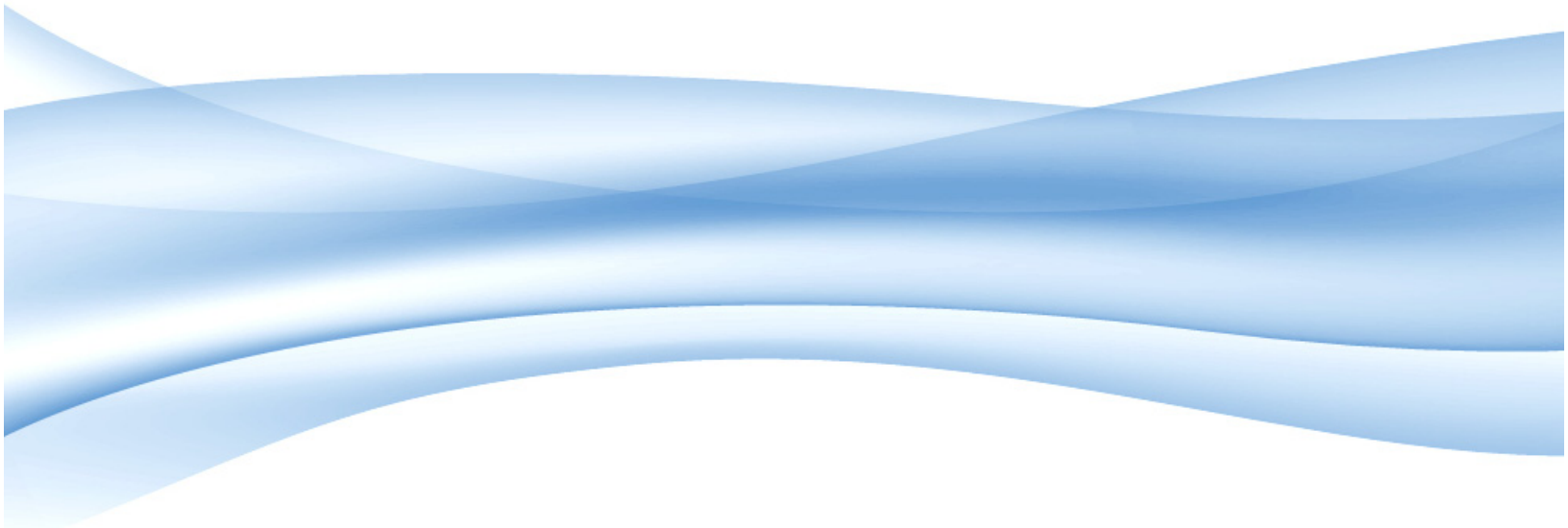


ActivClient

Installation Guide

Product Version: 6.1



Actividentity®

The trusted choice for identity assurance

Legal Information and Notice

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ActivClient Installation Guide

ActivClient

Installation Guide

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Chapter 1: Introduction

About this Guide

You are going to learn about the following topics:

- Install/Uninstall ActivClient
- Customize the installation
- Deploy ActivClient
- ActivIdentity Device Installer

Audience

- Network or system administrators
- IT support staff
- End users

Assumed knowledge and prerequisites

This document assumes the audience has a good computer knowledge and some understanding of Public Key Infrastructure.

Other documents

This Guide is part of ActivClient set of documents including:

- ActivClient Quick Start
- ActivClient User Guide
- ActivClient Overview
- ActivClient Installation Guide (this document)

Chapter 2: Install/Uninstall ActivClient

This section discusses the following topics:

- ["Installing ActivClient" on page 9](#)
- ["Upgrading ActivClient" on page 11](#)
- ["Uninstalling ActivClient" on page 16](#)

Installing ActivClient

This section explains how to locally install ActivClient. For information regarding remote installation, refer to *ActivClient Customization and Deployment Guide*.

