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.

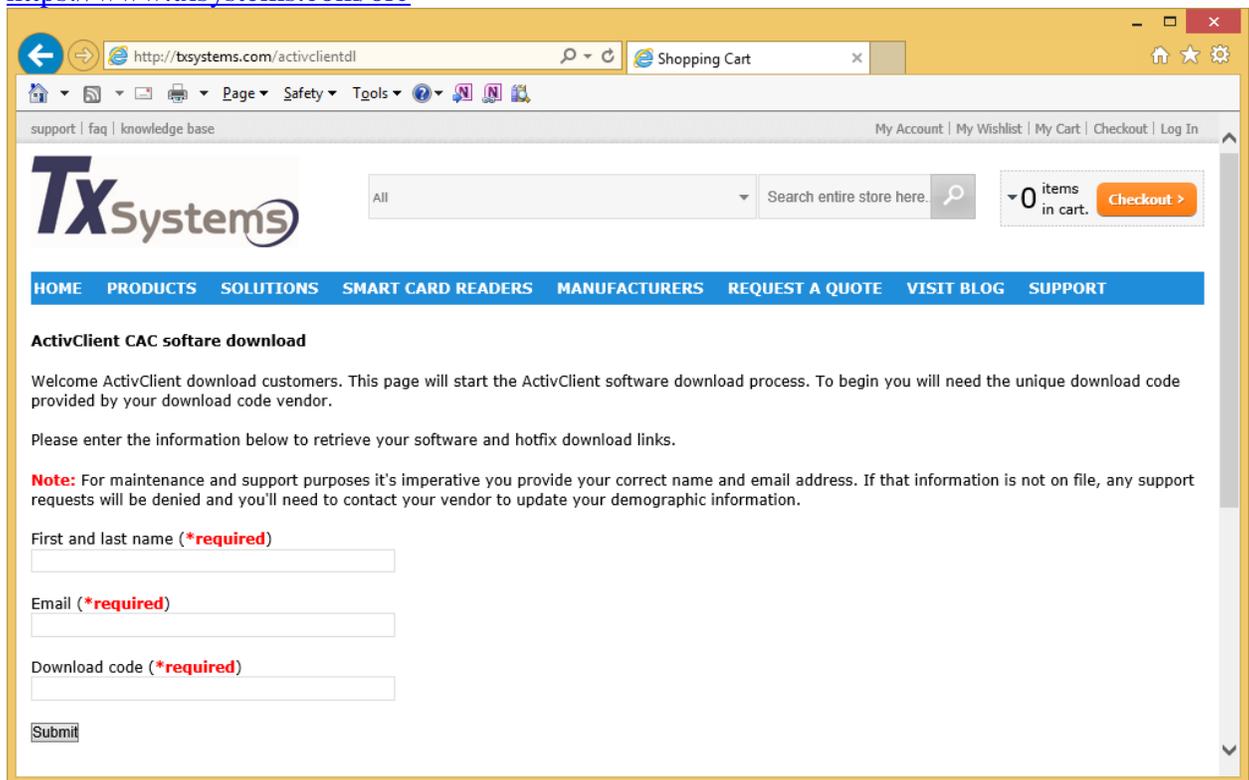THINGS TO KNOW BEFORE YOU START:

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.

Fill out your name (first and last names) and email address. *This information must be accurate or you will not be able to obtain software updates in the future.*

Enter your Download code provided to you by ORC

Then click the **Submit** 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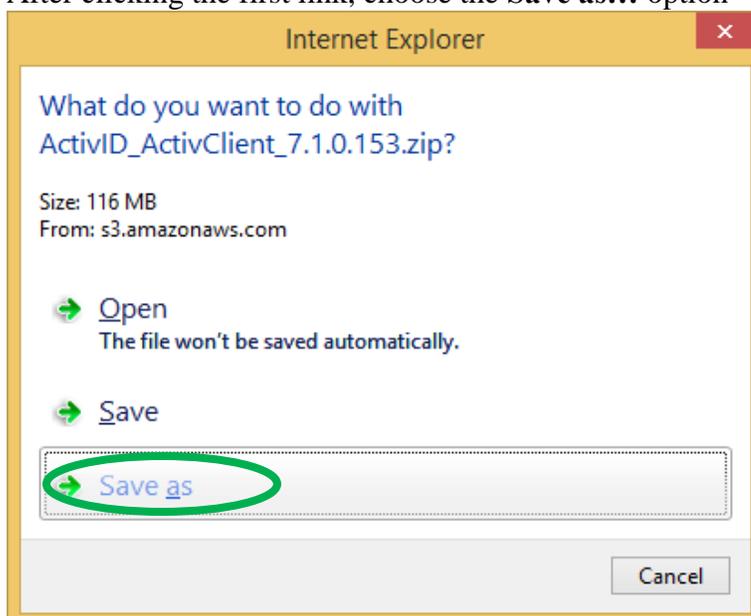 this.** So don't try to install direclty form the link, save the file to your system and then install after that. Click each link in turn to download. [You will only need either the 32 bit Hotfix or the 64 bit Hotfix. But there is no harm in getting both hotfix files; please download all 3 files.]
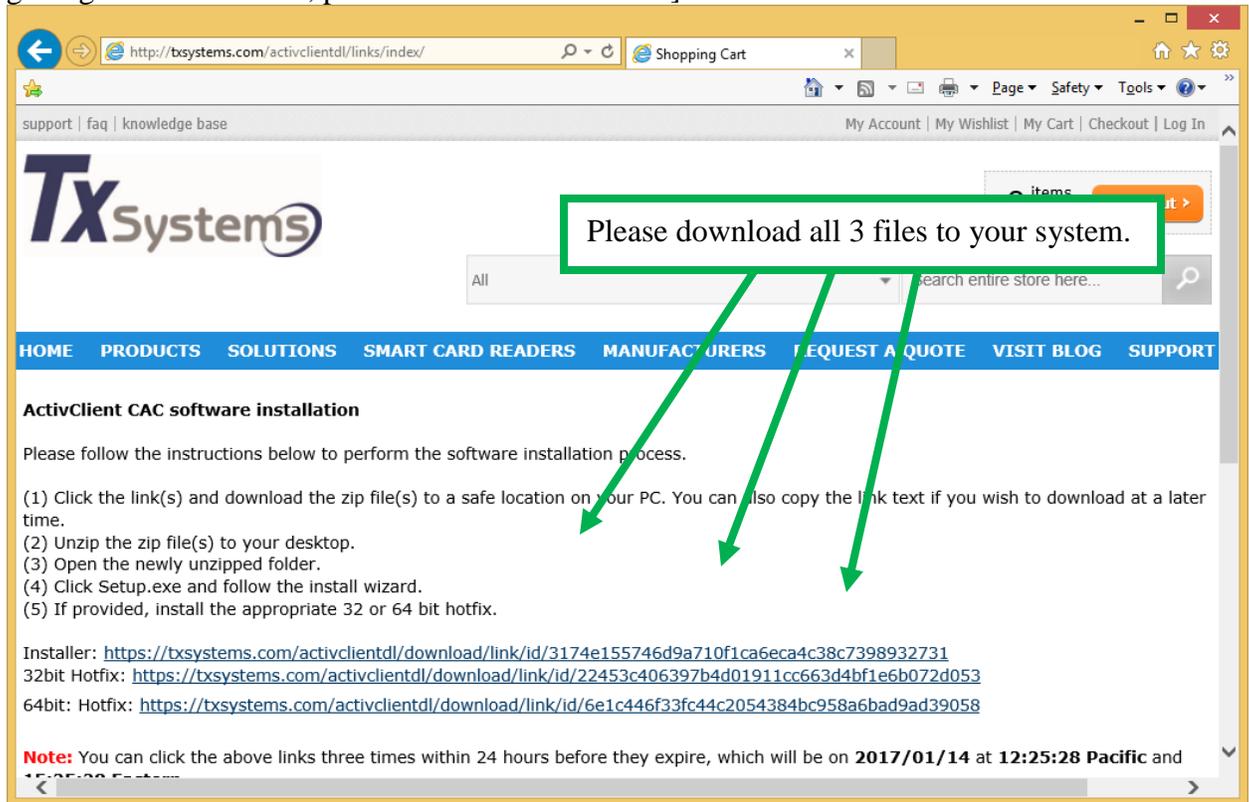
4. After clicking the first link, choose the **Save as…** option

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.
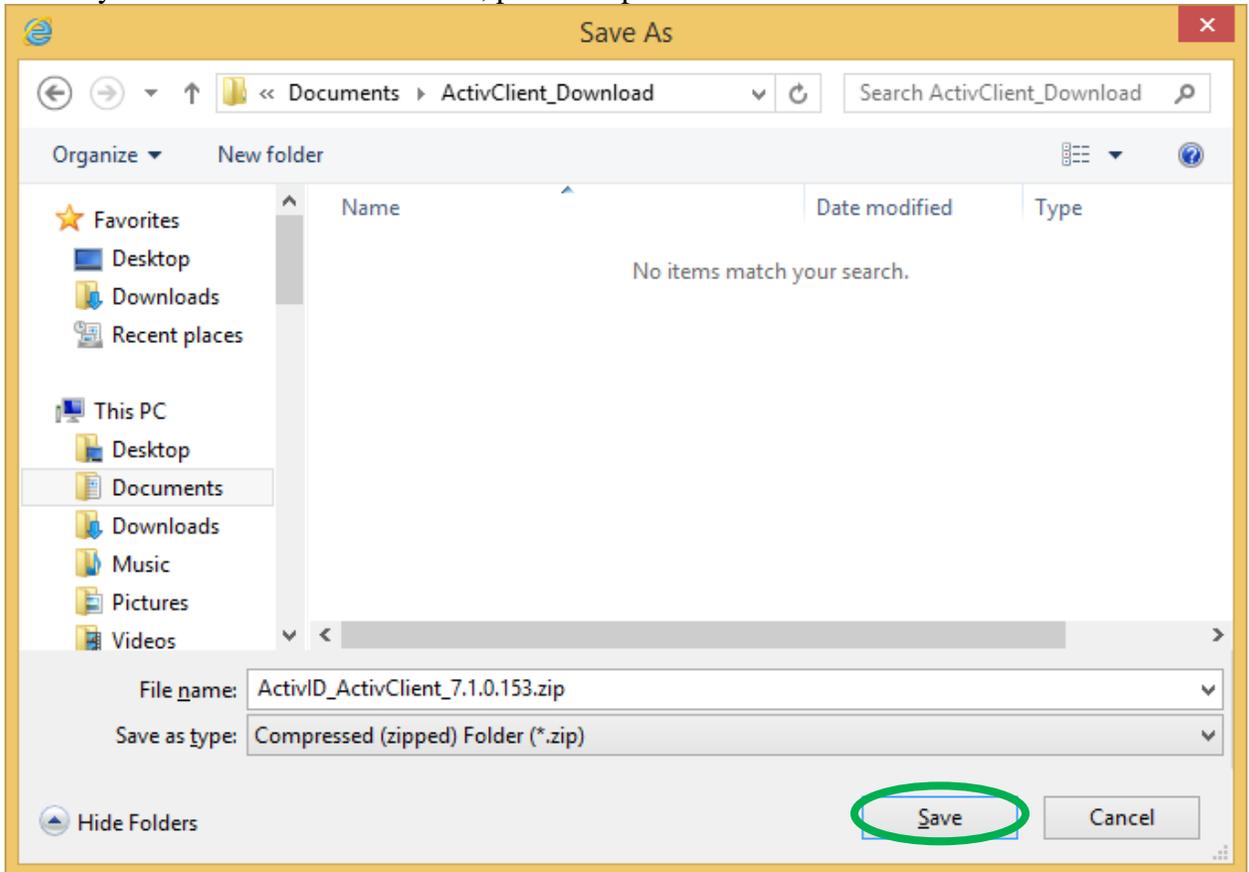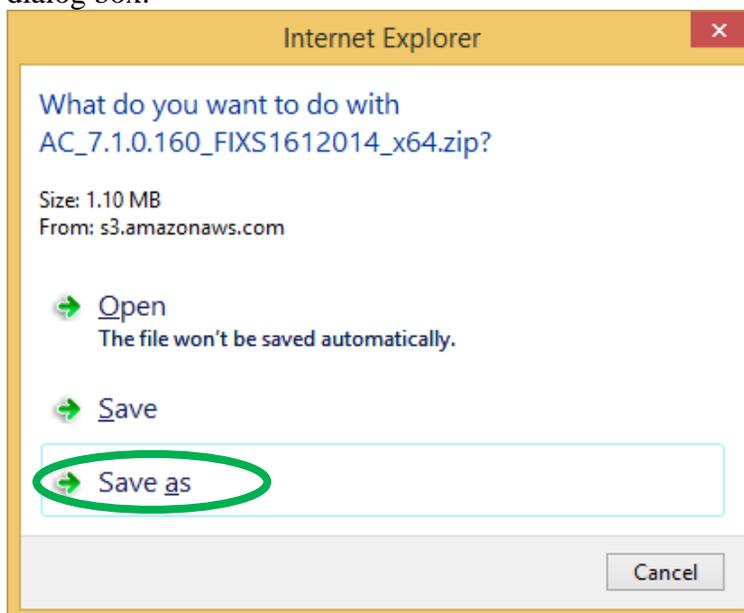

