Article Details KB0021742

Document purpose

This technical note describes issues that may occur on a Windows 10 Version 2004 when Sentinel LDK Run-time Environment version 7.100 or earlier is already installed or will be installed.

Note: Installed SL-AdminMode keys and SL-UserMode keys work correctly after the issues described in this technical note are resolved.

Prerequisites

This technical note is relevant to users of Sentinel LDK who meet the following criteria:

    The protected application runs under Windows 10 2004 and system RAM is larger than 2G.

Issue #1

When Sentinel LDK Run-time Environment version 7.100 or earlier is installed:

Upgrading the operating system to Windows 10 version 2004 may fail (that is, the installation of Windows may fail, causing the installation to roll back). A screen similar to the following is displayed:
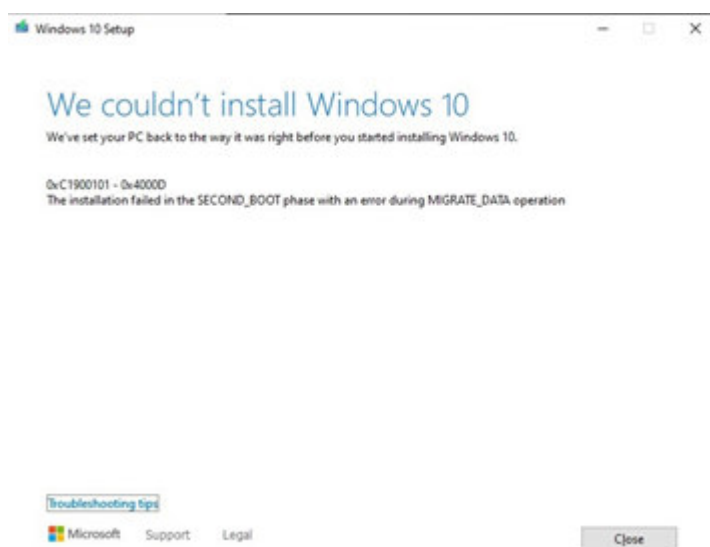
Recovery

If the issue has already occurred, after the roll-back of the Windows installation completes:

1. Install Run-time Environment version 7.103 or later.
2. Perform the upgrade of Windows 10 to version 2004.

Resolution

To prevent the issue from occurring, perform the upgrade of Window 10 to version 2004 as follows:

1. Uninstall Sentinel LDK Run-time Environment.
2. Upgrade Windows 10 to version 2004.
3. Install Run-time Environment version 7.103.

Issue #2

When Sentinel Run-time Environment is not installed: After upgrading Windows 10 to version 2004, installing Sentinel LDK Run-time version 7.100 or earlier may cause a stop error similar to the following:
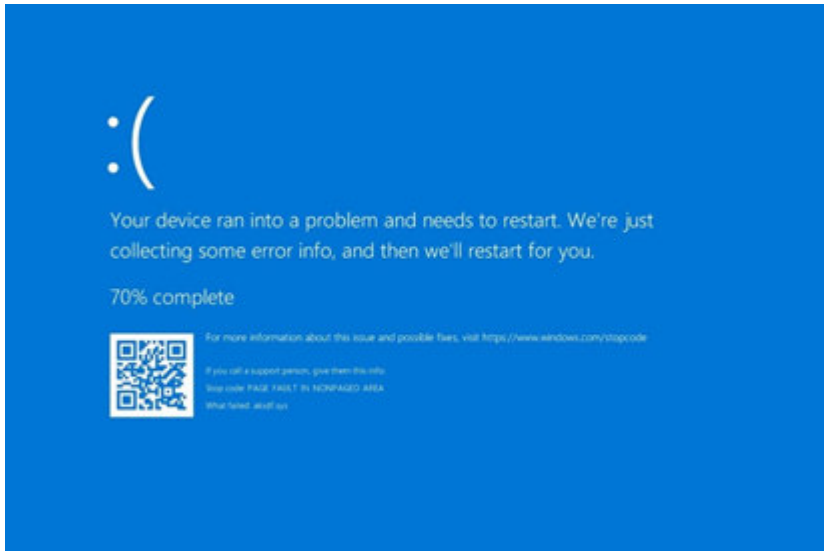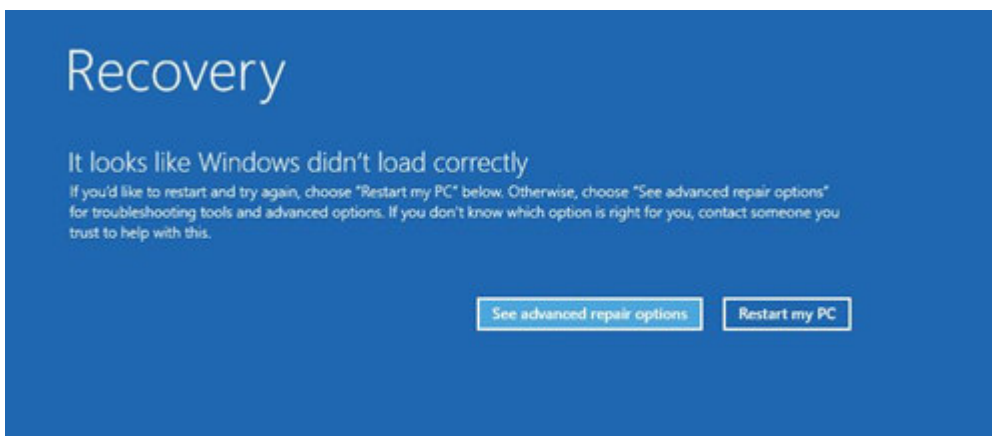

Resolution

To prevent the issue from occurring:

After upgrading Windows 10 to version 2004, install Run-time Environment version 7.103 or later.