To install ActivClient

Prerequisites

Make sure your system meets the following minimum requirements:

- You have access to ActivClient distribution through either the network or the ActivClient CD-ROM.
- You have local administrative rights on your workstation.
- Your workstation is configured with a supported operating system: Windows 2000 SP4, Windows XP SP1 or SP2, Windows Vista or Windows Server 2003. For more information, refer to ActivClient Overview .
- Your workstation is configured with Internet Explorer 5.5 SP2 or later.

Note: If your operating system is Windows 2003 Server x64 or Windows Vista x64, you will need to use ActivClient 6.1 64-bit Edition. Contact your ActivIdentity reseller for a copy of ActivClient 64-bit edition.

1. Insert your ActivClient CD-ROM. If the ActivClient Installer page does not appear automatically, run start.exe from the CD-ROM.
2. Click on **Quick Install** from the **Welcome Page** to start the installation procedure.

–Or–

Run Setup.exe located in the \Product folder of the CD-ROM.

If needed, your system is updated automatically with:

- Microsoft Visual C++ 2005 run-time libraries
- Windows Installer 3.1

The Welcome to the InstallShield Wizard is displayed.

3. Click **Next**.

The **License Agreement** page is displayed.

4. Read the license agreement then do one of the following:

- If you wish to proceed with the execution of the License Agreement, select **I accept the terms in the license agreement**, and click **Next**.
- If you do not wish to proceed with the execution of the License Agreement, select **Cancel** to quit the setup.

The **Setup Type** page is displayed.

5. Leave the setup type at the default setting (Typical), and click **Next**. If you want to choose which feature to install click **Custom** and see [Chapter 3, "Customize installation" on page 17](#).



6. Click **Install** on the **Ready To Install the Program** page.

The **Setup Progress** page is displayed. The progress may take several minutes.

7. Once the setup is completed, the **InstallShield Wizard Completed** page is displayed. Click **Finish**.
8. Select the **Show the readme file** check box to automatically view ActivClient Readme file.

- Note:**
- In order to benefit from all ActivClient features right away, it is suggested you restart your workstation after the installation is complete.
 - If you use an Actividentity smart card reader or ActivKey USB token, the device driver may be already available on your system, or you may need to install it using the Actividentity Device Installer. Refer to ["Actividentity Device Installer" on page 27](#).

Upgrading ActivClient

ActivClient 6.1 setup allows you to upgrade automatically from the following versions:

- ActivCard Gold 2.2 CAC
- ActivCard Gold 2.3.1
- ActivCard Gold for CAC PKI Only 3.0
- ActivClient 5.3.1 PKI Only
- ActivClient 5.4 PKI Only
- ActivClient Mini 5.5
- ActivClient PKI 6.0
- ActivClient CAC 6.0

The ActivClient setup automatically detects the previous version and upgrades it during install. You do not need to uninstall the previous version. If you had customized the previous ActivClient version (by specifying which components to install, or by updating some configuration options), these relevant settings will be preserved after the upgrade. However, this is not applicable to upgrades from ActivCard Gold.

Note: For other versions of ActivCard Gold or ActivClient, you need to uninstall them prior to installing ActivClient 6.1.

To upgrade ActivClient

Prerequisites

- You have access to ActivClient distribution through either the network or the ActivClient CD-ROM.
 - You have local administrative rights on your workstation.
 - Your workstation is configured with a supported operating system: Windows 2000 SP4, Windows XP SP1 or SP2, Windows Vista or Windows Server 2003. For more information, refer to ActivClient Overview .
 - Your workstation is configured with Explorer 5.5 SP2 or later.
 - A previous ActivClient version is installed (see list above).
1. Insert your ActivClient CD-ROM. If the **ActivClient Installer** page does not appear automatically, run start.exe.
 2. Click on **Quick Install** from the **Welcome** Page to start the installation procedure.

–Or–

Run Setup.exe located in the \Product folder of the CD-ROM.

