

「考試院-證書服務網」需要透過讀卡機搭配健保卡、自然人憑證卡片或是行動自然人憑證完成驗證。其中自然人憑證卡片或健保卡稱之為：智慧卡 (smart card)，若因個人電腦 Windows10 作業系統更新版本造成讀卡機或智慧卡問題，可依下列方式進行檢視並排除異常。

## 一、我該如何確認讀卡機有沒有安裝成功？

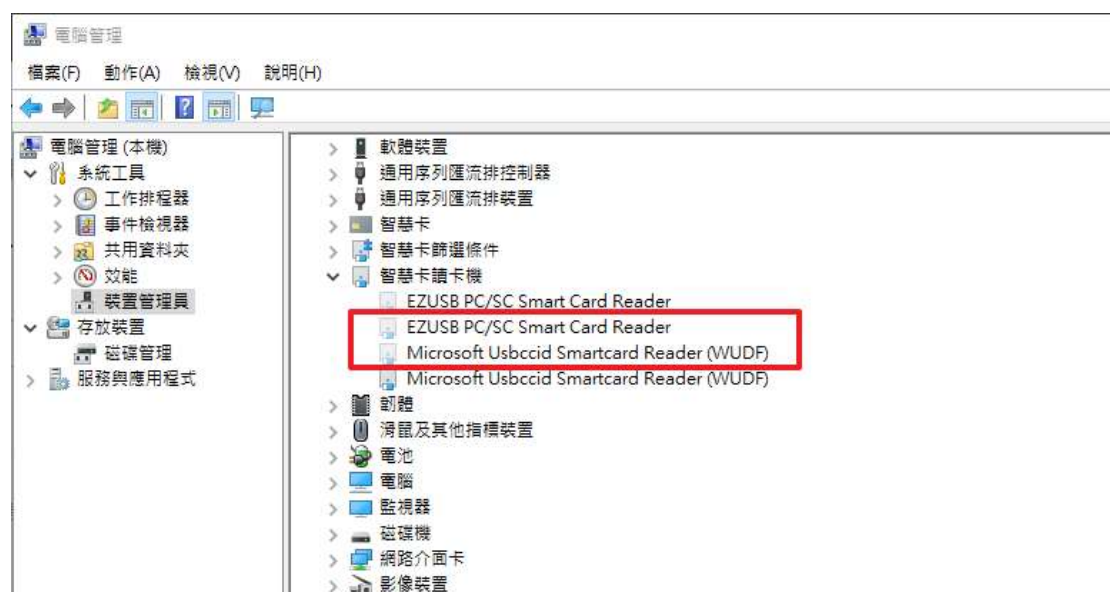
### 步驟 1

請到「裝置管理員」(「我的電腦」點滑鼠右鍵→「管理」)中, 確認您的系統裝置列表中是否有出現「智慧讀卡機」或等同名詞的相關裝置



### 步驟 2

請確認「智慧卡讀卡機」或「Smart card readers」, 檢查是否有連接至電腦上的讀卡機名稱且為正常運作(讀卡機前面有驚嘆號則為未完成安裝)。



### 步驟 3

若您的裝置在裝置管理員中出現驚嘆號或者是問號，這樣代表讀卡機裝置未安裝成功，點選滑鼠右鍵點選「更新驅動程式」請重新安裝驅動程式即可



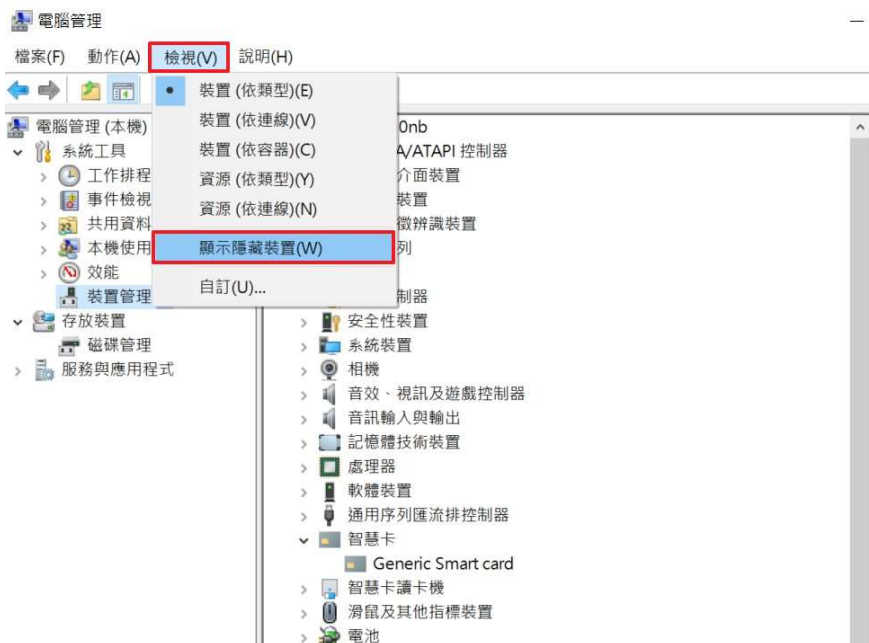
### 步驟 4

確認讀卡機前驚嘆號是否消除，如消除，則表示安裝成功，可進行後續登入作業。

## 二、為什麼我的電腦上出現「智慧卡服務未啟動」的訊息？

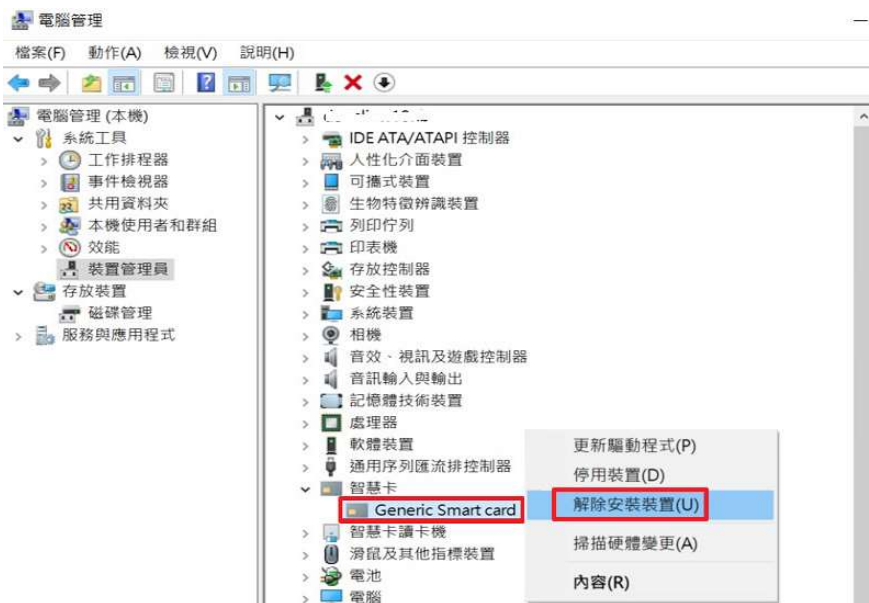
### 步驟 1

請從「電腦管理」點選「裝置管理員」→「檢視」→「顯示隱藏裝置」



### 步驟 2

在「智慧卡」→「Generic Smart Card」點選右鍵，選擇「解除安裝裝置」。



