

# FastRIP™ Technical Support Sheet

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Support Form #FR103

Effective 10-4-2004

## Problem:

### **FastRIP will not work under the new Windows XP operating system.**

Windows XP operating system is like Windows 2000. In order to get Windows XP to recognize the dongle you must download a new dongle driver from the Rainbow Technology / Sentinel Systems site.

**1.** Go to [http://www.rainbow.com/support/eu\\_support.htm](http://www.rainbow.com/support/eu_support.htm). Select the first download section called **Sentinel Support** and download the file called **Sentinel System Driver v.5.39.2**. This file is 3.36mb in size.

**2.** Find the downloaded file named **RainbowSSD5.39.2.exe** on your hard disk and double-click on it.

**3.** Since you are updating to a new driver, the program will find that you already have a *Sentinel Driver* installed. If this is the case, two different things may happen. The installation program may ask you if you want to **Modify**, **Repair**, or **Remove** the driver. Select **Remove** and follow the prompts.

You may also get an error telling you that you need to uninstall the old driver before you can install this one. The error will say:

**Another version of this product is already installed. Installation of this version cannot continue. To configure or remove the existing version of this product, use Add/Remove Programs under Control Panel.**

If you get this error, go to the **Start** button and then

### **Settings/Control Panel/Add Remove Programs.**

Select **Sentinel System Driver** and remove this from your system.

**4.** If the program *Removed* the older driver, or asked you to remove it by using *Add/Remove Programs*, you will now need to re-run the downloaded file, *RainbowSSD5.39.2.exe*, by double-clicking on it again.

It will now find that there are no Sentinel Drivers installed on your computer and will ask you if you want to do a **Complete** or **Custom** installation. Choose **Complete** and follow the prompts. You will be told to remove the dongle before continuing the installation.

**5.** When the installation is done, reboot your computer and then insert the dongle. You will now be able to use FastRIP with Windows XP.