

CIS Desktop Diagnostic Tool User Guide

For National Service Desk and Tech Ops

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Document Purpose

This document is intended to provide an introduction to the CIS Desktop Diagnostic Tool for National Service Desk and 2nd line colleagues. It also provides general guidance on the use and expected output of the CIS Desktop Diagnostic Tool. Common issues and resolutions are also listed.

It is not intended to provide detailed support for problems with the components listed. For this please refer to existing support documentation for the components in question.

Alternatively, please contact cis.devops@nhs.net or join the **cis-diag-tool** channel on the nhs-digital.slack.com Slack team.

Overview

In order to gain access to various Spine and 3rd party applications, users are required to install a number of discrete desktop components. If these components are out-of-date (or missing), this can in many cases cause application errors, and problems with authentication itself. Users may report these directly to the National Service Desk or alternatively through their local IT Service Desk and onwards into the National Service Desk.

The root-cause of the problem is often difficult/time-consuming for Service teams to determine remotely, owing to the large number of potential desktop components. Also asking the user to provide these details can prove challenging as it often requires a level of technical ability.

The CIS Desktop Diagnostic Tool allows local IT Service Desks, the National Service Desk or 2nd line to swiftly provide a clear picture of the currency (or presence) of all relevant desktop components, via a text output file, which can be analysed to determine the cause of the incident. At the very minimum the tool can reassure support teams that all required system components are present and to the right version.

National Service Desk can run this tool in the following scenarios:

- On First Time Fix incidents where attempts to resolve the issue have not been immediately successful, the tool can easily extract more information from the user's PC to pinpoint further FTF opportunities
- On any CIS incidents, where reasonably possible, that need passing through to the National Services Team to facilitate a swift investigation and to speed up MDS completion.

User Profile

The CIS Desktop Diagnostic Tool can only be executed if the smartcard is removed (otherwise card reader components will not be picked up correctly) and in most cases it does not require an 'Admin' level of privilege. Local group policies, however, may block the running of any exe file in which case the affected user will need to have admin privileges applied to their account or have their IT support run the application for them.

