# Download and Install ActivClient 7.1 from TX Systems

IMPORTANT: These instructions are written step-by-step; do not perform an action before the instructions tell you to do so.

THINGS TO KNOW BEFORE YOU START:

You will have only a limited number of attempts to download your ActivClient 7.1 (AC7) software and only a limited timeframe in which to do so. Please set aside 30 minutes or so to download the software. Make sure that you have your Download Code ready. Make you that you save the ActivClient install files to a safe location on your computer and/or to a location off of your hard drive in case you need to install the software when recovering from a technical problem on your computer.

You will need Administrative Privileges to install as recommended in this document.

Please note that, as time goes on, newer hotfix (FIXS...) files will be produced. These newer files will have different file names than those you see in this document. The hotfix files are cumulative, so newer files contain the older updates. Please download and use the files presented to you.

Please be aware that different versions of Windows and/or Internet Explorer may produce slightly different messages or have a different "look" to them. The basic process will be the same across Windows version 7 through 10.

1. Open Internet Explorer (IE) and go to the ActivClient download site: https://www.txsystems.com/orc



2. Enter your information in the fields. Please be accurate and provide your correct Name and Email Address. Your ability to obtain future software updates from TX Systems will depend on the accuracy of this information. Then click the **Submit** button.

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TX Systems	✓ Search entire store here. P in cart. Checkor in cart.	ut >
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ActivClient CAC softare download		
Welcome ActivClient download customers. This page will start the ActivClient provided by your download code vendor.	Fill out your name (first and last	de
Please enter the information below to retrieve your software and hotfix down	names) and email address. This	
Note: For maintenance and support purposes it's imperative you provide our requests will be denied and you'll need to contact your vector to und re you	information must be accurate or you will not be able to obtain software	port
First and last name (*required) John Brown	updates in the future.	
Email (*required) john.brown@companyname.com	Enter your Download code provided to	
Download code (*required) AC701DofYlut	you by ORC	
	Then click the <b>Submit</b> button	~

3. In turn, click on all 3 of the links on the page to download (save) the software to your system. **NOTE: You will only be able to click each link 3 times and you will only have 24 hours to do this.** So don't try to install directly form the link, save the file to your system and then install after that. Click each link in turn to download. [You will only need either the 32 bit Hotfix or the 64 bit Hotfix. But there is no harm in getting both hotfix files; please download all 3 files.]



#### 4. After clicking the first link, choose the Save as... option

Internet Explorer	×
What do you want to do with ActivID_ActivClient_7.1.0.153.zip?	
Size: 116 MB From: s3.amazonaws.com	
Open The file won't be saved automatically.	
→ Save	
Save <u>a</u> s	
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5. Use the "Save As" dialogue box to choose a location to save the software (you might even want to create a new folder for it). You will want to move it to a storage location off of your computer, later. Then click the **Save** button. This is a large file and may take some time to download, please be patient.



6. Do the same thing with the Hotfix (software update) files. After clicking the x86 Hotfix file link, choose the **Save as...** Option



7. This time, the "Save As" dialogue box should open to the same location where you saved the previous file. Click the **Save** button.



8. Then get the other Hotfix (software update) file. After clicking the x64 Hotfix file link, choose the **Save as...** option. And then click the Save button in the Save As dialog box.



9. Again, the "Save As" dialogue box should open to the same location where you saved the previous files. Click the **Save** button.



10. When the third file has finished downloading, click the **Open folder** button.

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ActivClient C/ Please follow th (1) Click the lin	AC software installation he instructions below to p nk(s) and download the zig	erform the software installat p file(s) to a safe location or	tion process. h your PC. Y	ou can also c	opy the link	: text if you w	ish to download	d at a later tim	e.
<ul> <li>(2) On2ip the 2</li> <li>(3) Open the n</li> <li>(4) Click Setup</li> <li>(5) If provided</li> </ul>	ewly unzipped folder. e.exe and follow the install , install the appropriate 32	wizard. 2 or 64 bit hotfix.							
Installer: <u>https</u>	://txsystems.com/activcli	entdl/download/link/id/788d	10419ac8d7	d6afe9e415e	c317e8509d	lba60bc			
Note: You can Eastern.	click the above links thre	e times within 24 hours befo	ore they exp	ire, which wil	ll be on <b>201</b>	l <b>6/12/24</b> at	09:04:55 Pac	ific and 12:04	1:55
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11. You should see 3 entries in the folder. First, you will want to extarct the base install program. Right-click the ac.activclient.disk file and select Extract All.. [Some computers may be able to install the base software without extracting the file, but we have found that best results are obtained by extracting the main install file before installing.]

