

Information Required for Problem Reporting

Relevant Information to provide when reporting a problem:

- 1) Windows OS version
- 2) eCash version
- 3) Card reader driver version
- 4) Card reader model number
- 5) Purchase information (where and when)

Installation process for Cash Card Reader (referred to as Cashcard Reader):

1. Install driver "Identiv uTrust V1.17.exe"
2. Install application "eCashv3Setup.exe"
3. Connect the device after installation

Installation process for Contactless Cash Card Reader (referred to as Cepas Reader):

1. Connect the reader to the USB port of your PC/laptop first.
2. Install driver "CONTACTLESS_DRIVER_SETUP_V1.9.0.1R.EXE"
3. Install application "eCashv4Setup.exe"

General Card Reader Behaviour

For Cashcard Reader, when connected to the PC and inserting a card into the reader, the green LED of the reader will turn on immediately. The LED will blink when eCash application is reading the card's transaction logs and stays on as long as the card is inserted. If card is wrongly inserted, the LED will blink rapidly for a short while.

For Cepas Reader, the green LED will blink when first connected. When a card is placed on the reader, the LED will blink again as it read the transaction logs. Thereafter the LED light will stay permanently on even after the card is removed. It will blink again when a card is placed on the reader.

Do note that this behaviour is only a guideline as observed at the moment of writing this document. It is subject to change as this is controlled by our supplier.

eCash Application Behaviour

eCash will run only when a recognized reader is detected. Do note that **eCash.v3** is meant **only** for the standard Cashcard Reader while **eCash.v4** is meant **only** for the Cepas Reader. eCash will report that the reader is not found if used on the wrong reader.

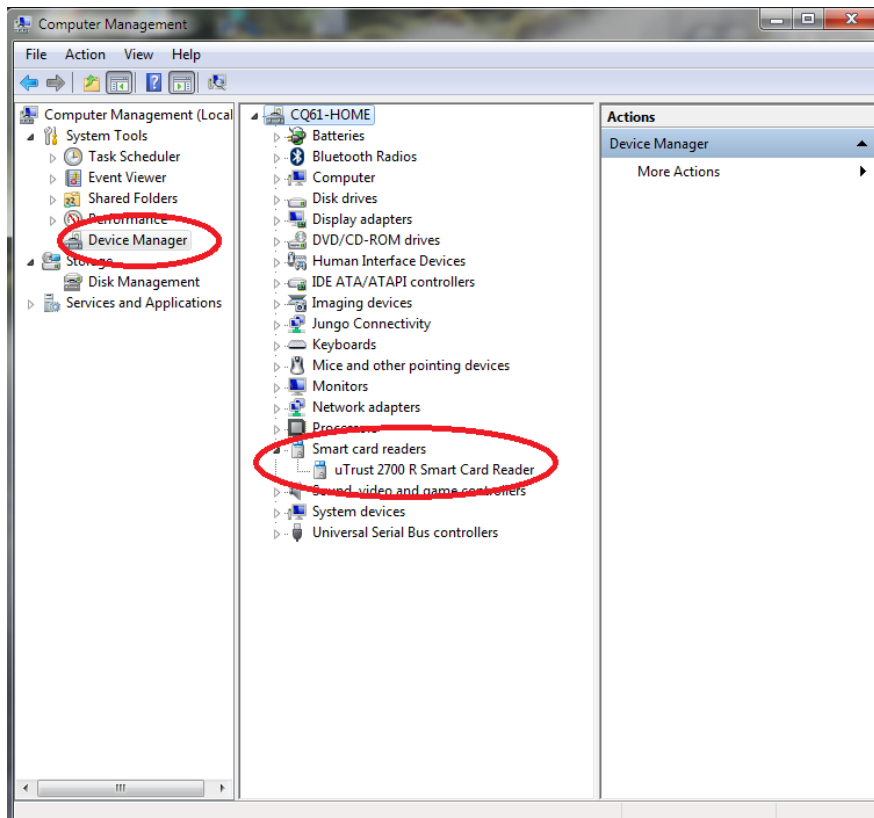
After reading a card, the initial small oval display will be replaced with a table to show the transaction logs. When the card is removed, eCash will automatically be minimized to the task bar. It will reappear again when a card is inserted into the reader. If the "Print" or "Export" buttons cannot be found on the display, then you most likely have encountered a scaling problem. Please refer to our website's FAQ section on how to resolve a scaling problem.

