

## Ministry of Education (MOE)

# EID Reader Manual Installation

[FAQ, Perquisite & Guides]

### Document Details

## EID Reader Manual Installation and Troubleshooting

Software Name	EID Reader
Document Type	Standard Of Procedures (SOP)
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### ABOUT.

- EID Reader Installation.
- EID Reader Troubleshooting Manual.



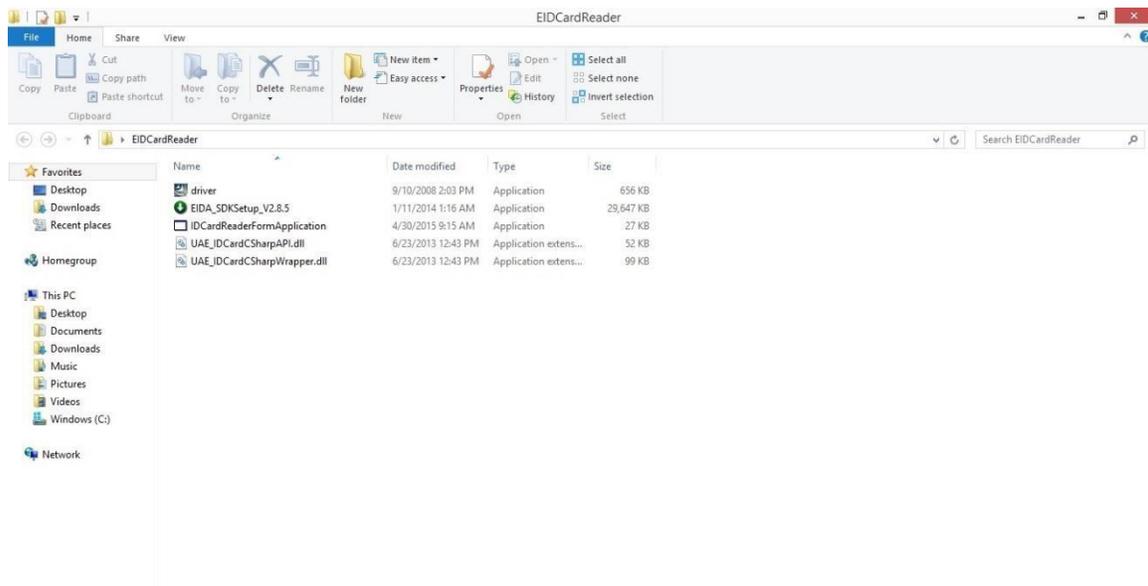


### Requirements:

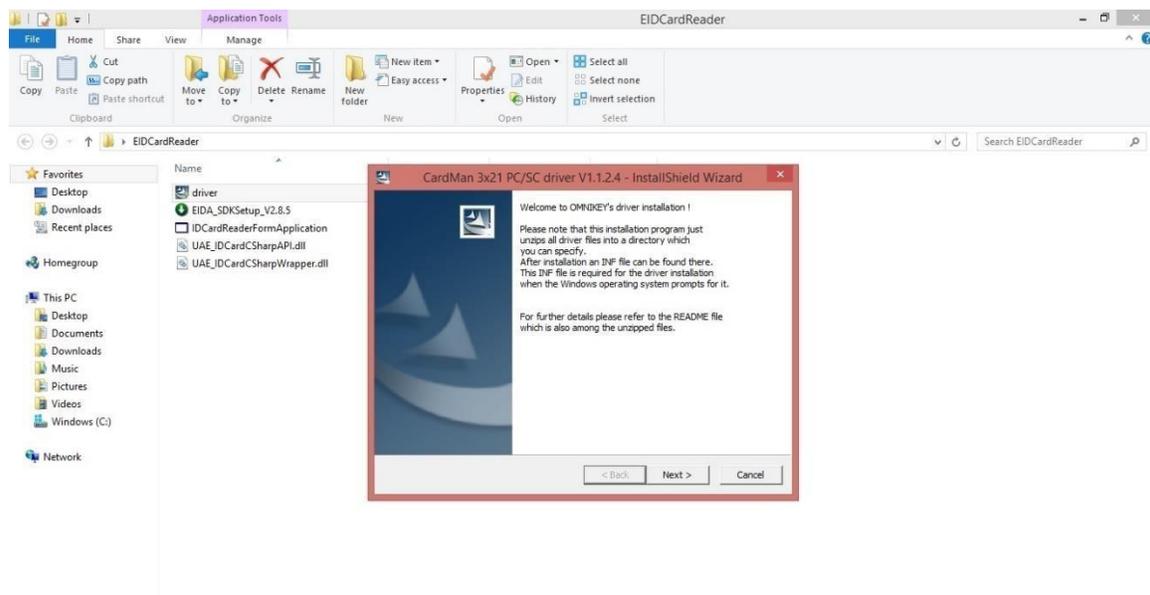
1. OMNIKEY 1021 ID Card Reader Black Color (The White Card Reader device is not supported).
2. A decent Internet connection.
3. Operating Systems supported Windows 7 (x64 and x86), Windows 8 (x64 and x86), Windows 8.1 (x64 and x86).
4. Operating Systems not supported Windows XP or older, Windows 10 (Not yet tested).
5. Java and .NET Framework (Updated)