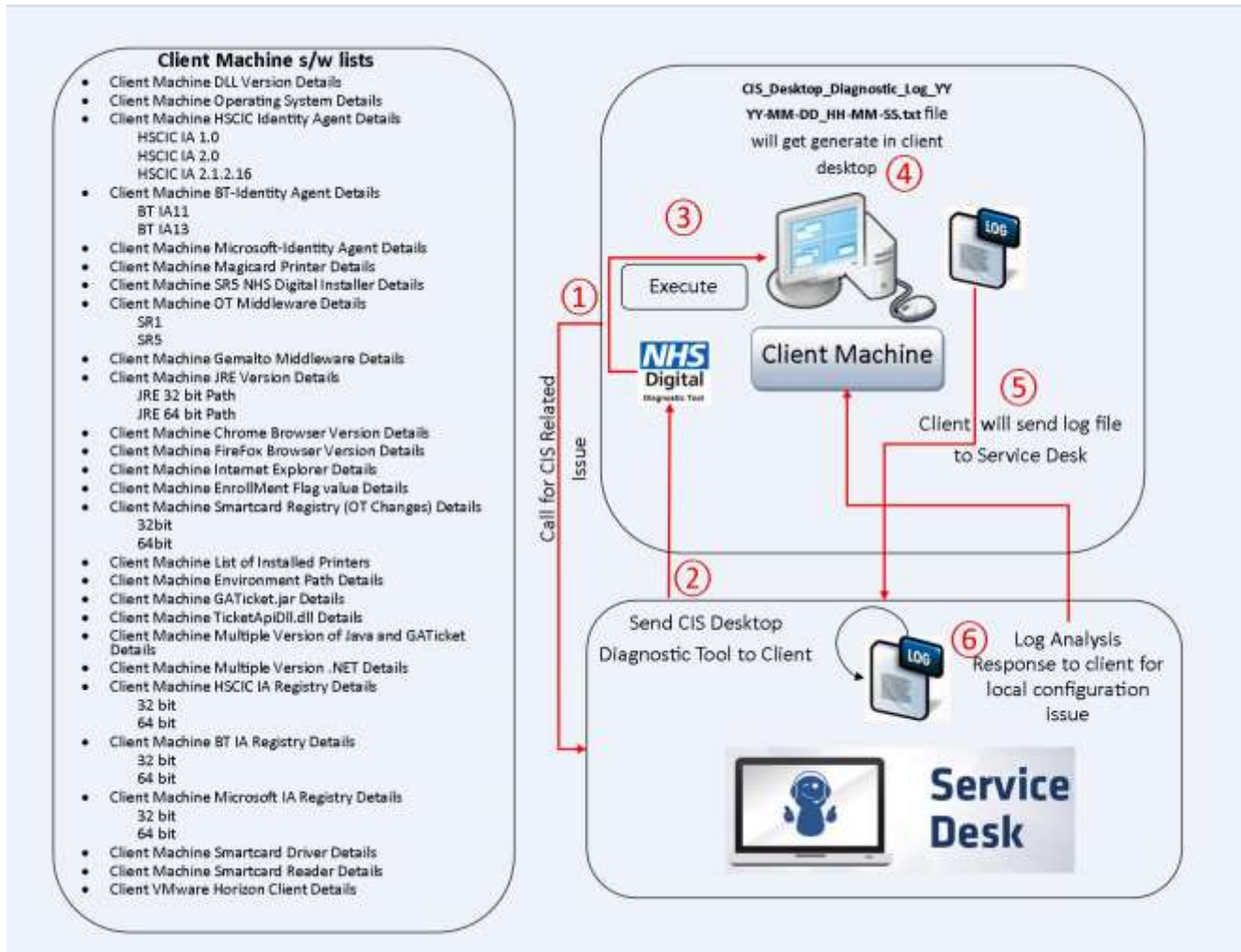
High Level Design

The tool is an .exe file (less than 1MB in size), and can be downloaded from any N3 connected PC from the following link and executed on any recent Windows OS:

http://nww.hscic.gov.uk/dir/downloads/CIS_Desktop_Diagnosis_Tool_v1.0.zip

Executing it generates a .txt report of the presence/versions of all relevant desktop components, which is saved to the user's desktop.

User Flow Diagram



Using the Tool

- Step1. The user must remove all inserted Smartcards from readers (otherwise Smartcard readers may not report properly).
- Step2. Provide the user with the following link :
http://nwww.hscic.gov.uk/dir/downloads/CIS_Desktop_Diagnosis_Tool_v1.0.zip
- Step3. Ask the user to open the downloaded ZIP file and execute either **CISDesktopDiagnosticTool_x64.exe** or **CISDesktopDiagnosticTool_x86.exe** based on their machine architecture.
- Step4. Ask the user to navigate to Desktop. Search for *CIS_Desktop_Diagnostic_Log_YYYY-MM-DD_HH-MM-SS.txt*.
- Step5. *CIS_Desktop_Diagnostic_Log_YYYY-MM-DD_HH-MM-SS.txt* should contain all the information required from client machine.
- Step6. Ask the user to send the log to you for further analysis, attach the log to the incident.

The following is a list of currently captured components:

General Workstation Components

- Operating System (including architecture type)
- Java and JRE versions
- Browser presence and versions, including IE, Firefox, Chrome
- Environment Path

Identity Agent Components

- Identity Agent presence / version, including BT and NHS Digital variants
- GATicket.jar / TicketAPI.dll location

CMS Components

- Smartcard printer presence
- Smartcard reader presence, and driver version
- CMS .DLL presence / versions
- Middleware presence / version, including Gemalto and Oberthur variants
- Oberthur middleware registry settings, including ATR values / enrolment flag

