

# The LuxTrust Middleware cannot be started. What can I do?

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You just finished the installation and restarted your computer but the LuxTrust Middleware cannot be started and the following error message appears:

*?The LuxTrust Middleware cannot be started.*

*Another session is already running on your computer under another user of your operating system. Please log out first under the other user to close the session, and then restart the LuxTrust Middleware.?*

When you see this message, it could be that:

- you have 2 active sessions. Then you have to:

- log out first under the other user to close the session
- then restart the LuxTrust Middleware

- the port is already used by another application. Then you have to:

Stop the other application or change port for the other application as LuxTrust Middleware acts as a local server and listens on port 24727. If another application is using the same port the given error message can occur.

- an OpenEcard app installed. Then you have to:

Stop OpenECard application as it uses the same port as the LuxTrust Middleware

## Windows :

You just finished the installation of the LuxTrust Middleware and restarted your computer but the Middleware cannot be started and the following error message appears under Windows:

*?LuxTrust Middleware cannot be started. Maybe your Smartcard service is not running.?*

When you see this message, you have to:

- Go to **Start** and type **services.msc**
- Search in the list for the service **?Smart Card?**
- Right-Click on the service **?Smart Card?**, then click on **?Properties?**
- Change **?Startup Type?** to **?Automatic?**
- Click **OK**
- Close **?Services?**
- **Restart** your computer

