



SafeNet, Inc.
4690 Millennium Drive
Belcamp, MD 21017 USA
Tel.: +1 410 931 7500
www.safenet-inc.com

#TN_Template : Revision Number
Distribution : Technical Support
Product : HASP SRM, Hardlock
Title : TN_Hardlock_Hasp_service_error_48

Problem:

Error 48 "Unable to start/stop hardlock service with parameters 1119 1058 1. Error Code: 48 5 595 1058" or Failed HASP SRM Run-time installation. Error 48 "cannot start/stop aksfridge"

Solution:

Might be the "hardlock" file/service get corrupted due to several installation/uninstall of HASP drivers.

Follow the steps to resolve the issue:-

- 1- Unplug the USB key.
- 2- Uninstall HASP License Manager from machine using "Control Panel".
- 3- Check if there is any "HASP Loader" service running? If yes, then stop it.
- 4- Download latest Sentinel HASP Runtime v5.95 command line version from below link:-

ftp://ftp.aladdin.com/pub/hasp/Sentinel_HASP/Runtime_%28Drivers%29/Sentinel_HASP_Run-time_cmd_line.zip

- 5- Remove the Driver/RTE.

```
haspdinst.exe -fr -purge
```

- 6)- Reboot your machine.

- 7)- Reinstall the Driver/RTE:-

```
haspdinst.exe -i -fi -kp
```

If a reboot, and reinstallation of the drivers does not resolve this issue, I would suggest to try the following steps:-

- 1)- Check to see that if the registry has the following:-

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\hardlock

Start = 2 (automatic). You can try setting the Start = 4 (disabled), reboot, and then reinstall (follow the above steps 5th to 7th) the drivers.



SafeNet, Inc.
4690 Millennium Drive
Belcamp, MD 21017 USA
Tel.: +1 410 931 7500
www.safenet-inc.com

2)- If still the same issue then check if you can start the “hardlock” service under Device Manager--> View--> Show hidden devices--> Non-Plug and Play Drivers-->right click on "hardlock" >Properties-->Driver-->Start.