

Technical Advisory Bulletin (TAB)

Bulletin #: TBBRAVO01A

February 6, 2015

Product: Bravo OS

Implementation: ☐ Urgent ☐ Mandatory ☒ As Required ☐ Info Only

Reference:

Subject: Bravo OS (SE Level) software does not recognize the Sentinel USB security dongle

SITUATION:

The Bravo software (SE Level) does not recognize the Sentinel USB security dongle. This usually occurs after the user performs a Microsoft Windows update. The Sentinel driver could have been overwritten by a version of the driver that does not work for Bravo.

SOLUTION:

User must re-install the correct Sentinel USB driver from the Bravo install media.

RECOMMENDED ACTION:

1. Locate the Bravo install media.
2. Using Windows Explorer the user should navigate to the root directory of the install media.
3. There will be a file named DongleDrv.exe.
4. User should double click the DongleDrv.exe file.
5. User should follow the install instructions that will appear on the screen. The user may be prompted to restart the system. If so, the user should restart Windows.