



IAM

Use USB KEY to login to the Report Center

Troubleshooting Guide

Version 12.0.18



Change Log

Date	Change Description
June 10, 2019	Version 12.0.18 document release.

CONTENT

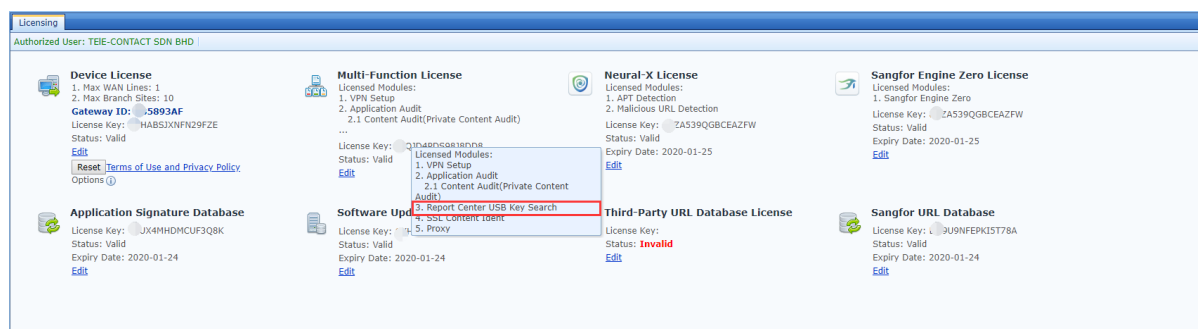
Chapter 1 The PC cannot recognize the KEY troubleshooting.....	1
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Chapter 1 The PC cannot recognize the KEY troubleshooting

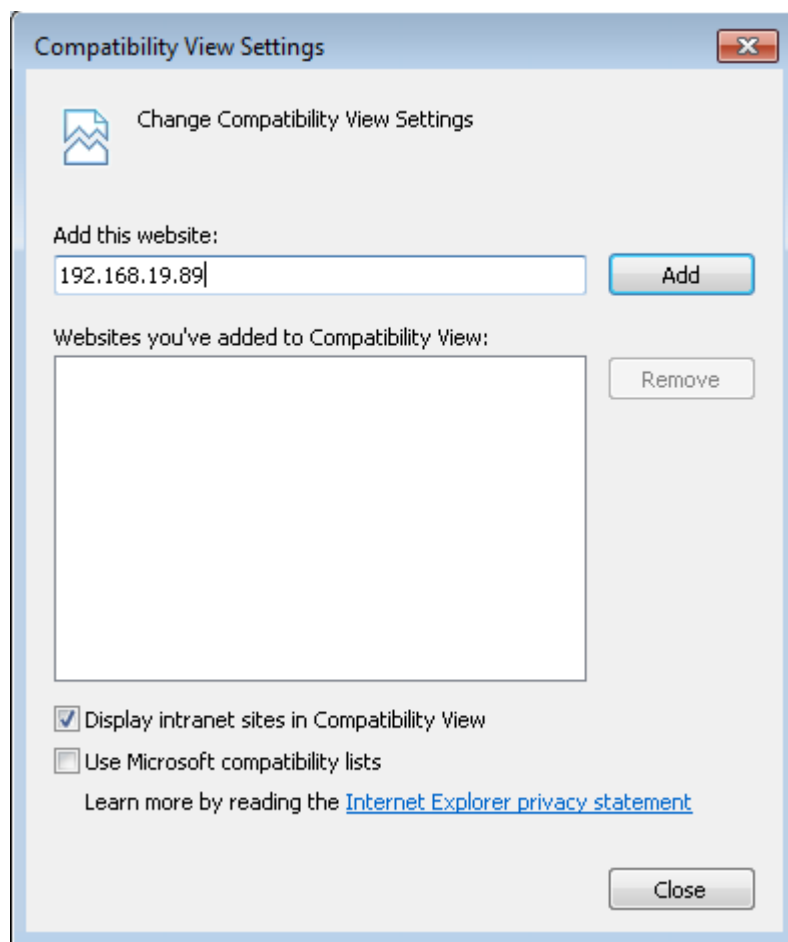
- First confirm whether the KEY is the KEY of the Report Center. The KEY of the Report Center is as follows:



