

FAQ:

Q: If I have an authenticator and a license attached to it, can I use my license on multiple computers the same time?

A: Not the same time! You can use your license attached to the authenticator on the PC the authenticator is connected to. You can move your authenticator to another PC, but disconnecting it while you are logged in will cause ChimeraTool to log out.

Q: Can I use a license with username/password and authenticator the same time?

A: No, a license is attached to either a PC or an authenticator. If it is attached to a PC, you can use it by logging in on that PC with username/password. If it is attached to authenticator, you can use it by logging in on any PC with the authenticator.

Q: Can I connect more than one license to my authenticator?

A: Yes, just like when connecting licenses to PCs. But be aware that there is no reason to have two All Modules license on one authenticator (or PC). The only valid reason to have two licenses on the same authenticator (or PC) is if one is a Samsung and the other one is a Blackberry license.

Q: I have a license but I cannot run procedures when logging in with my authenticator.

A: Your license is probably attached to your PC. Check if your license is attached to your authenticator. If not, go to the Licenses menu on chimeratool.com and re-attach your license to the authenticator.

Q: I have the authenticator connected, but the 'Login with Authenticator' button remains disabled (grayed out). What should I do?

A: Wait for Windows to install the drivers for the smart-card reader. (Windows may try to install drivers for the smart card too, but only the smart-card reader drivers are required). If driver installation is successful but the button is still disabled, try to connect the authenticator directly to the PC, and not a hub or extension cable.

Q: Can I use my own smart-card reader with the card in the authenticator?

A: Yes, but removing the card from the authenticator may damage it. Take extra care when removing! Any reader with JCOP 2.4 compatibility that supports T=0 protocol should work.

Q: Can I unregister an authenticator from my account?

A: Yes, there is a way to unregister it in the ChimeraTool program, in the account / authenticator menu. All licenses attached to the authenticator will be disconnected – you can't transfer licenses between accounts, not even with authenticator!