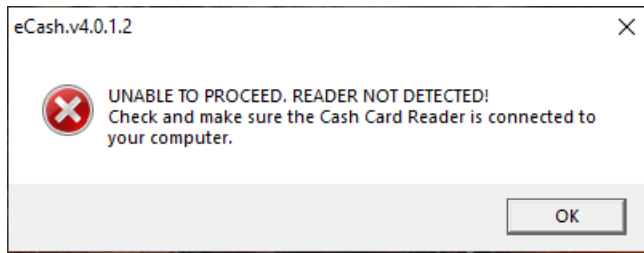


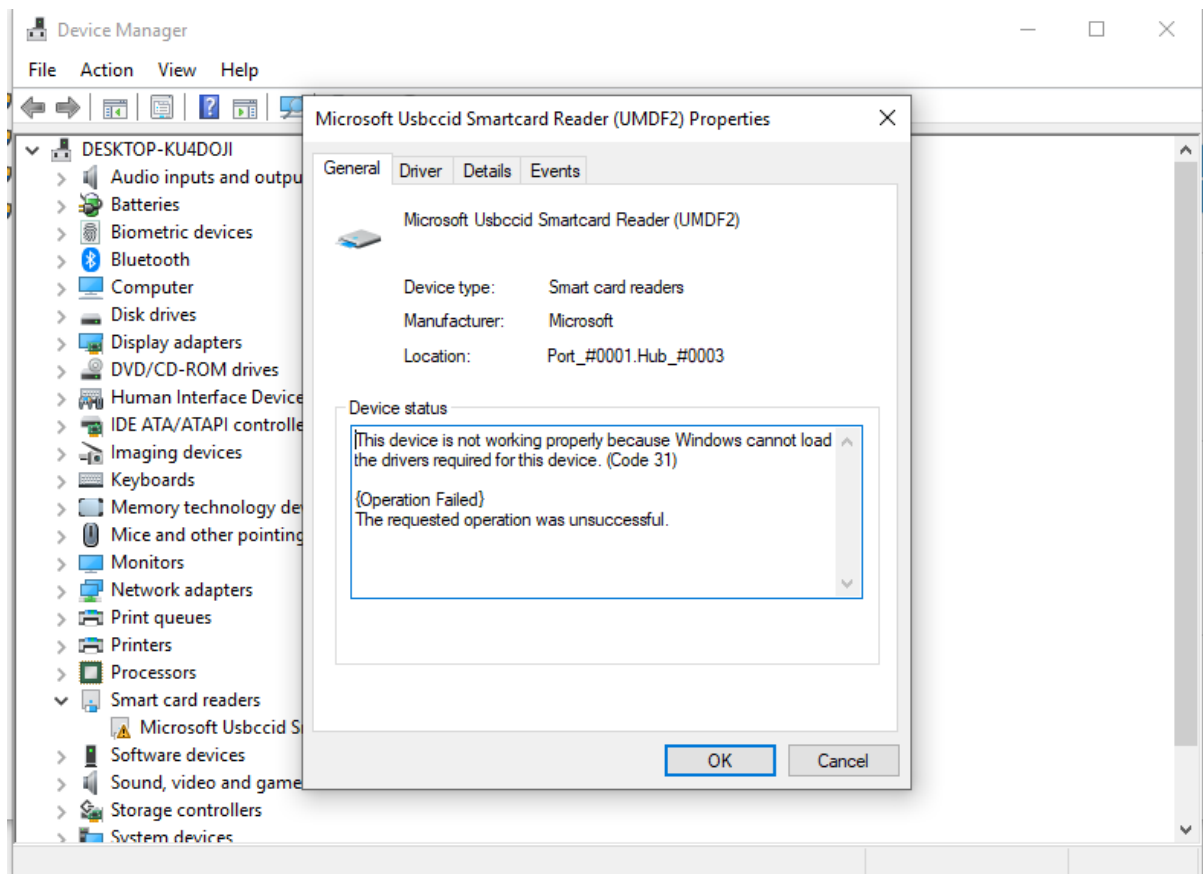
Recovering from Wrong Driver Installation

After doing everything seemingly “right” when performing the driver and application installation, you may encounter the error as seen below here.