If needed, your system is automatically updated with:

- Microsoft Visual C++ 2005 run-time libraries
- Windows Installer 3.1

The **Welcome to the InstallShield Wizard** page is displayed.

3. Click **Next**.

The **License Agreement** page is displayed.

4. Read the license agreement :

- If you wish to proceed with the execution of the **License Agreement**, select **I accept the terms in the license agreement**, and click **Next**.
- If you do not wish to proceed with the execution of the License Agreement, select **Cancel** to quit the setup.

5. Click **Install** on the **Ready To Install the Program** page.

The **Setup Progress** page is displayed. The progress may take several minutes.

Once the setup completed, the **InstallShield Wizard Completed** page is displayed.

6. Click **Finish**.

7. Select the **Show the readme file** check box to automatically view the ActivClient Readme file.

An ActivClient Installation message is displayed. ActivClient setup offers you to start the ActivIdentity Device Installer 2.0. For more information, refer to ["ActivIdentity Device Installer" on page 27](#). It is recommended to upgrade your drivers if you are using an ActivIdentity smart card reader or ActivKey USB token.

8. Click **Yes** to upgrade your drivers or click **No** to complete your installation without upgrading your drivers.

Important: If you use an Actividentity smart card reader or ActivKey USB token and choose not to install its driver using the Actividentity Device Installer prior to restarting your workstation, your previously installed drivers may stop working after reboot and you may not be able to log on.

Actividentity Device Installer 2.0 is started.

9. When the **Welcome to the InstallShield Wizard** page is displayed, click **Next**.

The **License Agreement** page is displayed.

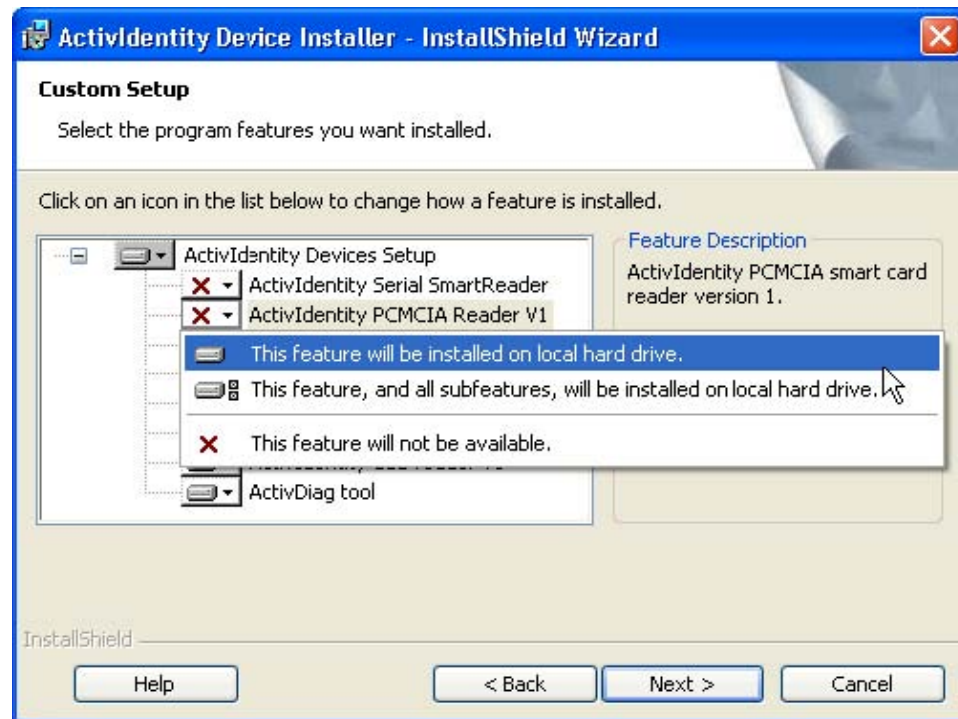
10. Read the license agreement:

- If you wish to proceed with the execution of the License Agreement, select **I accept the terms in the license agreement**, and click **Next**.
- If you do not wish to proceed with the execution of the License Agreement, select **Cancel** to quit the setup

11. Click **Install** on the **Ready To Install the Program** page.

The **Custom setup** page is displayed.