S.N	Report Component	Use/Reason to check
1	CMS DLL Version Details	List of CMS dll with version to help any CMS related issues.
2	Operating System Details	Full operating system details to check client machine comply with WES : OS Version is: WIN_81 OS Architect is: X64 OS Build is: 9600 OS Language is: English - United Kingdom OS Service Pack is: SP1 OS Type is: WIN32_NT
3	HSCIC Identity Agent Details	List of any HSCIC Identity Agent with version installed on client machine: HSCIC IA 1.0 HSCIC IA 2.0 HSCIC IA 2.1.2.16
4	BT-Identity Agent Details	List of BT Identity Agent installed on client machine: BT IA11 BT IA13 Note: BT IA10 not tested.
5	Microsoft-Identity Agent Details	List of Microsoft Identity Agent installed on client machine:
6	Magicard Printer Details	Details of Magicard printer with version.
7	SR5 NHS Digital Installer Details	Details of SR5 NHS Digital Installer which is part of OT middleware SR5. if <i>NHS Oberthur Middleware 5.2.0 SR5 Deployment version AWP 5.2.0 SR5</i> is present than OT SR5 middleware should be present.
8	OT Middlewere Details	List of OT middleware installed on client machine: SR1 SR5 (if exists than <i>NHS Oberthur Middleware 5.2.0 SR5 Deployment version</i>

S.N	Report Component	Use/Reason to check
		AWP 5.2.0 SR5 should be present.)
9	Gemalto Middleware Details	List of Gemalto Middleware with version details.
10	Java Version Details	List of Java version with full details: Java 32 bit Java 64 bit Note: If 32 bit Java not installed CIS application will not work.
11	Chrome Browser Version Details	Chrome Browser is installed or not if installed than version details to comply with WES.
12	FireFox Browser Version Details	Firefox Browser is installed or not if installed than version details to comply with WES.
13	Internet Explorer Details	Internet Explorer Browser is installed or not if installed than version details to comply with WES.
14	EnrollMent Flag value Details	EnableNHSEnrollment flat value check in registry Note: Default value should be 0 in RAM/RAA machine (Where OT middleware is installed.) If value set to 1 CMS will give errors while performing operations on OT cards.
15	Smartcard Registry (OT Changes) Details 32bit 64bit	In RAM/RAA machine where OT middleware is installed there should be smartcard related registries should be present: 32 bit machine HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Cryptography\Calais\SmartCards\JCOP 41 T = 1 HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Cryptography\Calais\SmartCards\JCOP 41 T=1 RFID on OMNIKEY CardMan 5x21-CL ATR - Start with FF 64 bit machine: HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Cryptography\Calais\SmartCards\JCOP 41 T=1

S.N	Report Component	Use/Reason to check
		<p>HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Cryptography\Calais\SmartCards\JCOP 41 T=1 RFID on OMNIKEY CardMan 5x21-CL ATR - Start with FF On 64 bit Machine registry changes should be in both 32 & 64 registry path.</p> <p>Note: If Registry value is not set for RAM/RAA who is having OT middleware Smartcard operation for Ot cards will not work.</p>
16	List of Installed Printers	List of all default printers present in client machine.
17	Environment Path Details	Details of Environment path to check if any local configuration issue.
18	GATicket.jar Details	<p>Details about GATicket.jar present in current version of Java folder.</p> <p>Note: If GATicket.jar is not present in correct path user will not able to access CIS application.</p>
19	TicketApiDll.dll Details	<p>Details about TicketApiDll.dll present in current version of Java folder/System32/SysWOW64.</p> <p>Note: If TicketApiDll.dll is not present in correct path user will not able to authenticate.</p>
20	Multiple Version of Java and GATicket Details	<p>Details about GATicket.jar present in current version of Java folder also all older version of java.</p> <p>Note: If GATicket.jar is not present in correct path user will not able to access CIS application.</p>
21	Multiple Version .NET Details	<p>List of all .NET Framework installed on client machine.</p> <p>Note: HSCIC Identity agent required .NET Framework.</p>
22	HSCIC IA Registry Details	<p>HSCIC Identity Agent Registries required to point the correct environment and features of identity agents.</p> <p>extracts both:</p> <p>32 bit 64 bit</p>
23	BT IA Registry Details	<p>BT Identity Agent Registries required to point the correct environment and features of identity agents.</p> <p>extracts both:</p>