6. Do the same thing with the Hotfix (software update) files. After clicking the x86 Hotfix file link, choose the **Save as...** Option
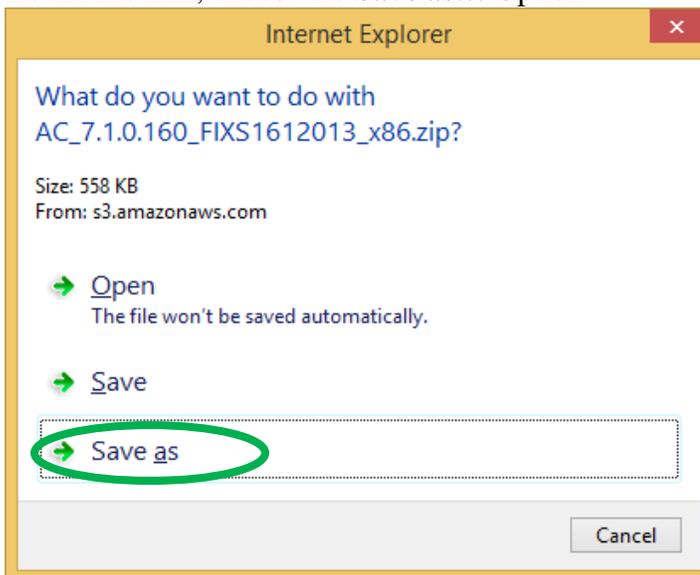
7. This time, the "Save As" dialogue box should open to the same location where you saved the previous file. Click the **Save** button.

Save As

Documents ▸ ActivClient_Download

Search ActivClient_Download

Organize ▾   New folder

Name	Date modified	Type
ActivID_ActivClient_7.1.0.153.zip	1/13/2017 3:36 PM	Compressed (zipp...

Favorites
  Desktop
  Downloads
  Recent places

This PC
  Desktop
  Documents
  Downloads
  Music
  Pictures
  Videos

This should open to the same location where you saved the previous file. Click the save button.

File name: AC_7.1.0.160_FIXS1612013_x86.zip

Save as type: Compressed (zipped) Folder (*.zip)

Hide Folders   Save   Cancel

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.

Internet Explorer

What do you want to do with
AC_7.1.0.160_FIXS1612014_x64.zip?

Size: 1.10 MB
From: s3.amazonaws.com

→ Open
   The file won't be saved automatically.

→ Save

→ Save as

   Cancel

9. Again, the "Save As" dialogue box should open to the same location where you saved the previous files. Click the **Save** button.
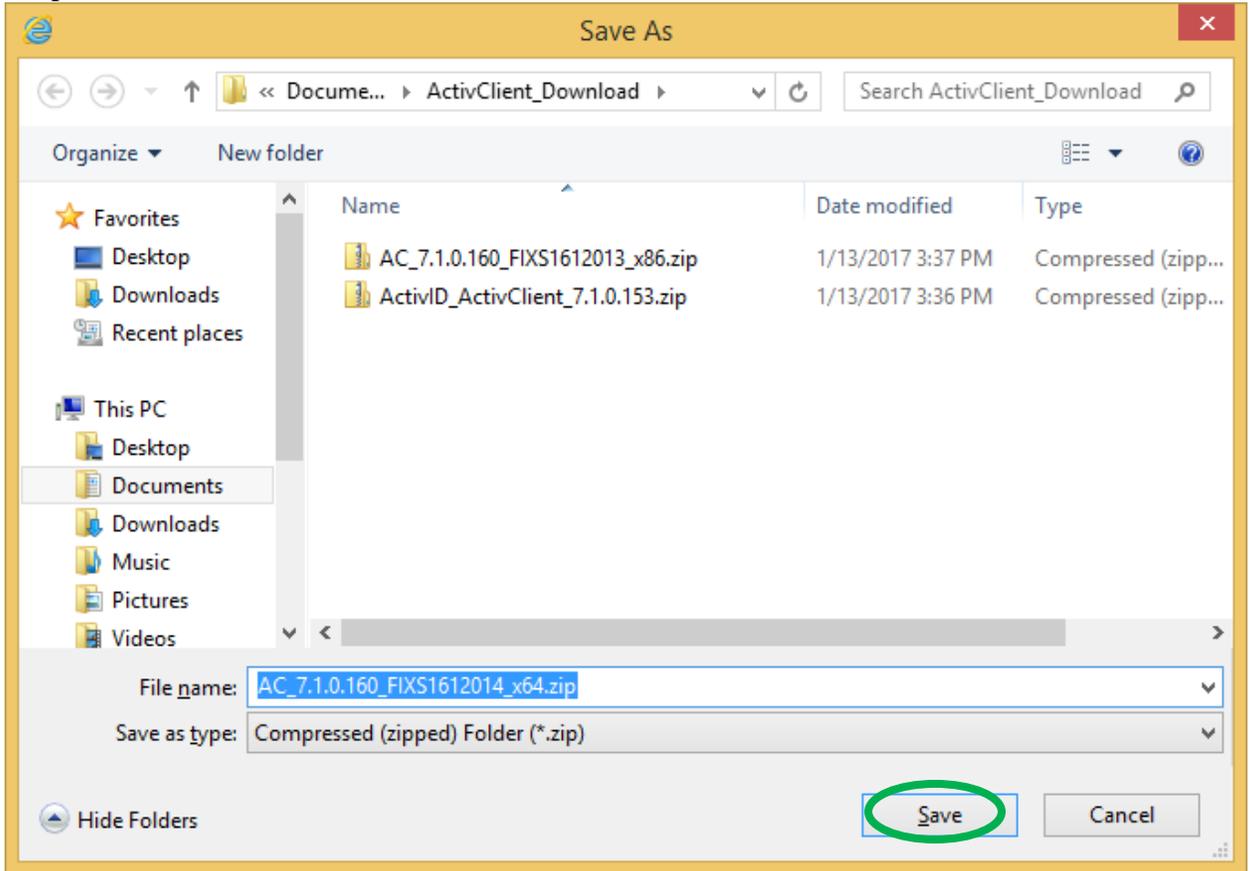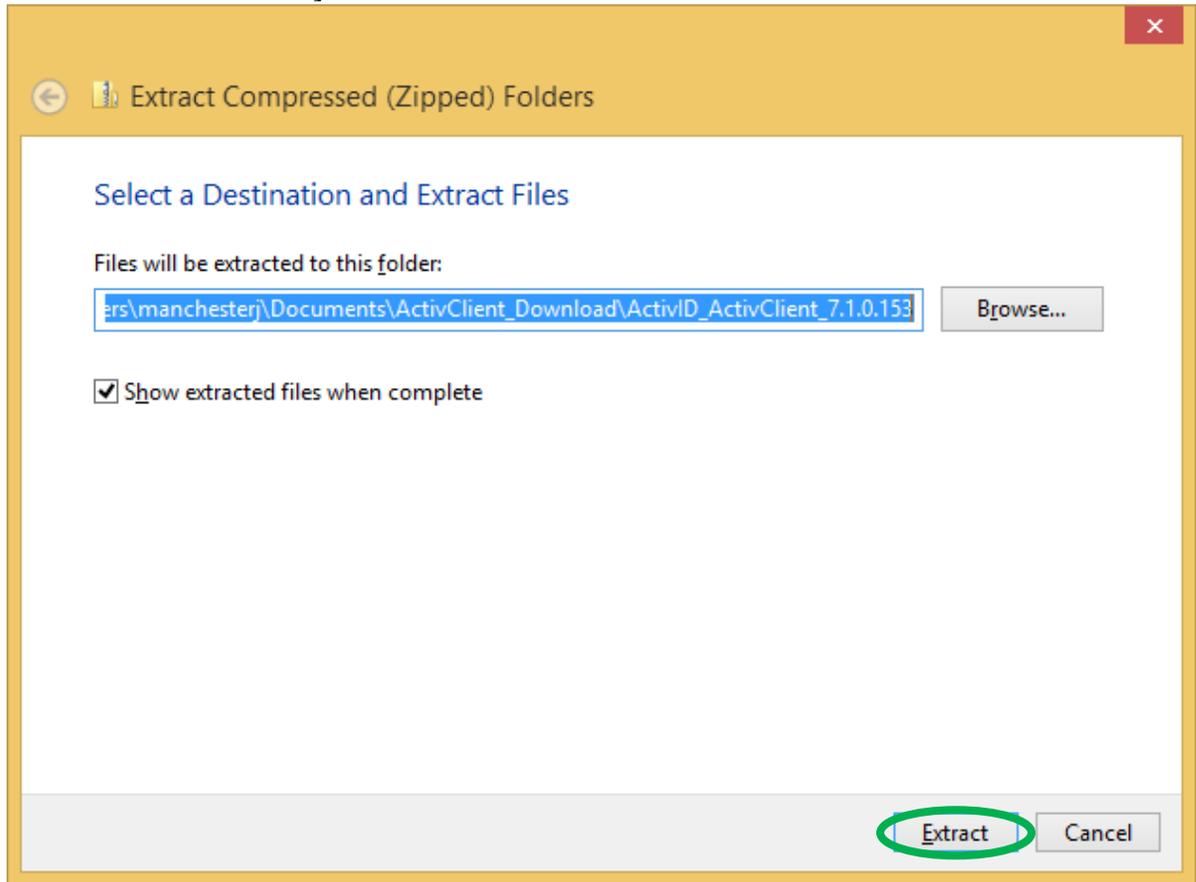
10. When the third file has finished downloading, click the **Open folder** button.
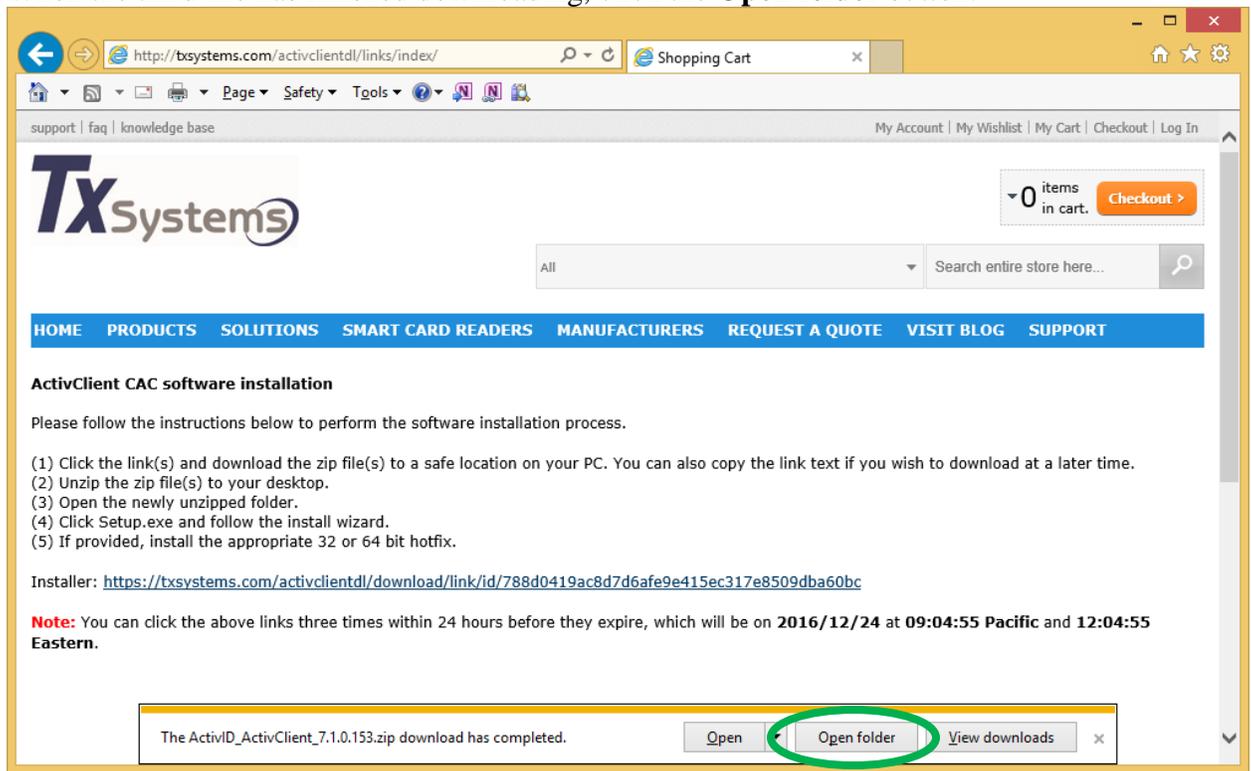

