Overenie služby Smart Card

Návod pre prípad, že Aplikácia pre eID pri svojom štarte zobrazuje nasledovné chybové hlásenie:

💿 Nasta	ala chyba v EAC MW klient X
	Nie je možné nadviazať komunikáciu s čítačkou čipových kariet.
	Možné riešenie: 1.) Pripojte čítačku a nainštalujte originálny ovládač 2.) Skontrolujte, či beží služba Smart Card Service (Ien Windows)
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- 1. Overte, či máte pripojenú čítačku čipových kariet, Ak nie, pripojte ju.
- Kliknúť ľavým tlačidlom myši na Start button v ľavom dolnom rohu obrazovky a napísať "services.msc"



3. Overiť, že služba Smart Card beží (viď obrázok nižšie). Ak služba nebeží, treba ju naštartovať, následne znova spustiť aj Aplikáciu pre eID:

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Help						
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Services (Local)						
Smart Card	Name	Description	Status	Startup Type	Log On As	^
Stop the service <u>Restart</u> the service	Shared PC Account Manager Shell Hardware Detection Služba pro podporu uživatelů Bluetooth Služba zasílání zpráv_6f13e	Manages profiles and accounts o Provides notifications for AutoPla The Bluetooth user service suppor Service supporting text messagin	Running	Disabled Automatic Manual (Trigger Start) Manual (Trigger Start)	Local System Local System Local System Local System	
Description:	Smart Card	Manages access to smart cards re	Running	Automatic (Trigger Start)	Local Service	
Manages access to smart cards read by this computer. If this service is stopped, this computer will be unable to read smart cards. If this service is disabled, any services that explicitly depend on it will fail to start.	Smart Card Device Enumeration Service Smart Card Removal Policy SNIMP Trap Software Protection Spatial Data Service Spatial Data Service SSDP Discovery State Repository Service Still Image Acquisition Events Storage Service Storage Service Storage Service	Creates software device nodes for Allows the system to be configure Receives trap messages generated Enables the download, installatio This service is used for Spatial Per Verifies potential file system corru Discovers networked devices and Provides required infrastructure s Launches applications associated Provides enabling services for stor Obtimizes the placement of data i	Running Running Running	Manual (Trigger Start) Manual Automatic (Delayed Start, Trig_ Manual Manual Manual Manual Manual Manual Manual Manual	Local System Local System Local Service Network Se Local Service Local System Local System Local System Local System Local System	
	Help Big I I I I I II Services (Local) Smart Card Stop the service Restart the service Description: Manages access to smart cards read by this computer. If this service is stopped, this computer will be unable to read smart cards. If this service is disabled, any services that explicitly depend on it will fail to start.	Belp Image: Stop the service Stop the service Restart the service Description: Manages access to smart cards read by this computer: if this service is stopped, this computer will be unable to read smart cards. If this service is disabled. any services that explicitly depend on it will fail to start. Software Protection State Repository Service State Repository Service Storage Service	Belp Image: Services (Local) Smart Card Stop the service Restar; the service Description: Manages access to smart cards read by this computer. If this service is stopped, this service is stopped, this service is stopped, this service is software Oetection Description: Manages access to smart cards read by this computer. If this service is stopped, this service is software Oetection Image: Service Support Image: Service Support Image: Service Support Start Card Manages access to smart cards read by this computer. If this service is software Oetection Image: Service Support Shew Hardware Detection Provides notifications for AutOPla. Shew Hardware Detection Provides notifications for and accounts or mark this service is software Oetection Image: Shew Protection Image: Software Protection <	Belp Image: Services (Local) Name Description Status Stop the service Restart the service Name Description Status Operating the service Restart the service Name Description Status Description: Manages access to smart cards read by this computer. If this service is stopped, this service is stopped, this service is stopped, this service is stopped, this service is software Potection Manages access to smart cards read by this computer. If this service is stopped, this service is software Potection Manages access to smart cards read by this computer. If this service is stopped, this service is software Potection Manages access to smart cards read by this computer. If this service is software Potection Running Stopped, this service is stopped, this service is software Potection Enables the download, installatio Software Potection Running Stopped this obstart. SSOP Discovery Discovers networked devices and Running Storage Service Provides realitions associated Running	Help Image: Services (Local) Start Card Stop the service Restart the service Stop the service Restart the service Description: Manages access to smart cards read by this computer. If this service is stopped, this service is stopped, this service is specified on it will fail to start. Stop the service is stopped on it will fail to start. Software Detection Provides notifications for AutoPla. Suzba pro podporu uživatelů Bluetooth. Suzba pro podporu uživatelů Bluetooth. Suzba szsiláni zpráv_6f13e Services upporting text messagin Manages access to smart cards read by this computer. If this service is stopped, this service is software Potection Smart Card Device Enumeration Service Software Potection Creates software device nodes for Allows the system to be configure. Manual (frigger Start) Software Potection Enables the download, installatio Software Protection Manual Automatic (Delayed Start, Trig Software Potection Software Protection Enables the download, installatio Software Protection Manual Manual Software Potection Enables the download, installatio Software Potection Manual Manual Software Potection Enables the download, installatio Software Potection Manual Manual Software Potection<	Help Image: Status Statup Type Log On As Stop the service Restart the service Shared PC Account Manager Manages profiles and accounts o Disabled Log On As Description: Shared PC Account Manager Provides notifications for AutoPlate. Running Automatic (higger Start) Local System Description: Služba pro podporu uživatelů Bluetooth. The Bluetooth user service suppor Manual (frigger Start) Local System Stopped, this service is stopped, this service is stopped, nit will fail to start. Shard PC Portection Provides notifications for AutoPlate. Running Automatic (frigger Start) Local System Stopped, this service is stopped, nit will fail to start. Sinzba pro podporu uživatelů Bluetooth. The Bluetooth user service suppor Manual (frigger Start) Local System Stopped, this service is stopped, nit will fail to start. Sinzh Card Bewice Enumeration Service Creates software device nodes for Manual (frigger Start) Local System G Shubel Abevice Enumeration Service G Shubel Parker Potection Enables the download, installatio Automatic (Delayed Start, Trig. Narual Local Service G Spot Verifier Verifies potential file system corru. Manual (frigger Start) Local Service Coal Serv