S.N	Report Component	Use/Reason to check
		<p>32 bit 64 bit</p>
24	Microsoft IA Registry Details	<p>Microsoft Identity Agent Registries required to point the correct environment and features of identity agents.</p> <p>extracts both:</p> <p>32 bit 64 bit</p>
25	Smartcard Driver Details	<p>List of smartcard reader drivers installed on client machine.</p> <p>Note: If smartcard reader drivers are not present there is potential chance of failure of CMS operations.</p>
26	Smartcard Reader Details	<p>List of smartcard reader connected to the client machine.</p>
27	Client VMware Horizon Client Details	<p>Verification of VMware Horizon client installation.</p> <p>Note: if VMware Horizon client installed than HSCIC IA can have problem.</p>

Guidance on Output

CMS DLL Version

Problem Area

Users performing CMS (Card Management Services) operations, and receiving errors including:

- “Oberthur middleware is required for this type of operation. Please install SR5, and retry”

(despite having Oberthur middleware ‘SR5’ installed)
- “Your operation can’t be completed. Please accept our apologies and try again in a while”

Guidance

In order to perform CMS (Card Management Services) operations successfully, users require the latest CMS .dll versions. These are downloaded automatically at CMS run-time into the directory listed in the output. There is a small possibility that this process has failed.

Subsequent to CMS 2.1.1 going live (26/03/17), following are correct .DLL versions:

DLL Name	Version
scclientenv32.dll	3.0.0.0
magicardprinteraccess32.dll	1.0.0.0
sp35printeraccess32.dll	1.0.0.0
magicardprinterutility32.dll	1.0.0.0
smartcardaccess32.dll	7.0.0.0
printerutility32.dll	1.0.0.0
otsmartcardaccess32.dll	4.0.0.0

Resolution

Delete all .DLL files from the directory **C:\Users\<user>\AppData\Local\HSCIC\CMS\spine**

They will automatically download on performing the next CMS operation. Check that these versions are now correct.

Note

Removing all .DLL files may result in the Smartcard printer no longer being visible through the CIS application on the first attempted CMS operation. In this case, log out / back in.

Operating System

Problem Area

Mainly useful for swift identification of the user’s Operating System, and architecture (32 or 64-bit). This can be relevant for several reasons (registry paths, correct install packages, software compatibility etc.)

Identity Agent

Problem Area

Issues with authentication, due to conflicting Identity Agent installations, or out-of-date versions.

Guidance

The presence and version of the following Identity Agents will be listed in these sections:

- Microsoft Identity Agent
- BT Identity Agent v11
- BT Identity Agent v13
- NHS Digital Identity Agent v1
- NHS Digital Identity Agent v2 (aka NHS Digital Identity Agent v2)

All versions of MS and BT Identity Agent are now unwarranted and users should be strongly recommended to upgrade to a supported Identity Agent (NHS Digital IA v1 or NHS Digital IA v2).

Users should **not** have more than one Identity Agent installed.

NHS Digital Identity Agent v1 should be at **v1.0.5192.22379**. No other versions are supported.

NHS Digital Identity Agent v2 should be at version **v2.1.2.16**. Earlier versions (such as **v2.0**) should be upgraded to the latest version.

Resolution

The latest version of both NHS Digital Identity Agents, and supporting documentation, is available on the [DIR site](#).

NHS Digital IA v1's Release Note contains a list of known issues.

NHS Digital IA v2's Admin Guide contains a troubleshooting section, and the User Guide contains a list of known issues.

Magicard Printer

Problem Area

Issues with printing Smartcards on the Magicard printer.

Guidance

Looking in *Control Panel / Programs and Features*, the Magicard printer driver should be listed as **HSCIC_Web_V2.0.15.0_Iss1**, and the version listed as **2.0.15.0**.

Resolution

The latest driver is available from the DIR site. Additionally the user community has put together some guidance for getting Magicard printers working with CIS – contact cis.devops@nhs.net for details.

Datacard Printer

Problem Area

Issues with printing Smartcards on the Datacard printer.

Guidance

Datacard printer drivers have proven difficult to discover through conventional means for this tool, and so this information is not currently provided.

Resolution

The latest driver is available from the [DIR site](#).

List of Installed Printers

Problem Area

Issues with printing Smartcards.

Guidance

All attached Smartcard printers should be displayed here. (This list is taken from 'Devices and Printers' in Control Panel, so may also include faxes and 'Microsoft OneNote').

