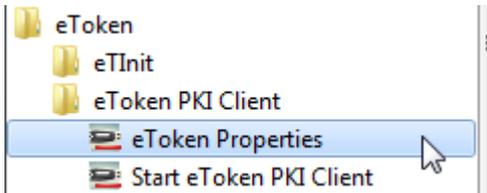


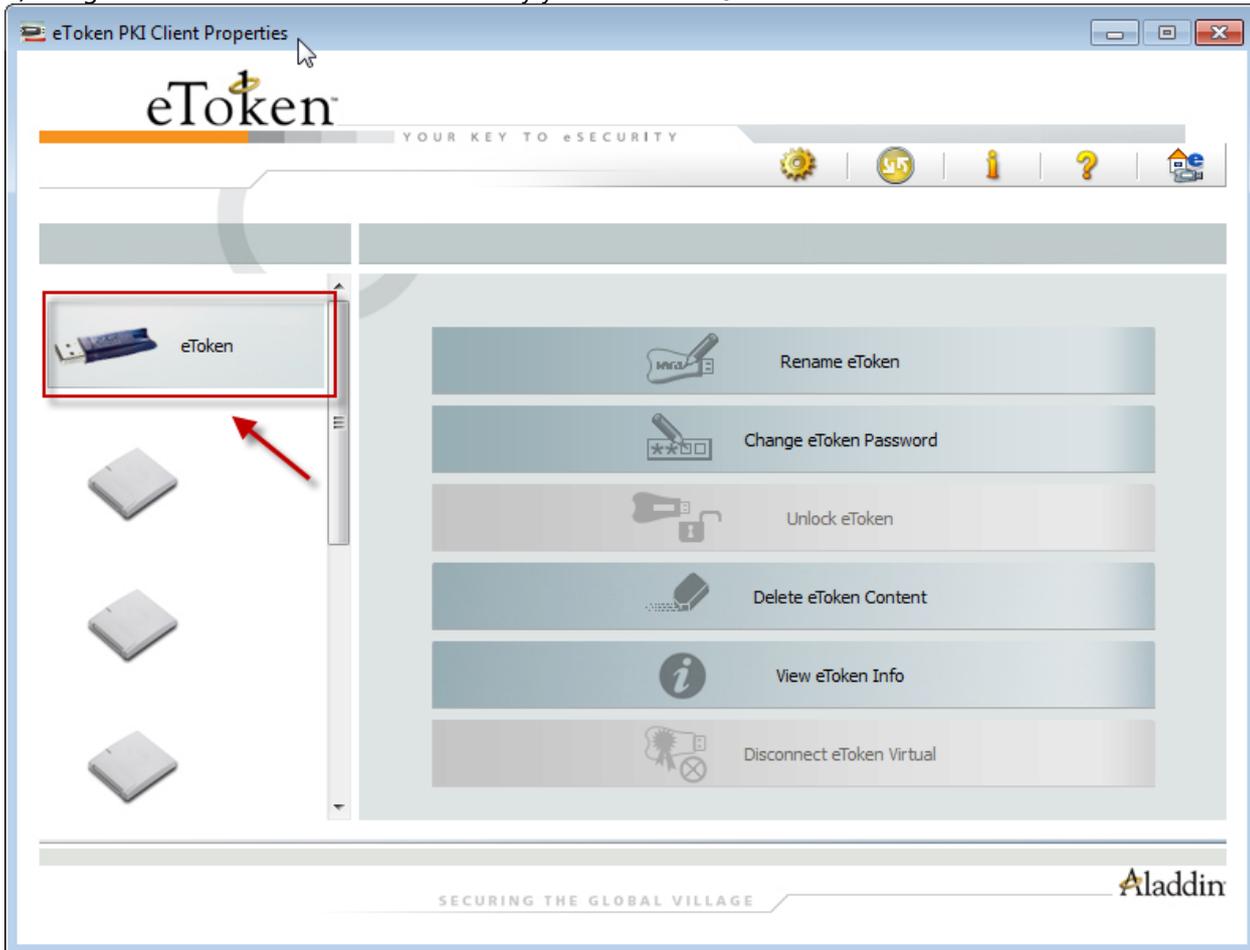
In case of problems with the unavailability of your **eToken** in the system, you must perform the following actions:

1) Run **eToken PKI client Properties** application.