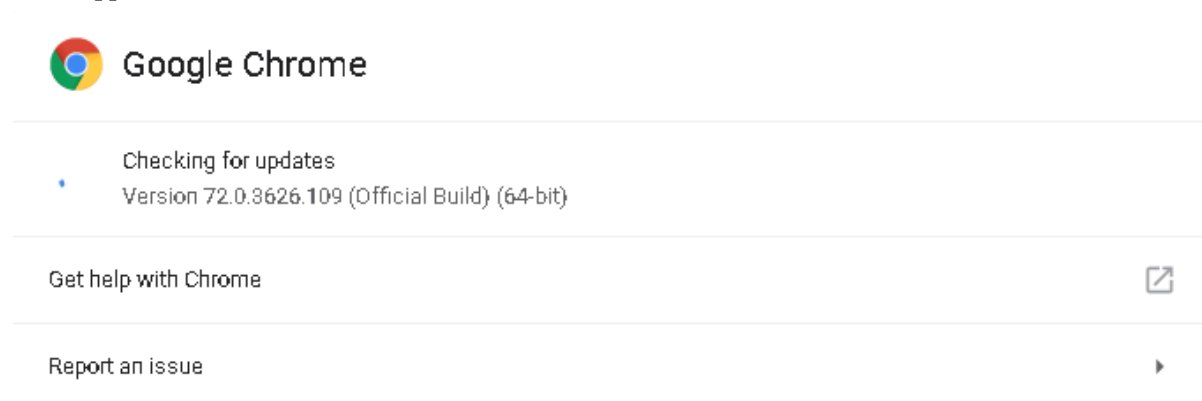
- Check if the KEY related license is enabled.



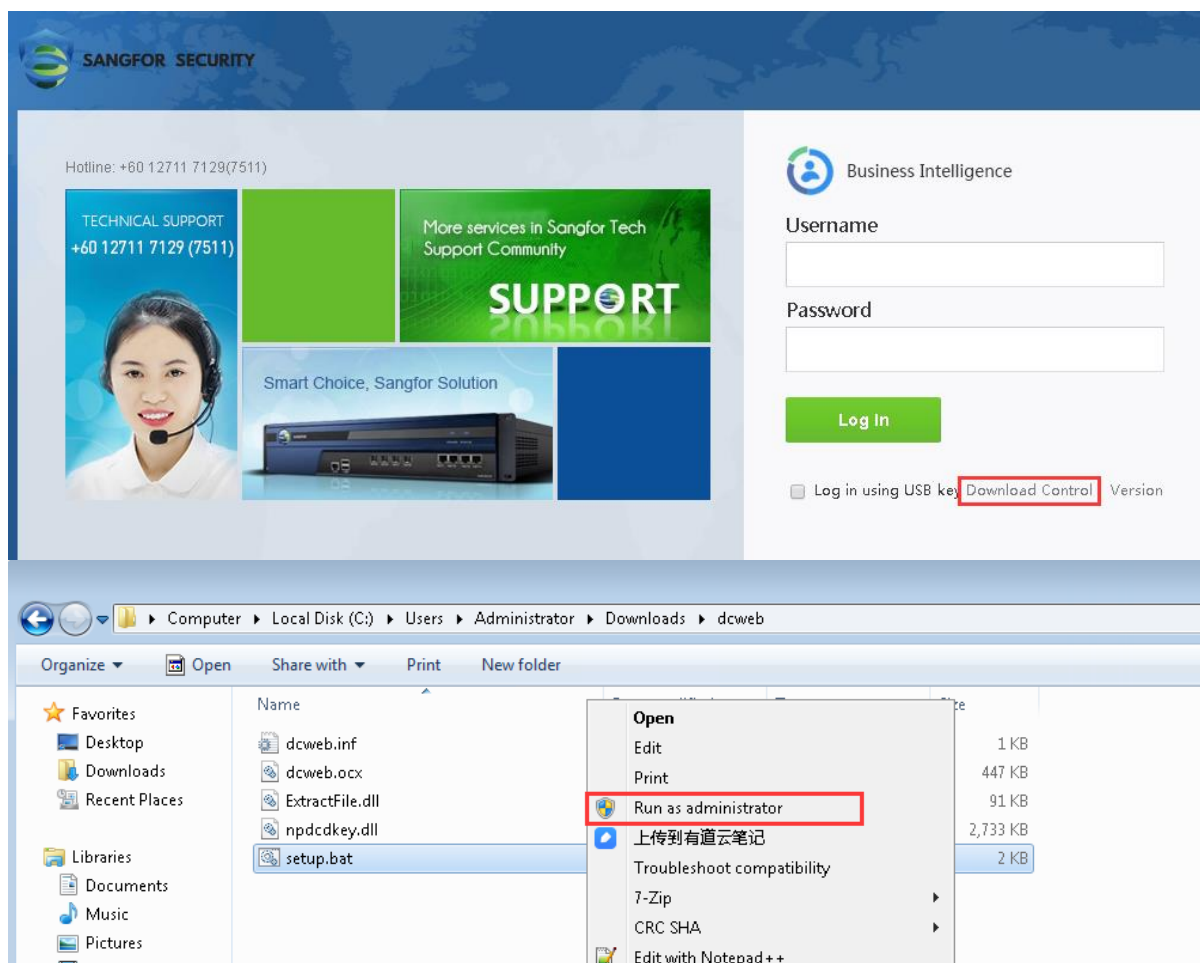
- Use the IE browser to access the Report Center and add the address of the Report Center to the Compatibility View settings.



