I have been a Chief Architect user for many years starting with CA5 and still have the 15 VCR Training videos that I learned from. Since then I've had several updated versions: CA6 – C10.08, all at significant cost. CA should be able to confirm this from their client archives if necessary.

I have Windows 8.1 64 bit and have been successfully using CA 10.08 since it came out.

Windows Firewall is managed by Kaspersky Total Security whereby it has:
- The Private Networks Connected and
- The Guest or Public Networks is Not Connected
- Windows Defender is Turned Off

I AM USING Google Chrome as my browser. Would it make any difference if I used MS Internet Explorer? With cookies & pop-ups enabled as requested by the software install.

Having a lot on my hard drive, I recently removed files from it to "clean things up". Since I hadn't designed any houses for a while I uninstalled CA 10.08 & moved all the related files to a backup hard drive. I thought I could simply re-install CA 10.08 with the three discs, copy the other files from the backup drive, and use the hardware lock to use it again.

However, since then I've had a need (new customer - house design) to re- install CA using the (3) installation discs and it seemed to work well up through entering the CD Key. Once that was done I received a message stating:
- No ART hardware locks found
- SuperPro Error Code: 12 (Driver not installed)
- HASP Error Code: -10.

I confirmed that the Aladin HASP (HASP HL 2.16) driver was still installed via Control Panel and that it was in the USB port. It was lighted & Control Panel indicated it was working properly. Thinking I might need to download the HASP again, I downloaded Sentinel HASP/LDK - Windows GUI Run-time Installer, Windows , 18.2 MB, Version 7.65, Released 2018-03-09 from gemalto.
https://sentinelcustomer.gemalto.com/sentineldownloads/?s=hasp+ldk+gui&c=all&o=Windows I saved it to a hard drive folder, extracted the files, then installed the driver, and that didn't work either.

I re-booted my computer and was still unable to get beyond the "No ART hardware locks found". I'm stumped. How can I get my CA10 to run? I realized CA10 is older, but it still serves me well at my age (75) and I have an immediate need to use it to provide a design modification to a previous design I made for a client. Plus I have a need to design our final retirement home.

So, why am I unable to use software that I purchased a few years ago and have used it many times on my existing PC & W8.1operating software?

I tried contacting CA Customer Service, but all I get is a canned response. Can anyone help?