Resolution

For printers that are expected to be listed but are not, perform the usual checks (connectivity, correct drivers are installed).

The latest Smartcard printer drivers are available from the [DIR site](#).

SR5 NHS Digital Installer

Problem Area

Issues with performing CMS operations on Oberthur (Series 8) Smartcards, including issuance, repair, and renewal. Typical errors include:

- "Invalid Signature"
- "Oberthur middleware is required for this type of operation. Please install SR5, and retry"

Guidance

All users performing CMS operations on Oberthur Smartcards should have the latest Oberthur middleware installed, currently 'SR5'. This version of Oberthur middleware is installed via an 'install package', which is listed in the output as:

AWP 5.2.0 SR5

NHS Oberthur Middleware 5.2.0 SR5 Deployment version AWP 5.2.0 SR5

This version of Oberthur middleware should also be listed under the section 'OT Middleware Details' as:

5.2.0.287

AWP 5.2.0 (*32-bit or 64-bit*)

Resolution

The latest Oberthur middleware 'SR5' is available on the [DIR site](#).

OT Middleware

Problem Area

Issues with performing CMS operations on Oberthur (Series 8) Smartcards, including issuance, repair, and renewal. Typical errors include:

- "Invalid Signature"
- "Oberthur middleware is required for this type of operation. Please install SR5, and retry"

Guidance

All users performing CMS operations on Oberthur Smartcards should have the latest Oberthur middleware installed, currently 'SR5'. This should be listed as:

5.2.0.287

AWP 5.2.0 (*32-bit or 64-bit*)

This version of Oberthur middleware is installed via an 'install package', which is listed in the output under the section 'SR5 NHS Digital Installer Details'

AWP 5.2.0 SR5

NHS Oberthur Middleware 5.2.0 SR5 Deployment version AWP 5.2.0 SR5

Resolution

The latest Oberthur middleware 'SR5' is available on the [DIR site](#).

Gemalto Middleware

Problem Area

Issues with authentication, with any type of Smartcard. Typical errors include:

- "There was a problem reading your Smartcard"

A common issue is that users have uninstalled BT Identity Agent, which also uninstalls Gemalto Middleware. Installation of NHS Digital IA v1 or IA v2 does not include Gemalto middleware, so this must be installed manually.

Guidance

Any users attempting to authenticate must have Gemalto middleware. (To clarify, Oberthur middleware is only required to perform CMS operations against Oberthur (Series 8) Smartcards).

The version of installed Gemalto middleware should be listed as:

Gemalto middleware details : Classic Client 6.1 Patch 3 for NHS for 64 bit (or 32-bit)

Resolution

Gemalto middleware is available from the [DIR site](#).

JRE / JDK Version

Problem Area

Issues with loading the Spine Portal / CIS Dashboard, including a blank browser screen.

Guidance

32-bit Java is required to be installed in order to use the Spine Portal / CIS Dashboard, and any other function that uses Java applets, including CMS, Self-Service Unlock, EPR etc.

However neither Firefox nor Chrome natively support Java applets, so these browsers cannot currently be used to launch Spine applications. Therefore, Java is irrelevant in these cases.

(Chrome can be used to access the Spine Portal / CIS Dashboard, through use of the 'Chrome Extension'. This is available from the [DIR Site](#)).

Internet Explorer still supports Java applets – in order to use this browser, **32-bit** Java is required to be installed (regardless of the OS being 32 or 64-bit).

This will be listed on **32-bit Operating Systems** as (for example):

HKEY_LOCAL_MACHINE\Software\JavaSoft\Java Runtime Environment

Current JRE Version 1.8

Current JRE Home path C:\Program Files\Java\jre1.8.0_20

This will be listed on **64-bit Operating Systems** as (for example):

HKEY_LOCAL_MACHINE\SoftwareWow6432Node\JavaSoft\Java Runtime Environment

Current JRE Version 1.8

Current JRE Home path C:\Program Files (x86)\Java\jre1.8.0_111

64-bit Java is **not** required to be installed to make use of any Spine systems.

Resolution

32-bit Java is available from the [Java website](#).

Chrome / Firefox / Internet Explorer

Problem Area

Issues with loading the Spine Portal / CIS Dashboard, including a blank browser screen.