### Installation:

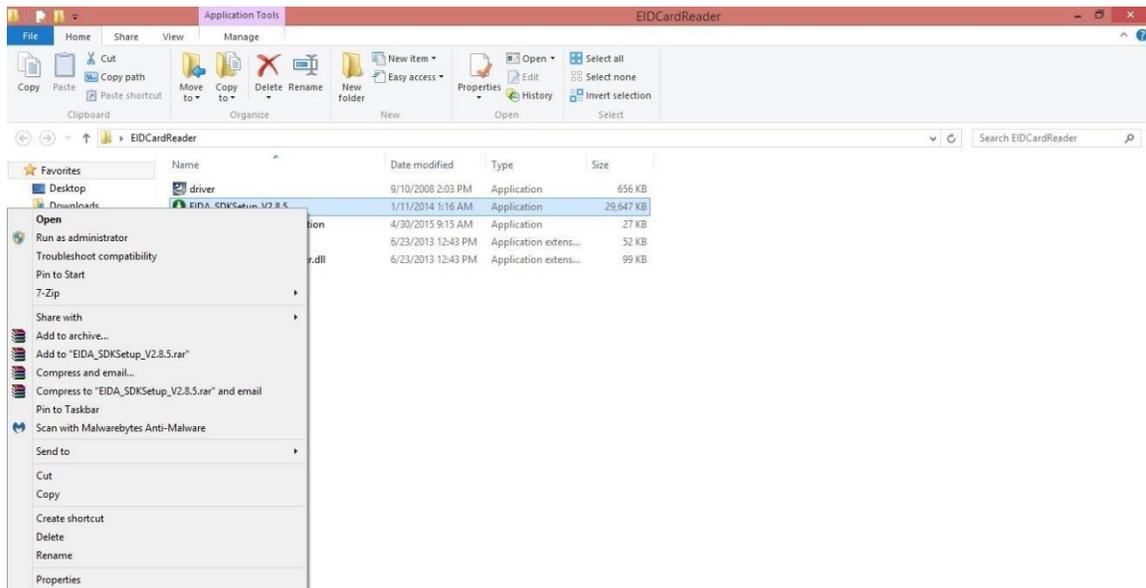
1. Download the installers and drivers from the SIS website by asking the school Principal, Vice Principal or Secretary for assistance because it can only be accessed via Admin account, not teacher or parent. You can also ask your Team Leader to provide you a copy of the installers and drivers.
2. You can find the installer in the SIS website by :
  - a. Clicking "Student personal"
  - b. Click the plus sign on the side
  - c. A pop up window should come up, click Download EID application
3. It will now begin to download a file named "EIDCardReader" as a rar or zip file.
4. After completing the download, extract the folder onto the desktop.
5. In the folder, you will find:
  - a. Driver
  - b. EIDA\_SDKSetup\_V2.8.5
  - c. IDCardReaderFormApplication
  - d. UAE\_IDCardCSharpAPI.dll
  - e. UAE\_IDCardCSharpWrapper.dll



