# Castles PC/SC Reader FAQ

| Question 1 | What does the system install or start to use this reader? |
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| Action | 1. Plug the reader into your computer.<br>2. Install reader driver.<br>3. Start "Smart Card" service. |

| Question 2 | How do I install reader driver? |
|---|---|
| Action | • Windows 98/ME System:<br>　1. Plug the reader into your computer. It will show "Add New Hardware Wizard". Please press "Cancel".<br>　2. Put the setup disc into your CD-ROM. The system will automatically execute Autorun program. Click "Install Driver".<br>　3. Press "Yes" button when the " Driver Setup" dialog appears.<br>　4. Click "Accept" button when the installer prompts you "Microsoft Smart Card Base Component"<br>　5. Click "Yes" button when the installer prompts you "Do you want to restart your computer now?"<br><br>• Windows 2000/XP/2003 System:<br>　1. Please make sure that you have the same privilege as system administrator. Otherwise, you cannot install driver.<br>　2. Plug the reader into your computer. It will show "Welcome to Found New Hardware Wizard". Please press "Cancel".<br>　3. Put the setup disc into your CD-ROM. The system will automatically execute Autorun program. Click "Install Driver".<br>　4. Press "Yes" button when the " Driver Setup" dialog appears.<br>　5. Click "Yes" button when the "Please re-plug reader" dialog appears.<br>　6. You can check the Smart Card Reader installed completely from the list of "Device Manager" after the system restart. |

| Question 3 | How do I start "Smart Card" service? |
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| Action | • Windows 98/ME System:<br>"Smart Card" service has to be installed externally. This service will be installed together with reader driver installation. It starts |

every time after the system boots.

- Windows 2000/XP/2003 System:

"Smart Card" service is built-in in these systems. This service will be started together with reader driver installation. You also can start it yourself at "Control Panel→Administrator Tools→Service".

| Question 4 | How do I make sure the driver is installed completely? |
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| Action | • Windows 98/ME System:<br>Please go to "Control Panel→System" and choose "Device Manager". If the item "EZUSB* PC/SC Smart Card Reader" of "SmartCardReader" appears and works well, it indicates the driver is installed completely.<br><br>• Windows 2000/XP/2003 System:<br>Please go to "Control Panel→System" and choose "Hardware\Device Manager". If the item "EZUSB* PC/SC Smart Card Reader" of "SmartCardReader" appears and works well, it indicates the driver is installed completely.<br>ps(*): Please reference your reader type. |

| Question 5 | How do I make sure the reader can be used currently? |
|---|---|
| Action | 1. Insert a card into the reader. The reader has to show red light.<br>2. Please go to "Start Menu→Programs→EZUSB* Utility" and execute EZUSB* Diagnostics". The forth and fifth items have to be passed.<br><br>Notice: The version of EZUSB* Diagnostics should be 1.4 or higher.<br>ps(*): Please reference your reader type. |

| Question 6 | Why does the reader not show yellow-green light after plugging it into USB ports? |
|---|---|
| Reason | Reader does not gain power |
| Action | Please check if USB ports are connected correctly into your motherboard. If they are and other USB devices can work on them, it is possible that the reader is broken. Please send it to repair. |

| Question 7 | The system does not take any response (It should shows "Found new hardware") at the first time of plugging the reader although its yellow-green light appears. |
|---|---|
| Reason | System cannot detect reader |
| Action | 1. Please check if USB function in BIOS setting is enabled.<br>2. Please check if "USB Bus Controller" of "Device Manager" in the "Control Panel\System" works well.<br>3. Please try other USB devices into that USB. If they work well, please send the reader to repair. If they do not work, please make your computer supplier to check your computer. |

| Question 8 | The system shows "Unknown Device" after plugging the reader into your computer or in the "Device Manager" of "Control Panel\System". |
|---|---|
| Reason | System cannot recognize reader |
| Action | Please try another computer. If it is the same, it is possible that the reader is broken. Please send it to repair. |

| Question 9 | Why can't I use the reader after driver installed completely? |
|---|---|
| Reason | "Smart Card" service does not start or it denies application using. |
| Action | Please go to "Start Menu(Programs(EZUSB* Utility" and execute EZUSB* Diagnostics". Afterward, please refer to Question 10, 13, 16.<br>ps(*): Please reference your reader type. |

| Question 10 | The forth and fifth items test failed after reader plugged and driver installed completely. |
|---|---|
| Reason | "Smart Card" service does not start or it denies application using. |
| Action | The forth and fifth item testing indicates that applications cannot use the reader. There may be some circumstances. Please check with following steps.<br>(1) Check if there exists "EZUSB* PC/SC Smart Card Reader" in the "Device Manager" of "Control Panel\System". Its status is:<br>   • Normal: Check next step.<br>   • Faulty (an exclamation or question mark): If it shows "Unknown Device", please refer to Question 8. Otherwise, please try to reinstall driver. |

