

# How to determine if hardware key drivers are installed

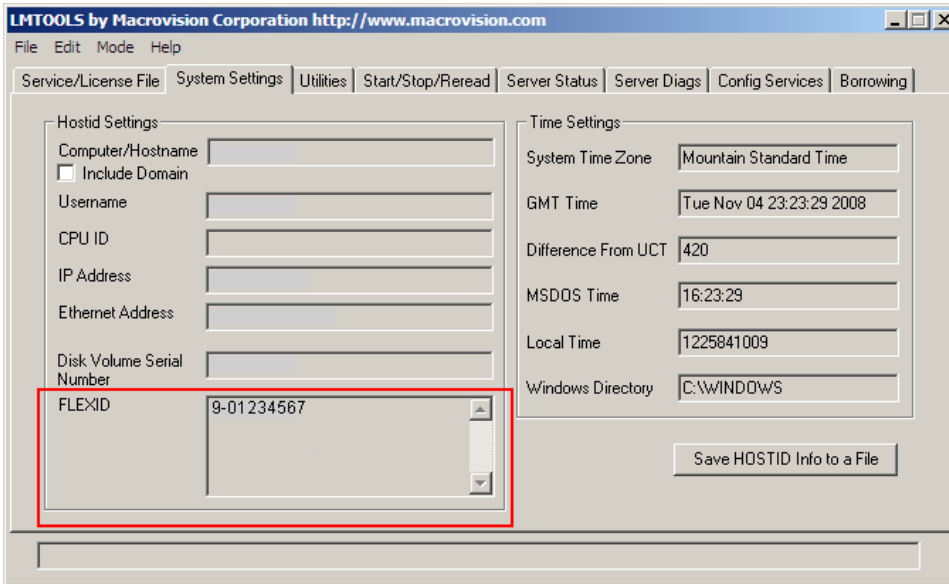
When debugging hardware key issues, you should verify that your computer is recognizing your hardware key separate from using the AWR software. There are two ways you can check for this, as follows.

## Using LMTOOLS

1. You can get the LMTOOLS program here: [Where can I get the latest FLEXLM utilities for the AWRDE?](#)
2. Double-click `LMTools.exe` to open the LMTOOLS program.



3. Click the System Settings tab and find the FLEXID field. If your hardware key number displays here your computer is recognizing the key.



## Using the license\_status.txt file

1. Follow the directions for [How to get your license\\_status.txt file](#)
2. In the file, find the line beginning with HostID:

```
HostID: MAC: '0123456789ab', DSN: 'DISK_SERIAL_NUM=01234567', Flex9=9-01234567',  
Flex8: '(none)', Flex7: '(none)'
```

3. If you see a 10-digit number after "Flex9:" starting with "9-", then the hardware key is being recognized by the computer.