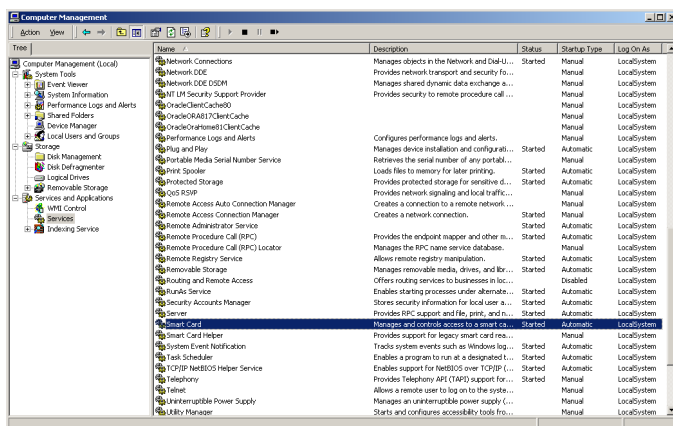# gemalto

Smart Card service recovery procedure (Windows XP & 2000)

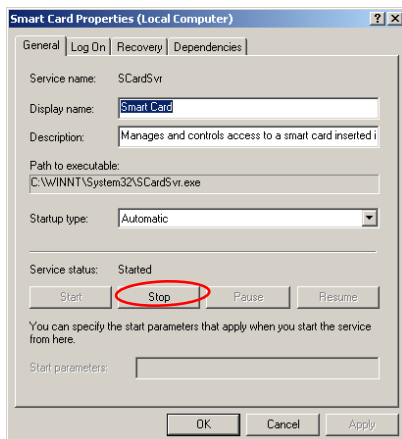## Stop the Smart Card service

Right click on "My Computer" icon, then "Manage".

Expand the "Service and Applications" tree and select "Smart Card" service in the right frame.
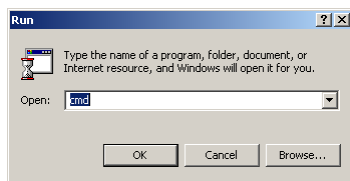

Double click on the selected line "Smart Card" and stop the service.

Re-install the service.

Open command interpreter by clicking on Start/Run and writing "cmd".

Then, enter the following commands and validate by "Enter↵":

```
Regsvr32 %windir%\system32\scardssp.dll ↵

Scardsvr reinstall ↵
```

Restore registry settings (only for XP).

Double click on the attached "RestoreRegistry.reg" file.
Click on "Yes" button and "Ok"

Restart the Smart Card service.

Reboot your PC.
Try to restart the Smart Card service manually by clicking Start/Run
and entering the following command.