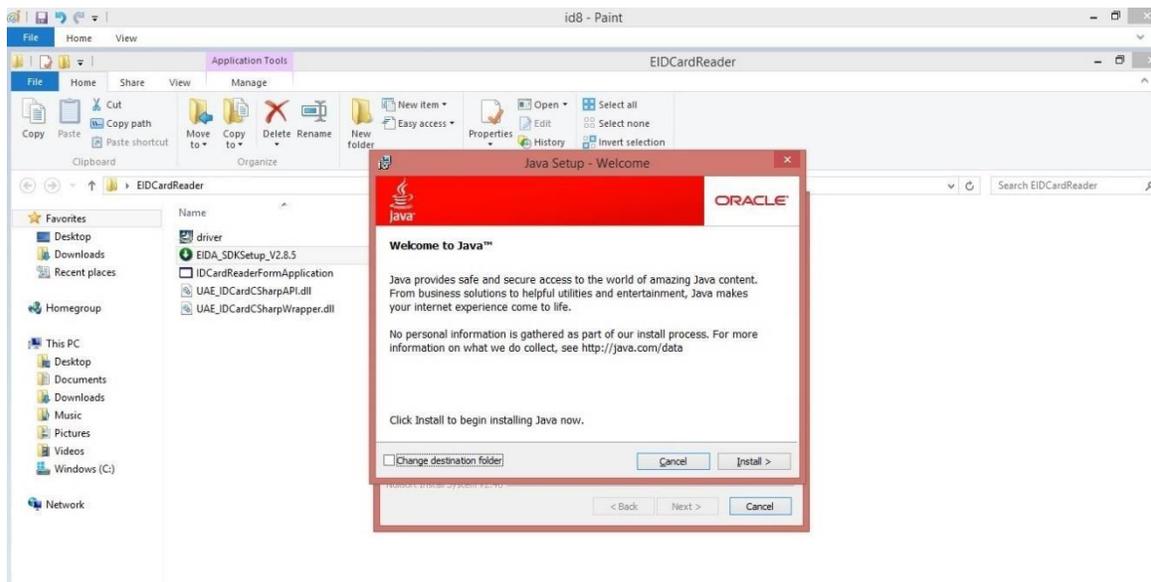
6. First, run the Driver and then install it. You don't need to run it as Administrator.



7. Next is EIDA\_SDKSetup\_V2.8.5 file. Right click, Run it as Administrator and install it.



8. Just in case your Java and .NET Framework are not updated, the EIDA installer will give you a prompt window from where you can update it directly.