Problems in CMS with the Chrome Browser.

Guidance

Due to lack of support for Java applets, neither Firefox nor Chrome can currently be used to launch Spine applications.

(Chrome can be used to access the Spine Portal / CIS Dashboard, through use of the 'Chrome Extension'. This is available from the [DIR Site](#)) However this extension will still not permit the user to perform CMS operations. For this, IE must be used.

All versions of Internet Explorer work for the Spine Portal / CIS Dashboard, and other areas of functionality / applications that require Java applets, including CMS and EPR. However only IE v11 is warranted.

Resolution

Use a warranted browser, as listed in the [WES](#).

EnableNHSEnrollment Flag

Problem Area

If the error "Invalid Signature" is received when attempting authentication with Oberthur (Series 8) Smartcards, this is likely due to a registry key being set incorrectly.

Guidance

If a CMS operation on an Oberthur Smartcard is prematurely terminated (such as by removing the RA or subject Smartcard, or a system crash), then subsequently attempting authentication with **any** Oberthur Smartcard can give the error 'Invalid Signature'.

In this case it is almost certain that the registry key specified here has been 'flipped' during the CMS operation, but because the process did not fully complete, the registry key did not 'flip back'.

Resolution

Navigate to:

HKEY_CURRENT_USER\SOFTWARE\Oberthur Technologies\Minidriver\PIVMinidriver
and in there you should find a key named '**EnableNHSEnrollment**'. If this is set to '1', this is the culprit. Set it to '0' and the user should be able to re-authenticate once more.

OT Registry Details

Problem Area

The error 'Failed to create keys. Please start again' can occur if attempting CMS operations on Oberthur (Series 8) Smartcards, if the registry has not been modified to correctly read Oberthur Smartcards.

Guidance

As part of installing Oberthur middleware, the registry is required to be modified so that the 'ATR' keys correctly identify Oberthur Smartcards. This is best illustrated by looking at the following values – a registry that is set up for Gemalto only will show:

SubKey value: ATR --->> **3bf91800008131fe454a434f503431563232af**

A registry that has been modified to allow CMS operations on Oberthur Smartcards will show:

SubKey value: ATR --->> **fff91800008131fe454a434f503431563232af**

Note the difference in the first two characters.

The Oberthur registry changes are applied automatically when executing the Oberthur Middleware 'SR5' installer. However with the initial Oberthur middleware release 'SR1', these registry changes were applied manually via .reg files. It was possible therefore to install the middleware, but not apply the registry changes, resulting in the above error.

Additionally if the user uninstalls, and then re-installs Gemalto middleware, this will wipe out the Oberthur registry entries, again resulting in the above error if attempting CMS operations against Oberthur Smartcards.

Resolution

Install Oberthur middleware 'SR5', available from the [DIR site](#). This can be done on workstations with either only Gemalto middleware, or with Oberthur middleware 'SR1' or even 'SR5' already installed.

NHS Digital / BT / MS Identity Agent Registry Details

Problem Area

The functional behaviour of any Identity Agent is affected by its registry settings, including but not limited to:

- Ability to authenticate to environments other than Live
- Browsers opening (or not) on login
- Browsers closing down (or not) on logout
- Enabling Session Lock / Mobility modes in IA v2

Guidance

- Possible registry entries for IA v1 / IA v2, and explanations for how they work, are listed in the relevant IA v1 / IA v2 Admin Guides (available on the [DIR site](#)).
- Registry entries for BT / MS IAs are largely undocumented. They are listed in the Diagnostic Tool output for information.

Resolution

Consult the relevant Identity Agent Admin Guide for guidance on setting registry entries.

.NET Details

Problem Area

Failure to authenticate through any Identity Agent.

Guidance

All Identity Agents require a minimum .NET Framework version of 3.5.1 to be installed on the Operating System.

Since Windows 7 or above has a pre-installed .NET Framework of 3.5.1 or above, this is highly unlikely to be the cause of any problems.