4. Ak naštartovanie a reštart služby nepomohol, treba overiť, že služba je štartovaná pod správnym systémovým kontom (Local Service). Kliknúť pravým tlačidlom na službu a zvoliť Properties (Vlastnosti):

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File Action View	Help							
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Services (Local)	Services (Local)							
	Smart Card	Name	^	Description	Status	Startup Type	Log On As	^
	<u>Stop</u> the service <u>Restart</u> the service	 Shared PC Account Shell Hardware De Služba pro podpo Služba zasílání způ 	it Manager etection iru uživatelů Bluetooth ráv_6f13e	Manages profiles and accounts o Provides notifications for AutoPla The Bluetooth user service suppor Service supporting text messagin	Running	Disabled Automatic Manual (Trigger Start) Manual (Trigger Start)	Local System Local System Local System Local System	
	Description: Manages access to smart cards read by this computer. If this service is stopped, this computer will be unable to read smart cards. If this service is disabled, any services that explicitly depend on it will fail to start.	Charact Card Smart Card Dev Smart Card Rer SNMP Trap Software Prote Spatial Data Se Spot Verifier	Start Stop Pause Resume Restart	Manages access to smart cards re- Creates software device nodes for - Allows the system to be configure- Receives trap messages generated. Enables the download, installatio This service is used for Spatial Per-	Running	Automatic (Trigger Start) Manual (Trigger Start) Manual Manual Automatic (Delayed Start, Trig Manual	Local Service Local System Local System Local Service Network Se Local Service Local System	
		SSDP Discovery	All Tasks	Discovers networked devices and	Running	Manual	Local Service	
		State Reposito	Refresh	Provides required infrastructure s Launches applications associated	Running	Manual Manual	Local System Local System	
		Storage Service	Properties	Provides enabling services for stor	Running	Manual (Trigger Start)	Local System	
		Storage Tiers N	Help	Optimizes the placement of data i Maintains and improves system p	Running	Manual Automatic	Local System Local System	Ļ
	Extended Standard	10) Suctom Event Not	ification Convica	Monitore custom quante and notif	Dunning	Automatic	Local Suctom	_

Opens the properties dialog box for the current selection.

5. V nastaveniach v časti Log On sa zobrazí informácia o konte, pod ktorým je služba spúšťaná:

		ery	Dependent	cies		
Log on as.						
○ Local System	em account					
Allow s	ervice to inte	eract w	rith desktop			
This account	nt:	Loca	Service		Brow	se
Password		••••	••••••	•••		
Confirm p	assword:	••••		••		

6. Zmeniť "Log on as" na Local System account a potvrdiť tlačidlom OK:

Smart Card Propertie	s (Local Computer)	×
General Log On R	ecovery Dependencies	
Log on as:		
Local System according to the service to the ser	o interact with desktop	
◯ <u>T</u> his account:		Browse
Password:		
Confirm password	t	
	OK Cancel	Apply

7. Po potvrdení sa zobrazí informácia, ktorú potvrďte tlačidlom OK:



8. Potom službu reštartujte:

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File Action View	Help							
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Services (Local)	Services (Local)							
	Smart Card	Name		Description	Status	Startup Type	Log On As	^
	Stop the service Restart the service	Shared PC Account N Shell Hardware Deter Služba pro podporu	Manager ction uživatelů Bluetooth v 6f13e	Manages profiles and accounts o Provides notifications for AutoPla The Bluetooth user service suppor Service supporting text messagin	Running	Disabled Automatic Manual (Trigger Start) Manual (Trigger Start)	Local System Local System Local System	
	Description: Manages access to smart cards read by this computer. If this service is stopped, this computer will be unable to read smart cards. If this service is disabled, any services that explicitly depend on it will fail to start.	Software Prote Software	Start Stop Pause Resume Restart All Tasks Properties Help	Manages access to smart cards re Creates software device nodes for Allows the system to be configure Receives trap messages generated Enables the download, installatio This service is used for Spatial Per Verifies potential file system corru Discovers networked devices and Provides required infrastructure s Launches applications associated Provides enabling services for stor Optimizes the placement of data i Maintains and improves system p	Running Running Running Running Running	Automatic (Trigger Start) Automatic (Trigger Start) Manual	Local System Local System Local System Local Service Network Se Local Service Local System Local System Local System Local System Local System Local System	
	Extended Standard	Louis Route Riate		A LEDIN ALARIA ARA RADI				

