Issue

There is no reaction when a Keytab is touched to the Keytab Reader, or one of the following error messages appear:

- "Please plug in your Keytab Reader to an available USB port."

- "Unable to locate the Keytab Reader. Please make sure it is connected and try again."

Cause

Sometimes TimeSummit may not recognize the Keytab Reader that is plugged in due to one of the following reasons:

- The USB cable is loose

- The USB cable is bad

- The USB port on your computer is experiencing problems, or you are not directly connected to the computer

- An older, unsupported Keytab Reader is being used.

We only support the updated style of Keytab Reader depicted here:

Very early ExakTime customers may have an earlier model of the Keytab Reader that looks different from the model above. If your Keytab Reader does not match the type pictured, please contact Customer Service for assistance by clicking the link or calling 888.788.8463. *Only the newest Keytab Reader will work with the latest version of TimeSummit.*

Troubleshooting the Keytab Reader

- Confirm that the USB cable is securely attached to both the computer and the Keytab reader.

- Re-seat the cable by unplugging, then plugging in the cable from both the computer and they Keytab Reader.

- Disconnect the USB cable from the computer, and try a different USB port. Be sure that you connect the Keytab

- Reader directly to the computer, and not into a hub or monitor USB port as these ports are very likely to prevent the Keytab Reader from working.

- Try using a different USB cable.

If the Keytab Reader still does not function, please contact Technical Support for assistance.