Subject: Important information regarding IDL 5.2, Microsoft Windows NT, and Service Pack 4
Posted by Research Systems Inc. on Fri, 04 Dec 1998 08:00:00 GMT
View Forum Message <> Reply to Message

Dear Valued IDL Customer:

Recently, you should have received your IDL 5.2 update. Since the release, issues related to the combination of Microsoft Windows NT 4.0 Service Pack 4 and the HASP device driver have been discovered.

Aladdin Knowledge Systems, maker of the HASP hardware key, describes the problem as follows:

"In many but not all cases if you upgrade to SP4 while an older version of the HASP Device Driver is installed you will receive a blue screen error upon reboot. This Windows NT error message will contain the following text "Kmode Exception Error". Versions of the HASP Device Driver that are affected include version 3.1 through 3.64 inclusive. Any version of the HASP Device Driver that is later than 3.7 will not trigger this behavior."

To prevent this problem, Aladdin recommends the immediate distribution of the latest HASP Device Driver v3.72. This latest device driver is available from the Aladdin web site
(http://www.hasp.com/press_forum/hasp98/technotent4.html). This will also give a detailed explanation of the problem and step-by-step instructions for installing this updated device driver.

Note: This new device driver must be installed BEFORE the installation of IDL 5.2.

Best regards,

Research Technical Support
support@rsinc.com