

Security Key Resolution for Identifier for Windows

Issue: On PC's running Pentium processors faster than 200 MHz and those running Windows NT, you may encounter an error message when first launching IDentifier for Windows stating that the "Security Key" could not be found.

Note: The discussion that follows only applies to the "Unikey" brand security key. The security key is the "dongle" that plugs into the parallel port on the back of your computer. The Unikey can be identified by its color, blue. The "Activator" brand security key is black, and "SuperPro" is gray. The following discussion does not apply if your key is any color other than blue.

Solutions: Please follow the troubleshooting steps in the order they appear below. Only try the *next* step if the preceding step fails to solve the problem.

- 1) Verify that the security key is actually attached to your LPT (printer) port.
- 2) Check your operating system. If you are running Windows NT 4.0, you may need to install the [Windows NT Integration Kit](#).
- 3) If a printer is connected to the security key, ensure that the printer is turned **ON**. The software may not operate correctly if the printer is connected to the key, but the printer's power is off.
- 4) Click the **Start** button on the taskbar; select **Run** and type **Sysedit** in the Run dialog box. Click **OK**. A window appears displaying your AUTOEXEC.BAT, CONFIG.SYS, and a number of *.INI files. Select **AUTOEXEC.BAT** and add a new line at the end of the file by typing: **Set SSI_ACT=50,50,50**
Adding this line instructs your computer to wait a little bit longer to receive an "acknowledgement" from the security key when launching the software.
- 5) Click the **Start** button on the taskbar; select **Run** and type **Sysedit** in the Run dialog box. Click **OK**. A window appears displaying your AUTOEXEC.BAT, CONFIG.SYS, and a number of *.INI files. Select **SYSTEM.INI** and scroll through this file until you arrive at the section heading "[386Enh]." Add a new line at the end of this section by typing **SSI_LPT=*n*** where *n* is a number, 1, 2, or 3, reflecting the LPT port number where your key is attached.
- 6) Click the **Start** button on the taskbar; select **Run** and type **Sysedit** in the Run dialog box. A window appears displaying your AUTOEXEC.BAT, CONFIG.SYS, and a number of *.INI files. Select **SYSTEM.INI** and scroll through this file until you arrive at the section heading "[386Enh]." Add a new line at the end of this section by typing: **SSI_PORTADDRESS=*nnn*** where *nnn* is a number representing the 3 or 4-digit hexadecimal physical port address where your security key is attached. It is displayed in the "Input/Output Range" of the LPT port's properties.

How to determine your port's physical address: Click **Start**, **Settings**, **Control Panel**, and double-click **System**. Click the **Hardware** tab of the System Properties dialog and then click the **Device Manager** button. Expand the **Ports (COM & LPT)** tree by clicking the plus sign (+); double-click the Printer Port entry where your key is attached. In the Printer Port Properties dialog, click the **Resources** tab. The Input/Output Range displays the memory address in hexadecimal numbers under the Settings column. The first set of numbers before the hyphen is the number you must enter in the line SSI_PORTADDRESS= *nnn* in the [386Enh] section of SYSTEM.INI.