11. You should see 3 entries in the folder. First, you will want to extarct the base install program. Right-click the ac.activclient.disk file and select Extract All.. [Some computers may be able to install the base software without extracting the file, but we have found that best results are obtained by extracting the main install file before installing.]
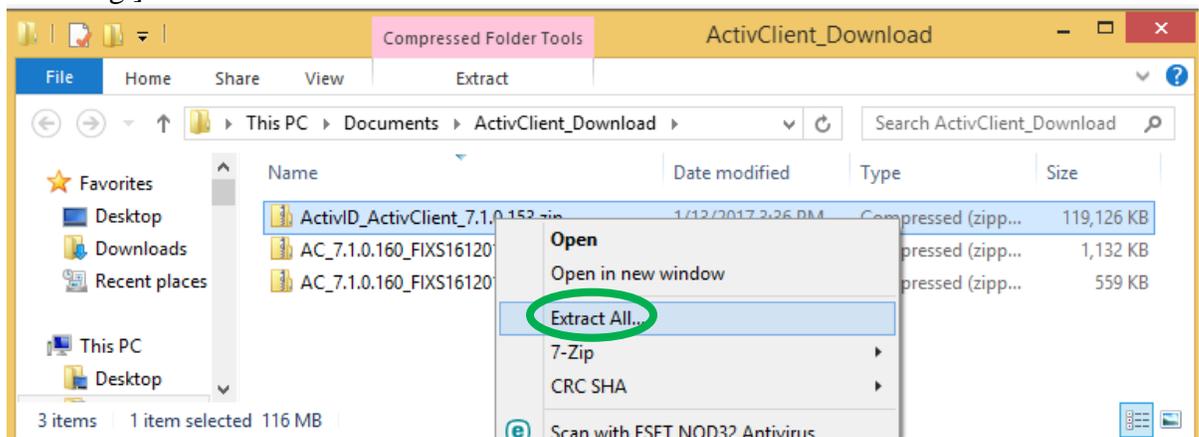
12. In the "Extract Compressed (Zipped) Folders" dialogue, keep the default settings and click the **Extract** button. [This will put the extracted folders in the same location as the downloaded folders.]

Extract Compressed (Zipped) Folders

Select a Destination and Extract Files

Files will be extracted to this folder:

ers\manchesterj\Documents\ActivClient_Download\ActivID_ActivClient_7.1.0.153   Browse...

☑ Show extracted files when complete

Extract   Cancel

13. When the extraction is complete, the extracted folder will open. <u>Plug in your card 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.
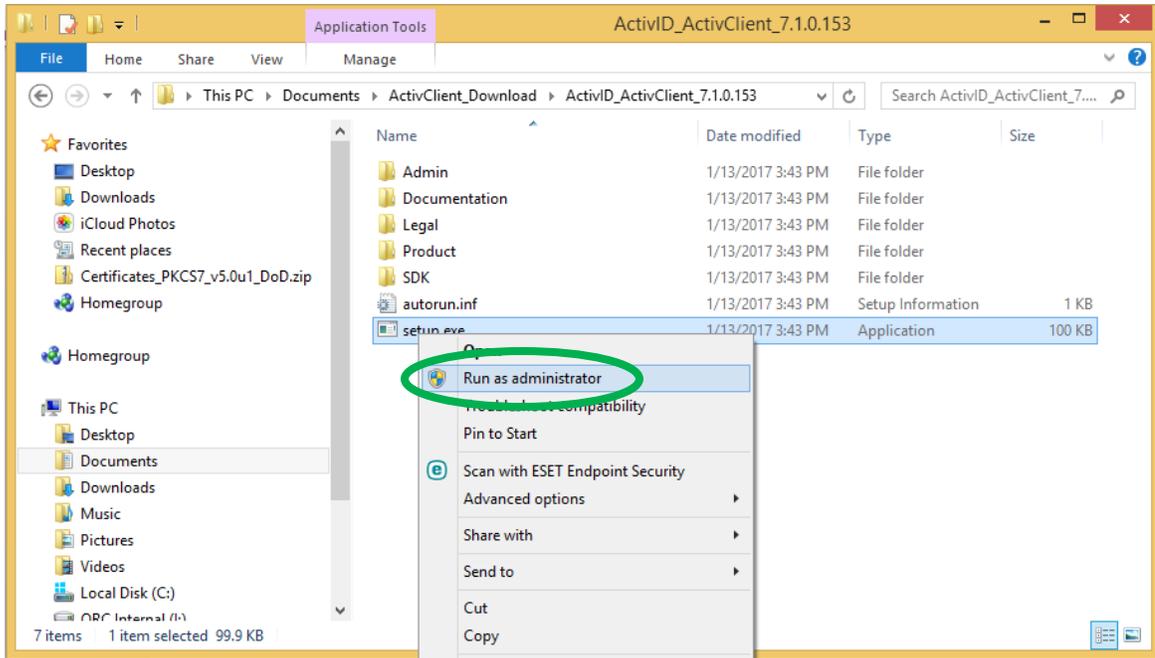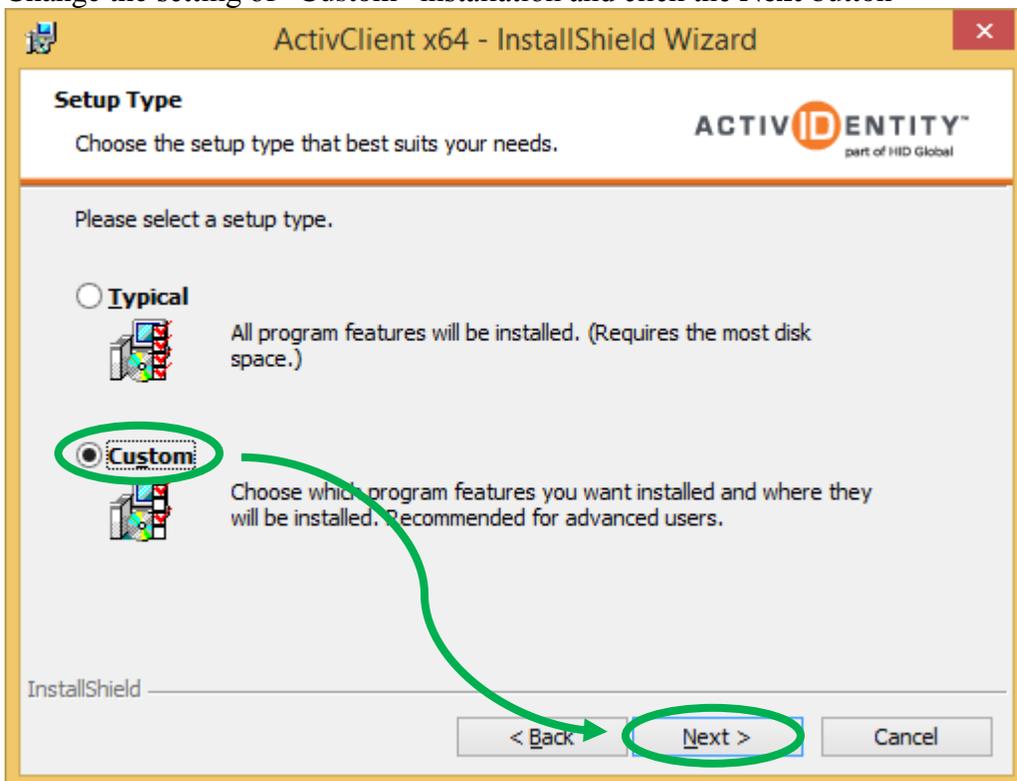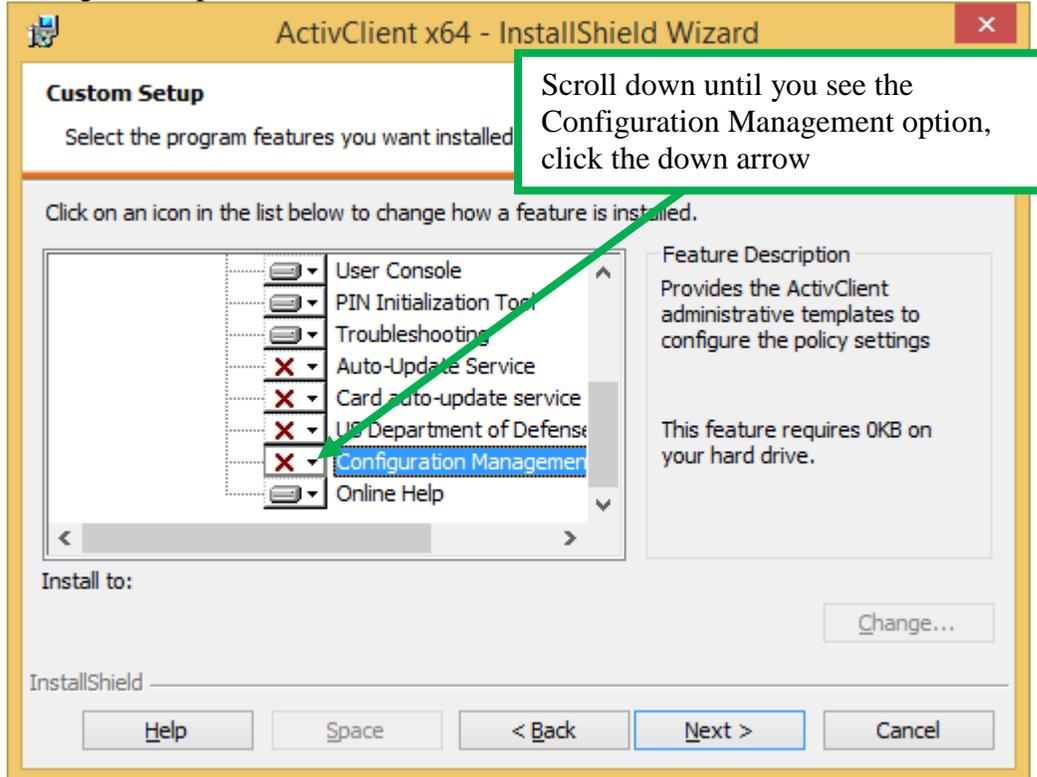

