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Subject: RTE installation on windows XP

Classifications: eToken RTE > Version 3.60

The information in this article applies to: Windows XP

Symptoms: error message "cannot initialize eToken.dll" appears when opening the eToken properties. Or an error message appears during RTE installation – eToken core installer: "There appears to be a problem with the Smart Card Resource Manager Configuration on this computer..." Or the RTE fails to install.

Cause: Permissions are not set properly, usually after upgrade from Windows 2000 to XP; In general it appears on Windows XP SP1 and very often on upgraded Windows.

Resolution:

Automatic Solution: See also Microsoft formal KB article (the link is under More information section below)

It is Microsoft's issue and we do have a fix offered by Microsoft support which can help.

Do the following steps:

Manual Solution

1. Unplug the Token.
2. Remove RTE from the "Add Remove Programs" .
3. Log on as the local administrator.
4. Go to Start Run and call the Registry Editor (by Regedit in XP).
5. Go to "HKLM\Software\Microsoft\Cryptography\Calais" (select Calais with the mouse cursor) Right click on it choose "Permissions".
6. Verify if exist and create if needed the groups below and give them the detailed permissions.

Administrators - Full Control

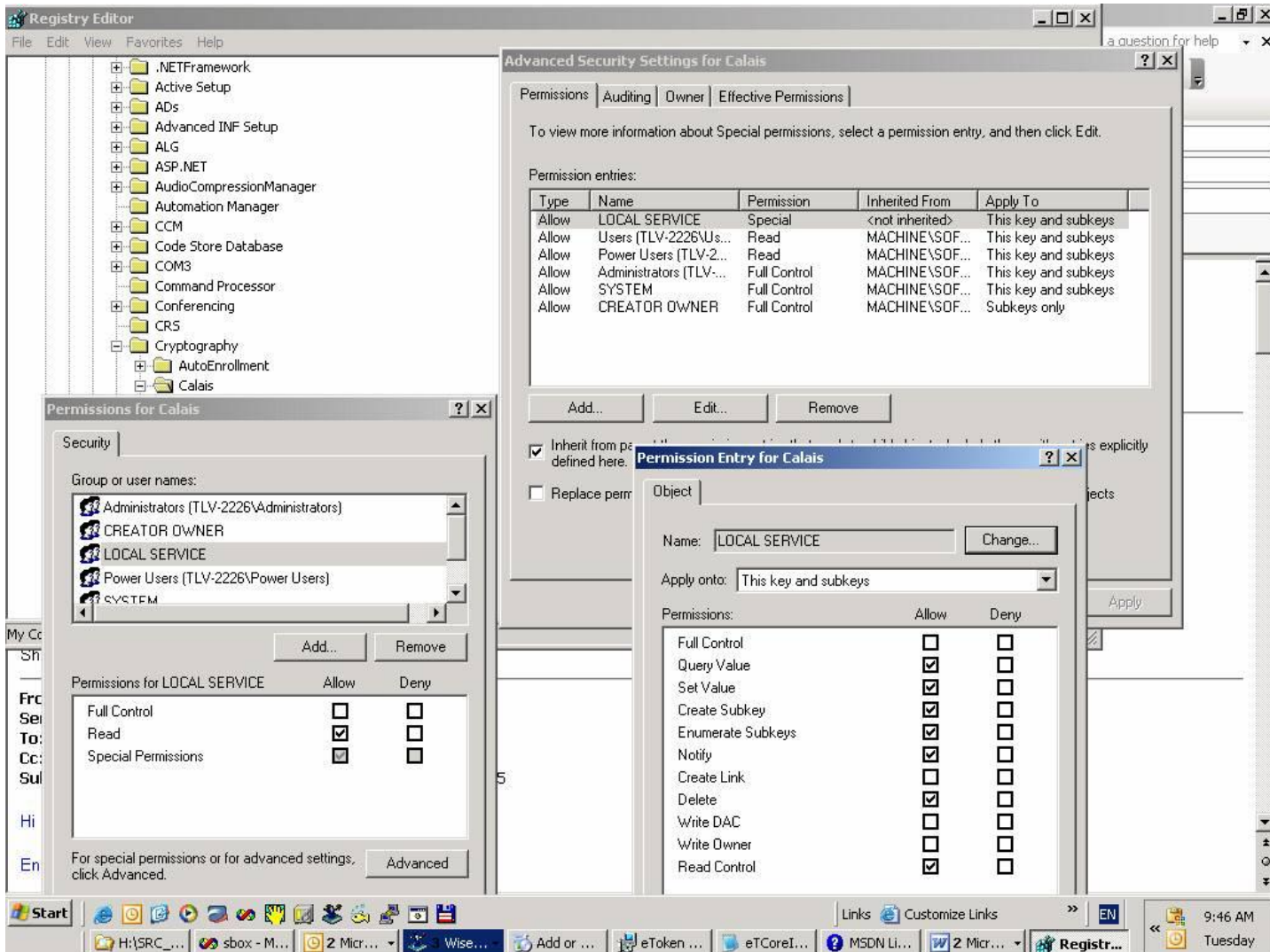
CREATOR OWNER - Special Permissions (Full Control)

LOCAL SERVICE - (Read and Special Permissions all but Full control and Create Links)

7. Select Local Service -> Click Advanced -> in the Permissions tab select LOCAL SERVICE -> and click Edit.

8. Mark the following with Allow (as seen in the screen shot below):

- Query Value
- Set Value
- Create Subkey
- Enumerate Subkeys
- Notify
- Delete
- Read Control



9. Mark the following with the permission described below:
Power Users - Read



SYSTEM - Full Control
Users - Read
Everyone may be removed from that list.

10. Verify that
HKEY_LOCAL_MACHINE/SOFTWARE/Microsoft/Cryptography/Calais/Current
Permissions for the local service has read permissions.
11. Close the Regedit.
12. Go to Control Panel / Administrative Tools / Services scroll down to Smart
Card stop and start the service.

** If you have problems to start it, edit the Registry again.

13. Go to Hkey Local Machine / System / CurrentControlSet/ Services / SCardSvr/
Verify and Write the value of ObjectName = "NT AUTHORITY\ LocalService",
14. Restart the machine.
15. Open "Control Panel / Administrative Tools/ Services"
16. Choose "Smart Card" service, and Select the "Log As" Tab
17. ObjectName must have the value of "NT AUTHORITY\LocalService"
18. In case the Smart Card is not logged in as NT AUTHORITY\LocalService go to:
Hkey Local Machine / System / CurrentControlSet/ Services /SCardSvr/
19. Verify and write the value of ObjectName = "NT AUTHORITY\ LocalService",
20. Restart the machine.
21. Verify again that the Smart Card service is started and logged on as "NT
AUTHORITY\LocalService" before you re-install RTE.

Troubleshooting:

1. Search for the following log files under %temp%:
 - a. eTPKIReg.log
 - b. eTCoreInstall.log
2. Delete those files.
3. Reinstall the RTE to receive again the error message, and then send these files to
eToken Technical Support team.

In these logs we can see the cause for the failure.



More Information: See Microsoft explanation and solution to this problem
<http://support.microsoft.com/?kbid=832082>

Key words: Calais, XP, smart card service