

# MassCore RTX64 installer rolls back.

## Problem

During the MassCore - Interval Zero RTX64 installation through MT Security panel, the installer rolls back and fails. Your MassCore / RTX64 license is hosted on a dedicated dongle (SSK-HUD-RTX)

## Solution

There is a compatibility issue between the dedicated MassCore / RTX64 license dongle (SSK-HUD-RTX) and the CEDAR license dongle.

1. Go in Windows Control Panel > Programs & Features and uninstall "*Sentinel Runtime*" (you may sort the programs by Installation date, to see which one was installed at the same time as "*CEDAR for Pyramix64*").
2. Go in Windows Control Panel > Device Manager > Universal Serial Bus controllers.  
Right click on "*Sentinel HASP key*" and select Uninstall  
Tick the box "*Delete the driver software for this device*"
3. Repeat the same operation for the "*Sentinel HL key*"
4. Reboot your computer.
5. Go in MT Security panel > MassCore tab and reinstall MassCore

After the MassCore installation, the CEDAR license dongle will work as well.