14. Click the **Next** button
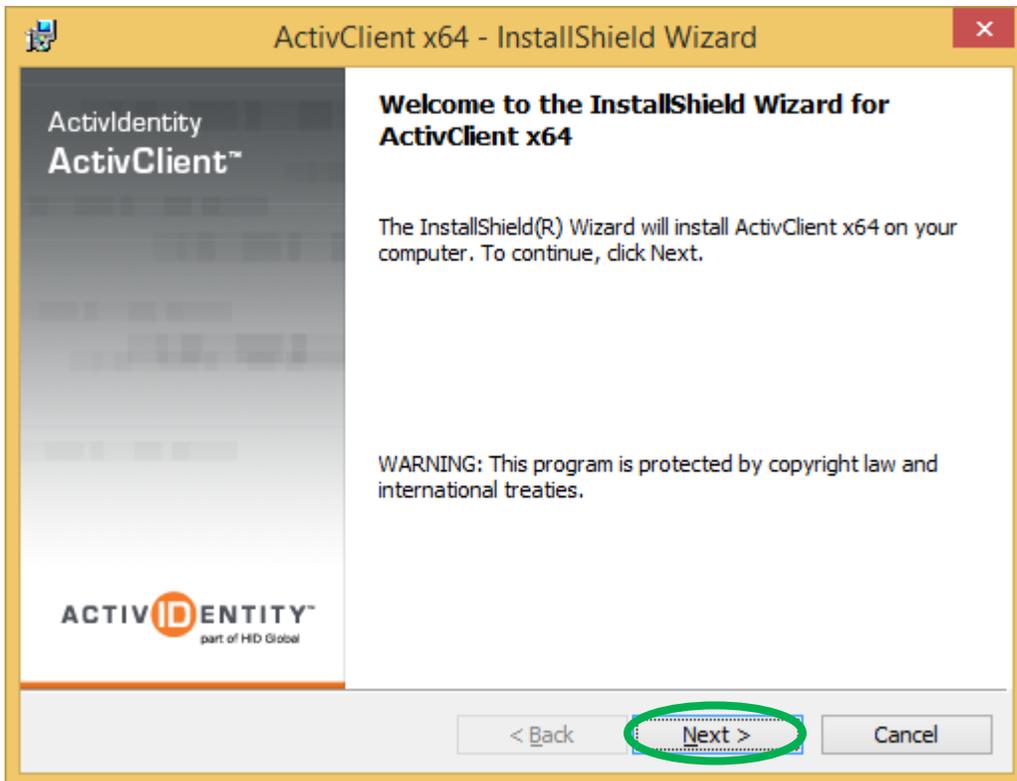
15. Accept the terms of the license agreement and then click the **Next** button.
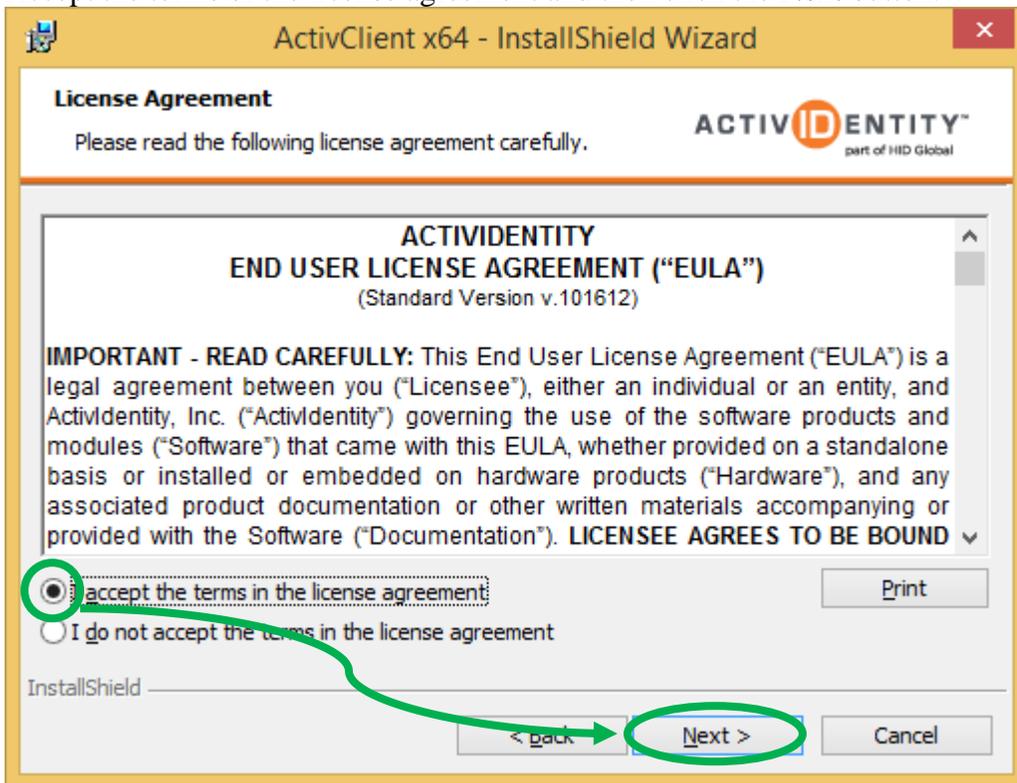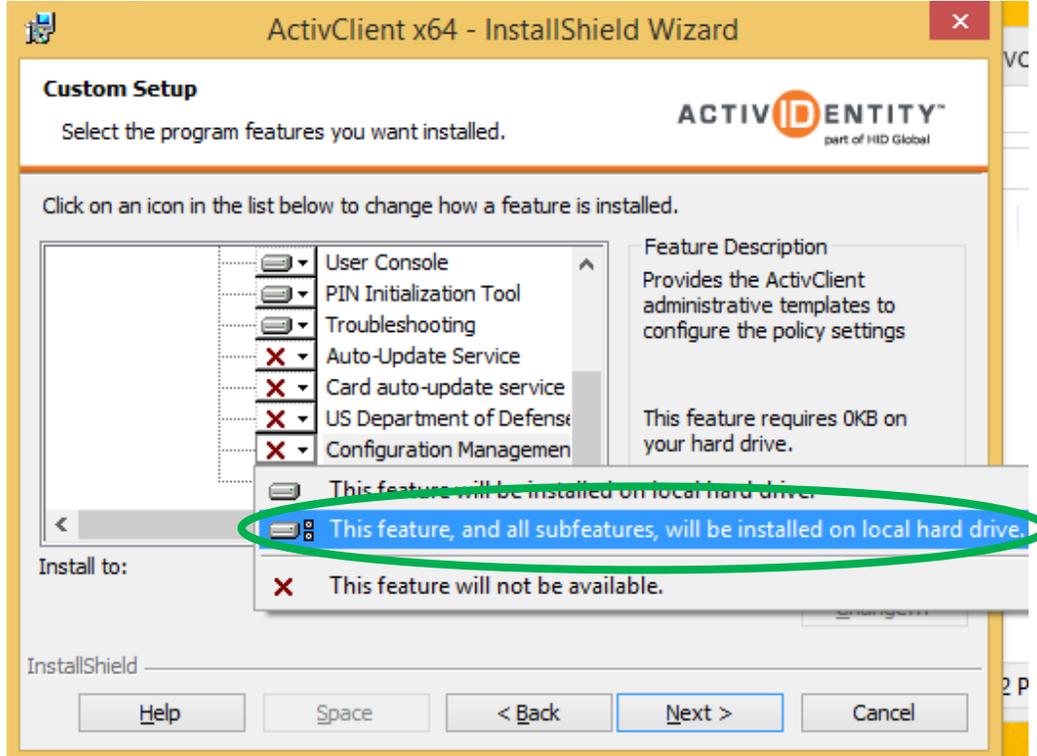

16. Change the setting of "Custom" installation and click the **Next** button
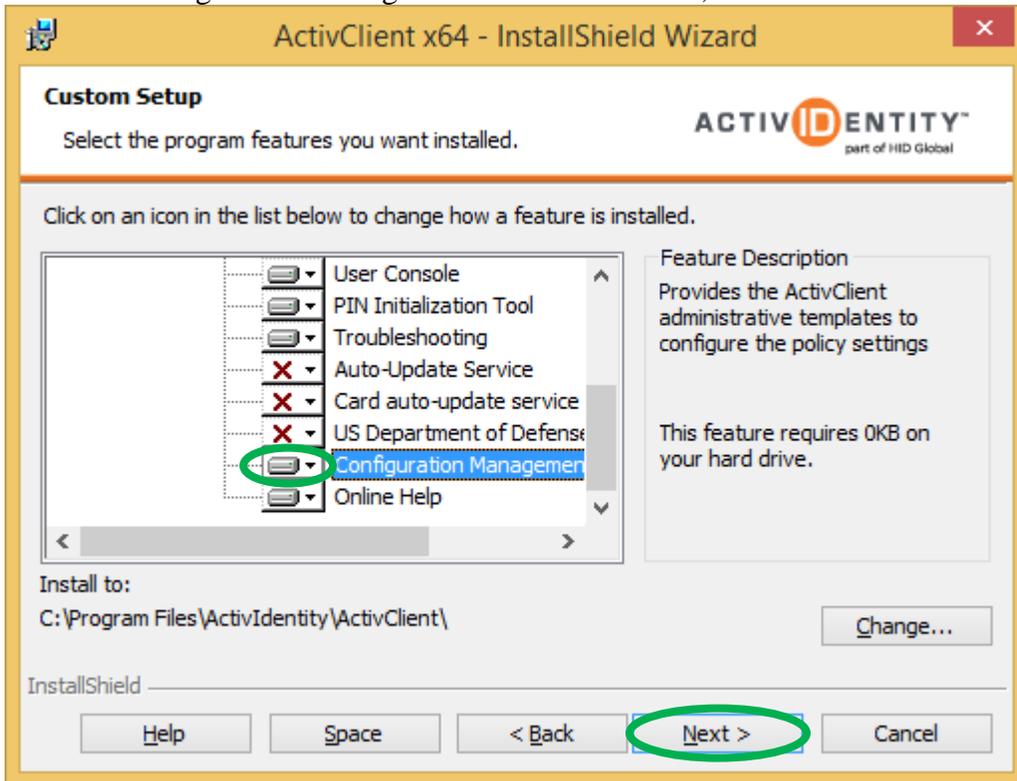
17. In the Custom Setup dialogue, scroll down until you see the Configuration Management option. Then click the down arrow next to it.
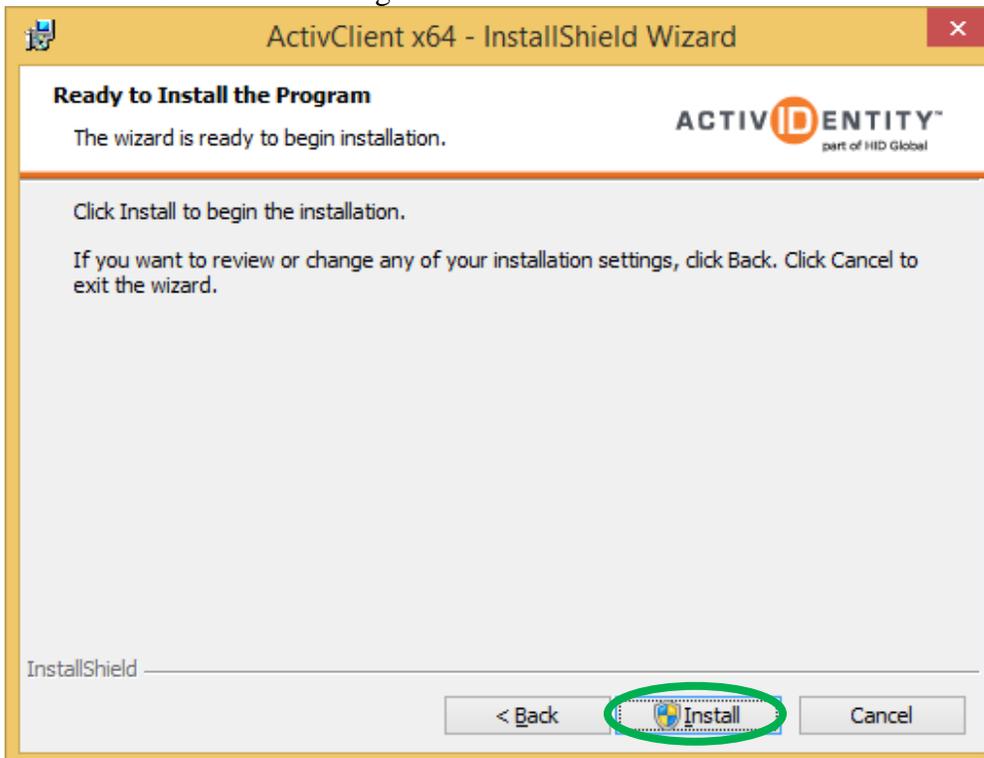

