



Important Information about Windows 10 May 2020 Update

Dear Customer,

After the release of **Windows 10 May 2020 Update (Version 2004)** on May 27th we immediately tested the new Windows version for compatibility with all our products. **Unfortunately, we found critical problems.**

The device driver for the Sentinel HASP dongle, which is used for software licensing in all our products, leads to unspecific error messages either already during the update or, even worse, only afterwards.

It can happen that Windows does not start anymore after apparently successful update to version 2004, making the computer unusable!

If you are using **Chroma, BatchMaker, BatchLink, StrainMatic, StrainAnalyzer, StrainScope or StrainScanner** under Windows 10, it is essential that you update the dongle driver before updating to Windows version 2004. It is best to do this as soon as possible to avoid the described consequences.

Since the dongle driver is unfortunately not automatically updated via the Windows update function, we have created a new version of our SoftwareManager which updates the dongle driver. You can download **SoftwareManager 2020.1** from our cloud using this [download link](#). To install, unpack the ZIP archive and start the installation program **SoftwareManager Setup.exe**. Then follow the instructions of the installer. Remember to leave the option **Install SafeNet driver (recommended)** checked. Please note that you need local administrator rights to install SoftwareManager, so usually your IT department must be involved.

We have decided to make the new SoftwareManager version available to all customers, including customers without a software service contract, who in some cases use older versions of our products. Older product versions should also work with the new SoftwareManager version, but we cannot check this for all versions, let alone guarantee it. Furthermore, we cannot guarantee that older product versions are compatible and will remain compatible with Windows 10.

If you are renting software products from us, have concluded a software service contract with us or have measuring instruments serviced by us on a regular basis (including software updates), you will automatically be provided with the latest software version. In this case you only have to update the SoftwareManager as described above.

Otherwise, we recommend that you update software products to the latest version or enter a software service agreement with us to ensure the best possible compatibility with Windows 10. If you are interested, we will be happy to make you an appropriate offer, a short reply to this mail is sufficient.

We apologize for any inconvenience caused and ask for your understanding in this case. As a reaction to this unpleasant situation we have decided to change the licensing in future product versions to a self-developed method, so that we are no longer dependent on third party suppliers in this respect.

If you have any further questions, we will be happy to address them.

With best regards,

Henning Katte
CEO