

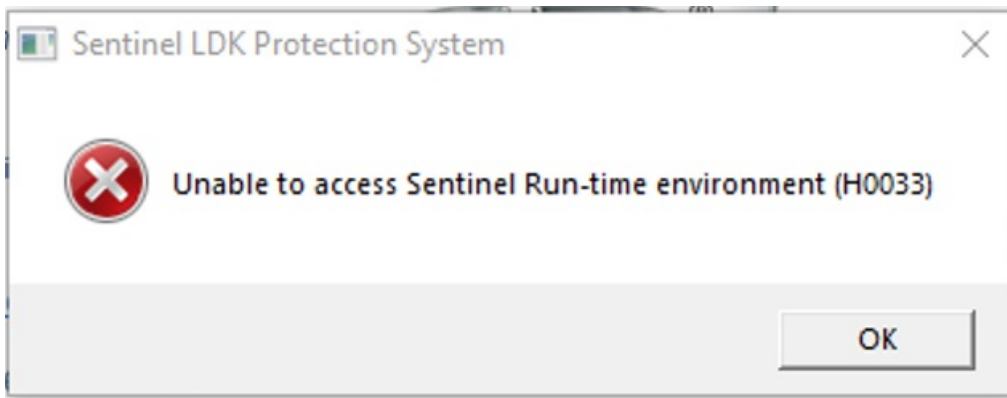
Error starting Nextgen, "Unable to access Sentinel Run-time environment (H0033)"

How to solve start-up problems related to error H0033.

Online version: <https://nextgen.sant-ambrogio.it/KBo47698>

Latest update: 01 feb 2022

Starting the program the following message is shown:



Unable to access Sentinel Run-time environment (H0033)

The problem is usually caused by a Windows update that conflicts with the security key drivers.

Simply reinstalling the protection key drivers will resolve the error: a copy of these drivers can be found from our [Download Center](#).

Please follow this procedure:

- Physically disconnect all the USB protection keys from the computer, including those for other software
- Uninstall "Sentinel runtime" from the Control Panel
- Restart the computer
- Reinstall the drivers downloaded from the link above
- Reconnect the USB keys to the computer
- Restart the software

Network license

If a network license is used (red USB dongle), it may be necessary to update the drivers on the server to which the USB key is connected to.