18. In the drop down menu, select, This feature and all sub-features, will be installed…
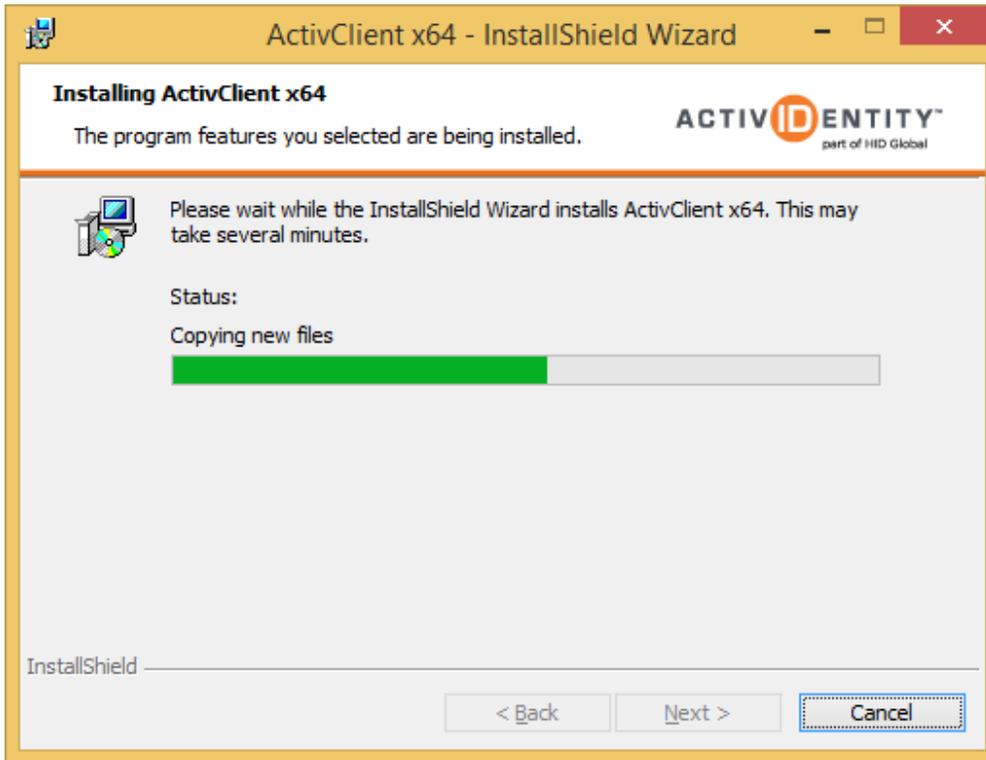
19. With the Configuration Management now set to install, click the **Next** button

20. Click the **Install** button to begin the installation.

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.


22. When the software finishes installing, <u>uncheck</u> the box to show the readme file and click the **Finish** button.
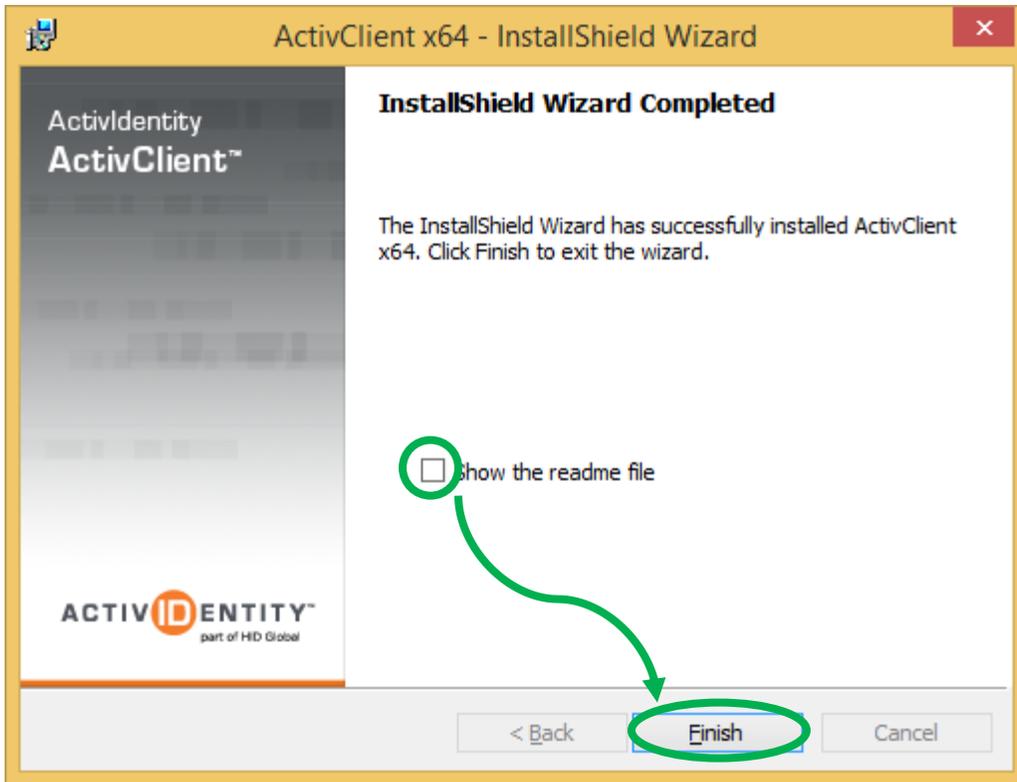
NOTE: If the Installation should "roll back" rather than finishing, please see the Troubleshooting section at the end of this document.

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

Use 'back' button to to get back to the folder where you saved the download files.
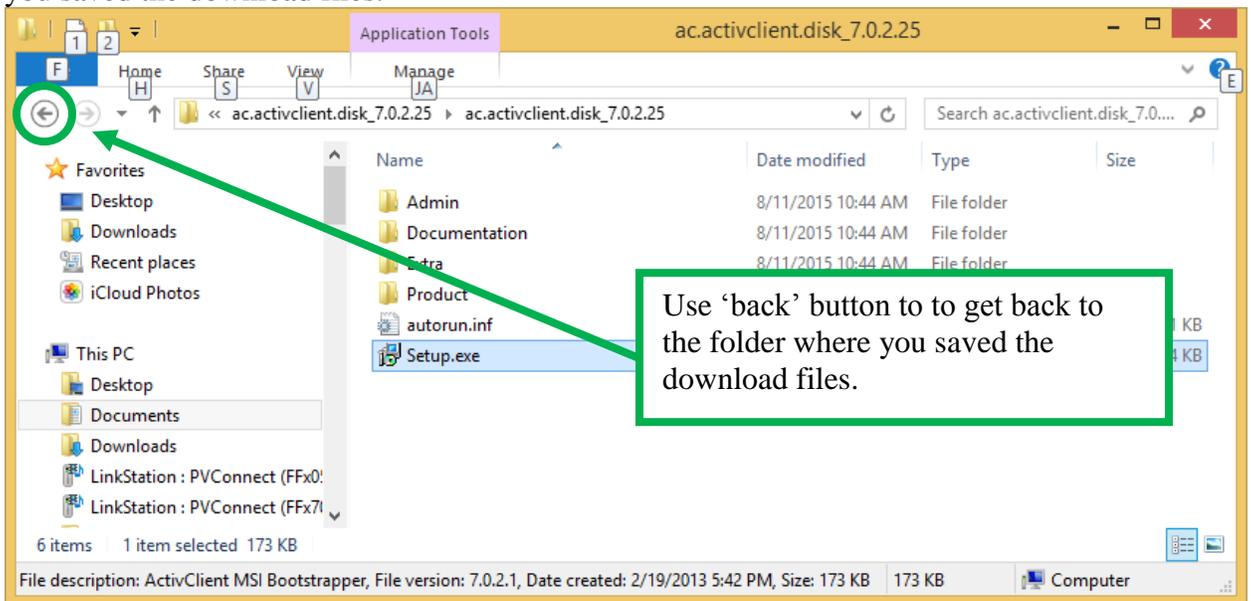
24. Run the hotfix (software update) files for your version of Windows. [This will be the x64 file in most cases (for 64 bit versions of Windows which is the most common;

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.]
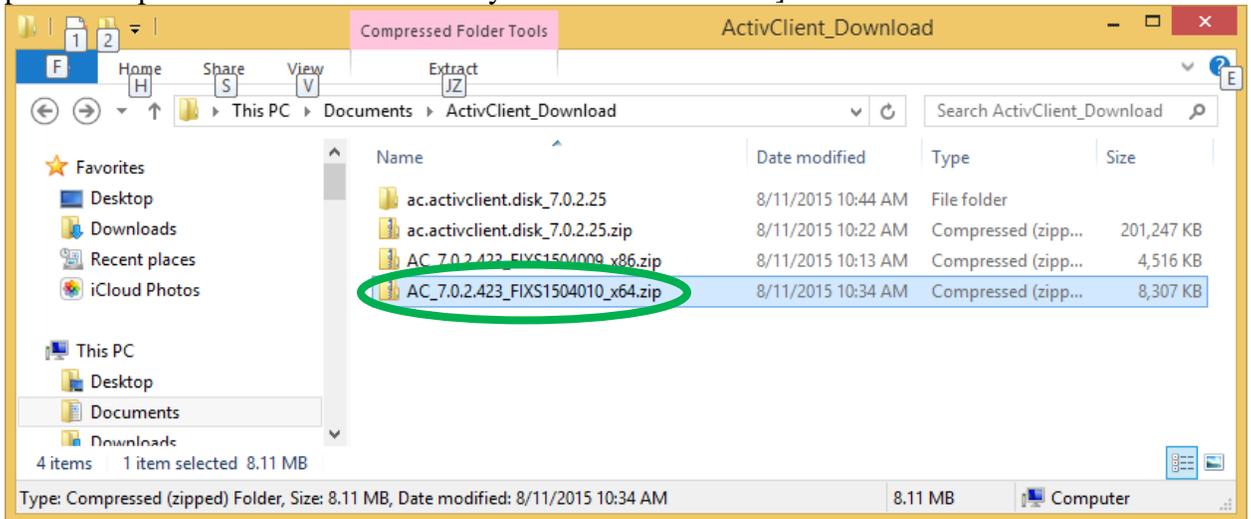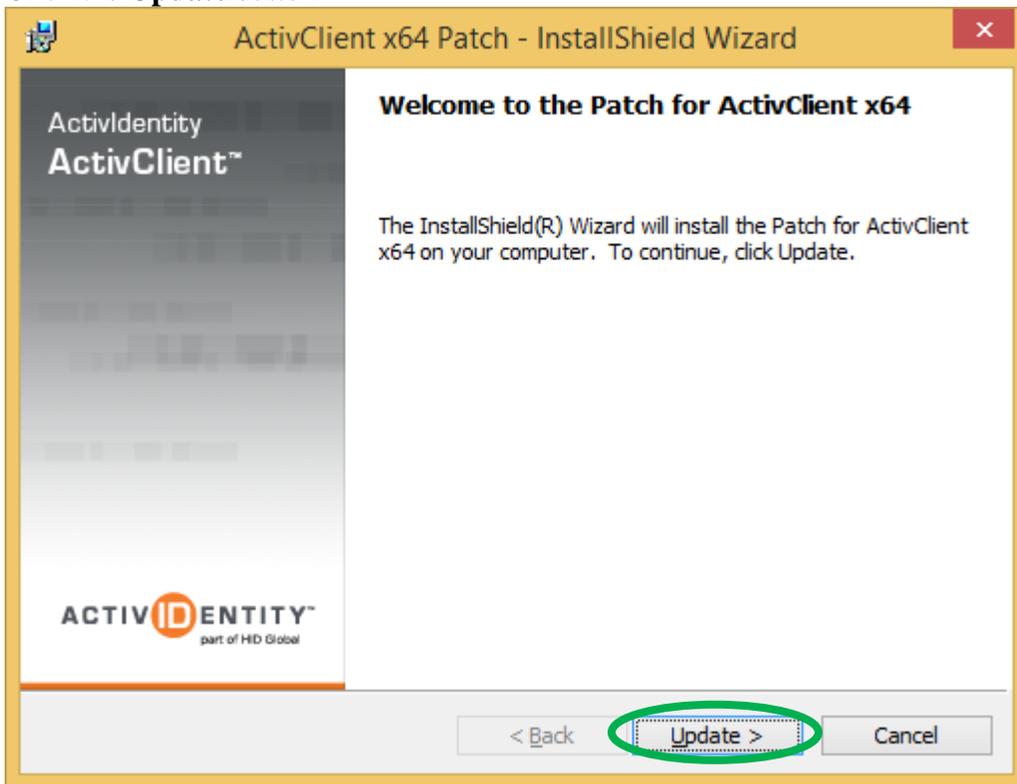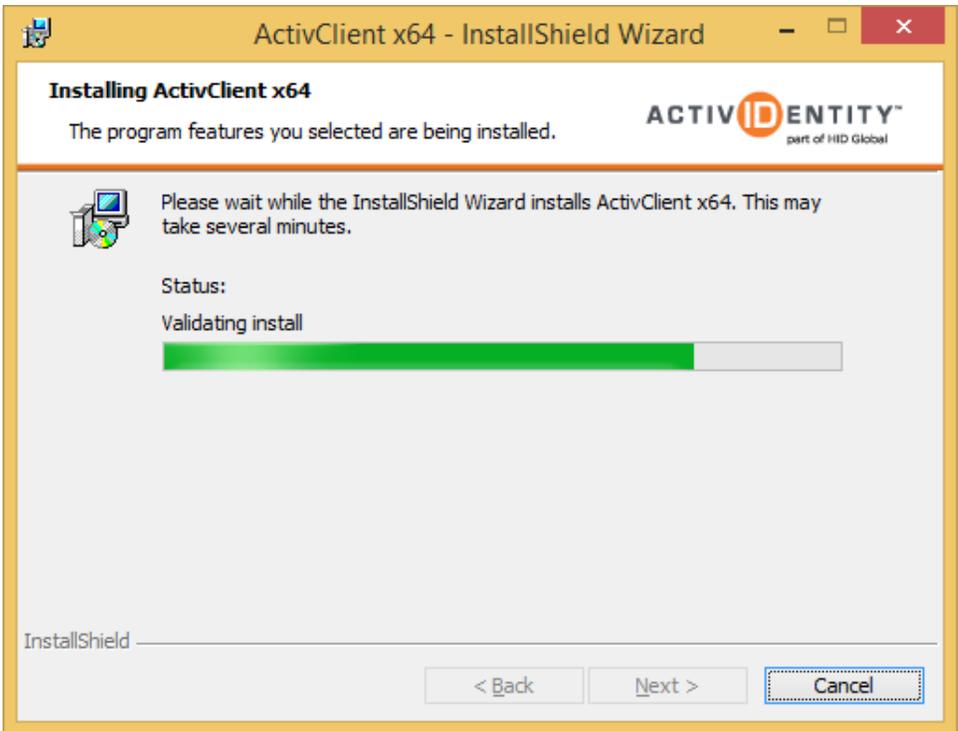

