Addressing installation issues
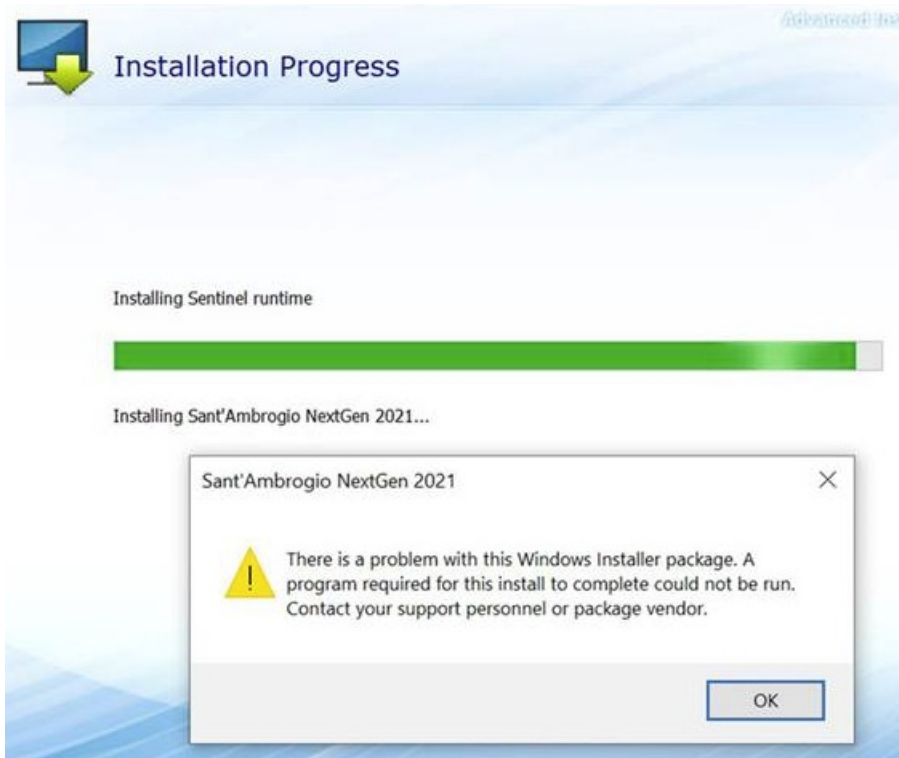
Common issues during software setup and how to solve them.
Online version: https://nextgen.sant-ambrogio.it/KB083885
Latest update: 24 ago 2021

Setup could not be completed during the Sentinel HASP driver installation phase

During the installation process, the NextGen software itself and some prerequisites (.NET Framework, HASP runtime) are installed. If the setup fails during the installation phase of the drivers for the hardware license key (Sentinel HASP) with the following error:

it is recommended to follow the procedure below:

- Download the driver installation package via the following link: https://santambrogiodownload.blob.core.windows.net/nextgen/Sentinel_LDK_Runtime_setup.zip

- Temporarily disable the antivirus

- Extract the drivers and install them manually

- Re-launch the NextGen setup

- If this still fails, manually re-run it from the command line with the option HASPDRIVERS =" 0 "

- Re-enable the antivirus