Resolution

In cases where the .NET Framework has been inadvertently uninstalled, it is available for download from Microsoft.com

GATicket.jar

Problem Area

After apparently successful authentication, when loading the Spine Portal / CIS Dashboard / first screen of any Spine application, the user may receive the following error, or similar:

RuntimeException

```
java.lang.NoClassDefFoundError: com/gemplus/gemauth/api/GATicket
```

This is particularly likely if the user has just upgraded their Java version.

Guidance

After installing any Identity Agent, the GATicket.jar file should be distributed to the following directory:

c:\program files\java\< Java version>\lib\ext\x86 (or **Program Files (x86)** on 64-bit machines)

or

c:\program files\java\< Java version>\lib\ext (or **Program Files (x86)** on 64-bit machines)

where **<Java version>** is the active 32-bit Java version.

If the user upgrades their Java version, then the new Java version's directory structure will not automatically take in this file.

Resolution

If GATicket.jar is missing from the relevant Java directory structure, either copy it in from the previous Java version's directory, or from:

C:\Program Files\HSCIC\Identity Agent (or **Program Files (x86)** on 64-bit machines)

If the file cannot be found, reinstall the Identity Agent.

Log out, and back in.

TicketApiDll.dll Details

Problem Area

After apparently successful authentication, when loading the Spine Portal / CIS Dashboard / first screen of any Spine application, the user may receive the error:

'You have been logged out of the application'

or a similar error, depending on the Spine application accessed.

This is particularly likely if the user has just upgraded their Identity Agent.

Guidance

Despite uninstalling an older Identity Agent (such as any of the BT versions), the file TicketAPIDll.dll may be left behind in a Java directory, for example:

c:\program files\java\jre6\lib\ext (or **Program Files (x86)** on 64-bit machines)

or

c:\program files\java\jre6\lib\ext\x86 (or **Program Files (x86)** on 64-bit machines)

This is an old version of this file, yet NHS Digital Identity Agents will still try and use it, and fail. Instead the Identity Agent should be trying to use the latest version of TicketAPIDll.dll, found in:

C:\Windows\System32 (or **SysWow64** on 64-bit machines)

Resolution

Delete any versions of TicketAPIDll.dll from the above **Java** directory structures. Leave the version found in System 32 / SysWow64 in place.

If the file cannot be found, reinstall the Identity Agent.

Log out, and back in.

Smartcard Reader Driver

Problem Area

Problems reading Smartcards on authentication, a typical error being 'There was a problem reading your Smartcard'.

Guidance

Although in many cases the default Microsoft Smartcard reader driver (WUDF) will suffice, it is advisable to download the driver specific to the type of Smartcard reader under use (see section [Smartcard Reader](#) for help in determining the type of Smartcard reader the user has).

Resolution

Download and install the correct Smartcard reader driver from the [DIR site](#).

Smartcard Reader

Problem Area

Problems reading Smartcards on authentication, a typical error being 'There was a problem reading your Smartcard'.

Guidance

The Smartcard readers typically used by the live estate include:

- HP, Lenovo, and Dell (Broadcom) laptop internal
- 3121 Omnikey external USB contact
- 5321 Omnikey external USB contactless

Although in many cases the default Microsoft Smartcard reader driver (WUDF) will suffice, it is advisable to download the driver specific to the type of Smartcard reader under use.

Resolution

Download and install the correct Smartcard reader driver from the [DIR site](#).

VMware Horizon Client

Problem Area

Authentication issues with IA v1 and IA v2 (BT IAs unproven):

- IA v1 – the 'progress bar' freezes on the IA window
- IA v2 – fails to launch successfully, and no passcode form is shown when Smartcard is inserted

Guidance

In some cases, installing VMWare Horizon v3.5 or above can cause the aforementioned issues. This is likely to be caused by a low-level .dll conflict; however this problem is yet to be bottomed out by the developers, and is awaiting prioritisation by the Product Owner.

Resolution

Currently the only solution is to uninstall VMWare Horizon, or install a version earlier than v3.5.

Environment Path

Guidance

The environment path variable specifies the directories in which executable programs are located on the machine. The variable is provided in the output for reference.

Published by the Health and Social Care Information Centre

For further information, feedback, and questions please visit:

<https://www.networks.nhs.uk/nhs-networks/identity-agent>

or sign up to our Slack channel:

<https://identityagent.slack.com>

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