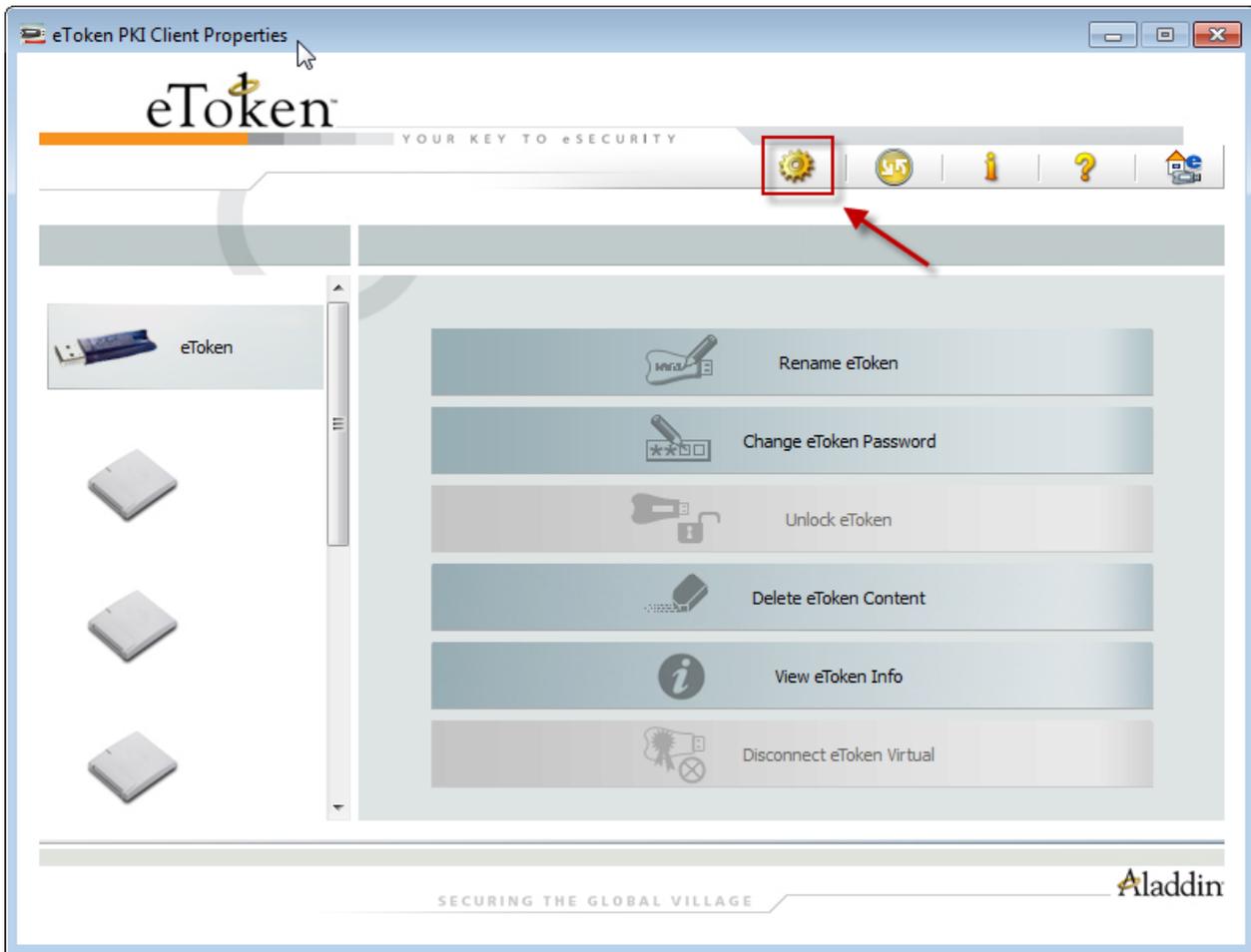
To do this, go to **Start** menu -> **All programs** list-> **eToken** -> **eToken PKI Client** -> **eToken Properties**