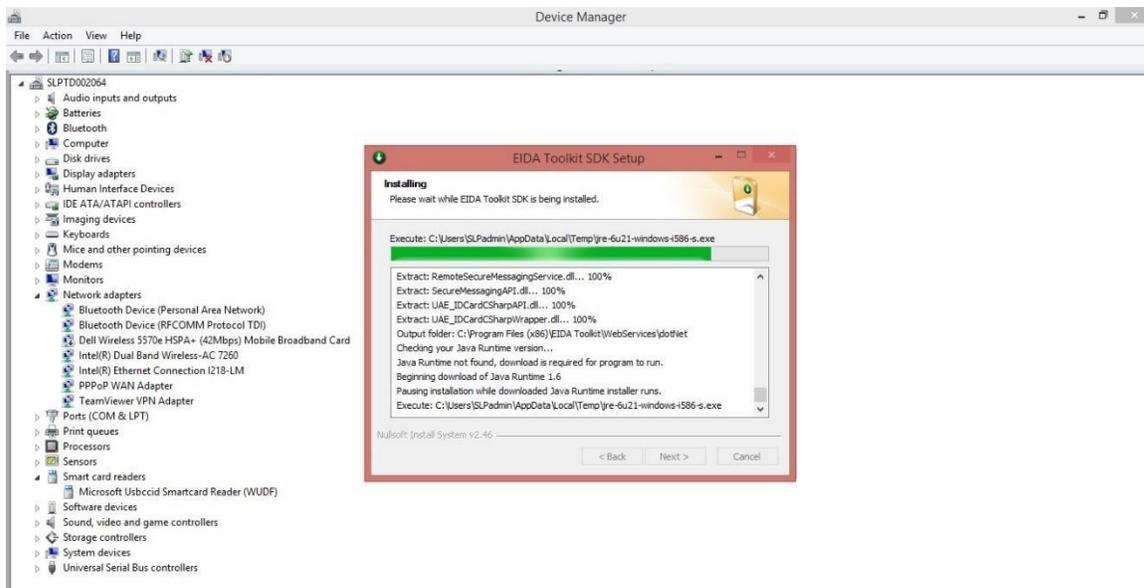
9. If it ask for .Net 3 or 2 and windows failed to download it follow the steps below. (If this step fail, reader will not ever work. Remove the tool kit with Revo uninstaller and install from the beginning.)
10. How to install .Net 3 – 2 in windows 10. This might popup in the middle for id toolkit installation.
  - a. Download the CAB -  
[https://moeae87206my.sharepoint.com/personal/mohamed\\_ashraf\\_moe\\_gov\\_ae/\\_layouts/15/guestaccess.aspx?docid=02497ef66f9974c7a88be7f07db9f7640&authkey=AbNQk3CLjWQ27En8tnTphx8](https://moeae87206my.sharepoint.com/personal/mohamed_ashraf_moe_gov_ae/_layouts/15/guestaccess.aspx?docid=02497ef66f9974c7a88be7f07db9f7640&authkey=AbNQk3CLjWQ27En8tnTphx8)
  - b. Put it in C drive , file name doesn't matter
  - c. Run this command on CMD in admin MODE -“ **Dism /online /enable-feature**

`/featurename:NetFX3 /All /Source:C:\`

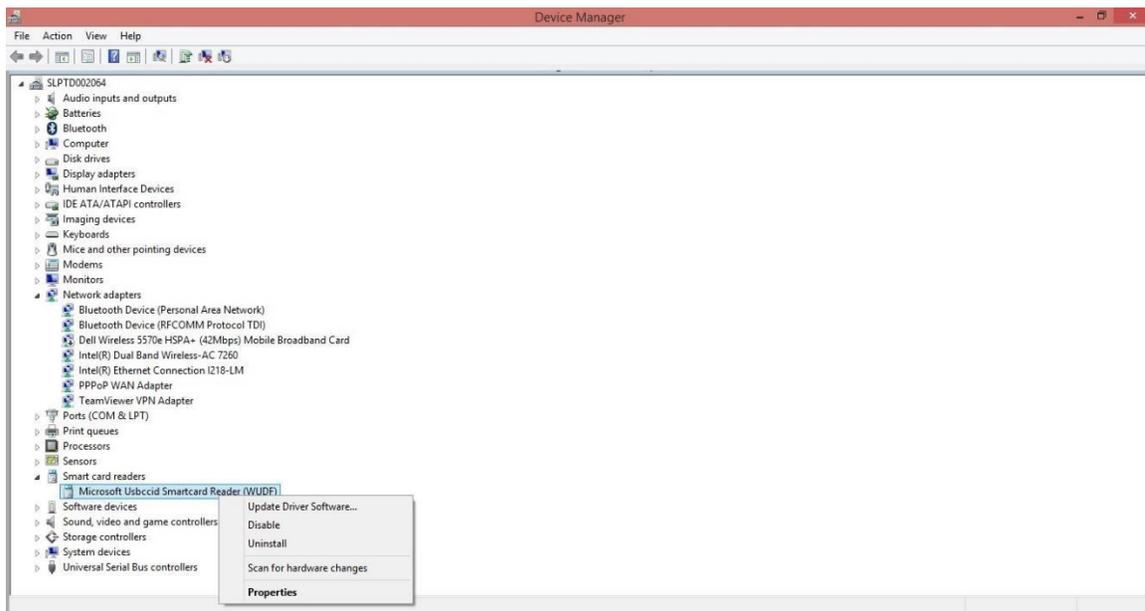
**NOTE** – If error shows **UAE\_IDCardCSharpWrapper.dll** missing or not initialized means EIDA toolkit installation failed. Remove it and install it again.

