

Sentinel LDK Diagnostic Tool – README

Description:

LDK Diagnostic tool collects Sentinel LDK product settings and environment setup information from customer's system used for troubleshooting purpose by Thales's technical engineers.

Note: *LDK Diagnostic tool collects information that is essential for troubleshooting LDK related issues. All information that is collected will be held in strict confidence and will not be disclosed to any party outside of Thales. Collected information will only be used for technical support and troubleshooting purpose.*

Delivery components:

This delivery contains the following files:

- | | | |
|---------------------------------|---|---|
| 1. LDKDiagnosticTool.exe | – | The LDK Diagnostic tool. |
| 2. LDKDiagnosticTool_Helper.dll | – | Helper library for diagnostic tool. |
| 3. 7za.exe | – | 7za component used for zipping the output data. |
| 4. 7z.dll | – | Helper dll used by 7za exe to archive the output data |
| 5. README.pdf | | |

How to use:

Unzip all files into a folder and run *LDKDiagnosticTool.exe*.

Usage: LDKDiagnosticTool.exe [options]

Options are:

"-h/--help"	Prints the usage info
"-p/--print"	Prints the privacy policy
"-a/--accept_privacy_policy"	Silent mode of execution where the customer by default accepts the privacy policy

Consider the following points before using this tool:

- You must run this tool in Administrator mode.
- Make sure that the LDK Runtime Environment (RTE) is already installed on the system before running. In case you are facing issues during installation of LDK RTE then ignore this point.
- See the section below "Enabling logging"

The tool places the data it gathers in the "*Output_LDT_<Datetime in format YYYYMMDD-HHMMSS>*" folder within the current directory. After a successful operation it also zips the output data into a ZIP file (with the name *Output_LDT_<Datetime in format YYYYMMDD-HHMMSS>_<hostname>.zip*).

After the successful operation of the diagnostic tool you should share the zipped output data with Thales.

Enabling Logging

- 1) If LDK Runtime Environment (RTE) was not originally installed on the system in verbose mode then you should reinstall it in verbose mode. To do this;
 - a. Completely remove the LDK RTE from the target system from the command line with command "*haspdinst.exe -r -purge*"
 - b. Now execute the LDK RTE installation again in verbose mode with command "*haspdinst.exe -i -v*"
- 2) In case Error and Usage logging is not already enabled then it should be;
 - a. Open a web browser and go to ACC (<http://localhost:1947>).
 - b. You can enable logging using ACC's Configuration page → "Basic Settings" tab.
 - c. Enable the "Write an Access Log File" & "Write an Error Log file" check boxes along with their entire child's checkboxes.

Now recreate the problem and then run the Diagnostic tool again.

This Diagnostic tool collects following data from the target system:

1. System information of the machine (NFO file).
2. ACC diagnostic report.
3. Snapshots of following ACC pages:
 - "Sentinel Keys"
 - "Products"
 - "Features"
 - "Sessions"
 - "Diagnostics"
4. Retrieves Sentinel License Manager's server directory from the machine. These directories are:
 - <System drive>:\Program Files\Common Files\SafeNet Sentinel
 - <System drive>:\Program Files\Common Files\Aladdin Shared
5. LDK RTE installer's Installation log (aksdrvsetup.log)
6. The current Error and Usage logging data, if enabled (see above for instructions to enable).
7. Collects event logs from "System Event" from System's Event Viewer
8. Registry data for Sentinel LDK related components.
9. The application crash dump for the LDK License Server, if it exists (like error00a0b175.dmp and error00a0b175.txt) in "<system drive>:\program files\common files\Aladdin shared\HASP".
10. The device installation text log which contains information about device and driver installations (*SetupAPI.dev.log*)
11. The ACC INI file from <System drive>:\Program Files\Common Files\Aladdin Shared\HASP location

12. Information of all running processes on the system along with the running threads and loaded modules details
13. Retrieves information of all USB Devices attached to the system
14. Retrieves information of all Antivirus software installed on the system
15. Collects the software license (SL) related data.
16. Retrieves system finger print information (HASP_FINGERPRINT)
17. Retrieves system recipient information (HASP_RECIPIENT)
18. Collects current state of following server/drivers installed on the system:
 - a. hasplms
 - b. aksfridge
 - c. aksusb
 - d. hardlock
 - e. aksdf
19. C2V of the installed keys
20. Vendor HVC files
21. Setupact log file

Along with sharing the Tool's output data with Thales please also provide answers to the following queries:

1. Did the customer encounter this problem only with the current version of RTE installed on this system OR they initially faced this problem with an older version of RTE. In such a scenario please provide details on the earlier RTE version with which customer first faced this issue.
2. Does the customer remember any change in this system's configuration after which he started getting this error? Like any specific hardware and software changes addition/replacement/removal of Hardware component like NIC, HDD etc)? Perhaps they upgraded the machine from one OS to another OS.
3. Whether the customer has a dual boot environment. If yes then Msinfo32 of both the OS and whether HASP/LDK is installed on both the OS or not. Also provide version of RTE installed on both the OS.
4. Whether this problem occurred on a Virtual machine? Which virtualization/hypervisor technology and version is used?

If this is a case of BSOD with RTE installation:-

5. Get the Kernel memory dump of the system when BSOD occurs. To enable the creation of a kernel memory dump file refer to the MSDN page: <http://msdn.microsoft.com/en-us/library/ff542953.aspx>
You will need to recreate the issue after following these steps.