

Hall of Names™ Ivanhoe Windows 10 and 11 Installation Instructions

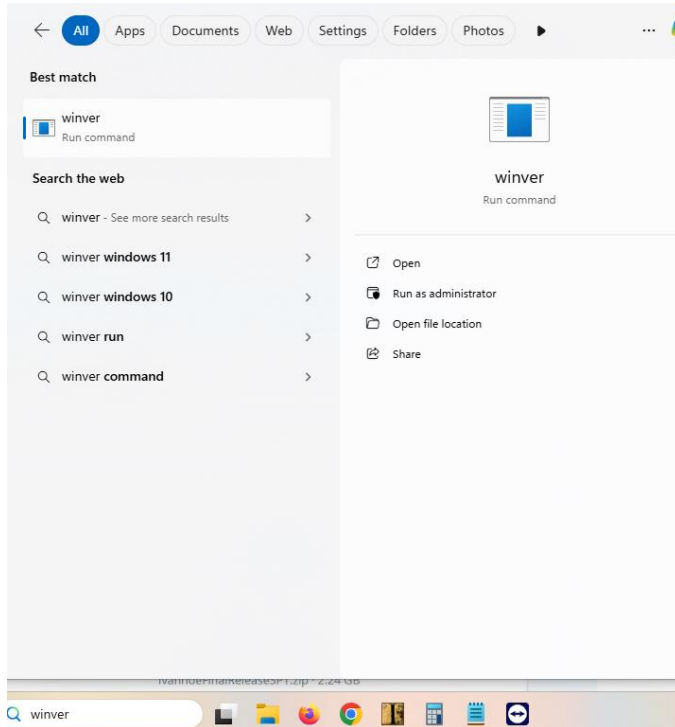
16th December 2025 – rewrite

With Ivanhoe 10 and 11 we will require you to download the dongle Driver to update the dongle for installation. Windows 10 can be done at any time vs Windows 11 has to be done first.

If you are unsure of the version of Windows you are running please follow these instructions:

What version am I running?

Run **winver**. (type in to your Search on the bottom and the app will appear on the search results)




Once you click Winver it will provide you the version of Windows and the update level you are on, this is one from a test PC.

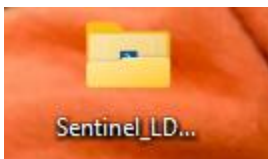


Windows 10 – What to do

1. You can have Ivanhoe installed already on the computer, but I would apply this Fix for the Drivers before you try to open and print anything.
2. Install the Dongle Driver will fix a freezing issue that was the first problem with Windows 10.
3. Click the **Download Latest Dongle Driver** on our support page.
4. Once Downloaded ensure you Extract All to your PC we recommend to the desktop for easy access in the future.

 Sentinel_LDK_Run-time_setup(1)

5. Now it has extracted you will see the folder open this



6. Then click HASPUserSetup click allow this programe to make changes.
7. Then read the license agreement and click Accept
8. If you have installed previously it may as you if you want to repair or modify, click Repair. If you have never installed it will run the install.

Windows 11 – What to do

1. The Windows 11 is very different, before you even attempt to download the software we highly recommend installing the Dongle Driver first.
2. Follow steps as per Windows 10 above.
3. Once you have done this now it will let you download Ivanhoe SP1.
4. Once you have downloaded, we have had 50% of systems want the Dongle Driver to be run again to repair and 50% not require this. The system will show you:
 - a. Either the light will not come on the dongle
 - b. The dongle will not be recognised when plugged in.
5. Running the Windows Dongle Driver again this overwrites the issue.

Once this is done you will need to ensure you update your PC with the Hall of Names updates via instructions for each update.

Check our support site for these - <https://hallofnames.com/support.asp>