This installation issue happens when the EID reader still use .NET 2 or 3. Latest .NET is 4.6.1

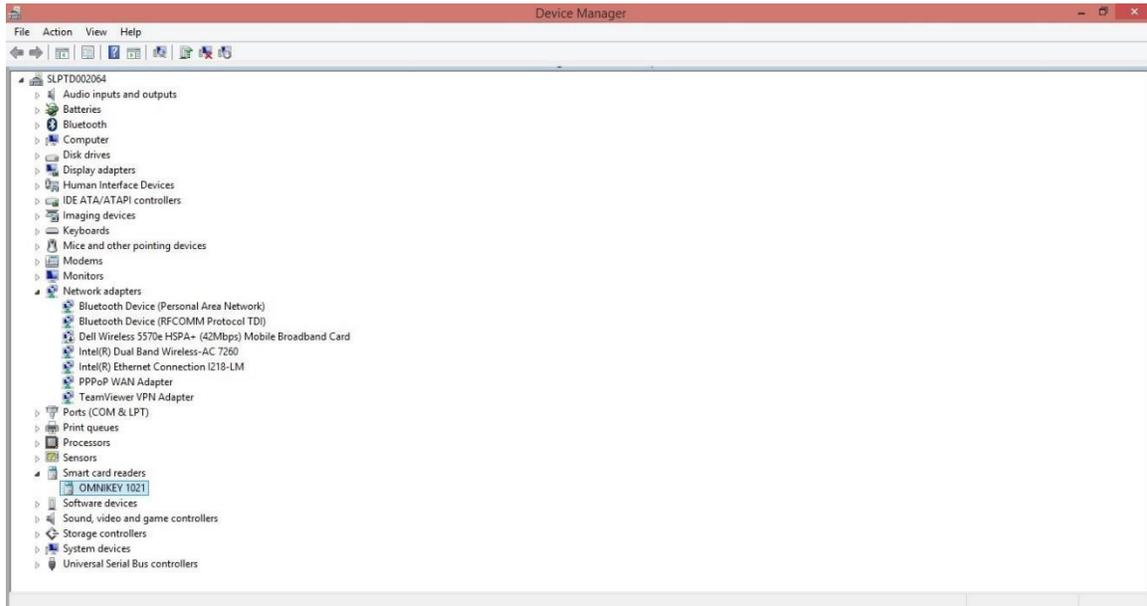
11. Now plug in your Emirates ID Card Reader into any USB Port.
12. Wait for the orange LED to show up.
13. Then access **Device Manager** by pressing Windows key + R, and type `devmgmt.msc`.
14. Scroll down and find “Smart card readers”.
15. Click the white arrow to expand the tree and you will see “Microsoft Usbccid Smartcard Reader (WUDF)”.