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12. In the "Extract Compressed (Zipped) Folders" dialogue, keep the default settings and click the **Extract** button. [This will put the extracted folders in the same location as the downloaded folders.]



13. When the extraction is complete, the extracted folder will open. <u>Plug in your card</u> <u>reader and card or ActivKey SIM crypto-token now.</u> Then, right-click the Setup file (setup.exe) and select "Run as Administrator". The ActivClient InstallShield Wizard will start.



#### 14. Click the Next button



15. Accept the terms of the license agreement and then click the **Next** button.

	虔	ActivClient x64 - InstallShield Wizard		×
	'	License Agreement Please read the following license agreement carefully.	Dent of HID Global	r- ,
		ACTIVIDENTITY END USER LICENSE AGREEMENT ("EULA") (Standard Version v.101612)		^
	li A D D D D	MPORTANT - READ CAREFULLY: This End User License Agreement (" egal agreement between you ("Licensee"), either an individual or an ActivIdentity, Inc. ("ActivIdentity") governing the use of the software pr modules ("Software") that came with this EULA, whether provided on a basis or installed or embedded on hardware products ("Hardware associated product documentation or other written materials accomp provided with the Software ("Documentation"). LICENSEE AGREES TO	EULA") is a entity, and oducts and standalone "), and any panying or BE BOUND	~
	C	accept the terms in the license agreement	Print	
	Ins	stallShield		
		< <u>p</u> ack <u>N</u> ext >	Cancel	
16. (	Cha	inge the setting of "Custom" installation and click the Next b	outton	
	ø	ActivClient x64 - InstallShield Wizard		×
		Setup Type Choose the setup type that best suits your needs.	Dentity	r-
	Г	Please select a setup type.		
		Image: Typical         Image: All program features will be installed. (Requires the most disk space.)		
	•	Choose which program features you want installed and where will be installed. Recommended for advanced users.	they	
	Ins	stallShield		
		< <u>B</u> ack <u>N</u> ext >	Cancel	

17. In the Custom Setup dialogue, scroll down until you see the Configuration Management option. Then click the down arrow next to it.

10.	ActivClient x64	4 - InstallS	hield	Wizard	×
Custom Setup Select the progr	ram features you want ins	talled Scro Con click	oll dov figura c the c	wn until you ation Manag down arrow	a see the gement option,
Click on an icon in the list below to change how a feature is installed.					
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Install to:					
					Change
InstallShield	Space	< Back			
				<u>N</u> ext >	Cancel
n the drop down	a manu salaat This	facture or	dall	Next >	Cancel
n the drop down	n menu, select, This	feature an	d all a	Next >	s, will be instal
n the drop dowr	n menu, select, This ActivClient x64	feature an	d all s ield W	<u>N</u> ext > sub-features Vizard	s, will be instal
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19. With the Configuration Management now set to install, click the Next button

	ActivClient x64 - InstallShield Wizard	×
	Custom Setup Select the program features you want installed.	
	Click on an icon in the list below to change how a feature is installed.	
	InstallShield	
20.	Click the <b>Install</b> button to begin the installation.	
	Ready to Install the Program The wizard is ready to begin installation. ACTIVEENTITY	
	Click Install to begin the installation. If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.	
	InstallShield < <u>B</u> ack I Install Cancel	-

21. You may be asked to "Allow" the installation *(not pictured)*. If so, click "allow" (or "yes" or whatever you need to for the Installation to happen). The software will install.

國	ActivClient x64 - InstallShield Wizard 🛛 – 🗖 🗙
Installing The prog	gram features you selected are being installed.
1 <del>1</del>	Please wait while the InstallShield Wizard installs ActivClient x64. This may take several minutes.
	Status:
	Copying new files
TestallChield	
Instalioniela -	< <u>B</u> ack <u>N</u> ext > Cancel

22. When the software finishes installing, <u>uncheck</u> the box to show the readme file and click the **Finish** button.



NOTE: <u>If the Installation should "roll back" rather than finishing, please see the</u> <u>Troubleshooting section at the end of this document.</u>

23. In the File Explorer dialogue, use the 'back' button to to get back to the folder where you saved the download files.