25. Double-click the FIXS… file to run the hotfix
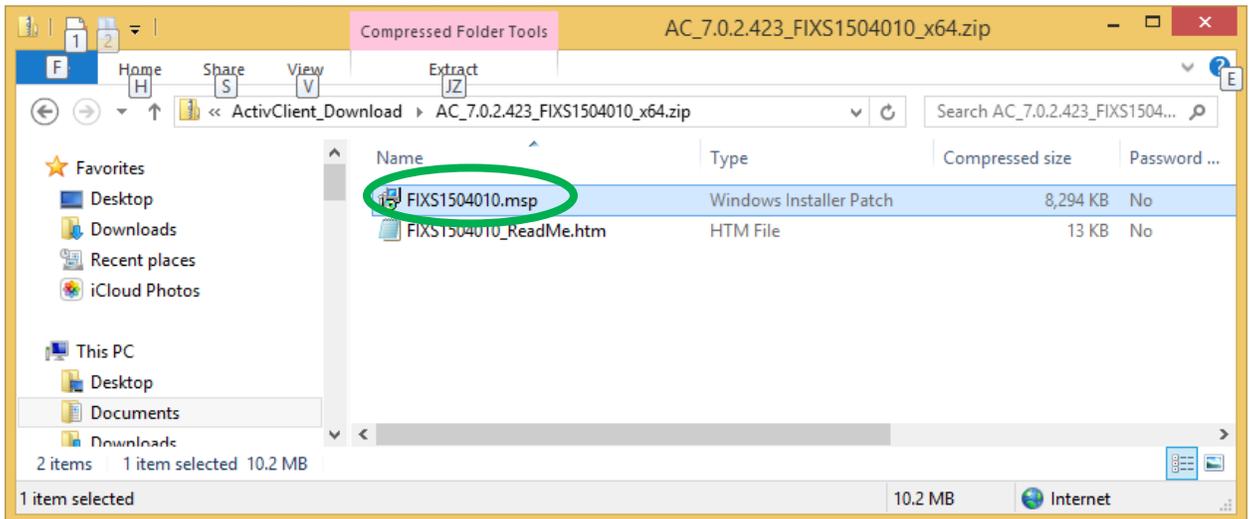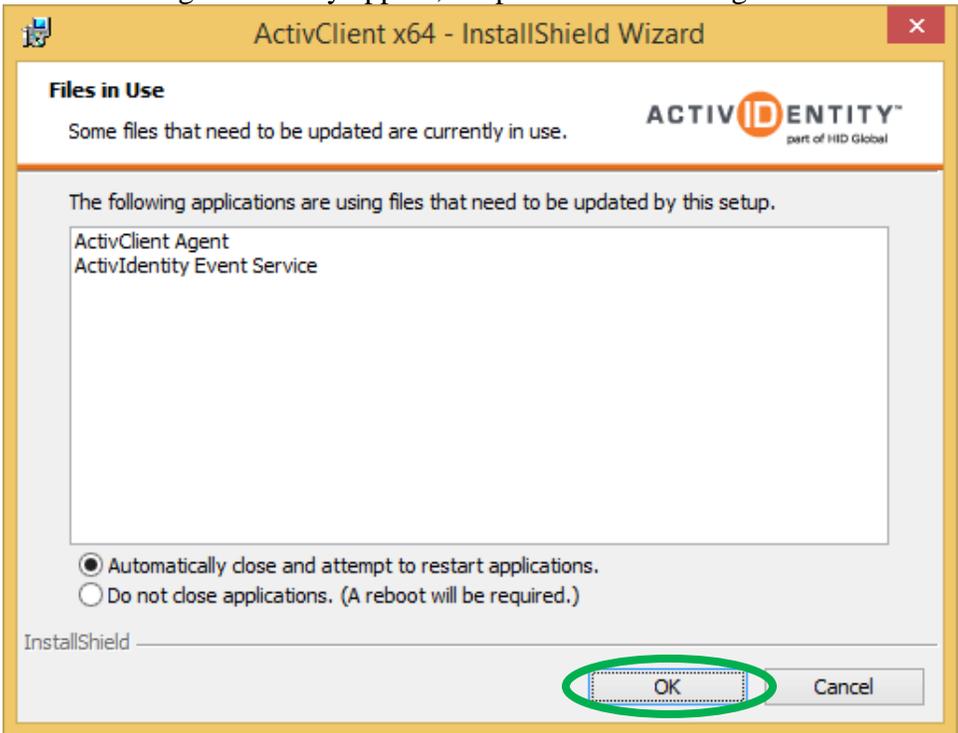

26. If prompted, click **Open**
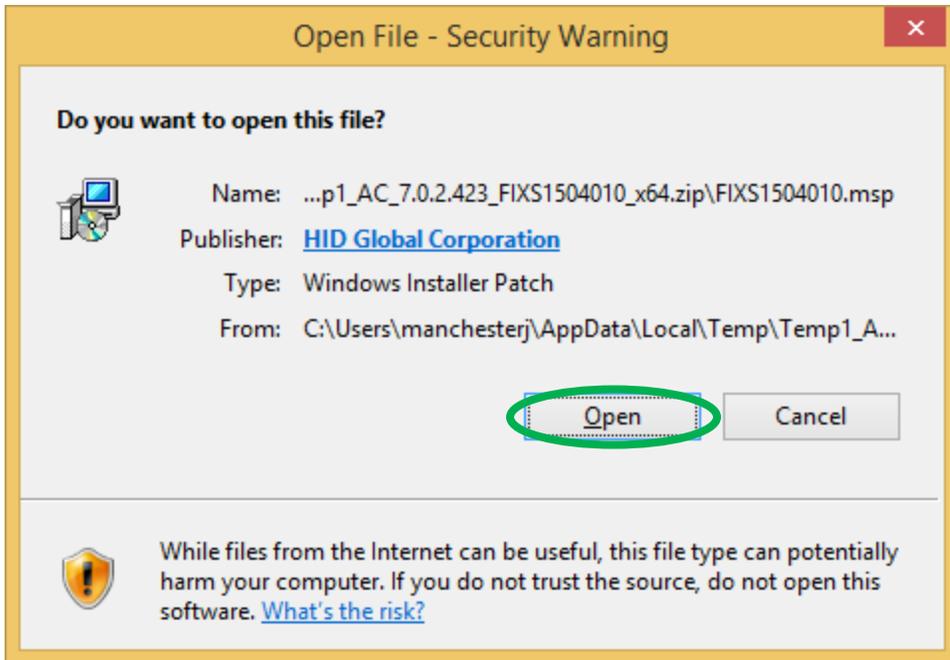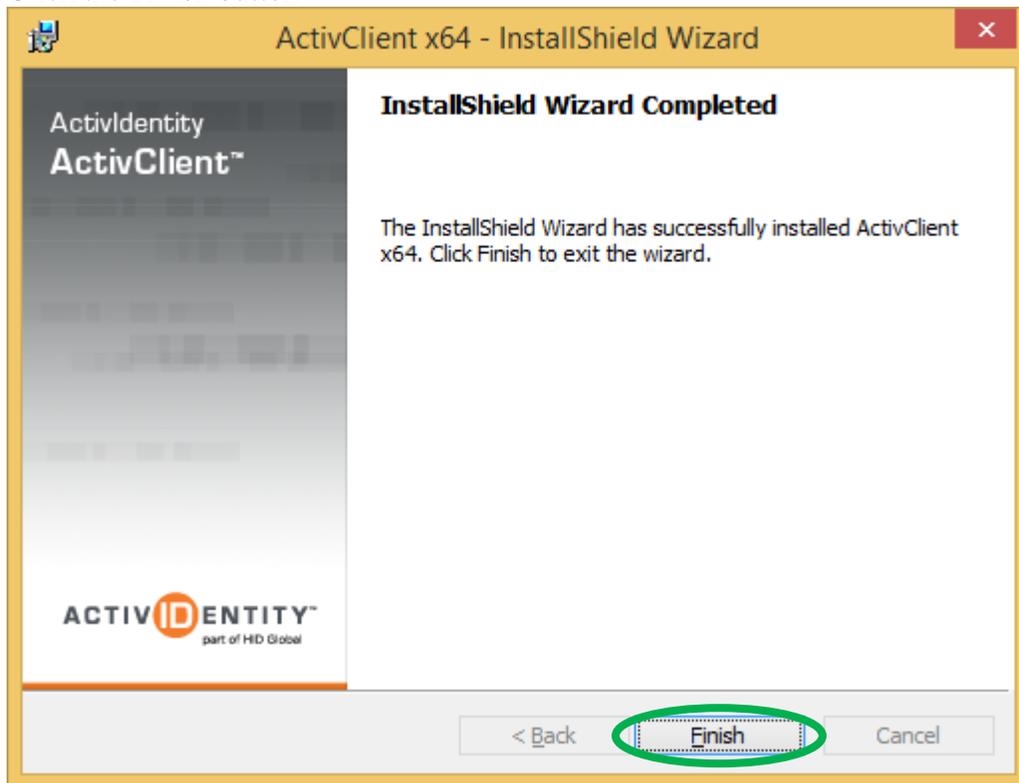
27. Click the **Update** button

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.