Workaround

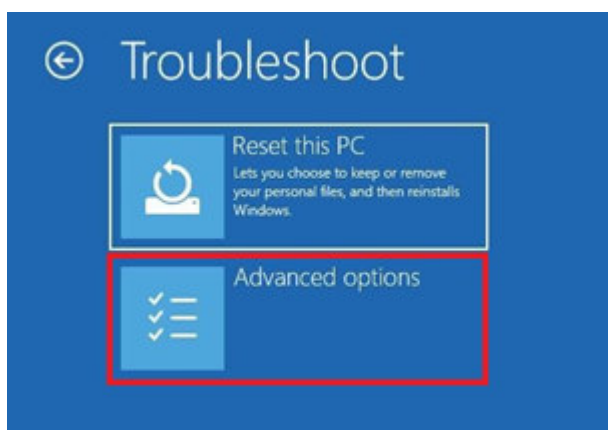If Windows is already installed and a stop error has occurred:
1. Restart Windows TWICE (Reboot or use the method recommended by your computer manufacturer.)
2. Restart Windows a 3rd time. This time, go to **Recovery**.
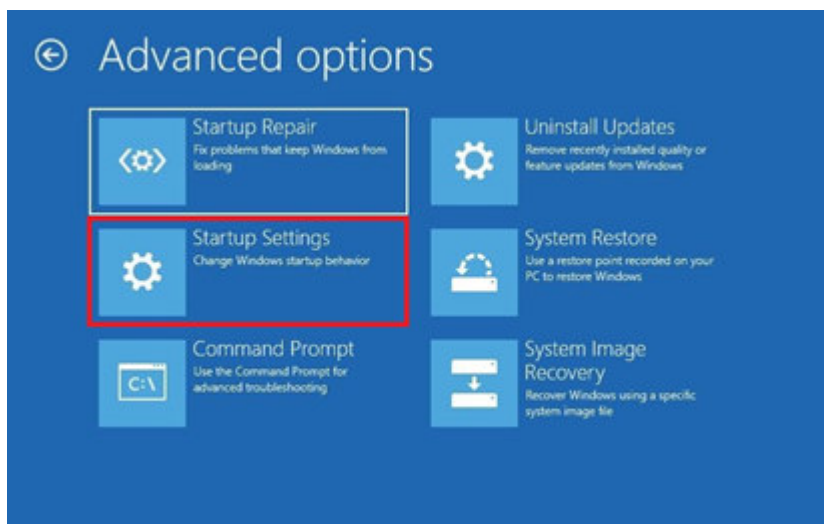

3. Click **See advanced repair options**. The following screen is displayed:
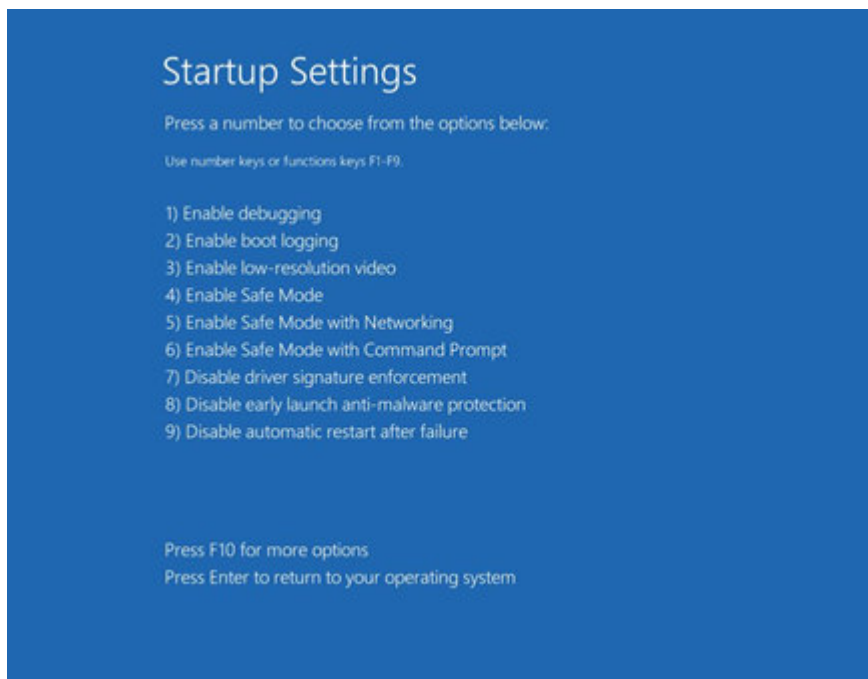
4. Click **Troubleshoot**. The following screen is displayed:

5. Click **Advanced options**. The following screen is displayed:

6. Click **Startup Settings**. The following screen is displayed:

7. Press F4 to choose **Enable Safe Mode**. The computer automatically enters safe mode.

8. Open a Command Prompt window with administrator privileges.

9. Enter the following command to uninstall Run-time Environment version 7.100:

haspdinst.exe -purge

10. Restart your computer to exit safe mode.

11. Install Run-time Environment version 7.103 or later.

Workaround for Virtual Machines

For virtual machines, another workaround is to set memory size to 2GB, restart Windows, then install Run-time Environment version 7.103 or later.