	Application Tools	ac.activclient.disk_7.0.2.25 -	□ ×
F     Home     Share     View       H     S     V       Image: Second state     Image: Second state     V       Image: Second state     Image: Second state     V	Manage JA .disk_7.0.2.25 → ac.activclient.disk_	7.0.2.25 v C Search ac.activclient.disk	✓ € 7.0
🔶 Favorites	Name	Date modified Type Siz	e
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🖳 This PC	🔂 Setup.exe		4 KB
📜 Desktop		download files.	
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🚺 Downloads			
LinkStation : PVConnect (FFx0!			
🖺 LinkStation : PVConnect (FFx7/	v		
6 items 1 item selected 173 KB			!== <b>``</b>
File description: ActivClient MSI Bootstra	pper, File version: 7.0.2.1, Date create	ed: 2/19/2013 5:42 PM, Size: 173 KB 173 KB 🛛 🖳 Computer	r 🔡

24. Run the hotfix (software update) files for your version of Windows. [This will be the x64 file in most cases (for 64 bit versions of Windows which is the most common;

this is what is picured here). If you know you are running a 32 bit version of Windows, run the x86 file, instead. If you aren't sure, pick the x64 file; if it will not run, try the x86 file.] Double-click the hotfix file. [Note: As time goes on, newer hotfix files will be produced. These newer files will have different names than those you see here. The hotfix files are cumulative, so newer files contain all of the previous updates. Please install what you have downloaded.]



### 25. Double-click the FIXS... file to run the hotfix

	Compressed Folder Tools	AC_	7.0.2.423_FIXS1504	010_x64.zip	-	
E Home Share View H S V	Extract	(\$1504010 x64.zip	~	C. Search A	C 7.0.2.423 FIX	✓ € S1504 ₽
★ Favorites	Name		Туре	Compre	ssed size	Password
Desktop	🙀 FIXS1504010.msp		Windows Installer Pate	:h	8,294 KB	No
🗼 Downloads	FIXS1504010_ReadM	1e.htm	HTM File		13 KB	No
Recent places iCloud Photos						
🖳 This PC						
膧 Desktop						
Documents						
2 items 1 item selected 10.2 MB	<					> ===
1 item selected				10.2 MB	😜 Internet	

	Open File - Security Warning
Do you	vant to open this file?
12	Name:p1_AC_7.0.2.423_FIXS1504010_x64.zip\FIXS1504010.msp Publisher: <u>HID Global Corporation</u> Type: Windows Installer Patch From: C:\Users\manchesterj\AppData\Local\Temp\Temp1_A <u>Open</u> Cancel
٢	While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do not open this software. <u>What's the risk?</u>

## 27. Click the **Update** button

🛃 🛛 ActivClie	ent x64 Patch - InstallShield Wizard	×
Activldentity ActivClient <sup>~</sup>	Welcome to the Patch for ActivClient x64	
	The InstallShield(R) Wizard will install the Patch for ActivClier x64 on your computer. To continue, click Update.	nt
ACTIV ENTITY" part of HID Global		
	< Back Update > Cancel	

28. You may be asked to "Allow" the installation (*not pictured*). If so, click "allow" or "yes" or whatever you need to for the Installation to happen. The software will install.

谩	ActivClient x64 - InstallShield Wizard 🛛 – 🗖 🗙
Installing The prog	ActivClient x64 gram features you selected are being installed.
1 <del>7</del>	Please wait while the InstallShield Wizard installs ActivClient x64. This may take several minutes.
	Status: Validating install
InstallShield -	
	< <u>B</u> ack <u>N</u> ext > Cancel

29. Another dialogue box may appear, keep the default settings and click the **OK** button.

閿	ActivClient x64 - InstallShield Wizard
F	iles in Use Some files that need to be updated are currently in use.
	The following applications are using files that need to be updated by this setup.
	ActivClient Agent ActivIdentity Event Service
	<ul> <li>Automatically close and attempt to restart applications.</li> <li>Do not close applications. (A reboot will be required.)</li> </ul>
Inst	allShield OK Cancel

### 30. Click the Finish button

<mark>.</mark> ₽	ActivClient x64 - InstallShield Wizard	×
ActivIdentity ActivClient~	InstallShield Wizard Completed	
	The InstallShield Wizard has successfully installed ActivClient x64. Click Finish to exit the wizard.	:
	T Y ~	
	< <u>B</u> ack <b>Einish</b> Cancel	

- 31. Reboot the computer.
- 32. You have finished the basic installation of the ActivClient 7.1 software. This installation should allow you to: Set a unique PIN on your smart card or ActivKey SIM token (either by changing the PIN, "Unlocking" the device, or initializing the device), make the on-line certificate requests, and import the certificates after they are issued. By default, ActivClient for Windows talks to the Windows certificate store (and therefor Internet Explorer, Edge, Chrome, Outlook, Office, Adobe, etc.).
- 33. What follows are the steps to allow ActivClient to talk to Mozilla Firefox (and other Mozilla applications) and some advanced configuration settings that are sometimes necessary for utilization of the card.