Capturing a Screenshot of the Device Manager.

The “Device Manager” can be found in the “Administrative Tools→Computer Management” within the Control Panel. The alternative is to click on the “Start” button and type in “Device Manager” in the “Search program and files” text box.

There should be a “Smart card readers” device node which you need to expand before taking the screenshot. The installed reader should be listed within the node.

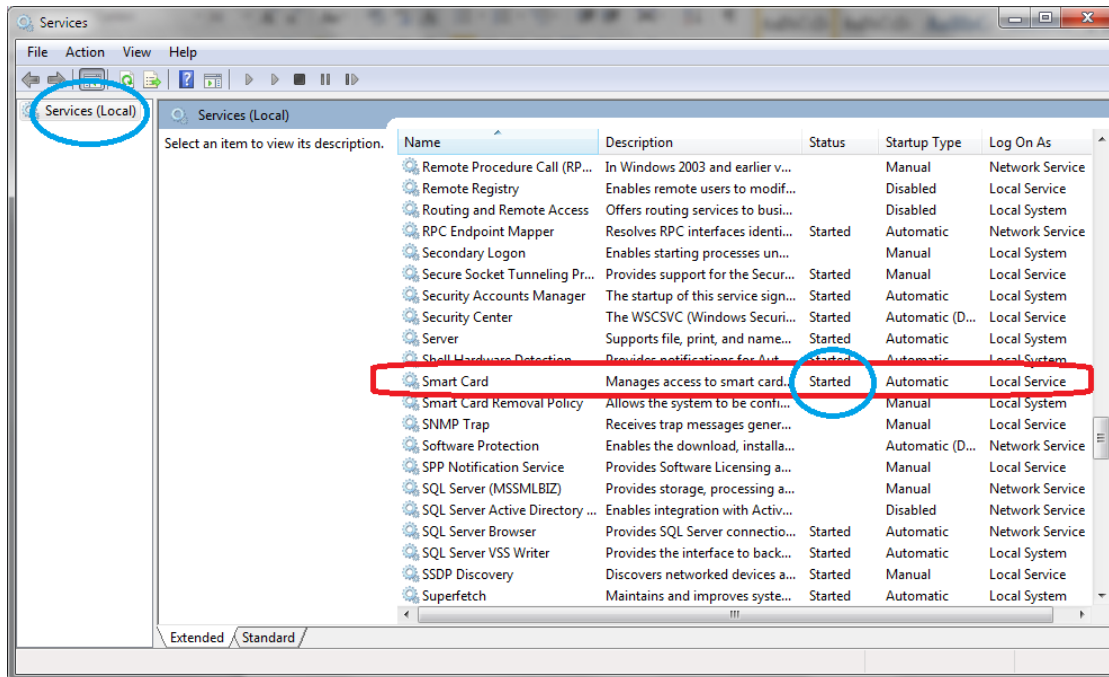
An example for the Standard Cashcard Reader is as follow:



Capturing a Screenshot of the Smart Card Services.

The “Services” listing can be found in the “Administrative Tools→Services” within the Control Panel. The alternative is to click on the “Start” button and type in “Services” in the “Search program and files” text box.

Make sure that the Smartcard Services is in “Started” status.



Other Required Screenshots

Other relevant screenshots include:

- 1) eCash application displayed on screen.
- 2) All error messages shown on screen.
- 3) Any other related messages that appears on screen.

PCSC Diagnostic program

This program provides an additional verification from a third party source (our trusted reader manufacturer).

- 1) Goto our website “Support” page (www.3kad.com).
- 2) Look for PCSC Diagnostic Tool.
- 3) Download, install and run the test.
- 4) On test completion, click on “E-mail Report” button and send the result to support@3kad.com.

For further assistance and information, you can email to support@3kad.com. You can also visit our webpage FAQ section (www.3kad.com) to browse through the list of common problems encountered by our customers.