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

30. Click the Finish button

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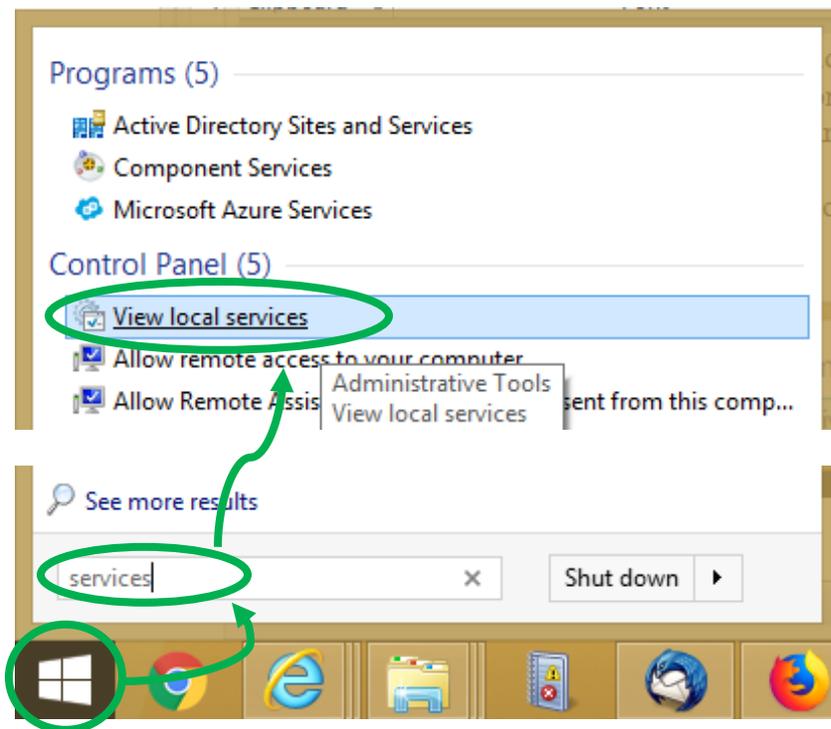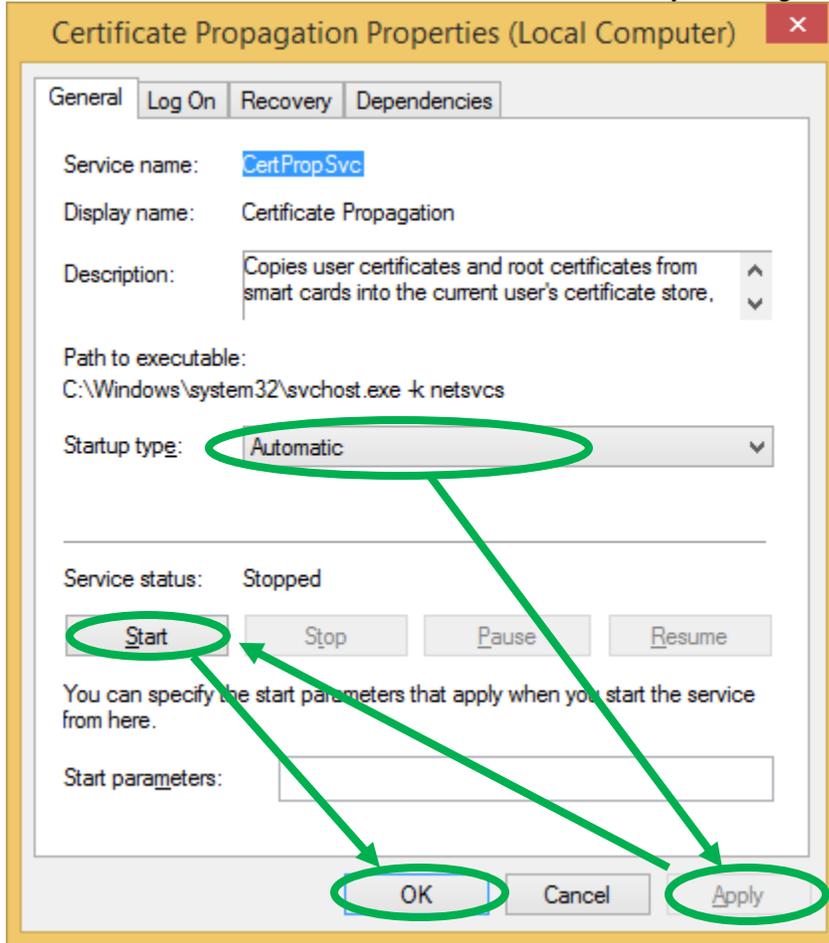
In the Services dialogue box, scroll down until you find Certificate Propagation and confirm that the service is Running and that the Startup Type is set to Automatic.
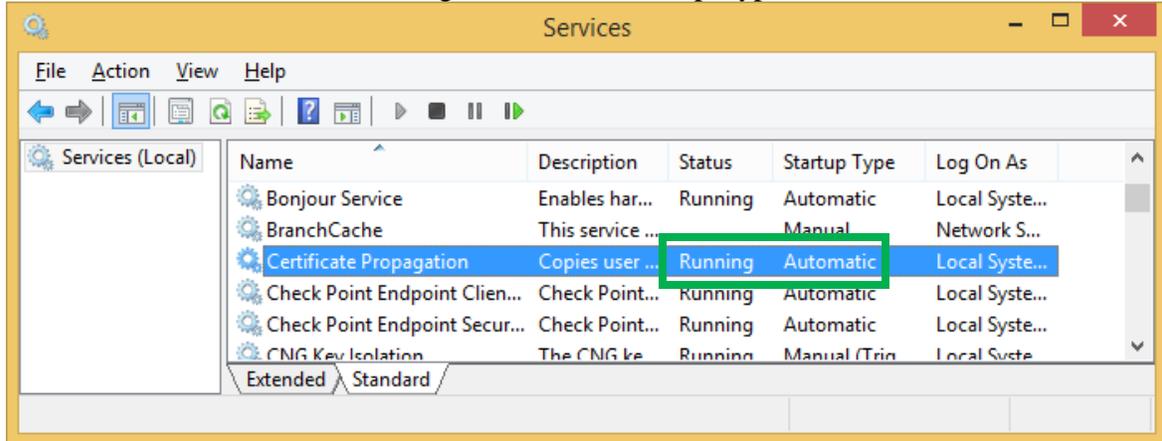

If the Certificate Propagation service is not Running and/or the Startup Type is not set to Automatic, right-click over Certificate Propagation and click Properties.
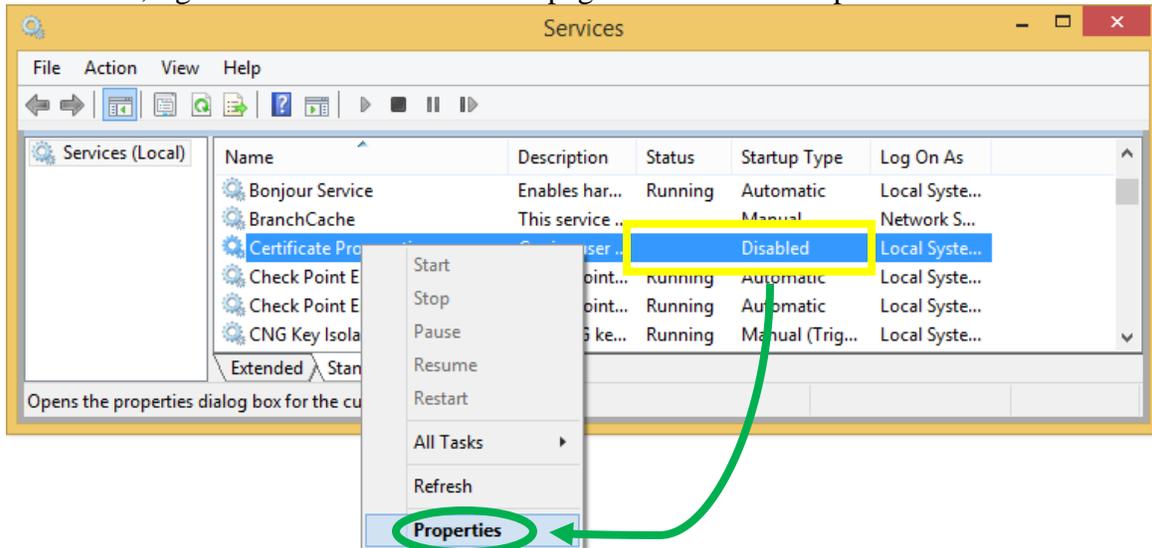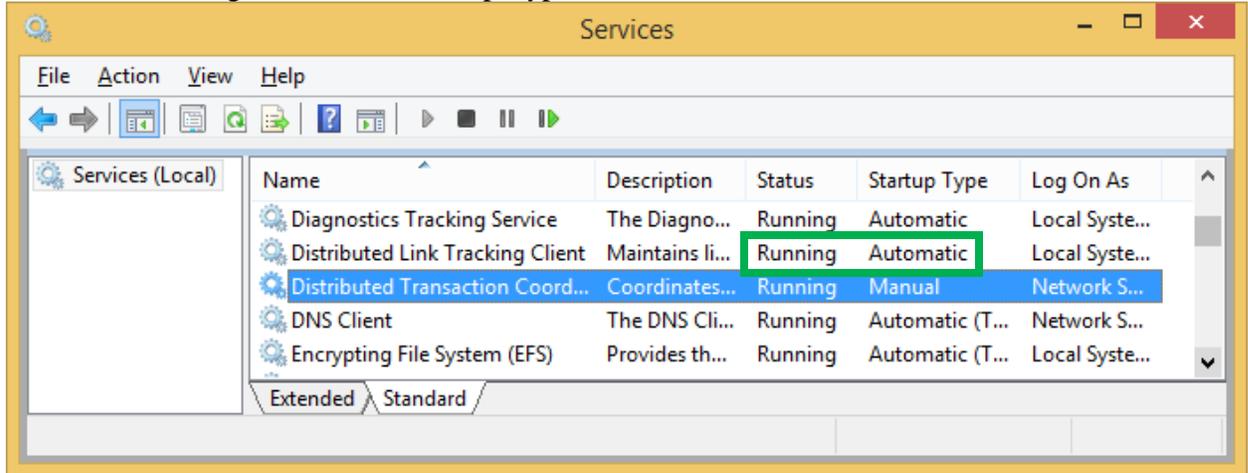
Set the Startup Type to Automatic (if not already Automatic), click the Apply button, then click the Start button if the service is not already running.
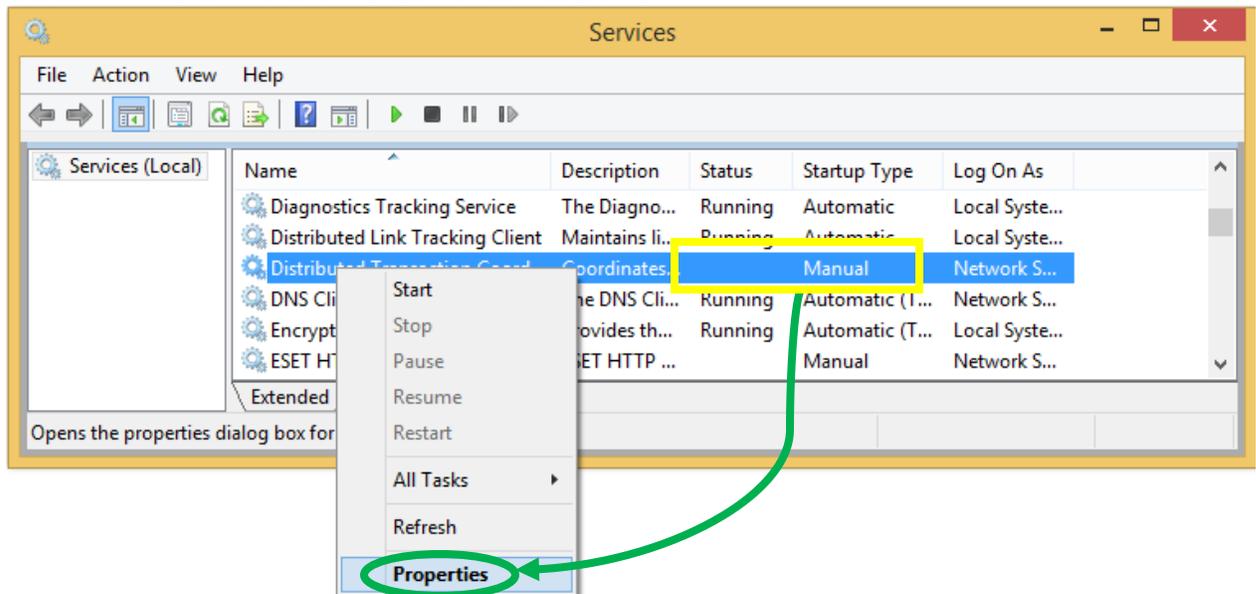

