Re-installing the Dongle Drivers

Overview

In case you need to install a newer version of the WIBUKEY drivers or the drivers are installed incorrectly on your machine or for another reason an issue is related to them, follow the instructions on this page to remove the drivers and do a clean install.

See the sections below for detailed steps for your operating system.

Uninstalling the dongle drivers

See the details for installing the dongle drivers for each operating system in the sections below.

Windows

1. Make sure that the USB dongle is **NOT** plugged-in.
2. Download and unpack our Wibu_clean_uninstall.zip archive. The archive contains a Windows bat script that will remove all information about the WIBUKEY drivers from your Windows machine. Alternatively, you can manually do the steps that are automated with the .bat script. See the expandable section below.
3. Right click on **Wibu_clean_uninstall.bat** and choose **Run as administrator**.
4. Restart the computer.
5. Download the drivers from the link below and install them. See the Installing the Dongle Drivers page for details on how to download and install the drivers.
6. Connect the dongle to your machine and wait until it's recognized by the OS, start the Chaos License Server and enable Dongle usage.

1. Make sure that the USB dongle is **NOT** plugged-in.
2. Go to **Windows Start**. Enter **Control Panel** in the search box and select the Control panel to open it.
3. Select **Programs** > **Programs and Features** and uninstall the WIBUKEY drivers by double-clicking on WibuKey Setup (WibuKey Remove).
4. Follow the instructions given by the Uninstaller.
5. Open a Windows Explorer window, and in the address bar enter **%systemroot%\inf**
6. **Find the file wibukeyPCMCIA.inf and delete it.**
7. **Search for a file named oem*.inf that contains the term WIBU. To do this, enter WIBU in the search bar, and when the search is complete click the File Contents button.**
8. **The search might take a while, but in the end it should find a file named oem*.inf**. Delete that file and the file that has the same name with the extension **.pnf**. For example, if you found a file named *oem123.inf,* delete that file and also delete *oem123.pnf*.
9. In Windows Explorer, in the address bar enter **%systemroot%\system32\drivers**
10. **Find and delete all WibuKey*.sys** files.
11. Click **Windows Start** and in the search field type **regedit**. Run the **regedit** program found.
12. This will open the **Registry Editor**. Find and delete the following keys:

    In **HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services** if any of the following folders exist, delete them:

    WIBUKEY

    WibuKey2

    WibuKey2_64

    In **HKEY_LOCAL_MACHINE\SOFTWARE** find and delete the folder **WIBU-SYSTEMS**.
13. Restart the computer.
14. Download the drivers from the link below and install them. See the Installing the Dongle Drivers page for details on how to download and install the drivers.
15. Connect the dongle to your machine and wait until it's recognized by the OS, start the Chaos License Server and enable Dongle usage.

macOS

1. Make sure that the USB dongle is **NOT** plugged-in.

2. Download the drivers from the link below and install them. See the Installing the Dongle Drivers page for details on how to download and install the drivers.
3. Connect the dongle to your machine and wait until it's recognized by the OS, start the Chaos License Server and enable Dongle usage.

Linux

For a clean install of the WIBU-KEY drivers on Linux, the old drivers will first have to be removed.

1. Find the name of the old package:

   RHEL:

   ```
   $rpm -qa | grep -i WkRt
   ```

   Debian:

   ```
   $dpkg -l | grep -i WkRt
   ```

2. Remove the old package:

   RHEL:

   ```
   rpm -e [name]
   # for example rpm -e WkRt-Lin-6.40.2402-500.x86_64
   ```

   Debian:

   ```
   $dpkg -r wkrt-lin
   ```

3. Install the latest driver. See the Installing the Dongle Drivers page for details on how to download and install the drivers.