

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

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| Category: | FAQ in English::Software Protection::Sentinel HASP (HASP SRM) | Last update: | 12/27/2019 14:04:12 |
| State: | public (all) | | |

Keywords

hasp, srm, version, license, manager, determine

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=>