Smartcard Reader Issues: How to Resolve?

The OMNIKEY Reader is a plug 'n play device, so most of you will be up and running on inserting your NHS Smartcard, as you would if you are physically at work.

However, if you are are experiencing problems with your **OMNIKEY 3121 USB smart card reader** when you insert your Smartcard, then to get it working, you will need to:

1. Install Drivers for the UBS card reader (OmniKey 3121)
2. Install NHS Digital Identity Agent Version 2.2.3.9
3. Download Gemalto middleware (This software is the communication link between applications and the smart card).
4. Install .Net Framework 2.0

The link below takes you to the NHS Digital download page, which has a list of all the relevant software e.g. identity agent, middleware, smart card reader drivers. Please visit the site: http://nww.digital.nhs.uk/dir/downloads/ and install the ZIP file under the Gemalto Middleware heading.

Checking for correct Smartcard Reader Drivers:
Smartcard reader drivers will come in the form of a setup file which should update the device drivers automatically. In cases where this doesn't happen follow the steps below:

1. Navigate to Device Manager via Start Menu > Control Panel > Device Manager.
2. Extend Smartcard Readers Tree and Right click on desired Smartcard Reader.
3. Select 'Update Driver Software'.
4. Click 'Browse my computer for driver software'.
5. Click 'Let me pick from a list of device drivers on my computer'.
6. Select appropriate driver > Click Next then click OK when the update is complete.

Identity Agent v2.2.3.9
- NHS Digital made an update available on the 25th of November 2019 to the current version of Identity Agent. No new features or functionality have been added to the Identity Agent with this release. Download available at
http://nww.hscic.gov.uk/dir/downloads/
http://nww.digital.nhs.uk/dir/downloads/

.Net Framework Installation
In addition to the Identity Agent, Middleware (Gemalto) and the drivers for the smart card reader, you will also need to install .Net Framework 2.0 as you will be prompted by a message to do so when you try to install Gemalto. Here is the link
https://dotnet.microsoft.com/download/dotnet-framework/net48