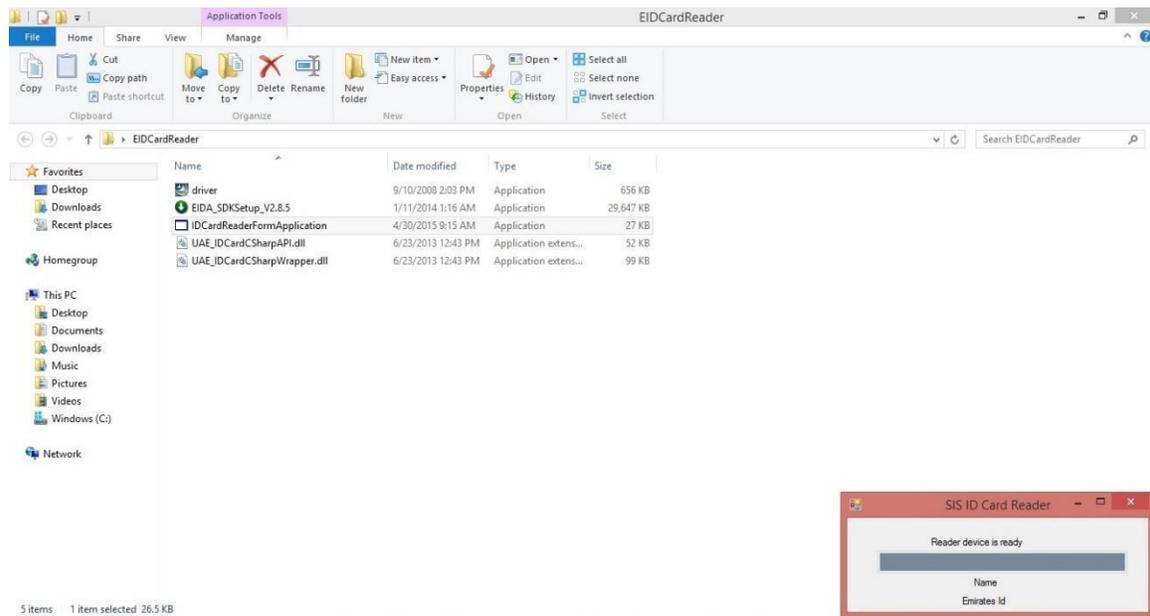
16. Right click on “Microsoft Usbccid Smartcard Reader (WUDF)” and select “Update Driver Software...”



17. Then select “Search automatically for updated driver software” and it will now install the appropriate driver for the ID Card Reader.
18. After the driver installation, the device name should become “OMNIKEY 1021” and now it should work properly.



19. For windows 10, just connect the reader driver will download automatically.
20. To test it, go back to your installer folder and run "IDCardReaderFormApplication".
21. At the bottom right side of your screen, you will see a small window named "SIS Card Reader" with a message "Reader device is ready".



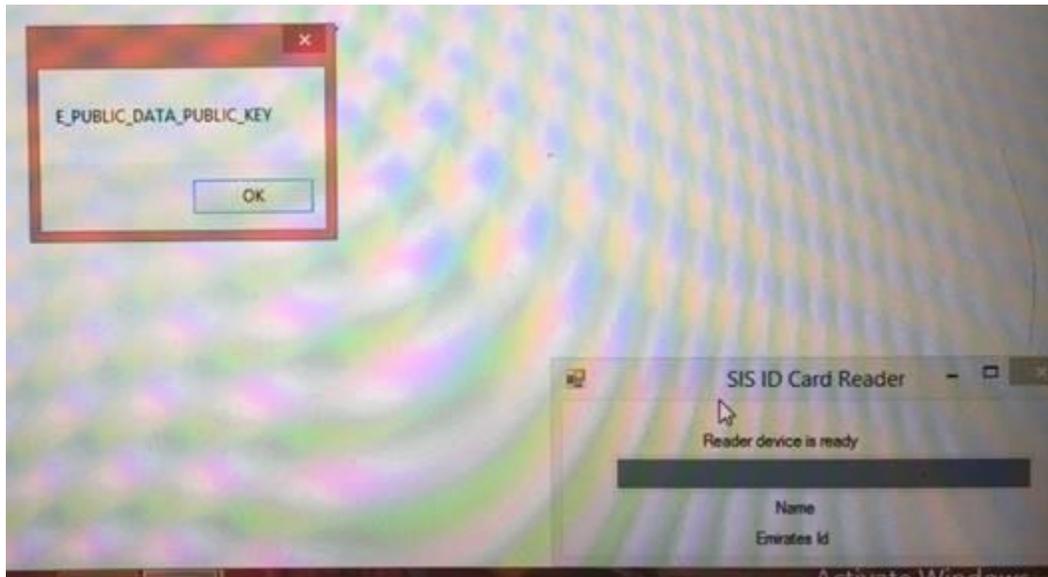
22. Insert any Emirates ID card by pointing the golden chip towards the device and facing upwards.



