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TITLE: **Blue Screen on Windows XP When Installing USB Blocks**

Category: OMEGA - Errors

Gerber FastFact #: 3549

Supplied by: Technical Software Support

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Underlined text indicates change from the previous document.

************REMOVE YOUR USB SECURITY KEY************

1. Remove any software for your digital camera – go to add/remove programs and remove digital camera software/drivers

2. Remove the sentinel drivers. Go to the control panel->Add/Remove Programs and remove any entries related to our drivers "Sentinel System Driver". If you see several or just one, make sure you remove-uninstall. If you don't see any go to next step.

3. Once the drivers have been removed by our uninstaller from Add/Remove Programs you need to make sure that the following files are no longer present in the system: sentinel.sys, sentinel.vxd and sntnlusb.sys.   These files are usually found under the ...\Windows\System32\Drivers, ...\WINNT\System32\Drivers, or ...\Windows\System (under Win9x or ME). If these files are still present in the system, make sure you rename or delete them before going to the next step. You can go to start menu then search or find and look for these files on your hard drive.

4. Search for files: sent*.* and remove any that look like they belong to the sentinel driver

5. Now that you've checked that the files are no longer present, we need to delete the registry entries using the Registry editor (regedit.exe).

   NOTE: **Modifying the registry can cause serious damage to the system, make sure you ONLY make the modifications mentioned below**.

   Go to "Start"->"Run" type "regedit" (no quotes), hit enter. You will now see your registry editor. Open the following registry entries and see if they are completely removed, if present remove the registry specific:

   \HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Sentinel
   \HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Sntnlusb
   \HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\VxD\Sentinel

   Make sure you removed the "Sentinel" and "Sntnlusb" key entries (in bold).

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(For more information on the use and understanding of the Registry editor, please contact Microsoft. (www.microsoft.com)

6. Once registry has been modified, close editor and reboot the machine for changes to take effect.

7. Download our latest driver and install. (Our latest driver is downloadable from our website http://www.rainbow.com/support/eu_support.htm. (Make sure you get the ssd5411-32bit.exe)

8. Install the new rainbow 5.4.1.1
9. Reboot
10. Put the USB block on the system
11. Install omega