



August 17, 2006

## S E R V I C E   B U L L E T I N

**Subject:** If you have a Hasp hardware key plugged into the USB port on the server PC, you will need to do the following steps to solve a known issue of Winserv not starting automatically.

**Distribution:** All customers running WINS 6.2.0 and higher.

**Issue:** When your PC first starts up, the Hasp key hardware is blocked from starting automatically and you must start Winserv manually. Under normal conditions, the Winserv program should start each time the Windows server PC is re started. This issue does not apply to any of your other workstation PC's as they do not have this Hasp hardware key.

**Resolution:** The program installed on your computer to block unauthorized activity is called Fortres. This software must be told to allow the Winserv program to run automatically.

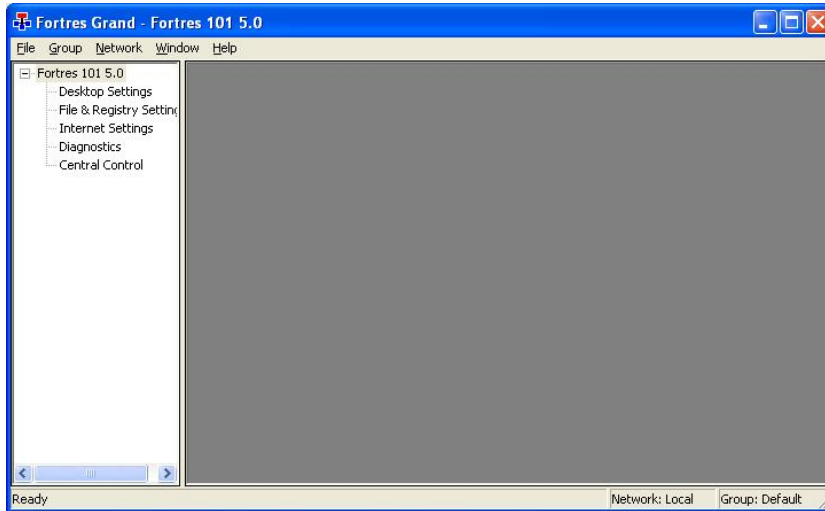
### Fortres

1. On your server PC (ONLY), on the keyboard, press and hold the <CTRL>, <SHIFT> <F> keys in that exact sequence.



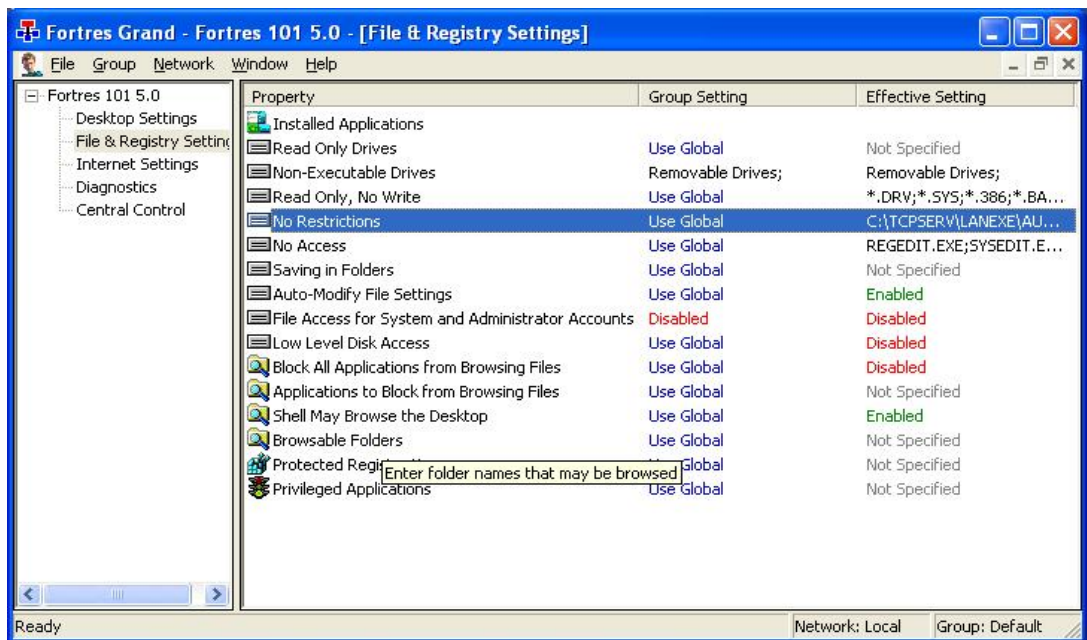
2. You will see the Fortres password screen popup.
3. If you do not see this password window, you need to do step 1 above again in the exact order.
4. Enter the Fortres password : (Please contact US Steltronic for this PW)

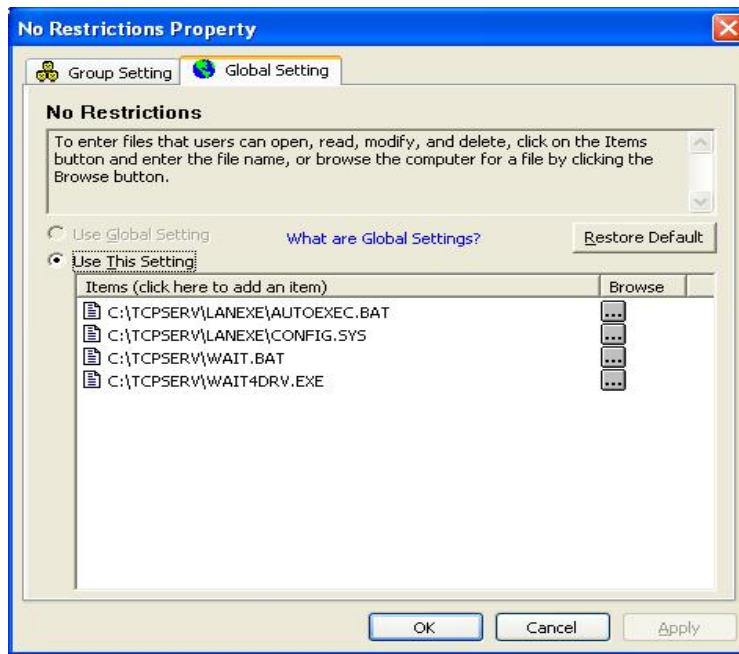
5. You should see the Fortres window below:



6. Double click the in the left column the line called: **File and Registry settings**. You will now see this window below:

7. On the right side of this window, double click on the line "No restrictions".





8. You will need to add two programs into this list. Double click the line in the grey box that says "Items (click here to add an item)". Then click the little grey box that has the 3 dots in it.
9. You will need to browse to my computer, then C Drive, then to the folder called c:\tcpsevr and add the file called WAIT.BAT
10. Running step 8 above will allow you to add another program file to this list. You will need to browse to the folder called c:\tcpsevr and add the file called WAIT4DRV.EXE
11. If you have added these files successfully, you may now exit from Fortres and save all your work by exiting Fortres.

**Conclusion:** In order to check this procedure has been successful, please reboot the server PC and see if Winserv starts automatically.

Sincerely,

Jim Osdale  
US Steltronic, LLC