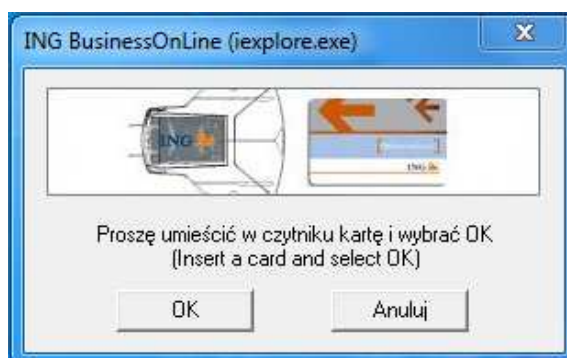




## SMARTCARD TOOLBOX ING DOES NOT READ ETOKEN/CARD — NO CARD IN THE SLOT SIGN-IN METHOD: ETOKEN/CARD

Use this manual, if:

- You sign in to the system using eToken/card; and
- your eToken/card is plugged into a USB port of your computer; and
- You have permissions of a local administrator on this computer; and
- On the computer you use to work, you have the SmartCard Toolbox ING software installed; and
- You cannot sign in to the system. When signing in, you see a message

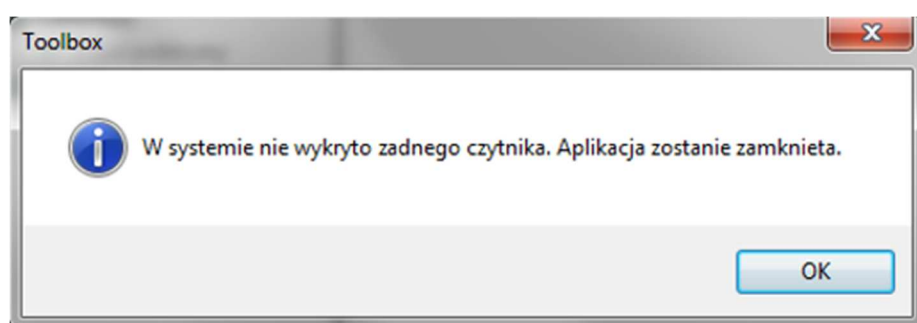
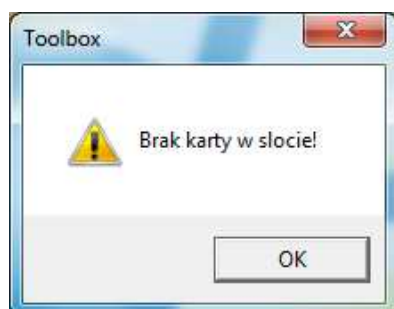


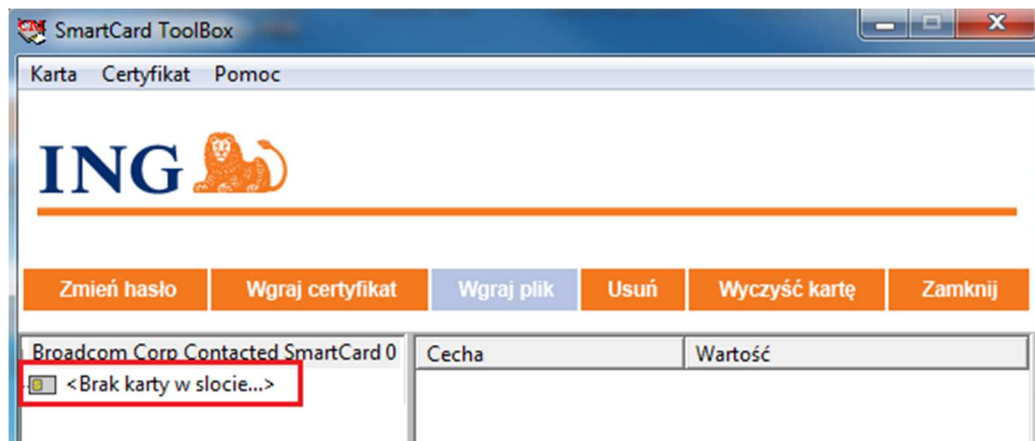
### STEP 1

Plug the eToken/card to a USB port once again and wait until LED lights up. Close all Internet browsers.

