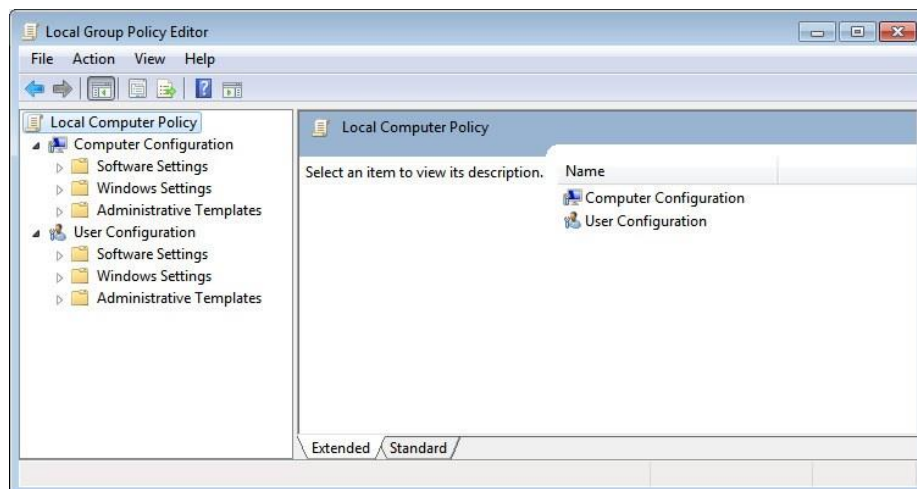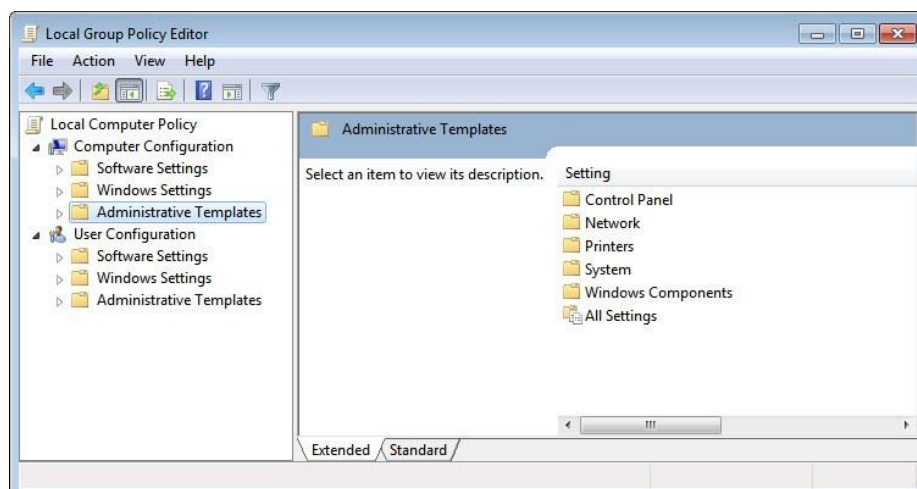## Resolve Unknown Card Error When Inserting a DSI Data Security Access Card

