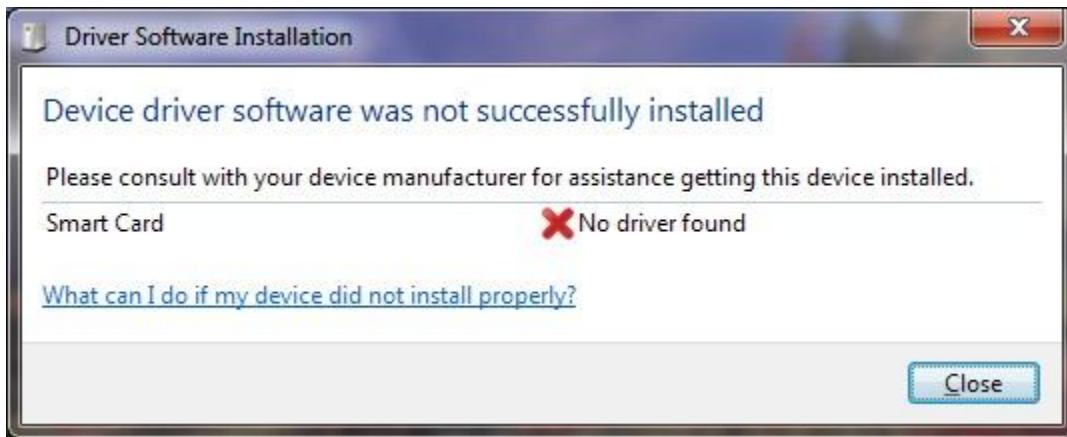


SentriLock is aware of an issue related to Windows 7. This issue does not, in any way, affect the performance or functionality of the SentriLock Card Utility or SentriCard. Windows 7 has made a change as to how Windows detects SmartCards. Due to the change, you may receive the following message after inserting your SentriCard:



This message is not critical and can be ignored. If you choose to click on this message, you will see the following message:

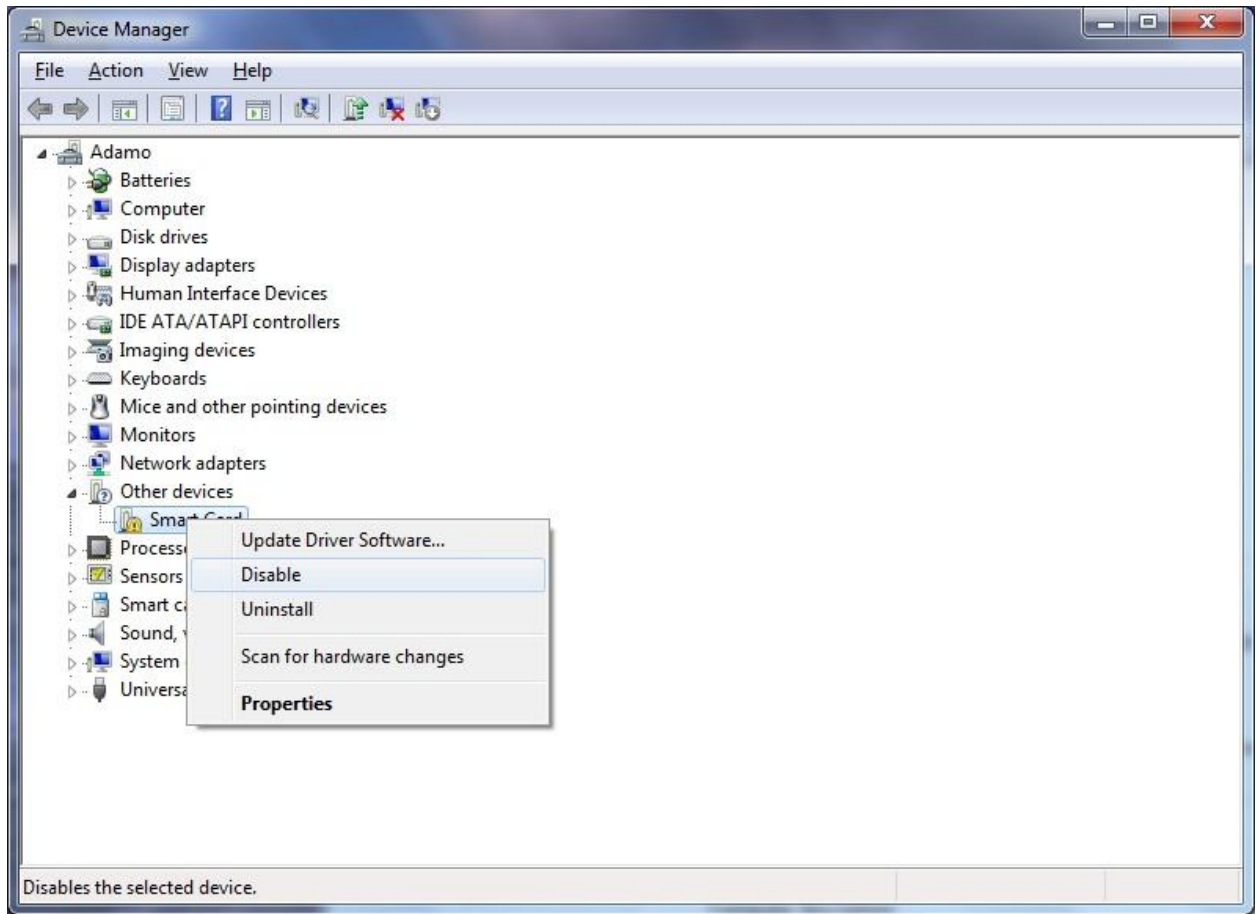


This message is also not critical and can be ignored. As stated before, this will not hinder the ability to renew or use the SentriCard.

The following workaround is available to eliminate this error message. Please do the following:

1. Insert your SentriCard into the card reader.
2. Left click the Windows/Start button in the bottom left-hand corner.
3. Right Click on Computer and then left click on Properties.
4. On the left-hand pane, left click on Device Manager.

5. Please right click on 'Smart Card' and left click on 'Disable' as shown below:



Should members have any questions about these messages and/or steps, please feel free to direct them to call SentiLock support at 1-877-736-8745. Support Representatives are available from 8am to Midnight EST and will be happy to answer any and all questions.