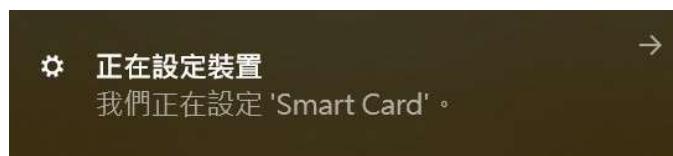
### 步驟 3

勾選「刪除此裝置的驅動程式軟體」，再點「選解除安裝」。



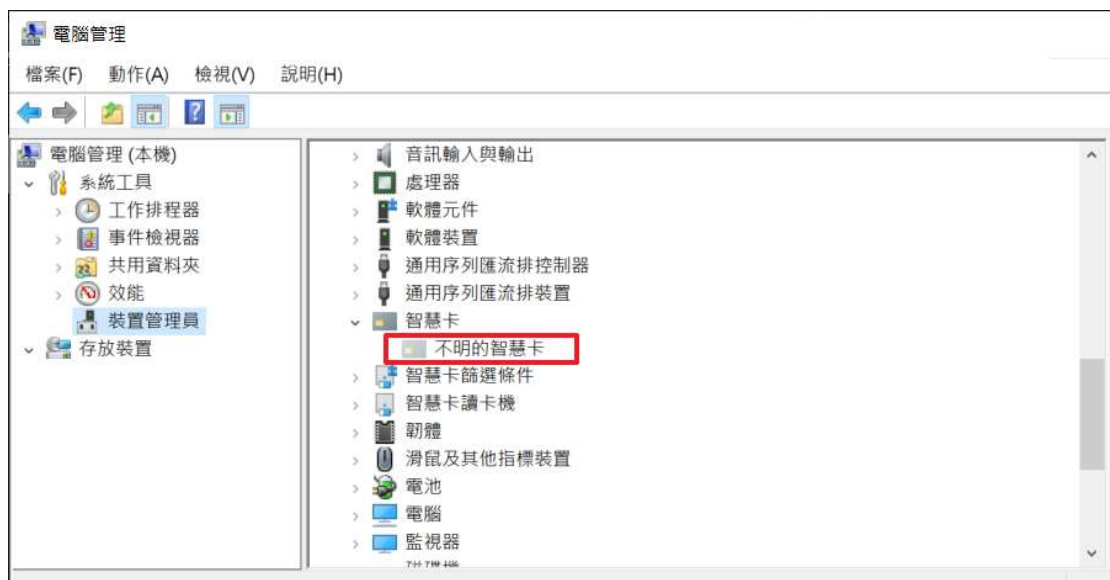
### 步驟 4

移除後，請將智慧卡重新插回智慧卡讀卡機，Windows 系統會自動偵測及安裝 Smart Card。



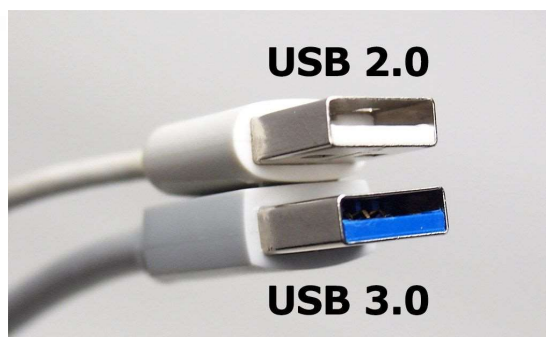
### 步驟 5

正確的驅動名稱應顯示為「不明的智慧卡」。



### 三、為什麼 USB 不相容?

請檢視您讀卡機 USB 插孔，「藍色」為 USB3.0 介面，「白色或黑色」為 USB2.0 介面，一般 USB3.0 是可以向下支援所有 USB2.0 的裝置，但也有少部分不相容的情況，請更換使用 USB2.0 介面



### 四、若是智慧卡為正常安裝問題，請參考以下解決方法

- 下載新版 Generic Smart Card Driver 驅動 1.0.0.3 版本。

網址：<http://www.catalog.update.microsoft.com/Search.aspx?q=Generic smart card driver>

Microsoft Update Catalog

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"Microsoft driver update for Generic Smart card"

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<a href="#">Microsoft driver update for Generic Smart card</a>	Windows Server 2008 R2, Windows 7, Windows 8, Windows Server 2012, Windows 8.1 and later drivers, Windows Server 2012 R2 and later drivers	Drivers (Other Hardware)	2006/9/2	1.0.0.3	12 KB	<a href="#">Download</a>
<a href="#">Microsoft driver update for Generic Smart card</a>	Windows Server 2008 R2, Windows 7, Windows 8, Windows Server 2012, Windows 8.1 and later drivers, Windows Server 2012 R2 and later drivers	Drivers (Other Hardware)	2006/9/2	1.0.0.3	12 KB	<a href="#">Download</a>
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