- Check the browser version, Report Center DKEY supports 32-bit and 64-bit IE browser, only supports 32-bit Chrome and Firefox.



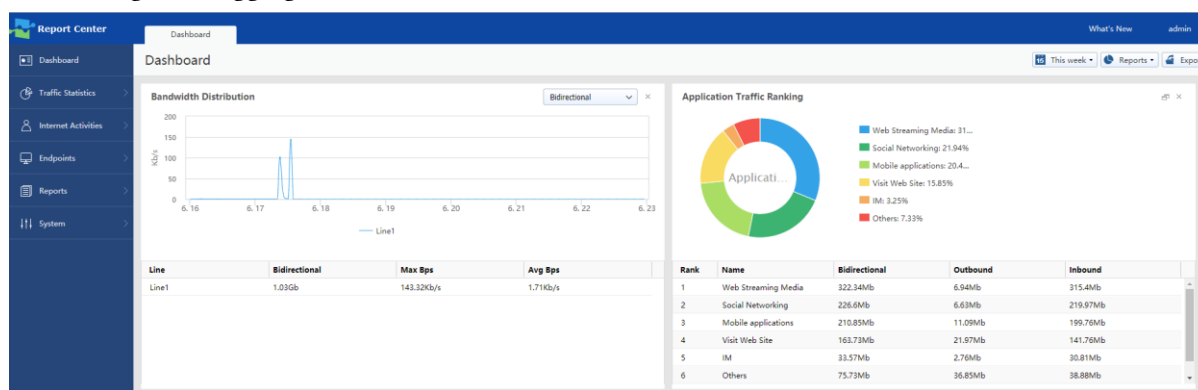
- Re-download the KEY control program and unzip it, reinstall it with administrator privileges user account.



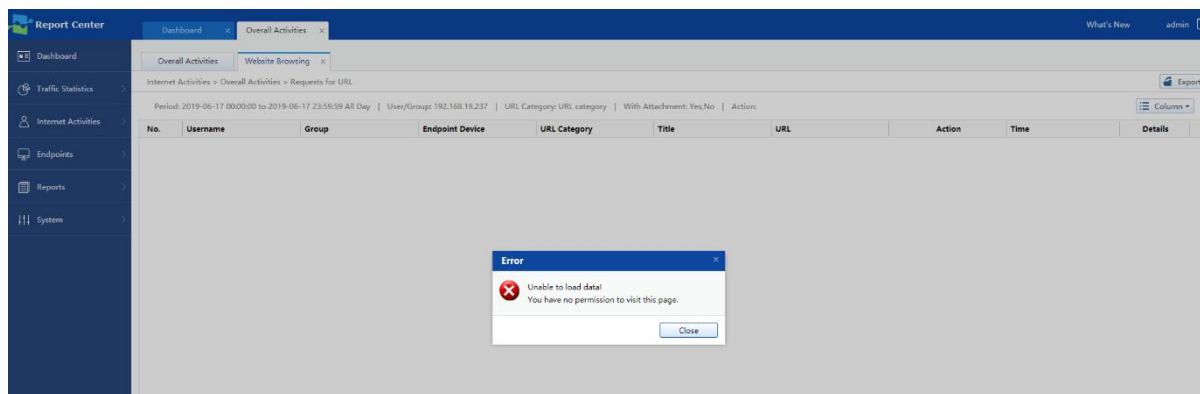
- Download the USB KEY Driver again, then install it with administrator privileges and regenerate the PIN.



- You must check **"Log in using USB key"** when logging in, otherwise you will not be able to query the log after logging in.



IAM Troubleshooting Guide





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