## TROUBLESHOOTING

If you did not have your device (card reader + smart card or crypto-token) plugged into the computer when you tried to install, please plug the device in and try again.

Three Windows services must be running for ActivClient to install properly; Certificate Propagation, Distributed Transaction Coordinator, and Smart Card. These services usually start on demand, but you may need to manually start them.

Click on your computer's Start button and search for Services, then select "View Local Services" [You can also open the Control Panel, then Administrative Tools, then "Services"] Be advised that you may need Administrative Privileges.

Programs (5)
Real Active Directory Sites and Services
less Component Services
Microsoft Azure Services
Control Panel (5)
View local services
Allow remote access to your computer
Allow Remote Assis View local services sent from this comp
🔎 See more results
Chut dava
services × Shut down

In the Services dialogue box, scroll down until you find Certificate Propagation and confirm that the service is Running and that the Startup Type is set to Automatic.

0		Services			- 1	×
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Services (Local)	Name	Description	Status	Startup Type	Log On As	^
	Bonjour Service BranchCache	Enables har This service	Running	Automatic Manual	Local Syste Network S	
	Certificate Propagation	Copies user	Running	Automatic	Local Syste	
	🔍 Check Point Endpoint Clien	Check Point	Kunning	Automatic	Local Syste	
	Check Point Endpoint Secur	Check Point The CNG ke	Running Running	Automatic Manual (Trig	Local Syste	~
	(					

If the Certificate Propagation service is not Running and/or the Startup Type is not set to Automatic, right-click over Certificate Propagation and click Properties.

Q			Sen	vices				-	×
File Action View	Help								
🗢 🌩   📰 🖾	🗟 🚺 🖬 🕨 🛛								
🤹 Services (Local)	Name		Descrip	tion	Status	Startup Type	Log On As		^
	Bonjour Service BranchCache		Enables This ser	har vice <mark></mark>	Running	Automatic Manual	Local Syste Network S		
	Certificate Pro	Start	0.1	ıser oint	Kunning	Disabled Automatic	Local Syste Local Syste		
	Check Point E	Stop Pause		oint 3 ke	Running Running	Automatic Manual (Trig	Local Syste Local Syste		~
Opens the properties d	Extended Stan	Resume Restart							_
		All Tasks	•						
		Refresh							
		Properties							

Set the Startup Type to Automatic (if not already Automatic), click the Apply button, then click the Start button if the service is not already running.

Certifi	cate Pro	opagation Properties (Local Computer)	×
General	Log On	Recovery Dependencies	
Service	name:	Cert Prop Svc	
Display	name:	Certificate Propagation	
Descript	tion:	Copies user certificates and root certificates from smart cards into the current user's certificate store,	Ŷ
Path to C:\Wind	executabl lows\syst	e: em32\svchost.exe -k netsvcs	
Startup	typ <u>e</u> :	Automatic	~
Service	status:	Stopped	_
<u>_</u>	tart	Stop <u>P</u> ause <u>R</u> esume	
You car from her	n specify a re.	he start parameters that apply when you start the servic	ce
Start pa	ra <u>m</u> eters:		
		OK Cancel Ap	ply

The service should start and then display as "Running" as shown above.

Service Control	×
Windows is attempting to start the following service on Local Computer. Certificate Propagation	
Close	

Next, scroll down until you find Distributed Transaction Coordinator and confirm that the service is Running and that the Startup Type is set to Automatic.

0	S	ervices				×
<u>F</u> ile <u>A</u> ction <u>V</u> iew	<u>H</u> elp					
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Services (Local)	Name	Description	Status	Startup Type	Log On As	^
	🔍 Diagnostics Tracking Service	The Diagno	Running	Automatic	Local Syste	
	🌼 Distributed Link Tracking Client	Maintains li	Running	Automatic	Local Syste	
	🙀 Distributed Transaction Coord	Coordinates	Running	Manual	Network S	
	🔍 DNS Client	The DNS Cli	Running	Automatic (T	Network S	
	🔍 Encrypting File System (EFS)	Provides th	Running	Automatic (T	Local Syste	~
	Extended Standard					_
	······································					
L						_

If the Distributed Transaction Coordinator service is not Running, right-click over Distributed Transaction Coordinator and click Start.

