

Smart cards¹ cannot be activated under Microsoft Windows Server 2022

Error description

Due to a bug between Microsoft Windows Server 2022 and the current UDF2 driver for smart cards, smart cards that are connected to the client via the SEH UTN Manager are deactivated immediately after activation.

Also, locally connected smart cards under Windows Server 2022 do not work correctly if an incorrect device driver is selected.

Troubleshooting for locally connected smart cards

For smart cards that are connected locally, the working driver can be selected directly in the device manager.

In this case, select the Microsoft Usbccid Smartcard Reader (WUDF) instead of the UDF2 version in the device manager.

Troubleshooting when using the smart card via an SEH UTN server

If the smart card cannot be activated in the SEH UTN Manager or the smart card is deactivated directly after activation, it is not possible to change the device driver in the Device Manager.

In the first step, the USB enumeration data must be adjusted in the registry.

1. To do this, open the Registry Editor in Windows Server 2022.
2. In the Registry Editor, navigate to the USB entry of the problematic smart card.

file path:

HKEY_LOCAL_MACHINE/SYSTEM/CurrentControlSet/Enum/USB

3. Identify the USB entry (folder) of the problematic smart card by its manufacturer and product ID. The USB entry (folder) has a subfolder labeled with the smartcard serial number.²
4. Add a new character set value "LowerFilters" with the entry "WinUsb" to this folder by selecting NEW/String from the context menu on the right side of the registry editor.

With these adjustments, the smart card remains activated after it has been connected to the client via the SEH UTN Manager and the error can be corrected as described in **Troubleshooting for locally connected smart cards**.

¹ Plastic cards with embedded microchip. Smart cards are considered very secure and are used as bank cards, SIM cards, ID cards and access cards.

² The manufacturer and product ID, as well as the serial number of the smart card are displayed in the Properties section of the SEH UTN Manager.