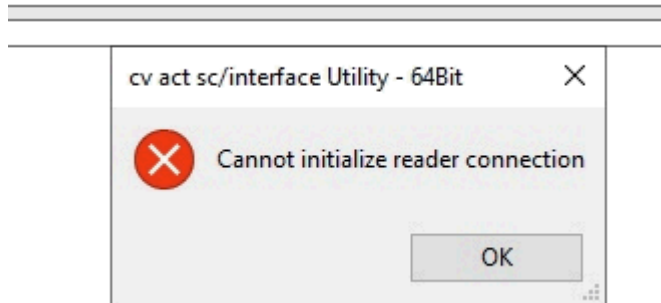


The **Cannot initialize reader connection error** which you got while trying to load the CV act sc interface utility of the Cryptovision smart card software is a Microsoft Windows issue. See the result of investigations carried out and a suggestion for fixing it below



Cause

Apparently there is some bigger issue with the Microsoft that causes some irregularity with the smart card service and handling of readers. Here is the feedback that I have from one of our senior developers:

“We discovered two problems after updating to windows version 1903 or higher using Windows Update. In all cases, the use of the smart card worked perfectly before the update.

1. The smart card service (SCardSvr) has been removed after the update. This happened in some cases we were not able to locate the smart card service (services.msc, “sc query scardsvr”).
2. The smart card service is running but an connection could not be established. A call to SCardEstablishContext always reports SCARD_E_NO_SERVICE.

In all cases, the device manager showed that the smart card readers are working and ready.

Recommendation /resolution

After some digging, we found a solution to restore the broken Smartcard Service **by running the Windows In-place Upgrade**.

https://answers.microsoft.com/en-us/windows/forum/windows_10-windows_install/how-to-perform-an-in-place-upgrade-with-windows-10/7f0b236e-3c6c-4913-9691-c4baa2a6190a

We are working with Microsoft to identify if there is there another solution to solve these issues.

As it is important to have a solution which is not based on the Windows In-place Upgrade functionality.

So far we have no indication as to when this might fixed by Microsoft.” But the solution above works.