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Subject: eToken not reorganized on XP machine

Classifications: RTE > Version 3.60

The information in this article applies to: Microsoft XP machines

Symptoms:

Windows XP is not recognizing the eToken. The Services, Smart Card service and eToken Notification Service are down.

In the event viewer you may see a problem of "Access rights error 5" concerning Smart card service.

When Administrator of the domain is logged in the etoken is recognized, everything is just fine.

Cause:

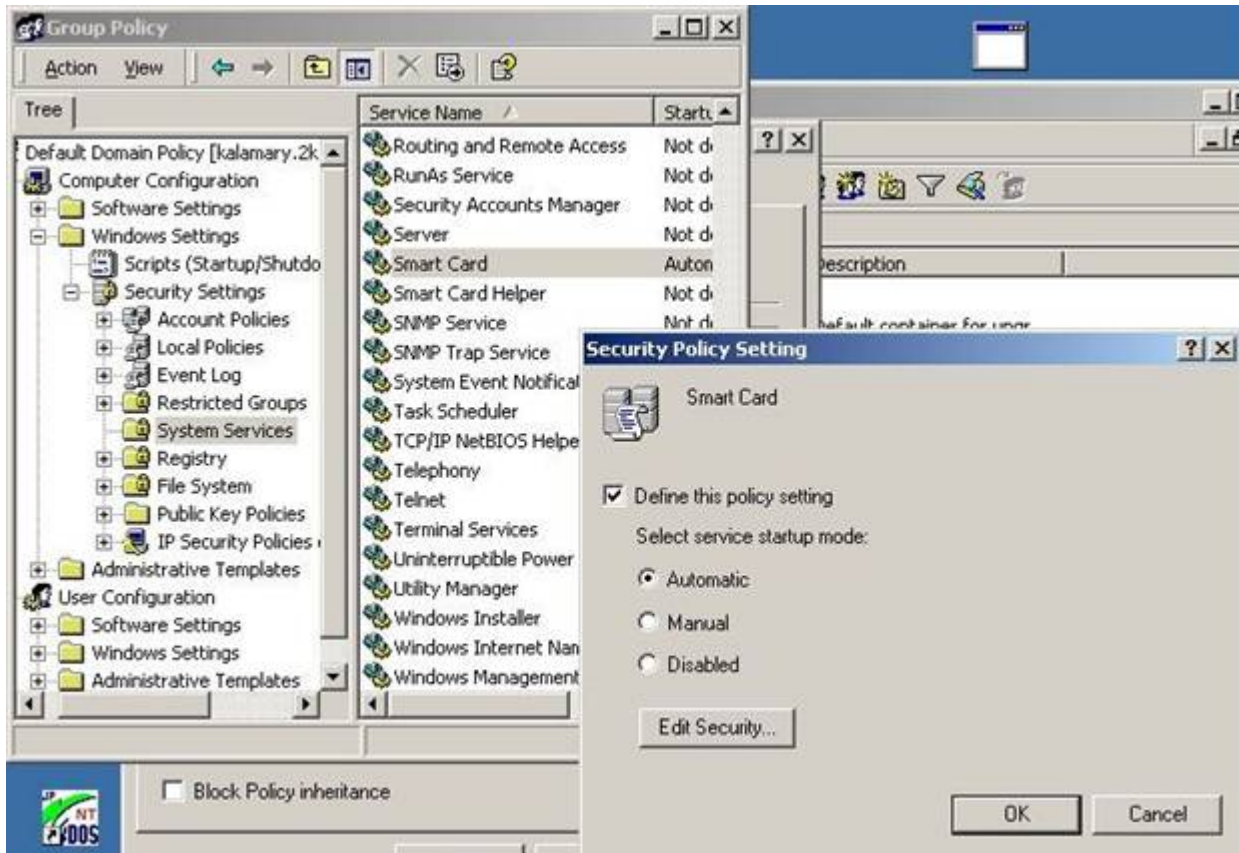
Customer applied strict Domain Group Policy which prevents users from being able to manage the Smart Card Service.

Administrators are able to use the same computer, and are able to start the Smart Card Service and use the eToken properly.

Resolution:

1. On the Server
2. Click on Start -> Programs -> Administrative Tools -> Active Directory User and Computers
3. Find the Domain which the User belongs to.
4. Right click on the domain, and choose Properties.
5. Select the Group Policy Tab.
6. Select the Group Policy Object (The customer only had the Default Domain Policy)
7. Click on Edit.
8. Under Computer Configuration -> Windows Settings -> Security Settings -> System Services, find the Smart Card Service.
9. Right click on the Smart Card Service, and choose Security.
10. If the "Define this policy setting" is defined, then edit the startup mode to either Manual or Automatic.
11. Click on the Edit Security button.
12. Verify that the Group of that user has the permission to read, write, and "start, stop and pause" the Service. (Add the relevant user or user group).

Figure 1 - Important - make sure you are performing the above steps under Computer Configuration and not User Configuration!



Select Edit Security and make sure that the group to which the user belongs to has all the rights with this service:





As well, you should check if the User belongs to an OU, and to check if the OU has any additional policies.

Microsoft suggests using the MPSRPT_Alliance utility.

This utility helps to show the contents of the Group Policy.

More Information: to download MPSRPT_Alliance utility
<http://microsoft.com/downloads/details.aspx?FamilyId=CEBF3C7C-7CA5-408F-88B7-F9C79B7306C0&displaylang=en>

Key words: XP, Smart Card service