12. Select the reader driver for the devices you are using and click **Next**.



The **Setup Progress** page is displayed. The progress may take several minutes.

Once the setup has completed, the **InstallShield Wizard Completed** page is displayed.

13. Disconnect and reconnect the smart card reader device from your workstation if you use an ActivIdentity smart card reader or ActivKey products.
14. Wait for the **Your new hardware is installed and ready to use** notification balloon to appear and click on **Finish**.
15. Select the **Show the readme file** check box to automatically view the ActivIdentity Device Installer Readme file.
16. Click **Yes** when asked to restart your machine.

Uninstalling ActivClient

To uninstall ActivClient

Prerequisites

Prior to uninstalling ActivClient, it is recommended to:

- Close Firefox, Thunderbird, Mozilla or Netscape if one of them is running.
- Remove all smart cards from smart card readers

1. From the Start, Settings, Control Panel menu, go to the **Add/Remove Programs** window.
2. Select ActivClient and click **Remove**.

A confirmation message is displayed.

3. Confirm your choice and click **Yes**.
4. Click **Yes** when asked to restart your machine.

Chapter 3: Customize ActivClient installation

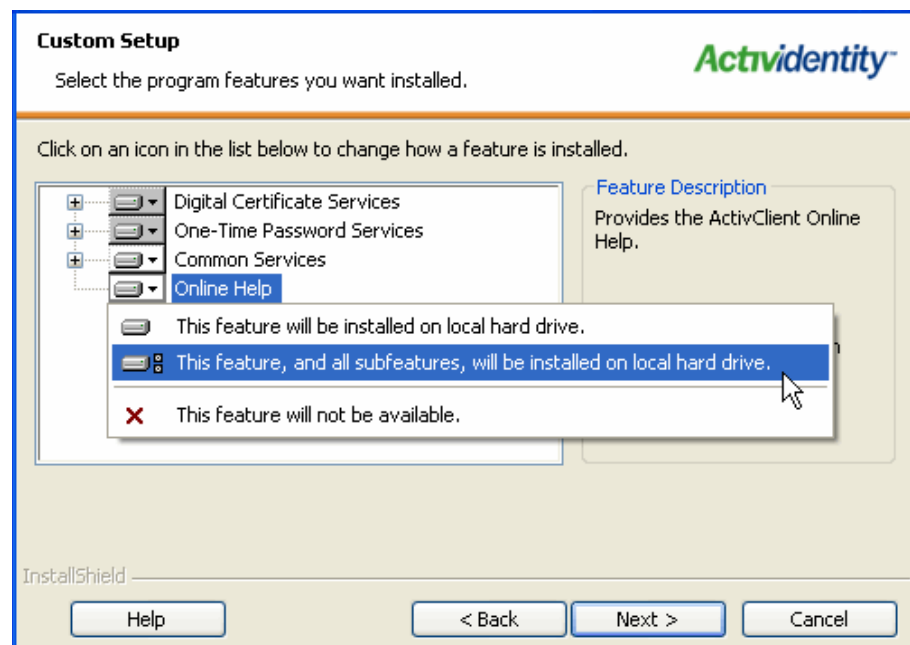
This section discusses the following topics:

- ["Customize installation" on page 17](#)
- ["Components and sub-components" on page 18](#)
- ["Add/remove components and sub-components" on page 22](#)