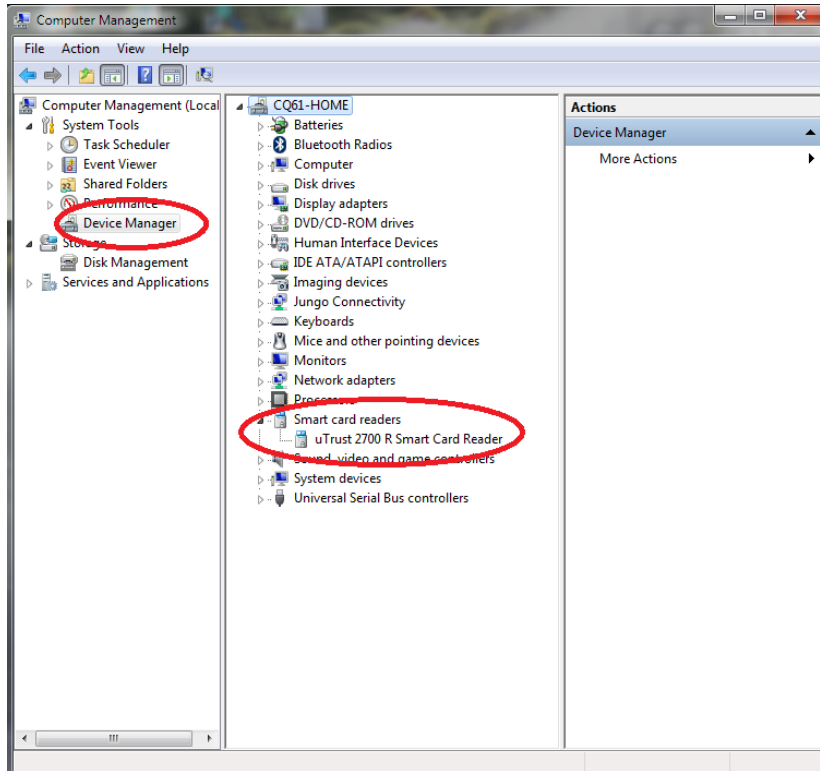
There is high probability that you did not follow the instructions carefully and may have installed the default Microsoft driver for smartcard readers instead of our recommended driver.

If that happens, your reader will be enumerated as “Microsoft Usbccid Smartcard Reader”. This is because Microsoft has installed its default CCID driver for Smartcard Reader for you. An example is as shown in the picture below.

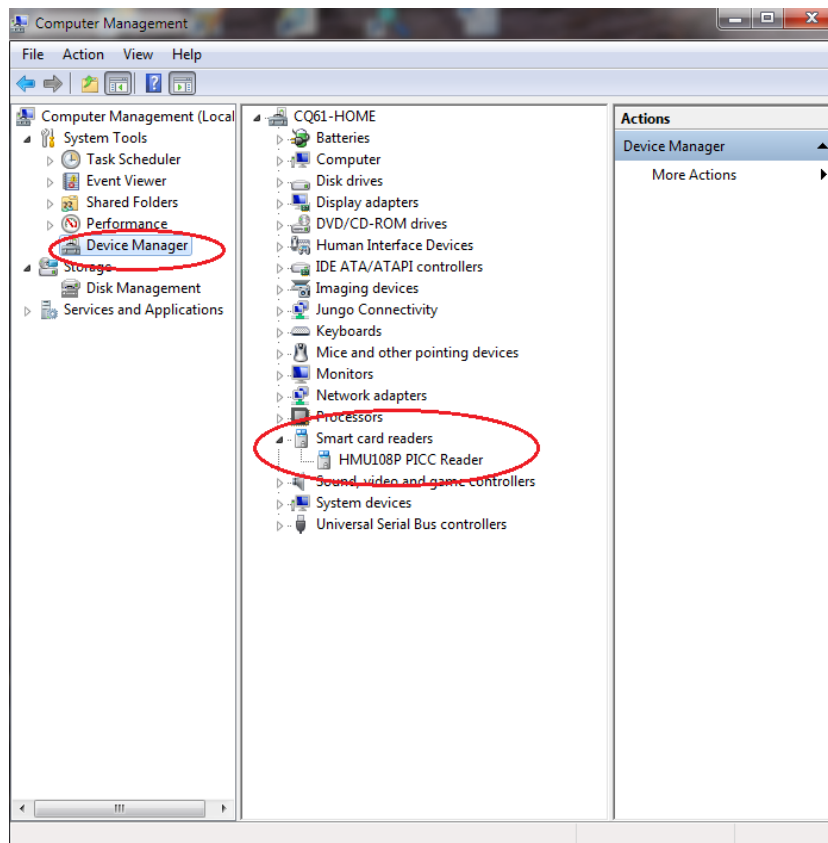


A document from 3kAD Technologies.

Correct Drivers



For Cashcard Reader
which is a Contact
Smartcard Reader.



For our Contactless Cash
Card Reader.

Correct Installation Procedure

For Cashcard Reader (Contact Reader):

To Start using the device, you must first Download & Install the driver and then the application below.