### STEP 2

Launch the SmartCard Toolbox ING software. If you see one of the below messages, close all applications launched on the computer.

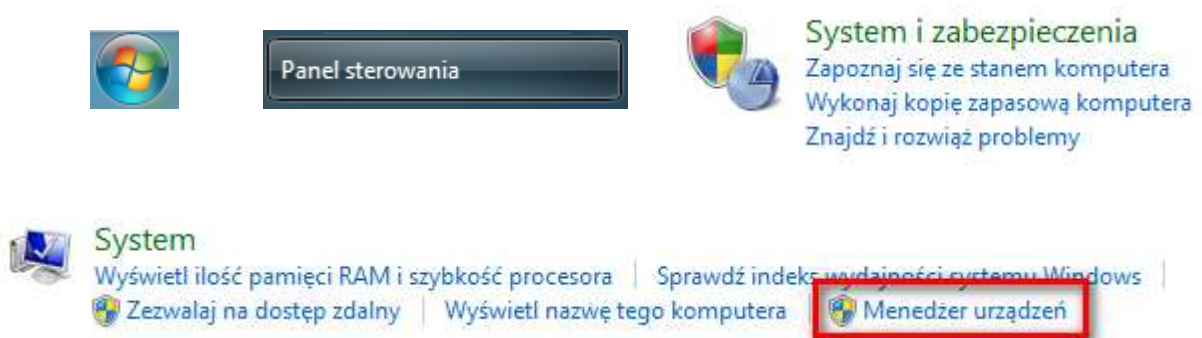




### STEP 3

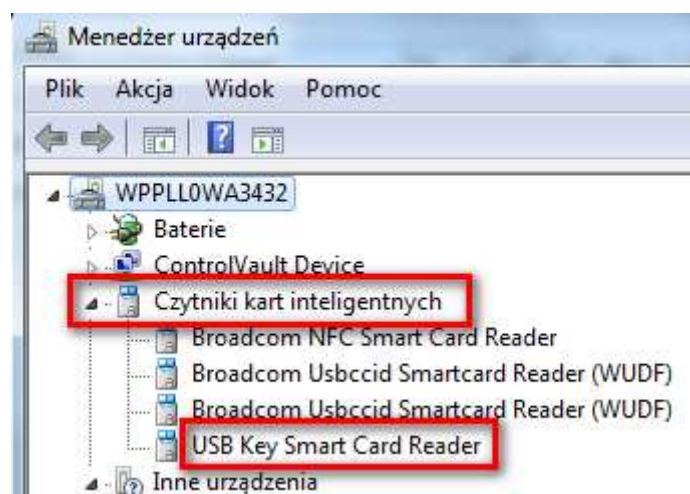
Run the **Device Manager**.

To do that, expand the **Start** menu, then go to the **Control Panel** and select **System and Security**, then **System**, and click on **Device Manager**



