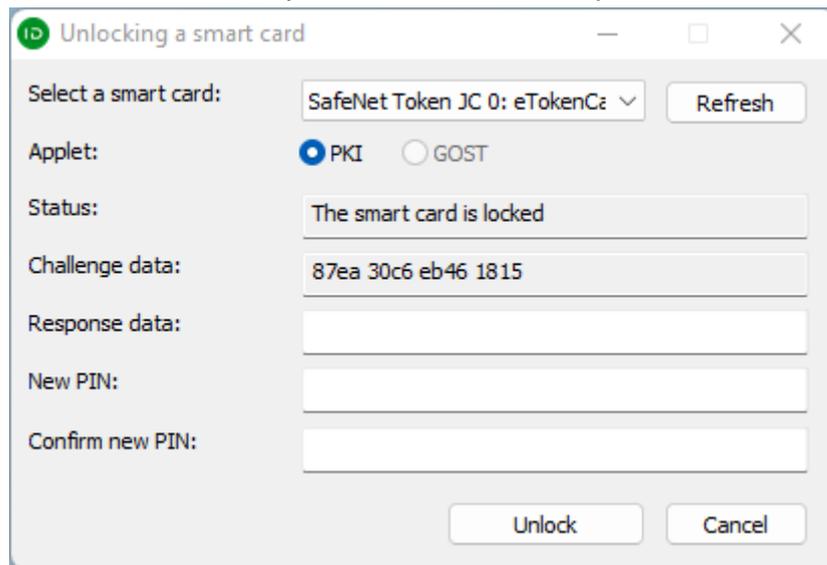


Offline unlocking in Windows session

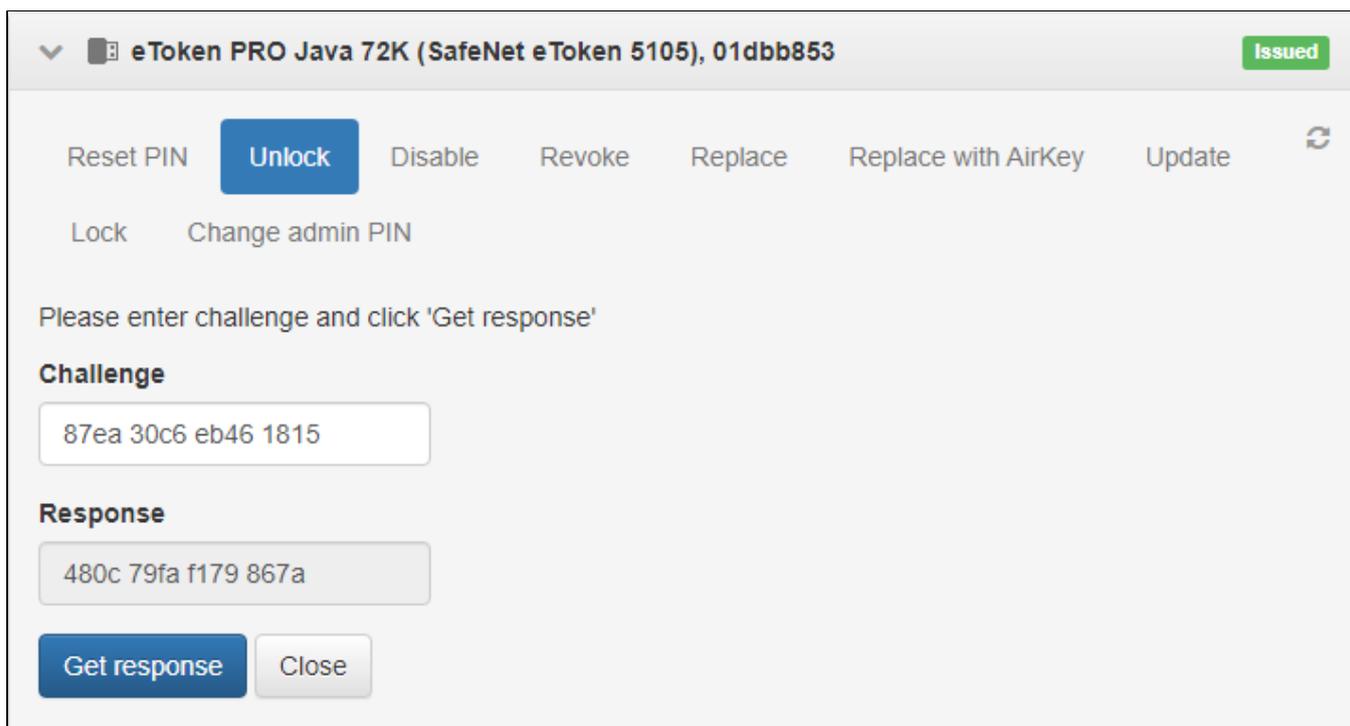
A user smart card can be not used for logging into operating system. In this case, to unlock a card, use the **Indeed CM – Unblock** utility from **Indeed CM Client Tools** (*Start – All Programs – Indeed*. Default path is **%Program Files (x86)/Indeed CM/IndeedCM.Unblock.exe**).

The procedure of smart card unlocking with the Indeed CM – Unblock utility is identical to offline unlocking mechanism:

1. Connect the smart card to the computer and run the utility.



2. In the **Challenge data** field, the smart card unlock code appears, which must be reported to the Indeed CM operator. The operator may ask you for answers to security questions to verify your identity and provide a response code.



3. Enter it in the Unlock utility Response data field, enter the **New PIN**, confirm it and press **Unlock**.

The screenshot shows a dialog box titled "Unlocking a smart card". It contains the following fields and controls:

- Select a smart card:** A dropdown menu showing "SafeNet Token JC 0: eTokenCa" and a "Refresh" button.
- Applet:** Radio buttons for "PKI" (selected) and "GOST".
- Status:** A text field containing "The smart card is locked".
- Challenge data:** A text field containing "87ea 30c6 eb46 1815".
- Response data:** A text field containing "480c 79fa f179 867a".
- New PIN:** A text field with six dots representing a masked PIN.
- Confirm new PIN:** A text field with six dots representing a masked PIN.
- Buttons: "Unlock" and "Cancel" at the bottom right.

After that, your smart card will be unlocked (the value of the **Status** field will become "The smart card is not locked"), and the PIN will change to the specified one. Finish with Indeed CM – Unblock.