One or more of the fingerprints (such as a hardware key) required for the use of the following feature was not found (for Virtual Machine)

Last Modified on 09/27/2024 3:24 pm EDT

Symptom

One or more of the fingerprints (such as a hardware key) required for the use of the following feature was not found (for Virtual Machine).

Resolution

1) Ensure the Sentinel Driver has been installed on the virtual machine, not on the host machine. This is done by running the installation executable from inside the virtual machine. This installation file can be found on the Supplemental Materials disc under **License Key Drivers**.

2) Make sure the USB device is being controlled by the virtual machine by checking to see if it is selected in the virtual machine control panel. USB control can be obtained in various ways depending on the virtual machine application being used; consult the documentation for the application you are using to determine how to take control of devices.

3) Restart the LS License Server.

Applies To

OnGuard (All versions)

Additional Information

None