

## Error "Could not determine the[...]"

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|                  |                                     |                     |                     |
|------------------|-------------------------------------|---------------------|---------------------|
| <b>Category:</b> | FAQ in English::Software Protection | <b>Last update:</b> | 06/09/2021 16:47:52 |
| <b>State:</b>    | public (all)                        |                     |                     |
|                  | Archival                            |                     |                     |

### *Problem (public)*

Error "Could not determine the version of the License Manager" occurs:

### *Solution (public)*

This message means communication error between the protected application and Sentinel HASP RTE.

To solve the problem, please, install actual version of Sentinel HASP RTE as described in [FAQ#\[1\]700484](#).

[1] <https://sd.ascon.ru/otrs/public.pl?Action=PublicFAQZoom;ItemID=484;Nav=>