Stop and Start service Smart Card on Local Computer

9. Po reštarte zmeňte konto naspäť na Local Service. Po zobrazení Log On časti kliknite na tlačidlo "Browse…", potom zadajte text "Local Service" a stlačte tlačidlo "Check Names":

Services File Action View	Help	Smart Card Properties (Local Computer)	×	1			×
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Services (Local)	Services (Local)	Log on as:						
	Smart Card Na Stop the service Restart the service	Local System account Allow service to in	it teract with desktop	Browse.	Status S Running A	Startup Type Disabled Automatic	Log On As Local System Local System	-
	Description: Manages access to smart cards read	Password:	•••••		Running A	Manual (Trigger Start) Manual (Trigger Start) Automatic (Trigger Start)	Local System Local System) Local System	
	by this computer. If this service is stopped, this computer will be unable to read smart cards. If this service is disabled any conject that conjuctive	c Commit passion.	Select User		Running	Manual (Trigger Start) ×	Local System Local System Local Service	
	depend on it will fail to start.		User or Built-in security	principal		Object Types	Local Service	
	Q.	5	From this location:				Local System	4
	101 101		DURACI			Locations	Local Service	ł
		4	Enter the object name t	o select (<u>examples</u>):			Local System	
	0	5	Local Service			Check Names	Local System	
		¢ ,					Local System	
	Standad (Standard)	- -	Advanced		0	Cancel	Local Sustem	~
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10. Po stlačení "Check Names" sa zobrazí zdetegované konto, potvrďte tlačidlom OK:

File Action View Help	Smart Card Properties (Local Computer)	×			2		
Services (Local) Smart Card Nar Stop the service Restart the service Description: Manages access to smart cards read by this computer. If this service is stopped, this computer. Will be unable to read smart cards. If this service is disabled, any services that explicitly depend on it will fail to start.	Log on as: Cooled System account This account: Password: Confirm password:	tt tt teract with desktop Select User Select User Select this object type: User or Built-in security I From this location: DURACI Enter the object name to LOCAL SERVICE Advanced	principal	Status SI D Running Ai M Running M Running M	artup Type isabled utomatic Ianual (frigger Start) Ianual (frigger Start) X Object Types Locations Check Names Cancel	t) Trig_	Log On As Local System Local System Local System Local System Local System Local System Local Service Local Service Local Service Local Service Local System Local System Local System Local System Local System Local System Local System	•

11. Po stlačení "Check Names" sa zobrazí konto "Local Service", v textovom okne "Password" a "Confirm password" je potrebné zadať prázdne "" heslo a potvrdiť tlačidlom OK:

Services					1		- 🗆 X
File Action View	Help	Smart Card Properties (Local Computer)	×			
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Services (Local)	Services (Local)	Log on as:					
	Smart Card Na	r O Local System accourt	nt		Status	Startup Type	Log On As
	Stop the consist	Allow service to in	nteract with desktop			Disabled	Local System
	Restart the service	This account:	Local Service	Browse	Running	Automatic	Local System
						Manual (Trigger Start)	Local System
	Description:	Password:			Rupping	Automatic (Trigger Start)	Local System
	Manages access to smart cards read	Confirm password:			Running	Manual (Trigger Start)	Local System
	by this computer. If this service is stopped, this computer will be unable	\$				Manual	Local System
	to read smart cards. If this service is	\$				Manual	Local Service
	disabled, any services that explicitly	5				Automatic (Delayed Start, Trig	Network Se
		s				Manual	Local Service
	0	4				Manual (Trigger Start)	Local System
	Q	4			Running	Manual	Local Service
	0	4			Running	Manual	Local System
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	Q.	<u> </u>			Running	Manual (Trigger Start)	Local System
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	Q.	\$			Running	Automatic	Local System
	Extended (Standard /	c	OK Cancel	Apply	Dunning	Automatic	Local Suctom
	(LAtended / Standard)	L					

12. Po potvrdení sa zobrazí nasledovná informácia, potvrďte ju tlačidlom OK:



13. Po potvrdení sa zobrazí nasledovná informácia, potvrďte ju tlačidlom OK:



14. Nakoniec službu Smart Card reštartujte:



- Stop and Start service Smart Card on Local Computer
 - 15. Po reštarte by mala byť služba opäť v poriadku a Aplikácia pre elD by mala vedieť pracovať s pripojenými čítačkami.