

Support & Services

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IMPORTANT INFORMATION

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QUICK TIPS



For more information about our products visit our website: <https://certgate.com/en/>

You can also visit our <https://certgate.com/service-portal> or directly create a support ticket

[create a support request](#)

Latest Updates

[What does the Windows Event ID 610 "Smartcard Service" mean?](#)

Aug 28, 2020 • updated by [Andreas Laumann](#) • [view change](#)

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[NEW AirID smart standalone Flash Updater available](#)

[Andreas Laumann](#) posted on Apr 27, 2020

We are happy to announce the availability of our new standalone Flash Update for Windows and macOS operating systems are available. For more information, please see the Software, Driver & SDK section in AirID Support.

- [update](#)
- [flashing](#)



[NEW AirID Windows AirID-Installer 200415 available](#)

[Andreas Laumann](#) posted on Apr 27, 2020

We gladly announce the availability of version 200415 of our AirID Installer. For more information, please see the Software, Driver & SDK section in AirID Support.

- [windows](#)
- [installer](#)



[NEW AirID RMA Process & Form Available](#)

Jan Wendenburg posted on Apr 20, 2020

AirID products achieve highest quality and (gladly) very low returns. To improve customer satisfaction and simplify returns - if any - we implemented new RMA (Return Merchandise Authorization) return forms. Please select your RMA form (we providing German and English RMA forms), either if you are a company or a public (governmental) entity. Fill out the form and return - that's it. Your certgate TEam



[AirID Loves Apple – MacOS Software finally Available!](#)

Jan Wendenburg posted on Nov 14, 2019

In October, certgate announced world's first wireless smart card reader with MacOS CryptoTokenKit support for 2-factor authentication, encryption and electronic signature. In October and November the software has been distributed to selected clients for BETA testing. Today, Nov. 19th the first public version of AirID finally arrived. Please visit here our MacOS Information Page "AirID & Smart Card @ MacOS". Apple has finalised in MacOS "Mojave" the new,...



[KNOB-Attack, concept error in Bluetooth? - AirID is safe!](#)

Jan Wendenburg posted on Aug 21, 2019

AirID has an additional, highly secure AES256 encryption and is secure. AirID's security is independent of Bluetooth standards - KNOB attack has no chance. Düsseldorf, 21.08.2019, certgate, one of the leading specialists in mobile IT security and authentication, emphasizes that AirID is not affected by the KNOB attack. The Knob-Attack (Key Negotiation Of Bluetooth <https://knobattack.com/> <https://knobattack.com/>) was presented by researchers from the Universities of Singapore,...



[AirID Installer version 1.0.21](#)

Unknown User (dkissel) posted on Mar 29, 2019

Version 1.0.21 of our AirID Installer is now available. Please see the Software, Driver & SDK section in AirID Support.



[AirID User Manual in English available](#)

Unknown User (dkissel) posted on Mar 13, 2019

The AirID User Manual is now available in English in the AirID Support section.



[AirID Installer Update](#)

Unknown User (dkissel) posted on Jan 22, 2019

A new version of our AirID Installer is now available. Please see the Software, Driver & SDK section in AirID Support.



[AirID Version 2 - General Availability](#)

Jan Wendenburg posted on Jan 21, 2019

AirID Version 2 has achieved general availability! AirID Version 2 provides an improved case design, including TPU bumper for increased durability 4-way bumper hangers for landscape and portrait oriented smart cards chip double-header to support front- & backside printed smart cards Bluetooth Low Energy 4.2, improved speed & security We are glad to announce that AirID Version 2 Business Edition is now general available for general delivery....



[cgPhone Secure Online Conferencing available!](#)

Jan Wendenburg posted on Jul 31, 2018

security-lock-fotolia.jpg cgPhone voice conferencing has been released to BETA to any cgPhone Online user. Please visit the NEW dedicated cgPhone Online Conference Administration Manual to learn how to set up and manage secure, encrypted dial-in conferences for up-to 250 participants. You may set up easily a continuous conference room for all of your colleagues, members and business partners to ensure confidential conferencing 24/7 on 365 days a year. After initial set up,...

- [visible_on_dashboard](#)



[Transition Support for GEMALTO End-Of-Sale Mobile PKI Products](#)

Jan Wendenburg posted on Jul 19, 2018

GTP EOS Mobile PKI.jpeg GEMALTO has announced on July 17th, 2018 End Of Sale for Mobile PKI Products. certgate will now support and help GEMALTO partners worldwide to continue their (wireless) mobile PKI smartcard projects by smooth transition to certgate's leading mobile PKI products, i.e. AirID, ONEKEY ID, cgCard and others. certgate has created a dedicated website after receiving multiple requests from the GEMALTO PKI partner ecosystem how to use certgate's proven,...

- [visible_on_dashboard](#)



[AirID Evaluation Kit Upgrade](#)

Silvia Baumgartner posted on Jun 11, 2018

Secure 2FA access to your corporate network with the joint VPN solution of certgate and HOB. Read more in the news article or test now the AirID Evaluation Kit.



[NEW & ENHANCED FAQ Section](#)

Silvia Baumgartner posted on Apr 18, 2018

We have restructured and enhanced our FAQ section for your convenience. If you miss anything, please contact us at support@certgate.com. We will be glad to add further FAQ. Your certgate support team.



[NEW Support & Service Area launched](#)

Jan Wendenburg posted on Jan 01, 2018

On January 1st, 2018, certgate launched the all new, public Support & Service area to provide faster, easier and more convenient access to product & services related information for customers, partner and others. The new Support and Service area is currently on BETA and available for everyone, without prior registration or individual authentication. The prior restricted access area "cgLabs" has been discontinued and almost all information has been moved to the new Support & Service area....

Latest updates

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["Smartcard Service" mean?](#)

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