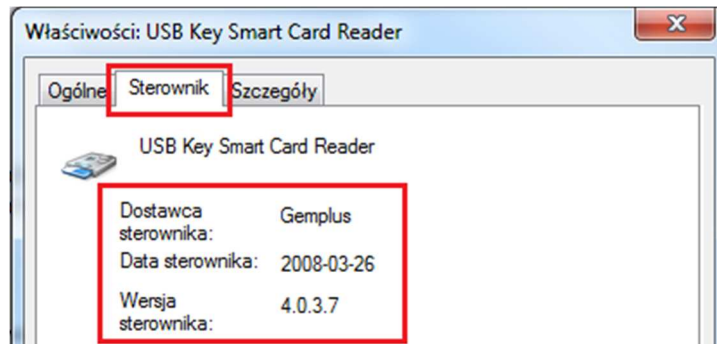
### STEP 4

Expand **Smart Card Readers** and click on **USB KeySmartCardReaders**



## STEP 5

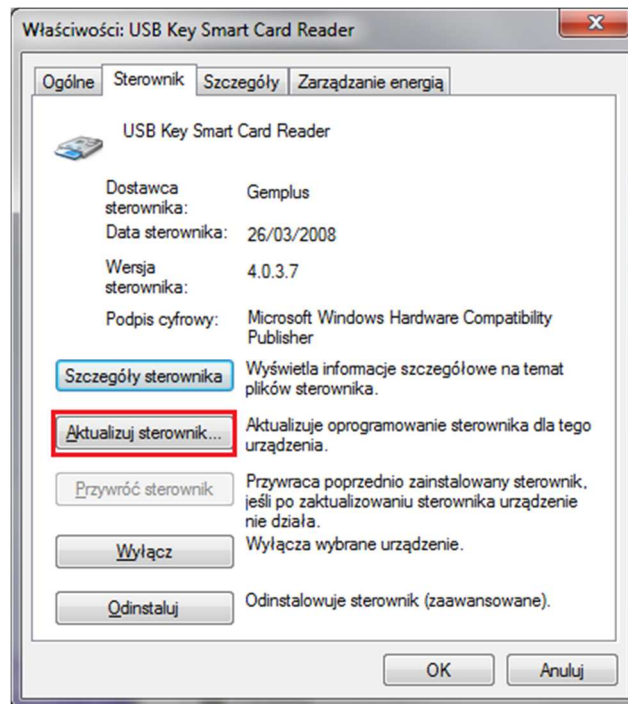
In the tab **Driver**, read the data relating to the provider of the driver and its release date.



- If the provider is **Gemplus**, the driver date is **2008-03-26**, and the driver version is **4.0.3.7**, you have correct drivers. Contact ING Business Centre help line: 32 357 00 24 or 801 242 242.
- If driver data are different than on the screen above, you need to change the driver. Go to **Step 6**.

## STEP 6

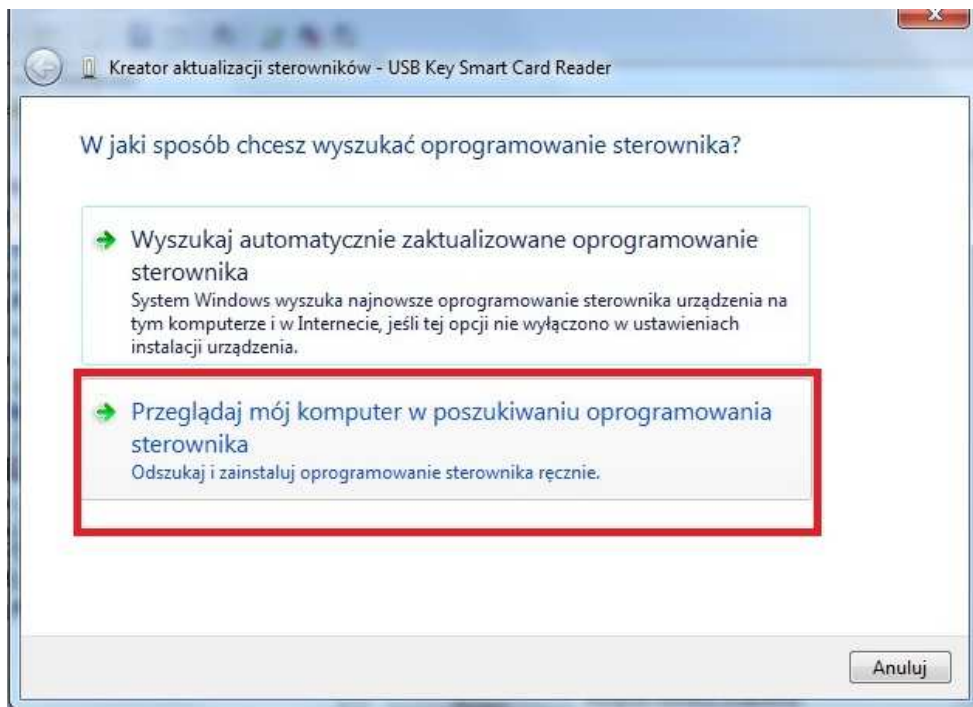
Click **Update driver**, if you have administrator permissions on the computer.



If you cannot click on the button, it means that you do not have administrator permissions. Ask a person, who has permissions to install drivers on the computer you use to sign in to ING Business, for help.

## STEP 7

Select the option **Browse my computer for driver software**.