Driver Installer for Cashcard Reader



Download and install the driver first. Take note that the driver reader must be installed prior to connecting the reader first time. (Identiv uTrust V1.19)

eCash.v3 Application Installer



Next, install the eCash application that reads the transaction logs via the contactless reader. (Released on 21-Sep-2019, v3.3.0.15)

Software Release Documentation



This document records the major changes in the various eCash software versions.

For Contactless Cash Card Reader:

To Start using the device, you must first Download & Install the driver and then the application below.

Driver Installer for Contactless Reader



Download the driver first. Connect the reader to your PC/notebook before starting the installation.

(Released on 31-Aug-2014, v1.9.0.1R)

eCash.v4 Application Installer



Next, install the eCash application that reads the transaction logs via the contactless reader.

(Released on 21-Sep-2019, v4.0.1.2)

Software Release Documentation



This document records the major changes in the various eCash software versions.

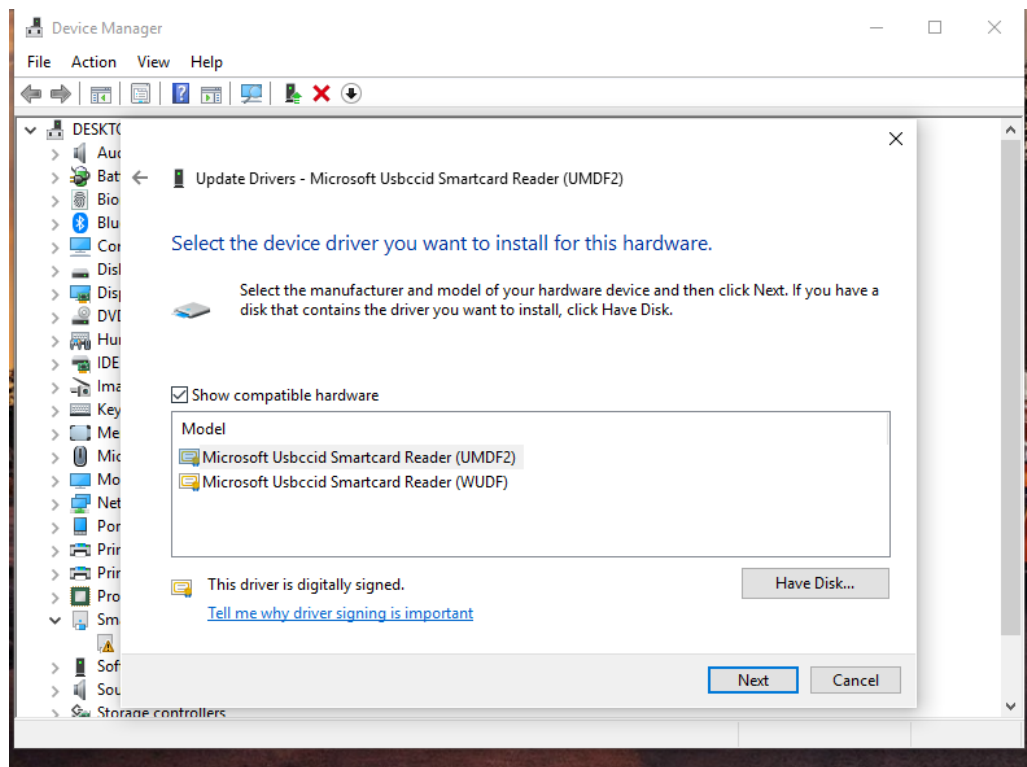
How to Recover

Method 1:

- Connect the reader to your PC/laptop
- On the device manager, expand the "Smart card readers" node
- Right click on the device indicated as "Microsoft Usbccid Smartcard Reader"
- Select "Uninstall".
- Unplug the reader from your computer.
- Install the correct driver (as provided on our website) and then plug the reader back in.
- Check the device manager again and see if the correct driver gets loaded.
- If unknown reader/device/not shown, then you need to install the recommended driver accordingly.
- If same CCID driver is displayed, uninstall and reboot your system and try again.
- If this still doesn't resolve the problem, try Method 2.

Method 2:

- Connect the reader to your PC/laptop
- On the device manager, expand the "Smart card readers" node
- Right click on the device indicated as "Microsoft Usbccid Smartcard Reader"
- Select "Update Driver".
- Select "Browse my computer for driver software".
- Select "Let me pick from a list of available drivers on my computer"
- Choose "HMU 108P ..." or "UTrust 2700 ..." driver (depending on which card reader you are installing).
- If the driver could not be found, try uncheck the box "show compatible hardware" and see if you can find the driver (assuming that you have already installed the correct driver).



- If still have problem, contact support@3kad.com for further assistance.