

Frequently Asked Questions?

1. I am being asked for the PIN of the card. What is the PIN?

The PIN serves to authenticate the user to the **Crescendo** smart card.

- On the C700 the default PIN is “12345”
- On the C200 the default PIN is “12345678” or “0000”

2. How can I distinguish the C200 from the C700 card?

On the back of your evaluation card, in the top left corner, there is a line of text. It will state the type of card.

3. Do I need to initialize the **Crescendo** smart card?

No. Both the C700 and C200 cards comes pre-initialized and ready to use with the HID Crescendo evaluation server and is carrying a demo certificate

4. What if the **Crescendo** C700 smart card is blocked?

If you have entered the wrong PIN more than 3 times, the **Crescendo** C700 smart card will lock. You will need the smart card PUK to unblock the card. By default the Crescendo C700 evaluation card has the PUK “12345678”.

- Open the Token Administration Utility
- Under the “Token” Menu, select “Unblock PIN” and enter your PUK.

If you are using the C700 with ILM 2007, and you have checked the “Administrative PIN Rollover” feature in the card profile, the PUK will have been changed and you will need to use ILM2007 to unblock the PIN.

5. Can I re-use this smart card within Microsoft ILM 2007?

Yes, but make sure that you have retired this smart card from use first, and that the smart card profile allows for the re-use of a smart card.

6. Why is no middleware needed with the Terminal Server demonstration?

Middleware is needed, but it runs on the server. Windows® XP and the Remote Desktop Application transport the smart card session to the server, so to the middleware it looks as if the smart card reader is attached to the server itself.

7. Where are the smart card reader drivers?

The **Crescendo** USB smart card reader supports the default Microsoft CCID reader drivers. On Windows XP these drivers are installed automatically when you insert the reader. You can also use the native drivers. These drivers provide higher performance and provide greater stability under certain versions of Windows XP.

8. Does the **Crescendo** C700 smart card support Windows Vista™?

Yes, the **Crescendo** C700 smart card is compatible with Windows Vista.



hardware



CRESCENDO™

9. Can the **Crescendo C700** smart card in the Evaluation Kit be tested with my physical access control system?

In most cases, you should be able to test the card with your physical access control system. The type of card included in the Evaluation Kit is noted on the front label of the box. Provided that you have physical access control readers that use HID proximity, iCLASS®, or MIFARE®, you should be able to test the card with your physical access control system.

The card number that is programmed into the contactless portion of the card is printed on the back side of the card. This is a 37-bit HID format. Should you need assistance, please contact us.

10. How do I install the Native Smart Card Drivers?

- Download the software and run the installer. By default this installs the drivers in: C:\Omnikey\CardMan3x21 PCSC driver V1.1.1.6.
- Click next and the new driver will be installed. The result will be as followed:



11. How can I check if the Microsoft Smart Card Base CSP is installed?

The Microsoft Smart Card Base CSP is required to use the C200 card on Windows 2000, XP and Server 2003. (It is not required for Vista).

To test if it is installed, choose "Run" from the start menu. Enter "pintool.exe" and click OK. If the Microsoft Smart Card Base CSP is installed, the Pintool application will start up. If not, install the Microsoft Smart Card Base CSP from the Microsoft support site.

12. How can I change the PIN code on my evaluation card?

To change your PIN on a C200 Crescendo contact smart card, go to Start --> Run --> and type Pintool.exe. Use the PIN tool to change your PIN.



To change your PIN on a C700 Crescendo contact smart card, go to Start --> Programs --> SafeSign Standard --> Token Administration. Select Token from the menu then select Change PIN.

13. Remote Desktop Connection (RDP) 6 does not work!

Previous versions of the Crescendo middleware did not support RDPv6. The current version of the Crescendo middleware has addressed this issue. Please download the latest version of the middleware (SafeSign) here.

14. What is the difference between the RaakSign middleware and the SafeSign middleware?

Previous middleware version was called RaakSign.

For all details see www.crescendo.org.za

specifications subject to change without notice all copyrights acknowledged

information/brochure 37.1