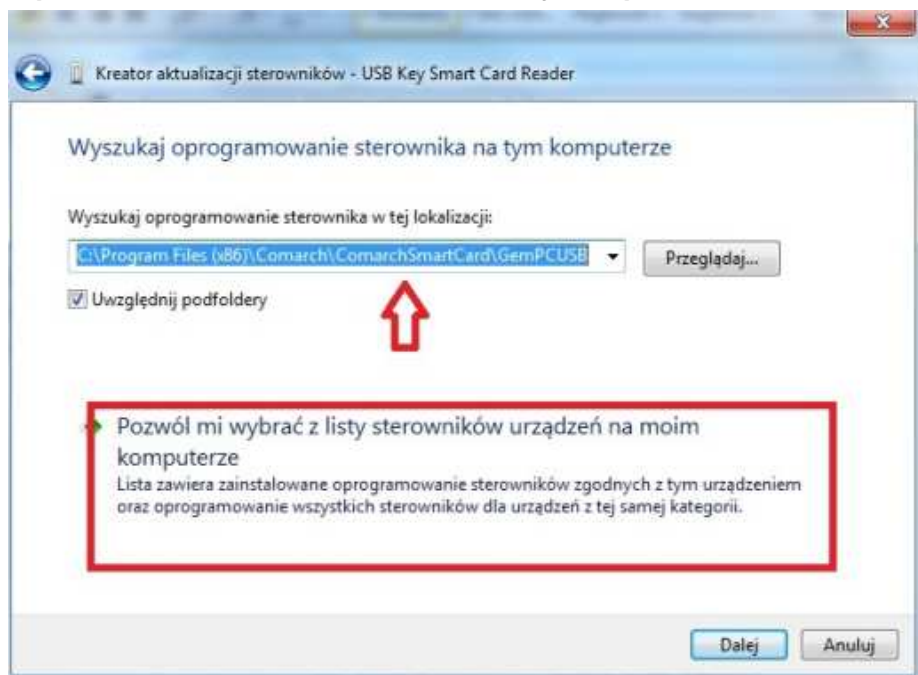


## STEP 8

Paste the following link in the location field:

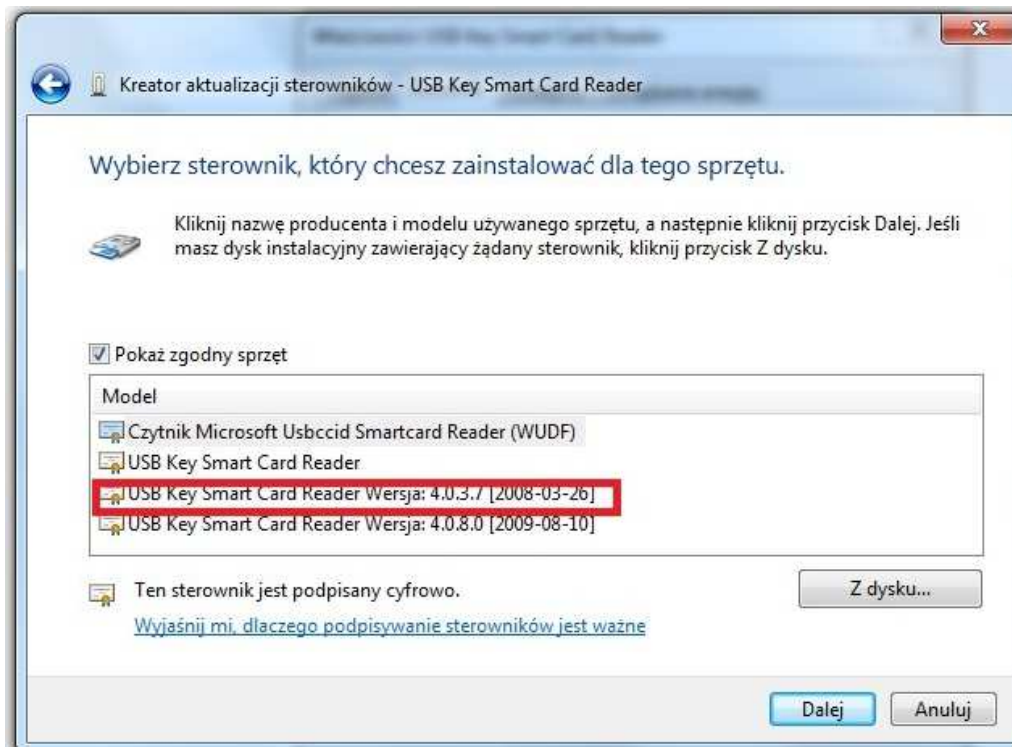
- C:\Program Files (x86)\Comarch\ComarchSmartCard - if you have a 64-bit system; or
- C:\Program Files\Comarch\ComarchSmartCard - if you have a 32-bit system

