

TITLE: OMEGA didn't install completely

Category: OMEGA

Document Number: 3585

Supplied by: Gerber Service

Last Modified: September 2013

Summary: This explains how to uninstall and restart the OMEGA installation

ISSUE: Omega started installing and failed.**CAUSE:**

1. Sentinel didn't install correctly or fully

SOLUTION:

1. Go to Control Panel | Add Remove Programs and remove/uninstall the Sentinel/Rainbow/Safenet driver. (It may be listed as any of these names, depending on the version you are running.)
 - >Ignore any messages that it can't find a specific file.
 - >Once the file has been uninstalled, remove the OMEGA security key/dongle from the pc.
 - >Reboot the pc.
2. ENSURE YOU ARE LOGGED ONTO THE PC AS AN ADMINISTRATOR
3. TURN OFF VIRUS SCAN SOFTWARE and ALL OPEN APPLICATIONS
4. Once back in Windows, put the OMEGA DVD in the drive.
 - >Go to My Computer | DVD Drive | OMEGA | Sentinel 7.6.1 | Setup.exe - follow the prompts to install the software
 - > Reboot the PC
5. Put the USB Security key on a USB port. A found new hardware wizard may pop up. Windows may prompt for a disk to find file or app. Cancel
6. Go to My Computer | DVD | Setup.exe
Install may say it's installing an updated sentinel driver.
Once it's done REBOOT THE PC AGAIN
7. Go to My Computer | DVD Drive | setup.exe
At the main menu | Click Product Support | Security key report -
 - >If the serial number reported is correct, continue to step 8.
 - >If something else is reported, please provide details.
8. Restart the OMEGA installation one more time.
Follow the onscreen prompts