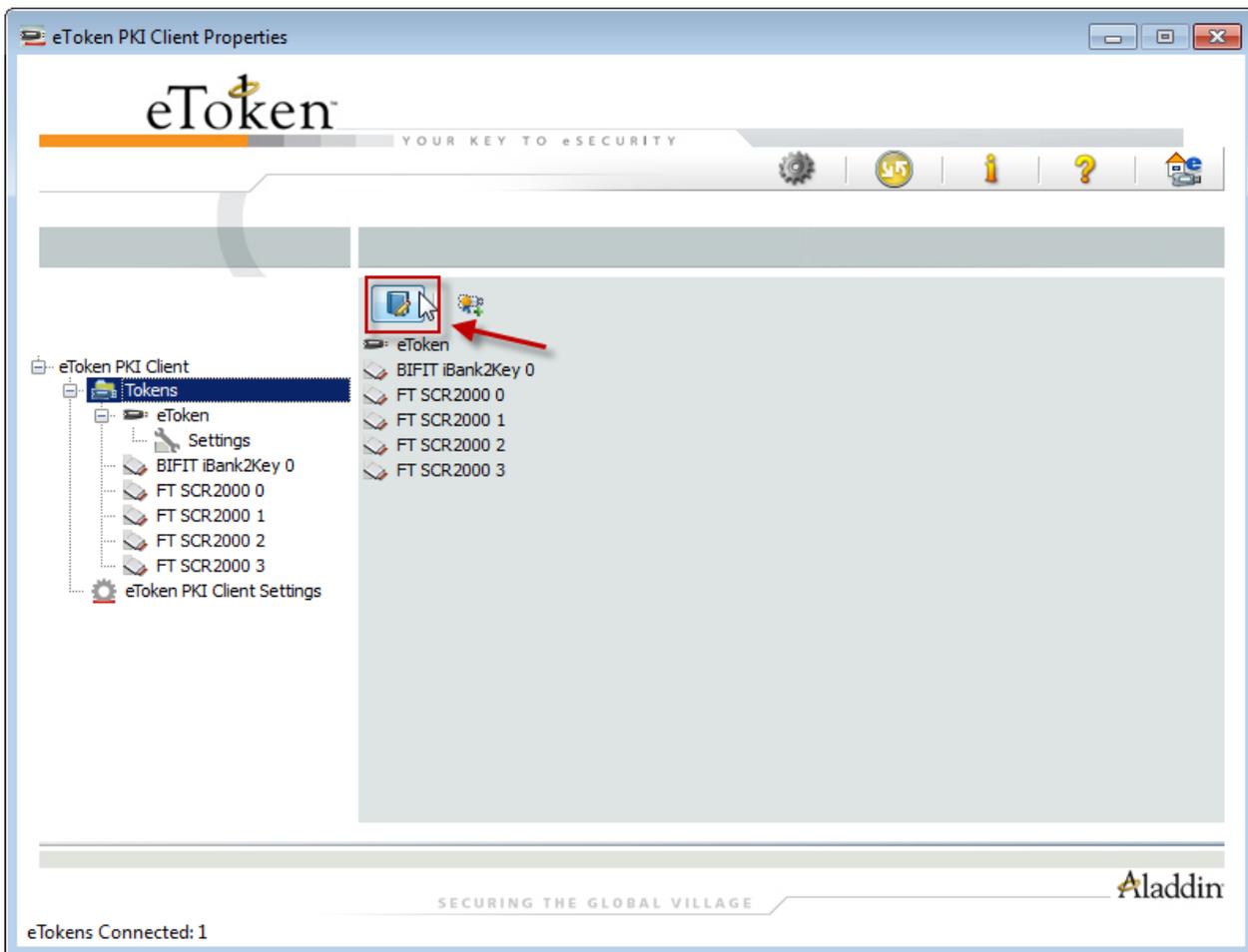
2) Program should define device inserted by you as **eToken /eToken Pro Java non def ISD**