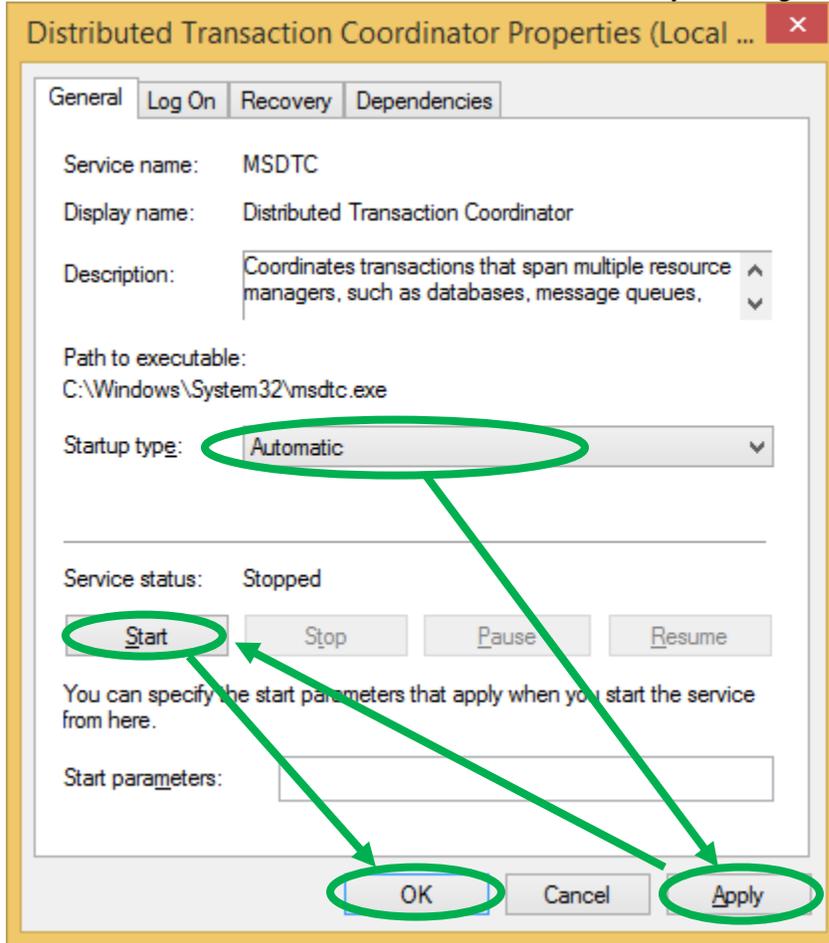The service should start and then display as "Running" as shown above.
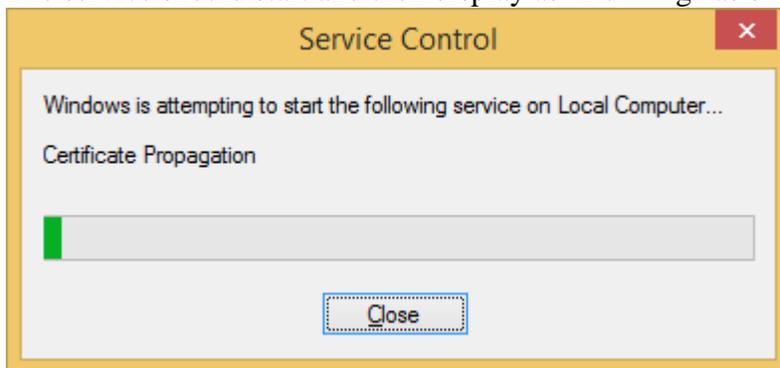
Next, scroll down until you find Distributed Transaction Coordinator and confirm that the service is Running and that the Startup Type is set to Automatic.
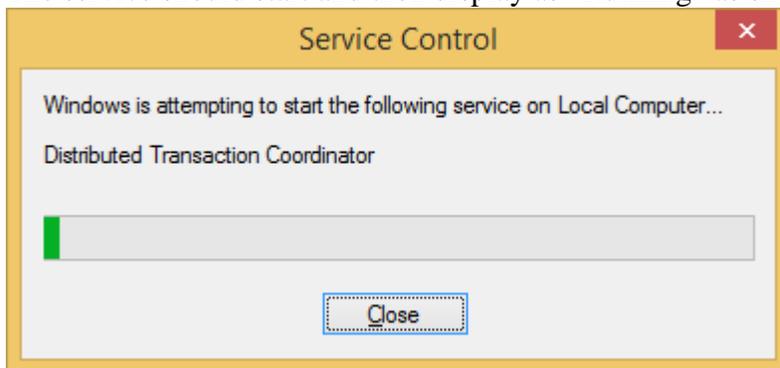

If the Distributed Transaction Coordinator service is not Running, right-click over Distributed Transaction Coordinator and click Start.
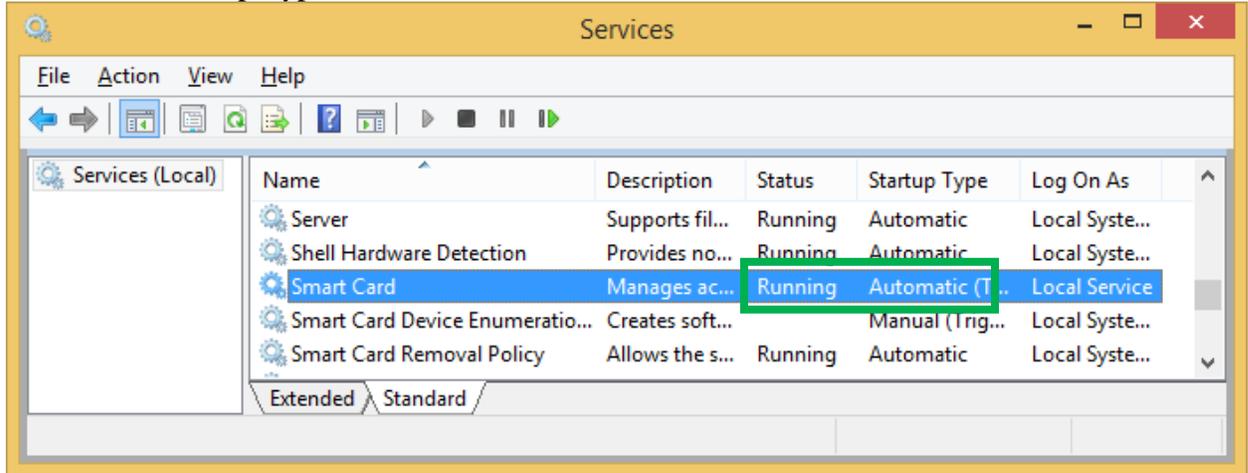
Set the Startup Type to Automatic (if not already Automatic), click the Apply button, then click the Start button if the service is not already running.
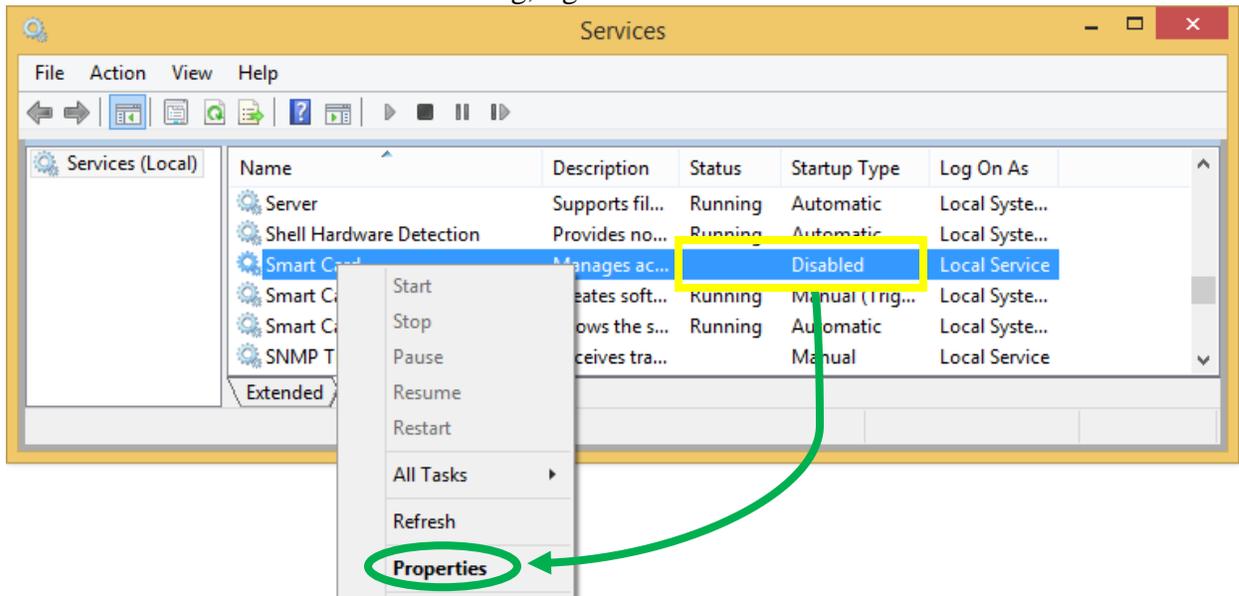

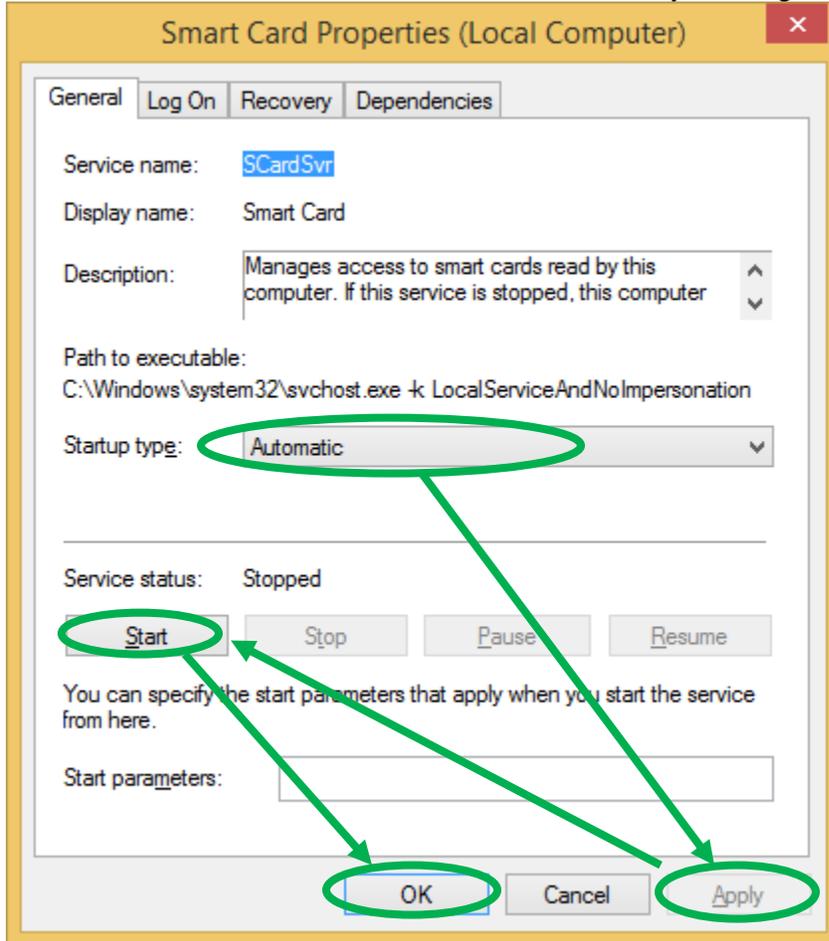The service should start and then display as "Running" as shown above.

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

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

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.

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