TODOS Products - FAQ (Frequently Asked Questions)

Argos Mini II (old PCSC version)

Operating Systems are supported:

Windows XP 32/64bit, Vista 32/64bit, 7 32/64bit
Mac OS X 10.4, 10.5, 10.6
Linux Red Hat & Debian, 32bit

Q: The driver installation package has been installed on a computer with Windows OS and works, but it takes up several gigabytes of space on the hard drive, is this normal?

A: This is a bug which can occur in some Windows environments. Do as follows:

1. Uninstall the installation package
2. Remove and reattach the reader
3. Let Windows automatically search for driver on Windows Update.
4. Install the found driver.

Q: We are using the reader in a thin client environment (Citrix etc) but the reader isn't working.

A: Thin clients are not supported.

Argos Mini II CCID

Operating systems supported:

Windows XP 32/64bit, Vista 32/64bit, 7 32/64bit
Mac OS X 10.5, 10.6
Linux Red Hat & Debian, 32bit

Q: The driver cannot be found on my Win XP OS, why?

A: You might have an old version of XP where the CCID drivers have not been included. Please download and run the AGMII CCID installation package for Windows.

Q: We are using the reader in a thin client environment (Citrix etc) but the reader isn't working.

A: The reader has not been tested with, and does not officially support thin clients. However if the Microsoft CCID drivers are included in the client the reader should work.

General Questions

Q: I want to use the reader in a 64bit Linux environment, is it possible?

A: No, we only support 32bit Linux (Debian & Red Hat).

Q: What does the left symbol on Argos Mini II symbolizes?

A: If the left symbol is lit your Argos Mini II is correctly attached to your computer USB port. If the symbol is flashing data is being transferred between Argos Mini II and the computer.

Q: What does the right symbol on Argos Mini II symbolizes?

A: If the left symbol is lit a smart card is inserted in Argos Mini.

Q: How do I insert the smart card in the Argos Mini II?

A: The smart card is inserted in Argos Mini II with the contact facing upwards.

Q: What does the "Designed for Windows" logo symbolizes?

A: The Designed for Windows XP logo identifies products that have been developed to meet Microsoft's quality standards. Read more at: http://www.microsoft.com/windows/catalog/

Q: Can I remove/attach Argos Mini II while the computer is running?

A: Yes you can remove Argos Mini II while your computer is running; if you are attaching Argos Mini II while your computer is running some programs may not function correctly until your computer has been restarted.

Q: How do I install Argos Mini II?

A: Argos Mini II is compatible with Windows Update, when you attach Argos Mini II for the first time to a computer running Windows 2000 or XP Windows will automatically install Argos Mini II if the computer is connected to Internet. For users running Windows 98, Me or users without an Internet connection an installation program for Argos Mini II is available on the CD.

Q: My Argos Mini II isn't working on my USB hub, what is wrong?

A: Your USB hub isn't supplying Argos Mini II with enough power (this problem only occur when you are using a USB hub that isn't self powered), Argos Mini II requires 100 mA to function correctly.

Q: Some users have experience problems when using Argos Mini II on a computer using a Palm Hot Sync/Sony Ericsson My Mobile or other mobile synchronization software.

A: Configure the synchronization program to only use COM 1 (or the port the device is attached to), some users have had disable the synchronization program.

Q: Some users have experience problems when using Argos Mini II on a computer with a Lexmark X83 or other multi fax/printer/copier attached.

A: Configure the program to only use LPT 1 (or the port the device is attached to), some users have had disable the printer software.

Q: User can't install Argos Mini II drivers thru Windows Update or Installation Program in Windows 2000 or XP.

A: User must be logged in as an administrator to be able to install drivers in Windows 2000 and XP.

Q: User can't install Argos Mini II drivers thru Windows Update.

A: The user has software or hardware firewall which stops Internet traffic to Windows Update, disable the firewall and try again.

Q: How do I update the drivers on my Argos Mini II?

A: Thru Windows Update, when new drivers for Argos Mini II is released they will be uploaded to Windows Update for easy user installation.

Q: How do I uninstall Argos Mini II?

A: 1) If you have installed Argos Mini II with the Installation Program go to Control Panel, Add or Remove Programs and press Change/Remove button to remove Argos Mini II.

2) If you have installed Argos Mini II thru Windows Update go to Control Panel, System, Hardware, Device Manager and right click on Argos Mini II under the Smart Card category and chose Uninstall.

Q: Where in Windows are the Argos Mini II drivers located?

A: AgmIusb.sys is located in 'C:\WINDOWS\SYSTEM32\DRIVERS and the inf file is located in C:\WINDOWS\INF.

Q: How long warranty is there on Argos Mini II?

A: The warranty is valid for 12 month from the purchase date.

Q: From where can I get more support?

A: Go to Gemalto Support Website http://support.gemalto.com/ .