

Knowledge Base

Token not recognized after update of PKI Client or SAC

Document details

Publish Date	Token not recognized after update of PKI Client or SAC
Revision	1.0
Author	Gur Talmor
Reviewed By	Yoni Salman

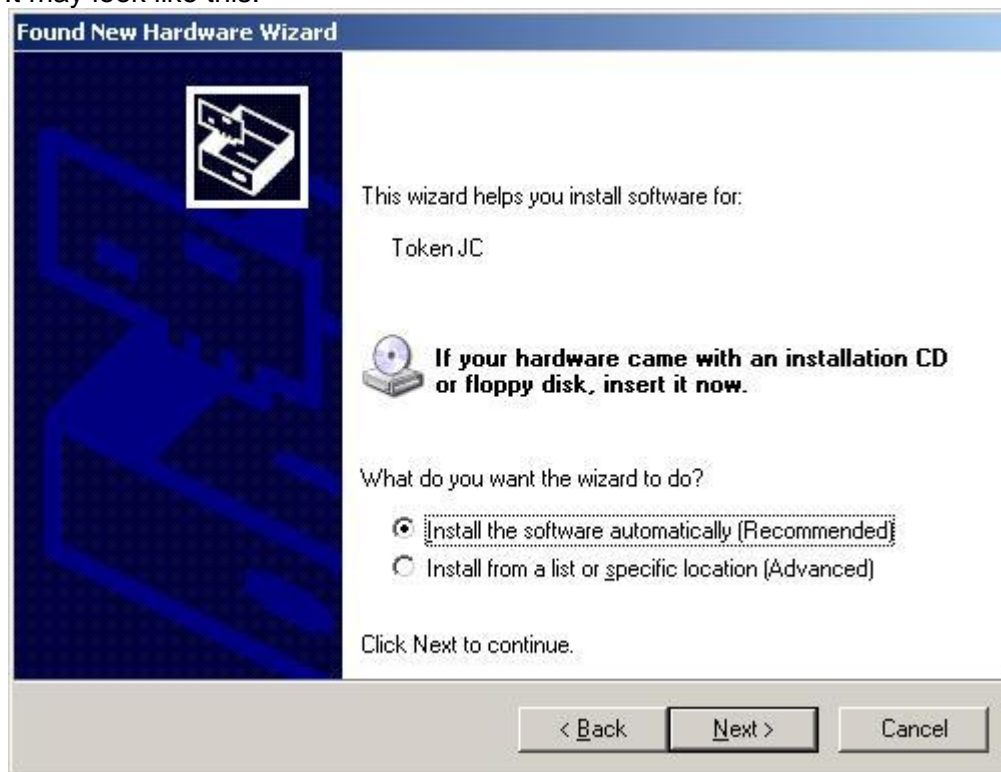
Classification

Affected products	PKI Client; SAC
Keywords	PKI Client; SAC; Token; Windows; Found New Hardware; Wizard; Update;

Problem description:

It may occur that after re-installation of PKI Client or when upgrading to a newer version of PKI Client or SAC, that we will receive an "Found New Hardware" wizard when plugging in a USB token – although the token was working fine with the prior version PKI Client installed in the machine.

It may look like this:





Knowledge Base

Token not recognized after update of PKI Client or SAC

Problem solution:

There are two approaches in order to resolve this issue:

1. Prevent the issue from occurring during installation of PKI Client or SAC.
2. Fix this issue after PKI Client or SAC is installed.

First approach - Prevent the issue from occurring during installation of PKI Client or SAC:

1. Uninstall the PKI Client currently installed on the machine.
2. Reboot the machine.
3. Install PKI Client or SAC with the following command line:
`msiexec.exe /i PKIClient-x32-5.1-SP1.msi PROP_UPD_INFPATH=1 /qb`
or
`msiexec.exe /i SafeNet AuthenticationClient-x32-8.00.msi PROP_UPD_INFPATH=1 /qb`

Second approach - Fix this issue after PKI Client or SAC is installed:

1. Open up Registry Editor (regedit.exe).
2. Edit
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\DevicePath
3. Add our drivers folder in the beginning of this key. It should look like this:
"%SystemRoot%\System32\Setup\Aladdin\Token;%SystemRoot%\inf;%SystemDrive%\Drivers\".

Note: Specifying the "Found New Hardware" wizard with our drivers location (C:\Windows\System32\Setup\Aladdin\Token) will surely fix the issue as well – but the "Found New Hardware" will be presented on each USB port a token is being connected to.