

SprinkCAD Technical Support

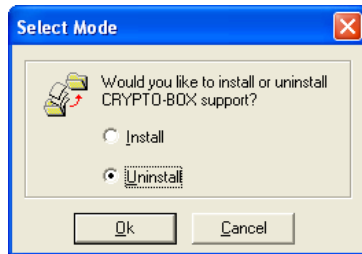
SprinkCAD

CryptoBox USB Driver Error

There is an incorrect version of a driver being installed by the SprinkCAD v3.5 17.3.6 installer. As a result, users whose license is on a CryptoBox USB Dongle may receive errors indicating that their license is unavailable. Please follow the steps below to resolve the issue in about 5 minutes.

The file being replaced in the steps below is "cbsetup.exe". The version of that file being UNINSTALLED is 1.0.7.1203. The version that will be INSTALLED is 1.0.7.404.

1. Close all SprinkCAD software
2. Uninstall the current driver



- Open Windows Explorer (or My Computer) and navigate to the "C:\Program Files\Common Files\TycoFP\SprinkKEY" folder
- Double-Click the file "cbsetup.exe"
- Select UNINSTALL and follow the prompts
- IF you are instructed to reboot, please do so

3. Delete the file cbsetup.exe from this folder.
4. Download the correct driver here: [cbsetup.zip](#) and SAVE the file to a location you can find
5. Unzip the downloaded file, extracting the contents to the "C:\Program Files\Common Files\TycoFP\SprinkKEY" folder
6. Double-click the newly acquired cbsetup.exe and INSTALL the drivers for "CRYPTOBOX-USB"

