

Castles EZ220/VENUS PC/SC Reader FAQ

Version: 1.02

Question 1	What does the system install or start to use this reader?
Action	<ol style="list-style-type: none">1. Plug the reader into your computer.2. Install reader driver.3. Start "Smart Card" service.

Question 2	How do I install reader driver?
Action	<ul style="list-style-type: none">• Windows 98/ME System:<ol style="list-style-type: none">1. Plug the reader into your computer. It will show "Add New Hardware Wizard". Please press "Cancel".2. Put the setup disc into your CD-ROM. The system will automatically execute Autorun program. Click "Install Driver".3. Press "Yes" button when the "Driver Setup" dialog appears.4. Click "Accept" button when the installer prompts you "Microsoft Smart Card Base Component"5. Click "Yes" button when the installer prompts you "Do you want to restart your computer now?"• Windows 2000/XP/2003 System:<ol style="list-style-type: none">1. Please make sure that you have the same privilege as system administrator. Otherwise, you cannot install driver.2. Plug the reader into your computer. It will show "Welcome to Found New Hardware Wizard". Please press "Cancel".3. Put the setup disc into your CD-ROM. The system will automatically execute Autorun program. Click "Install Driver".4. Press "Yes" button when the "Driver Setup" dialog appears.5. Click "Yes" button when the "Please re-plug reader" dialog appears.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?
Action	<ul style="list-style-type: none">• Windows 98/ME System: "Smart Card" service has to be installed externally. This service

	<p>will be installed together with reader driver installation. It starts every time after the system boots.</p> <ul style="list-style-type: none"> 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”.
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Question 4	How do I make sure the driver is installed completely?
Action	<ul style="list-style-type: none"> Windows 98/ME System: If your reader is EZ220PU, please go to “Control Panel→System” and choose “Device Manager”. If the item “EZ220PU Smart Card Reader” of “SmartCardReader” appears and works well, it indicates the driver is installed completely. If your reader is Venus411PU, please go to “Control Panel→System” and choose “Device Manager”. If the item “VENUS Smart Card Reader” of “SmartCardReader” appears and works well, it indicates the driver is installed completely. Windows 2000/XP/2003 System: If your reader is EZ220PU, please go to “Control Panel→System” and choose “Hardware\Device Manager”. If the item “EZ220PU Smart Card Reader” of “SmartCardReader” appears and works well, it indicates the driver is installed completely. If your reader is Venus411PU, please go to “Control Panel→System” and choose “Hardware\Device Manager”. If the item “VENUS Smart Card Reader” of “SmartCardReader” appears and works well, it indicates the driver is installed completely.
	<ul style="list-style-type: none">

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.

	<p>2. Please go to “Start Menu→Programs→EZ220PU Utility” and execute EZ220PU Diagnostics” or go to “Start Menu→Programs→Venus411PU Utility” and execute Venus411PU Diagnostics”. The forth and fifth items have to be passed.</p> <p>Notice: The version of Diagnostics should be 1.4 or higher.</p>
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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	<ol style="list-style-type: none"> 1. Please check if USB function in BIOS setting is enabled. 2. Please check if “USB Bus Controller” of “Device Manager” in the “Control Panel\System” works well. 3. Please try other USB devices into that USB. If they work well, please send the reader to repair. If they don’t work either, 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→EZ220PU Utility” and execute EZ220PU Diagnostics” or go to “Start Menu→Programs→Venus411PU Utility” and execute Venus411PU Diagnostics”. Afterward, please refer to

	Question 10, 13, 16.
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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	<p>The forth and fifth item testing indicates that applications cannot use the reader. There may be some circumstances. Please check with following steps.</p> <p>(1) If your reader is EZ220PU, check if there exists “EZ220PUSmart Card Reader” in the “Device Manager” of “Control Panel\System” (If your reader is Venus411PU, check if there exists Venus411PUSmart Card Reader” in the “Device Manager” of “Control Panel\System”). Its status is:</p> <ul style="list-style-type: none"> • Normal: Check next step. • 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. <p>(2) Insert a card into the reader. Check its color of light</p> <ul style="list-style-type: none"> • Red: <p>If your system is Windows 98/ME, it is recommended to reinstall your system.</p> <p>If your system is Windows 2000/XP/2003, please refer to Question 16.</p> • Yellow-Green: <p>If your system is Windows 98/ME, please execute “Ezscvupd.exe” program in Installation Disc to fix this problem.</p> <p>If your system is Windows 2000/XP/2003, please go to “Control Panel → Administrator → Service” to start “Smart Card” service.</p>

Question 11	The setup program cannot be executed in Windows 98.
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".

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 "EZ220PU(Venus411PU) Diagnostics" (v1.4) tool fail?
Reason	"Smart Card" service denies application using. (The system privilege is not satisfied)
Action	<ul style="list-style-type: none"> 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. Windows XP/2003 System: Please make sure that the logging of "Smart Card" service in the "Control Panel\Administrator tools\Service" is "Local Service". If it is, 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.
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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?
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”?
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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.