23. You are now using the ID Card Reader as shown.

## ISSUES AND TROUBLESHOOTING

Issue: E\_PUBLIC\_DATA\_PUBLIC\_KEY\_EXCEPTION error message



**Solution:**

1. Make sure that the device you are connecting the ID Card Reader to is connected to the internet.
2. Go to [sdk.emiratesid.ae](http://sdk.emiratesid.ae) website and look for the FAQ section, which is found in the middle or on the right part of the page, under the PAGE LIST.
3. You will find a question titled **“We are facing E\_PUBLIC\_DATA\_PUBLIC\_KEY\_EXCEPTION error message when reading some Emirates ID cards . ”**, click it and you will see this answer below:
  - a. Please download Data Signature Certificate file using the following link [New Data Signature Certificate](#)



- b. Extract Srv5-prod.crt certificate file to Data signature validation certificate path

configured on **sm.cfg** SDK configuration file and has the following default path  
C:\Program Files\EIDA Toolkit\Libs\SigningCerts.

- c. In case you are using zero footprint component (EIDA\_ZF\_Activex or ZFApplet) extract certificate file into data\_signing\_cets folder on the server.
4. In the New Data Signature Certificate page, fill up the registration form and submit it with the correct information (Make sure to provide the correct email address).
5. You will receive the Srv5-prod.crt download link via email then proceed with step 3.b mentioned above.
6. Restart the machine and run the IDCardReaderFormApplication again.

#### **Issue: Device not detected**

#### **Solution:**

1. Connect the ID Card Reader into the computer through a USB port.
2. An orange LED should light up.
3. If no LED shows up, try another USB port. Make sure the ports are working by using a flash drive or any other peripheral that uses the USB port.
4. If there is still no LED, try to proceed with step 5.
5. Go to **Device Manager** and look for “Smart Card Readers”
6. If you do not see it, go to the **Action** Tab on top of the window and select “Scan for hardware changes”.
7. If you do not see “Smart Card Readers” in the list, restart your machine.
8. After the system restarts and the device is still not detected via the Device Manager, try to plug it into another computer with the supported operating systems.
9. If the device still cannot be found in the Device Manager, it means that it is a hardware issue and the ID Card Reader needs to be replaced.
10. Now, if the device is visible in the Device Manager list, click the small white arrow on the left side of “Smart Card Readers” to drop down and show the device name.
11. The name of the ID Card Reader should be “OMNIKEY 1021”.
12. If you see its name as “Microsoft Usbccid Smartcard Reader (WUDF)”, the device will not work.
13. To resolve this issue, follow the steps below:
  - a. Right click on “Microsoft Usbccid Smartcard Reader (WUDF)” and select “Update Driver Software...”
  - b. Then select “Search automatically for updated driver software” and it will now install the appropriate driver for the ID Card Reader.
  - c. After the driver installation, the device name should become “OMNIKEY 1021” and now it should work properly.



- d. If it is still showing “Microsoft Usbccid Smartcard Reader (WUDF)”, go visit the website [sdk.emiratesid.ae](http://sdk.emiratesid.ae) and find the download page.
  - e. Under downloads, select OMNIKEY Drivers and download it.
  - f. Run the installer “CardMan3x21\_V1\_1\_2\_4\_winxp”
  - g. After completing the installation, go to the C: drive root, and you can find the Omnikey folder.
  - h. Now, to install the driver manually, go back again to step 13.a, and then select “Browse my computer for driver software”.
  - i. Click browse and go to C: > Omnikey > CardMan3x21 PCSC driver V1.1.2.4.
  - j. Select the folder and press ok.
14. To test it, go back to your installer folder and run “IDCardReaderFormApplication”.
  15. At the bottom right side of your screen, you will see a small window named “SIS Card Reader” with a message “Reader device is ready”.
  16. Insert any Emirates ID card by pointing the golden chip towards the device and facing upwards.
  17. You are now using the ID Card Reader.