3) If the device is not in the list on the left, you should check the *number of hardware Readers* clicking "**Detail view**"



4) Next choose **eToken PKI Client, Tokens, Managing Readers**



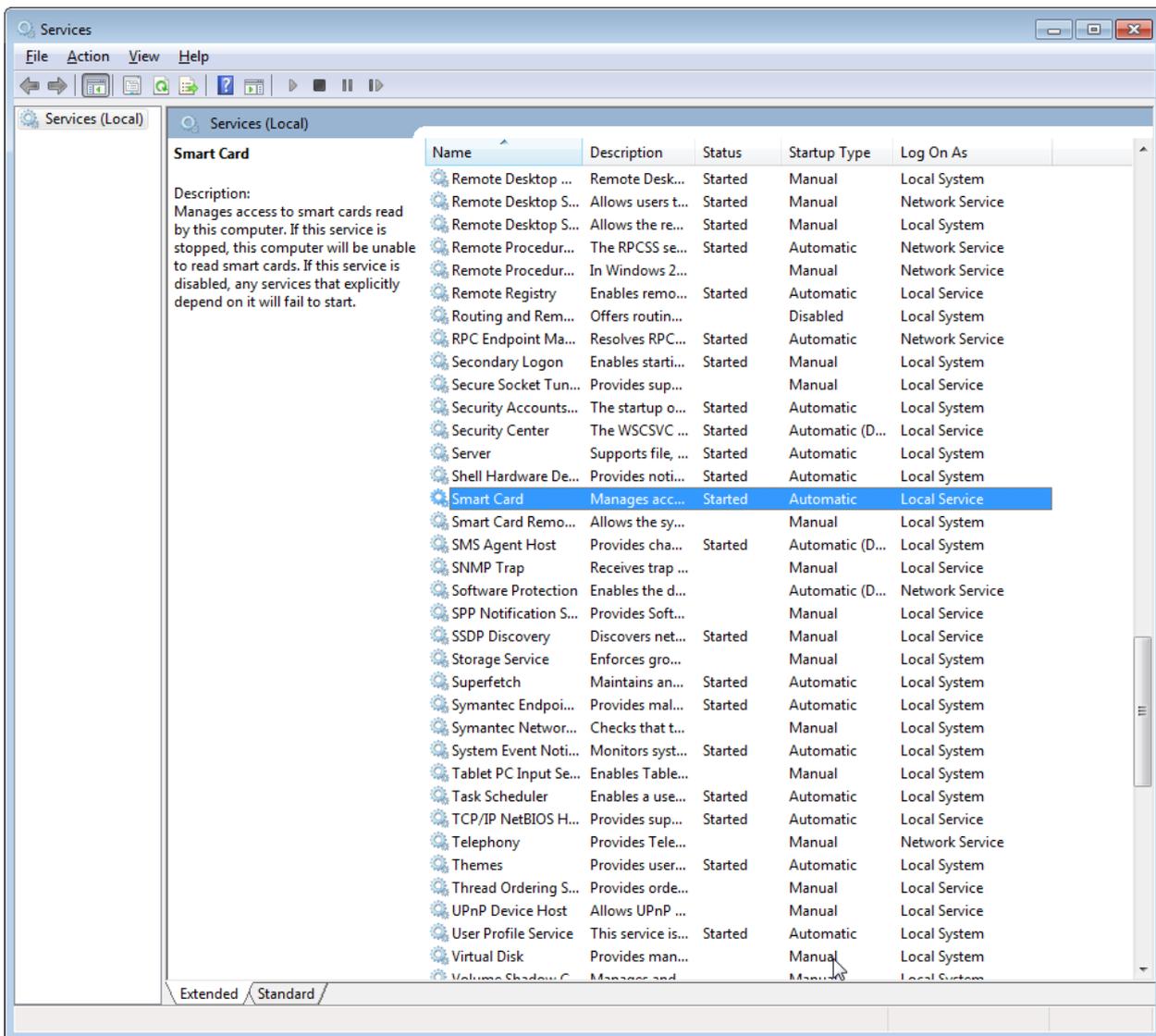
5) Amount of hardware readers should be **not null**:



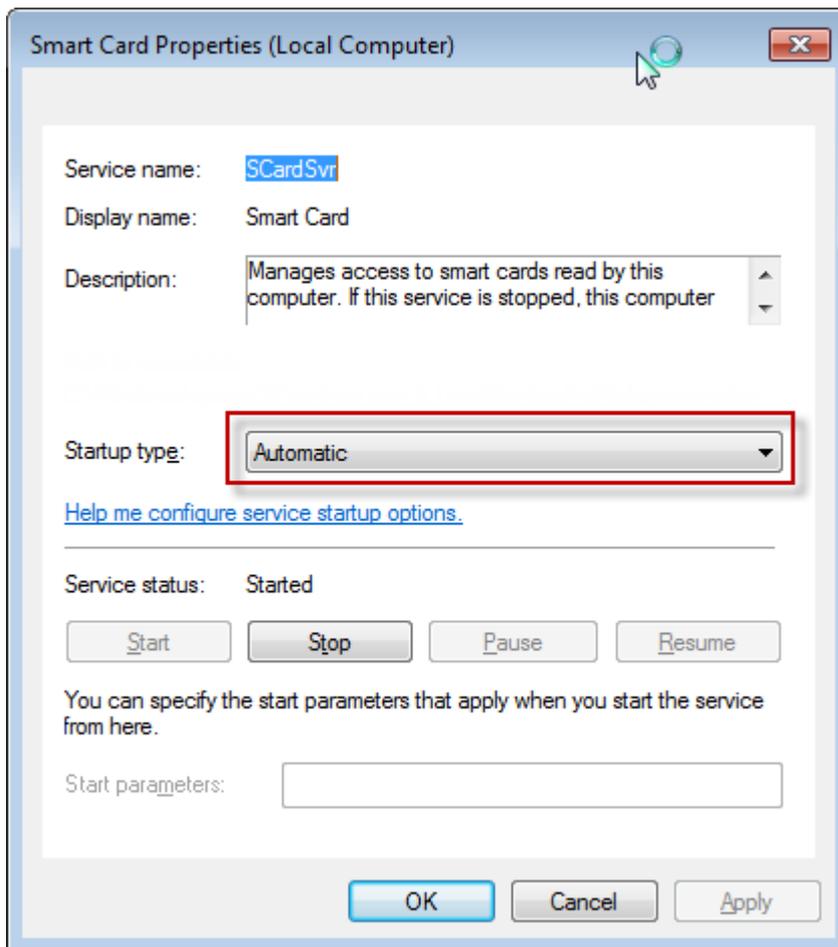
6) For further diagnostics need to check correct work of **Smart Card service**.

For verification, you need to open the **Services** section in the **Control Panel** (depending on the version of your OS in the "**Panels..**" section, the path to the required section can be different, usually it is **Start -> "Control Panel -> Administration -> Services** or **Control Panel -> System and Security -> Administration Tools -> Services**).

