Carlson Office Software USB Hardware Locks

The Carlson Office Software USB Hardware Lock, sometimes referred to as a USB Dongle, is a USB device that plugs into a USB port to allow access to an associated Carlson Software package. The benefit of the Hardware Lock is that the software can be installed on multiple computers and the user can insert the USB key into a computer as needed.

1. First, install the Carlson Software product using the Serial Number provided
   {The number should have "4F37" in the 2nd block of numbers; xxxxx-4F37AC0-xxxx-xxxx}
2. Go to our Knowledge Base and install the Sentinel Driver software (accepting all the default settings):
   https://web.carlsonsw.com/files/knowledgebase/kbase05.php?action=display_topic&topic_id=73
3. After the driver has been installed, insert the Hardware Lock into an available USB port (a physical port on the computer is preferred rather than via a USB hub). The computer should automatically detect this and a red light will appear as shown below. Ensure this is ON before proceeding. If it's not ON, try another port.

4. Start the Carlson Software package and it should now be working

NOTE:

I.   In Help > About Carlson > Registration, it will show the software as being unregistered. This is normal for Hardware Locks.
II.   If an error message of "Carlson Hardware lock key error 3" appears, ensure the hardware lock is inserted correctly. Try removing the device and plugging it back into the original USB port or try another port.
      If this messages continues to appear, contact Technical Support via support@carlsonsw.com