



Installation Guide v10.1

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STB Suite v10.1 Installation Instructions

Log into your test system locally (not via any remote method), as Administrator.

1. Uninstall any older versions of the STB Suite.
2. Browse to the CD and copy the file `InstallPackage_HWK_STBSuiteV1010-171120.zip` to the hard drive on your test system.
3. Double-click on the zip file on your test system hard drive to unpack the installation package.
4. Run the program `CkInstall.exe` by double-clicking on it. This program will confirm that your installation package is not corrupt.
 - a. Confirm that the md5 checksum is valid. If it is not valid contact support@stbsuite.com
5. Install the STB Suite
 - a. Double-click on the program **`HWK_STBSuiteV1010Install-171120.exe`**
 - b. Follow all on-screen instructions
 - c. Reboot when the installation is finished

Easy Upgrading from v8.2+ to v10.1

If you have been running STB Suite version 8.n you simplify the upgrade process by copying the necessary files to two folders on your test system.

Browse to the “**Performa Files\Toolbox**” folder and copy the four files into your STB folder.

If you are running under a 64-bit OS your STB folder name will be

“**Program Files (x86)\STB\SCSI Toolbox32**”.

If you are running under a 32-bit OS your STB folder name will be “**Program Files\STB\SCSI Toolbox32**”.

Now browse to the “**Performa Files\System32**” folder and copy the four files to your system32 folder.

If you are running under a 64-bit OS the folder name will be “**Windows\Sys WOW64**”

If you are running under a 32-bit OS the folder name will be “**Windows\System32**”

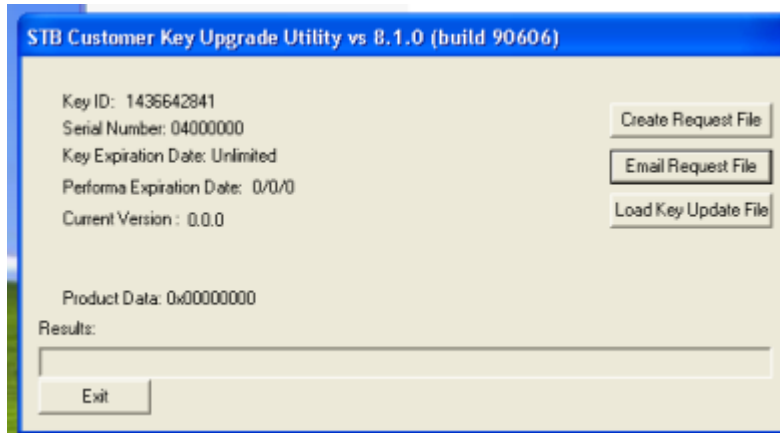
Updating your Hardware Key Performa information

If you have upgraded your Performa (support and maintenance coverage) please follow the instructions "[Upgrade Hardware Key Performa Date in USB Key](#)" below then proceed to "[STB Suite v10.1 Installation Instructions](#)"

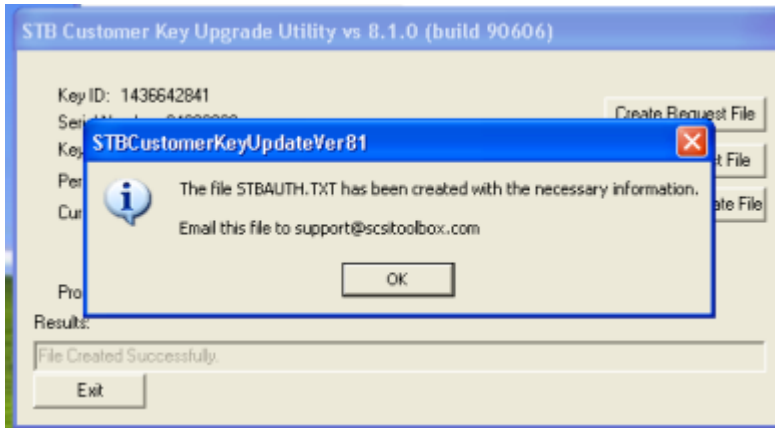
Note: If you have been running STB Suite version 8.2+ and your Performa coverage is current you do not need to do the key upgrade procedure. **Your key will automatically be updated to version 10.1 after the STB Suite is run with your Performa coverage being active.**