The Smart Card driver for the Data Security Access Card may not be pre-installed on the Windows PC. Normally, Windows is able to automatically find and install the appropriate driver when the card is inserted. This is because the driver is included with DSI's Ponemah Software installation. Some systems may have a Group Policy disabled on their systems that prevents Windows from automatically performing this installation, specifically for Smart Cards. This results in an "Unknown Card" error when attempting to use the DSI Data Security Access Card. The resolution is to enable the Smart Card Plug & Play service in the Windows Group Policy settings.
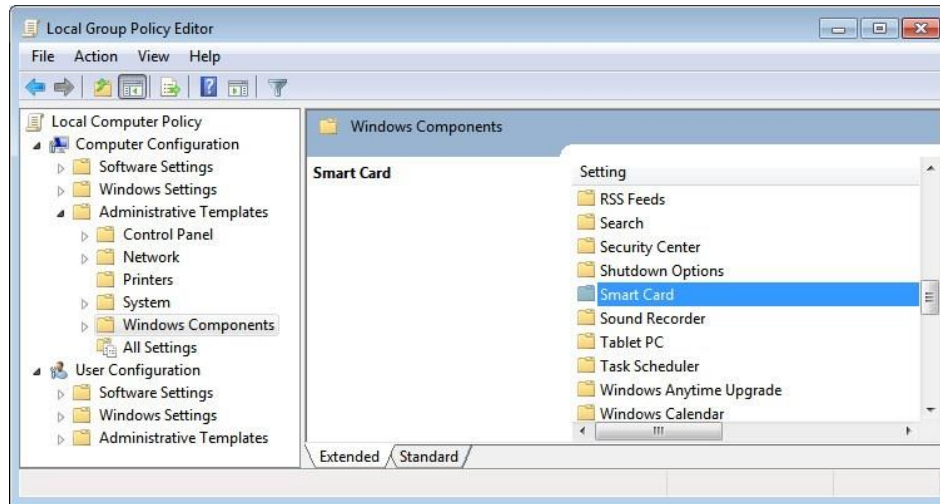
1. To turn on the Smart Card Plug & Play Service, click the Windows Start Button and type **gpedit.msc** into the search field and press **Enter.**
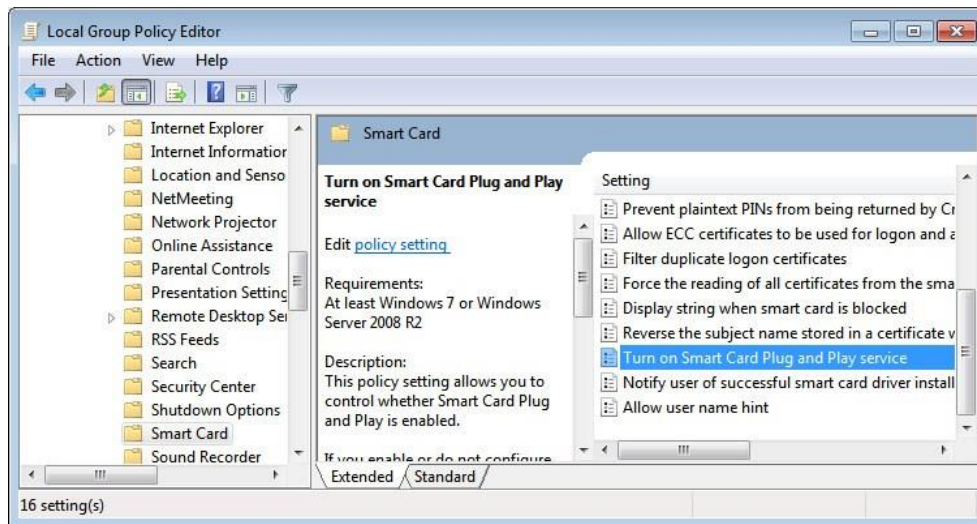

2. In the Local Group Policy Editor dialog, select **Administrative Templates** under Computer Configuration from the left-hand menu.
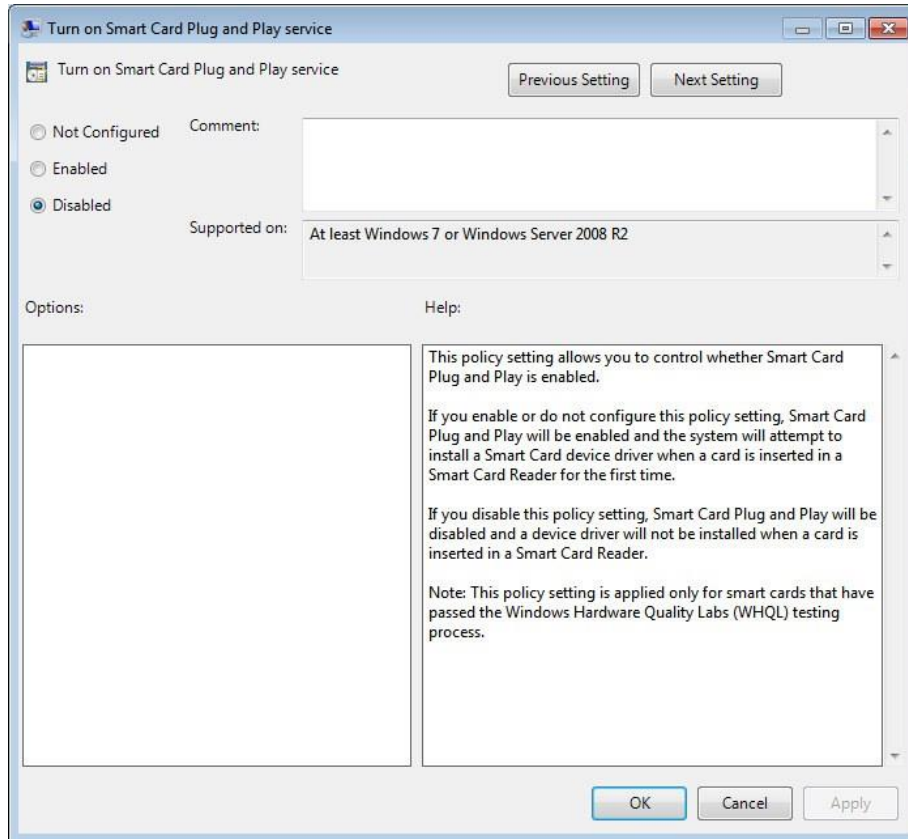
3. Double-click **Windows Components** listed under Setting.

4. Double-click **Smart Card**.

5. Find and then right-click on **Turn on Smart Card Plug and Play service**. Select **Edit**.

6. In the Turn on Smart Card Plug and Play service dialog, select the bubble for **Enabled** in the upper left corner. Close this dialog by clicking **OK**.

7. Restart the PC.