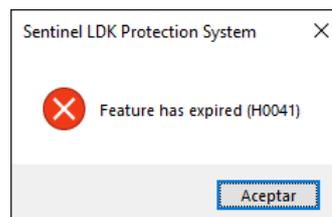
As in the previous case of software licenses, running the **Sentinel Admin Control Center**, if you have a USB license of type Sentinel HL connected, you should want a line with 2138536 Provider (APLITOP) similar to the following:



If you have Sentinel HL USB key connected, and it does not appear on this page, please contact [support@aplitop.com](mailto:support@aplitop.com).

## Case 6: Error “Feature has expired (H0041)”

If you run an MDT8.5 command and see a warning like this, the license has expired.



In this case, contact [comercial@aplitop.com](mailto:comercial@aplitop.com) to renew the license rental.