

## *Sentinel USB key: "Sentinel USB Protection key not found" error.*

1. Make sure that you have the latest Rhin Jewel [Service Release](#).
2. During the installation look for the indications that the operating system recognizes the USB key: usually in the form of status messages in the bottom right corner of the screen during the installation process.
3. Deactivate firewall or anti-virus applications during the installation just to be sure that there are no interferences.
4. Make sure that **Sentinel Protection Installer** is present in **Control Panel > Programs**.
7. Try changing the USB port of the dongle key and **make sure** that the green led light of the key itself is on.

Check the attached PDF file for detailed installation instructions and Sentinel USB keys troubleshooting.

*Unique solution ID: #1000*

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