and click **Let me pick from a list of device drivers on my computer**



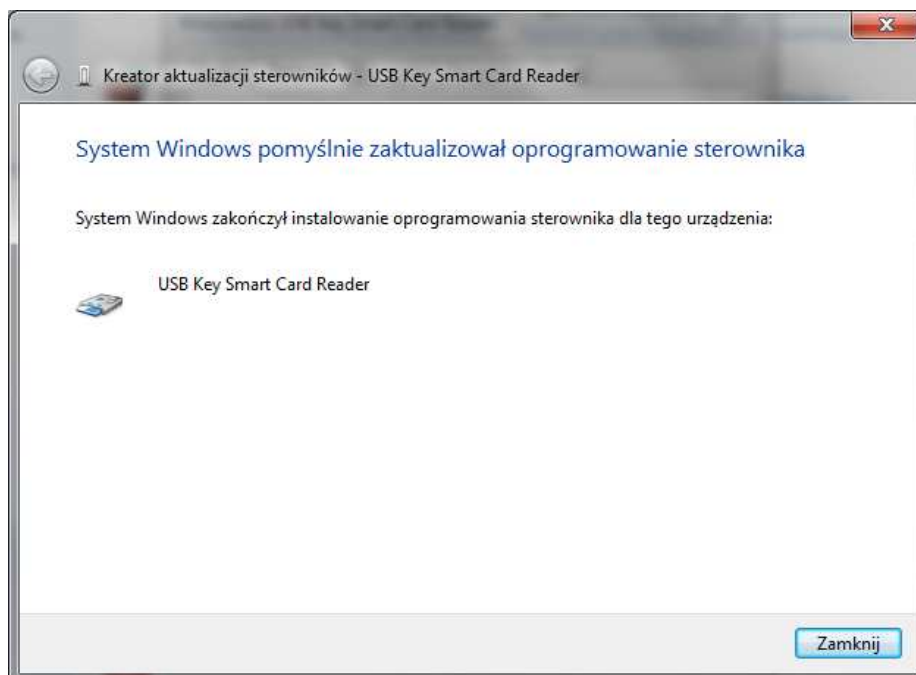
## STEP 9

Select driver version **4.0.3.7 of 26 March 2008**

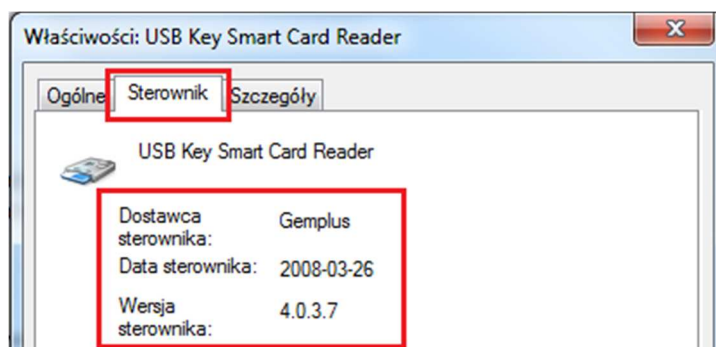


## STEP 10

You will see a message that the drivers have been successfully changed. Click **Close**.



In driver properties, you will see the driver recommended by the bank:



### STEP 11

Sign in to ING Business.

Should you have any questions, please call **ING Business Centre: 32 357 00 24** or **801 242 242** or send e-mail to: [bc@ingbank.pl](mailto:bc@ingbank.pl). Our consultants are at your service on working days from Monday to Friday, **8:00 a.m. to 6:00 p.m.**