



Dear Client,

After updating Windows, you may need to re-install your token driver. We summarize the required steps for this procedure in the following guide. Please note that system administrator right is required for the re-installation:

remove the token from the computer

remove the Token manager program

- Find the C:\Program files\RSC\RSC3003 folder on your computer, and run the "unist.exe" file.
- If your computer has 64bit Windows, find the RSC folder in the Program files (x86) folder.
- In case of "**RSC3003 PKCS#11 module has been unregistered. Please close the browser to continue**" error message, find the P11RegtoMozilla application on the Task manager-Processes tab, choose it, then click on the "End process" button.

plug the token in the USB port

find the token drive in the computer's drives, and run the "Loader.exe" file with a double click

- In case of "**Installation failed**" error message, end the P11RegtoMozilla application on the Task manager-Processes tab again.

click on the "software update" button in the Token manager program that automatically pops up.

- If the token manager doesn't show up, run the khman.exe file in the C:\Program files\RSC\RSC3003 folder.

restart your computer after successful re-installation

log in to Electra

If the Windows software updates cause problems using the authentication device, we recommend to request a new device from K&H Corporate Customer Service in accordance with the actual corporate announcement's charges. For further questions, please email us at electra@kh.hu, or call K&H Corporate Customer Service at 06 1 468 7777.

Kind regards,
K&H Bank