

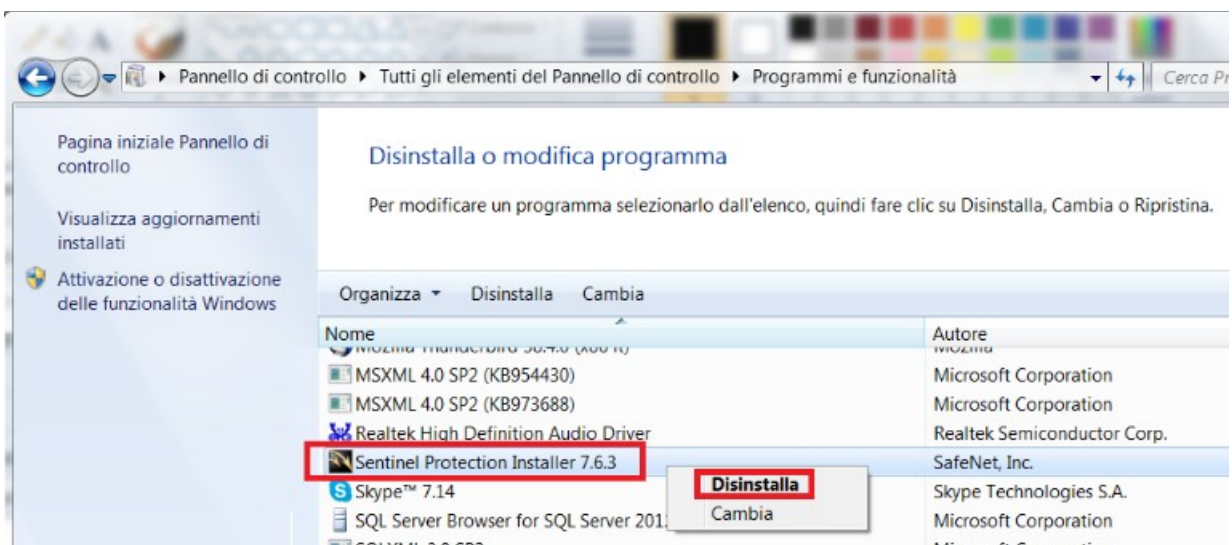
When you see a 'code' instead of a key number, it means that the USB key is not inserted/not read by the USB port/by FixAlfa.

There are some solutions you can try:

1- detach and attach the usb key again; verify if its light turns on; open FixAlfa and check if the key is read or there is still a code instead;

2- detach and attach the USB key on another USB port; verify if its light turns on; open FixAlfa and check if the key is read or there is still a code instead;

3- detach the key; remove drivers from Control Panel->Add remove programs; probably you will find 'Sentinel Protection Installer 7.6.3'; anyhow, remove it:

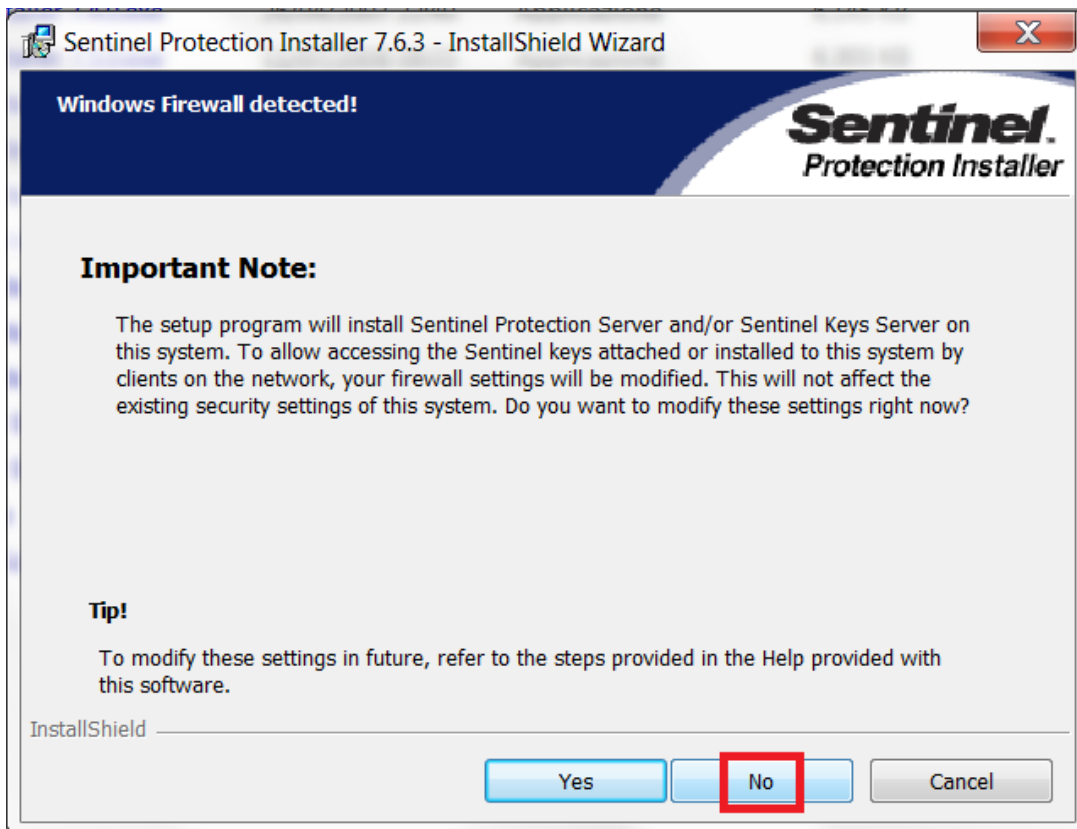


You will be asked to restart your computer;

Install drivers again downloading them from our ftpsite:

[https://www.tesysoftware.com/wp-content/themes/v\\_child/download/SentinelProtectionInstaller765.exe](https://www.tesysoftware.com/wp-content/themes/v_child/download/SentinelProtectionInstaller765.exe)

Press always 'yes', 'Next', 'install'...etc to go on with the installation; BUT when you will see the following window:



**PRESS NO.**

Once setup has finished, attach the USB key again, wait few seconds then open FixAlfa and check if the key is read or there is still a code instead.