|  | • No this item: Please refer to Question 6 and 7. |
| --- | --- |
|  | (2) Insert a card into the reader. Check its color of light |
|  | • Red: |
|  | ★ If your system is Windows 98/ME, it is recommended to reinstall your system. |
|  | ★ If your system is Windows 2000/XP/2003, please refer to Question 16. |
|  | • Yellow-Green: |
|  | ★ If your system is Windows 98/ME, please execute "Ezscvupd.exe" program in Installation Disc to fix this problem. |
|  | ★ If your system is Windows 2000/XP/2003, please go to "Control Panel → Administrator → Service" to start "Smart Card" service. |
|  | ps(*): Please reference your reader type. |

| Question 11 | The setup program cannot be executed in Windows 98. |
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| Reason | System requires Windows 98 Second Edition or higher. |
| Action | Please upgrade your Windows 98 system. |

| Question 12 | In Windows 98/ME, the setup program always cannot complete (being stopped) or shows error messages. |
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| Reason | System default path incorrect |
| Action | Please go to www.castech.com.tw to download setup program version 5.7 or higher (98/ME). Unzip and execute "Setup98.exe". <br><br> ps: This only applies to EZUSB series reader. |

| Question 13 | In Windows 98/ME, why can't I use the reader on the condition of plugging reader after system booting? |
| --- | --- |
| Reason | The Limit of "Smart Card" service in Windows 98/ME |
| Action | Please plug the reader before system booting. |

| Question 14 | In Windows 2000/XP/2003, why does the setup program always require "re-plug your reader"? |
| --- | --- |
| Reason | System cannot recognize the reader |
| Action | Please make sure you have the same privilege with Administrator. If you have, try another computer. If it is the same, it is possible that the reader is broken. Please send it to repair. |

| Question 15 | In Windows 2000/XP/2003, after a card is inserted into the reader, why its light turns from red to yellow-green in a few minutes? |
|---|---|
| Reason | In Windows 2000 or higher, the system will power off the card as no application is using the reader. |
| Action | Normal phenomenon |

| Question 16 | In Windows 2000/XP/2003, reader driver is installed completely and the light of reader shows red as card inserting. But why do the forth and fifth items testing of "EZUSB Diagnostics" (v1.4) tool fail? |
|---|---|
| Reason | "Smart Card" service denies application using. (The system privilege is not satisfied) |
| Action | • Windows 2000 System: Please make sure that the logging of "Smart Card" service in the "Control Panel\Administrator tools\Service" is "Local System". If it is, it indicates your system privilege is not permitted to use the reader. It is recommended to reinstall your system. <br><br> • Windows XP/2003 System: Please make sure that the logging of "Smart Card" service in the "Control Panel\Administrator tools\Service" is "Local Service" and the service started. If it is "Local Service" but cannot start, it indicates your system privilege is not permitted to use the reader. Please execute the "scfixxp.exe" program in the Installation Disc to fix your smart card service. If you still cannot use the reader after fixing, it is recommended to reinstall your system. If the logging of "Smart Card" service is not "Local Service", please change to it and restart the service. <br><br> Note: The version 1.03 of scfixxp only applies to Windows XP or Service Pack 1. For Service Pack 2, please use version 2.0 or higher. |

| Question 17 | In Windows 2000/XP/2003, the reader originally works well. But after my computer joins a domain, why can't I use the reader even if it shows red light after inserting a card? |
|---|---|
| Reason | "Smart Card" service denies application using. (The system |

| | privilege is not satisfied) |
|---|---|
| Action | The system will change their system setting and privilege after it joins a domain. It is possible to result in "Smart Card" service denying application using. It may be related to the setting of your domain server. Please try to adjust your domain server setting or refer to Question 16. |

| Question 18 | In Windows 2000/XP/2003, why does the system show "Access Denied" message when starting "Smart Card" service in the "Control Panel\Administrator tools\Service"? |
|---|---|
| Reason | System privilege is not satisfied |
| Action | If your system is Windows XP/2003, you can try to fix your smart card service by executing the "scfixxp.exe" program in the Installation Disc. Otherwise, it is recommended to reinstall your system. |

| Question 19 | The setup program cannot be executed in Windows 2003. |
|---|---|
| Reason | Setup program does not support Windows 2003 |
| Action | Please go to www.castech.com.tw to download setup program version 5.4 or higher (2000/XP). Unzip and execute "Setup.exe". |

| Question 20 | In Windows 2000/XP/2003, why do I start "Smart Card" service manually every system booting? |
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| Reason | "Smart Card" service sets to "Manual". |
| Action | Please go to "Control Panel\Administrator tools\Service", double click "Smart Card" and change its start type to "Automatic". |

| Question 21 | In Windows 2000/XP/2003, why isn't there any item called "Smart Card" in "Control Panel\Administrator tools\Service"? |
|---|---|
| Reason | System is damaged |
| Action | Please reinstall your system. |

| Question 22 | Why can't I find out a new drive after reader installed completely? |
|---|---|
| Reason | This reader is a smart card reader, not a general storage device like CF or SD memory card. |