0.			Services				-	×
File Action View	Help							
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Services (Local)	Name	*	Description	Status	Startup Type	Log On As		^
	Construction Diagnostic	s Tracking Service I Link Tracking Client	The Diagno Maintains li	Running Pupping	Automatic Automatic	Local Syste Local Syste		
	Distributer	Start	- Coordinates.	Running	Manual Automatic (1	Network S Network S		
	Encrypt	Stop	ovides th	Running	Automatic (T	Local Syste		
	Extended	Pause	ET HTTP		Manual	Network S		~
Opens the properties d	ialog box for	Restart						
		All Tasks	•					
		Refresh						
		Properties						

Set the Startup Type to Automatic (if not already Automatic), click the Apply button, then click the Start button if the service is not already running.

Distribut	ed Tra	nsaction (	Coordinat	or Proper	ties (Local	×
General	Log On	Recovery	Dependencie	es		
Service	name:	MSDTC				
Display	name:	Distributed	Transaction C	Coordinator		
Descript	ion:	Coordinate: managers,	s transactions such as datab	that span mu bases, messag	ltiple resource ge queues,	Ŷ
Path to C:\Wind	executabl lows\Syst	e: em 32∖msdtc	.exe			
Startup f	typ <u>e</u> : <	Automatic		>		~
Service	status:	Stopped				-
<u><u>s</u></u>	tart	Stop		<u>P</u> ause	<u>R</u> esume	
You can from her	specify e.	he start parer	meters that ap	ply when yo	start the servi	ce
Start pa	ra <u>m</u> eters:					
		4	ОК	Cance	el <u>A</u> p	ply

The service should start and then display as "Running" as shown above.

Service Control	×
Windows is attempting to start the following service on Local Computer.	
Distributed Transaction Coordinator	
Close	

Finally, scroll down until you find Smart Card and confirm that the service is Running and that the Startup Type is set to Automatic.

Q. Services					×
<u>File Action View H</u> elp					
🗢 🏟   📰 🙆 🔒   🛛 🖬   🕨 🔳 🕕					
Services (Local) Name	Description	Status	Startup Type	Log On As	^
Server 🔍	Supports fil	Running	Automatic	Local Syste	
🛸 Shell Hardware Detection	Provides no	Running	Automatic	Local Syste	
🖏 Smart Card	Manages ac	Running	Automatic (T	Local Service	
😪 Smart Card Device Enumeratio	Creates soft		Manual (Trig	Local Syste	
Smart Card Removal Policy	Allows the s	Running	Automatic	Local Syste	~
Extended Standard					

In the Smart Card service is not Running, right-click over Smart Card and click Start.

<b>Q</b>			Services				-	×
File Action View	Help							
<b>♦ ♦</b> 🖬 🛱	🗟 🛛 🖬	▶ <b>■</b> II IÞ						
🤹 Services (Local)	Name	^	Description	Status	Startup Type	Log On As		^
	Server Shell Hardware Detection		Supports fil Provides no	Running	Automatic Automatic	Local Syste Local Syste		
	Smart Card Smart Ca	Start	Manages ac eates soft	Kunning	Disabled Manual (Trig	Local Service Local Syste		
	Smart Ci	Stop Pause	ows the s ceives tra	Running	Au omatic Manual	Local Syste Local Service		,
	Extended	Resume						
		All Tacks						
		Refresh						
		Properties	•					

Set the Startup Type to Automatic (if not already Automatic), click the Apply button, then click the Start button if the service is not already running.

	Smar	t Card Properties (Local Cor	mputer)	×
General	Log On	Recovery Dependencies		
Service	name:	SCardSvr		
Display	name:	Smart Card		
Descript	cription: Manages access to smart cards read by this computer. If this service is stopped, this computer			
Path to C:\Wind	executabl dows∖syst	e: em32\svchost.exe +k LocalServiceAnd	NoImpersonation	
Startup	typ <u>e</u> : <	Automatic	×	
Service	status:	Stopped		
5	tart	Stop <u>P</u> ause	<u>R</u> esume	
You car from her	n specify t re.	e start parameters that apply when yo	u start the service	
Start pa	ra <u>m</u> eters:			
		OK Cano	el <u>A</u> pply	>

The service should start and then display as "Running" as shown above.

Service Control	×
Windows is attempting to start the following service on Local Computer. Smart Card	
Close	