Upgrade Hardware Key Performa Date in USB Key

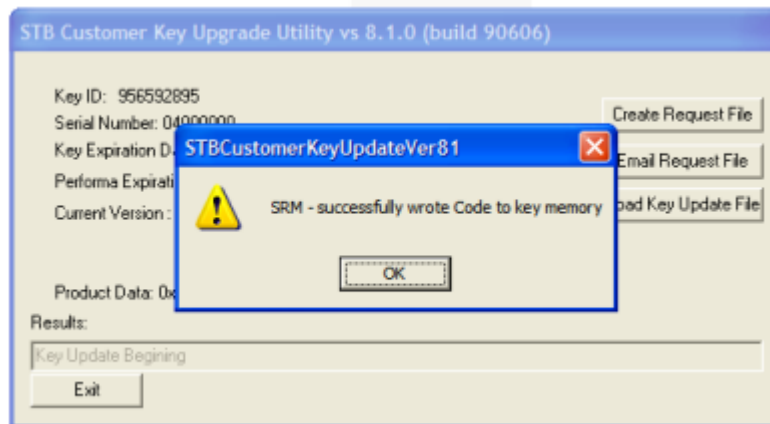
1. Start the STB Performa key update program by double-clicking on "STBCustomerKeyUpdateVer81.exe"
2. You will see this screen:



3. Click on “Create Request File” – and the screen will change to



4. Email the file “STBAuth.txt” to support@stbsuite.com.
5. Exit the STBCustomerKeyUpdateVer81.exe program
6. Save the update file returned to you from STB Support
7. Restart the program “STBCustomerKeyUpdateVer81.exe”
8. Click the button “Load Key Update File”, and use the browse feature to point to your update file which was just sent to you from support.
9. You should see this screen:



- 10.

11. Click "OK" and you should now see your valid Serial Number, Performa date and version information like this:

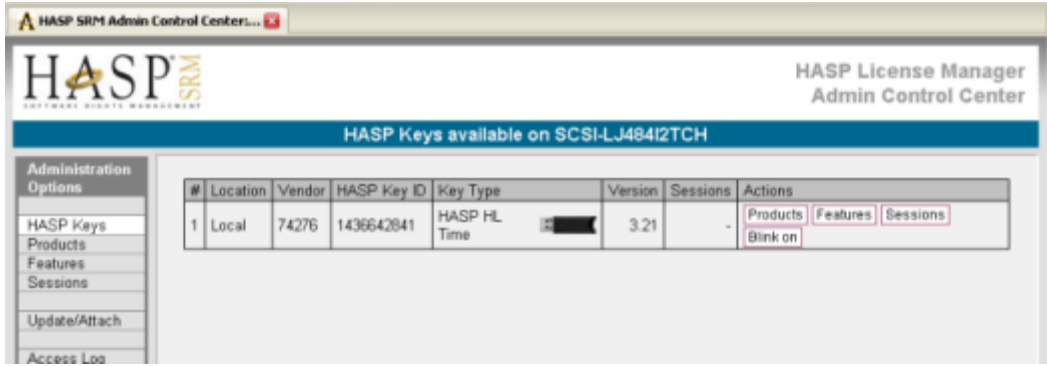


12. If you do not see a screen indicating success please contact support@stbsuite.com

Troubleshooting

If the STB Suite fails to install with a HWK failure, please follow the instructions below to install the HWK drivers.

1. Installing the latest Aladdin SRM Runtime driver package
2. Install the Aladdin HWK Runtime drivers from:
CDDRIVE:\Misc\USB_HASP_Driver\Sentinel_LDK_Run-time_setup.zip
or
http://www.stbsuite.com/gfx/Sentinel_LDK_Run-time_setup.zip
3. Install this package following all on-screen instructions
4. Checking your SRM installation
5. Point your web browser to <http://localhost:1947>
6. You should see the Aladdin Admin Control Center (ACC) displayed. If you do not see the ACC go back to step 1 and insure that you have properly installed the SRM runtime package
7. Be sure that your STB USB key (dongle) is plugged in to a USB port and that its red LED is lit.
8. In the ACC click on the HASP Keys choice under Administration Options at the left of the screen.
9. You should see something like this, showing your key information:



10. Note that the Version is 3.20 or above. If it is not please contact support@stbsuite.com
11. Note that the Key Type is a HASP HL Time or HASP HL Net. If it is not please contact support@stbsuite.com