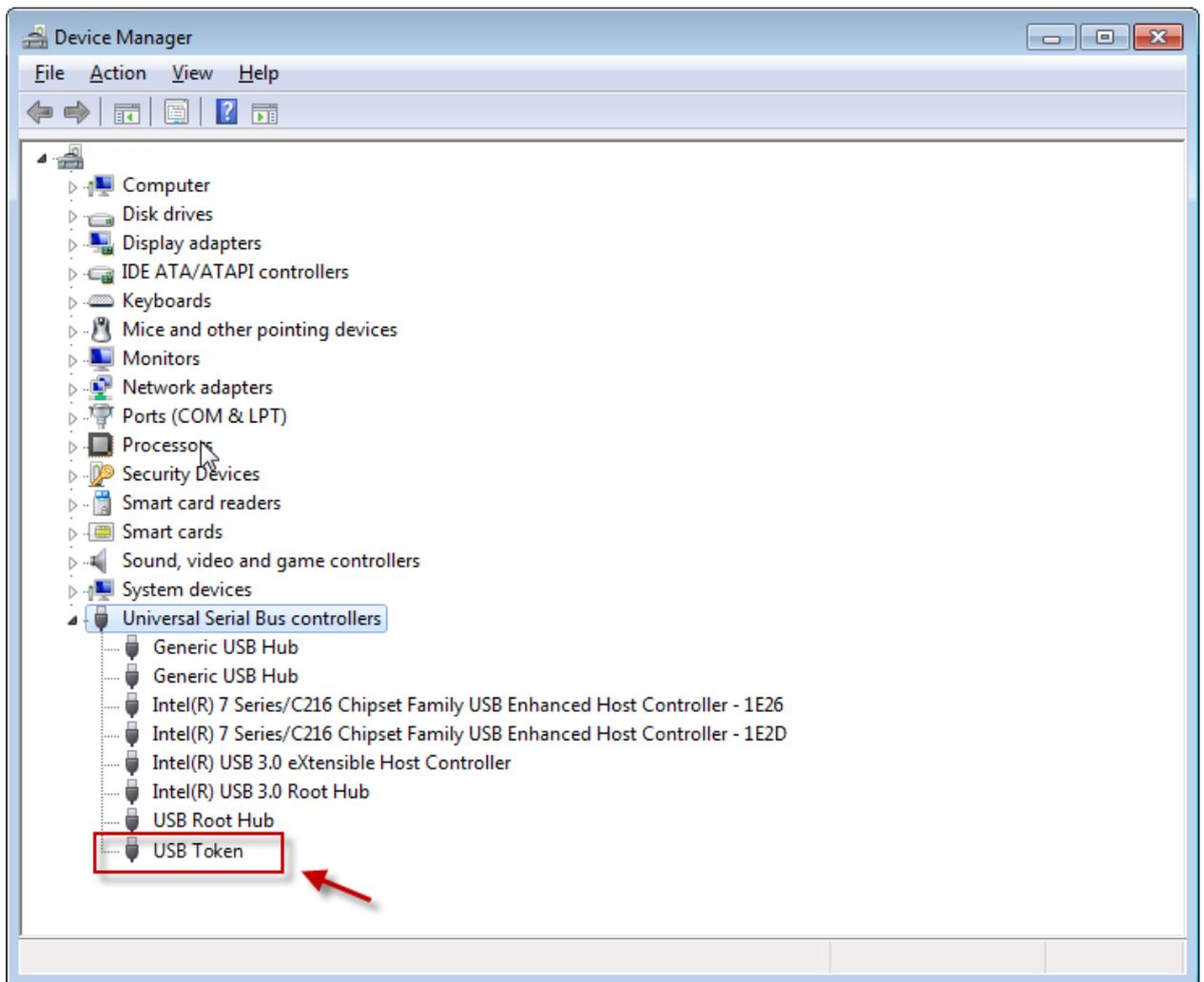
In the **Services** list **Smart Card** service necessary must be displayed as **Started**.



6) Startup type should be set as «Automatic».



- 7) Also, in the **Device Manager** ("Start" -> "My Computer" -> "Properties") eToken device (purple) should be defined in the **Universal Serial Bus controllers** section as **USB Token**.



- 8) Driver provider must be displayed as **Aladdin Knowledge System Ltd**
- 9) If **Microsoft Corp** appears as the driver vendor, you must update the driver by manually selecting the installation path: "C:\WINDOWS\system32\Setup\Aladdin\eToken.

If the key didn't been determined by system, for diagnostics you need to provide screenshots below to 911@unicredit.ru:

- Device Manager,
- "Services" menu
- eToken PKI Client windows (the entire list in the left part of the window (**View eToken key data** of **eToken /eToken Pro Java non def ISD** device)