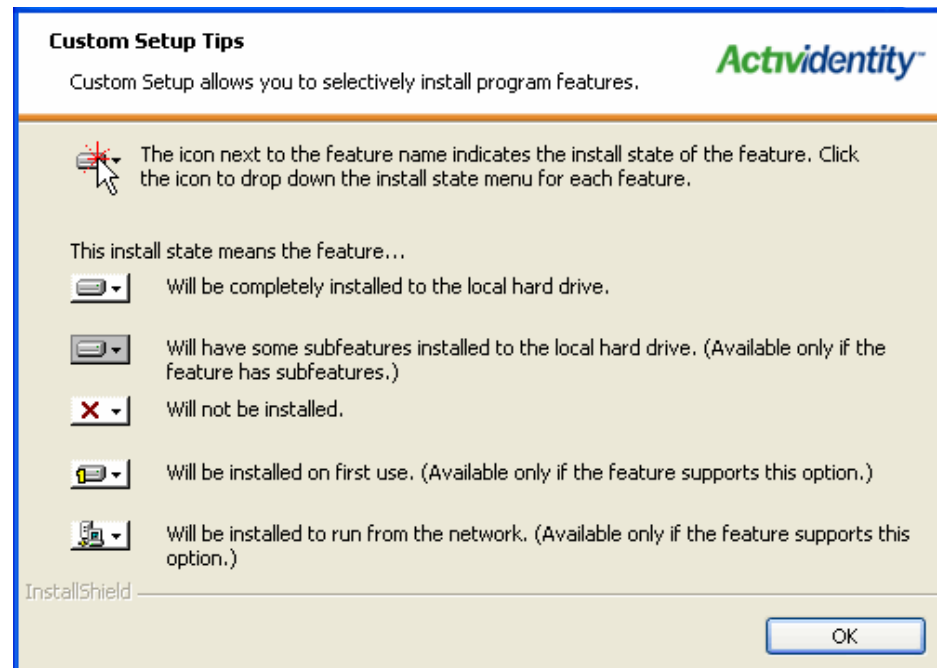
Customize installation

1. Follow steps 1 to 4 from the previous procedure described in ["Installing ActivClient" on page 9](#).
2. When the **Setup Type** page is displayed, select **Custom**, and then click **Next**.

The **Custom Setup** page is displayed.



3. Select the program feature you want to install from the list. Refer to the complete list of available components and subcomponents, see ["Components and sub-components" on page 18](#)



Note: Use the **Custom Setup Tips** to help you install program features. To do this, click on the **Help** button. The **Custom Setup Tips** dialog box is displayed.

4. Click **Next** to go to next step. The **Ready to Install the Program** page is displayed.
5. Click **Install**.
6. When the **InstallShield Wizard Completed** page is displayed, click **Finish**.
7. Select the **Show the readme file** check box to automatically view the readme file.

Note: To benefit from all ActivClient's features, it is suggested to reboot your machine after installation is complete.

Components and sub-components

When you perform a "typical" setup, ActivClient determines automatically which components to install based on your workstation environment. However, you may decide to select which components (and sub-components) to install or not install using a Custom setup. The following section lists all components and sub-components.

Digital certificate services

This feature:

- Provides smart card support for Digital Certificate Services
- Is installed by default.
- Includes the following 5 sub-components:

Microsoft CAPI support

This feature

- Provides smart card support for applications relying on Microsoft CAPI (such as Windows PKI Login, Internet Explorer, Outlook, etc...).
- Is installed by default.

Microsoft Outlook usability enhancements

This feature:

- Eases the configuration of digital certificates in Microsoft Outlook.
- Is installed by default if Microsoft Outlook is installed.

Firefox, Thunderbird, Mozilla and Netscape support

This feature:

- Provides smart card support for SSL client authentication in: Mozilla Firefox, Mozilla and Netscape.
- Provides smart card support for e-mail signing and decryption in: Netscape Messenger and Thunderbird.
- Is installed by default only if at least one of the following application is installed: Netscape, Mozilla Firefox, Mozilla and Thunderbird.

- Important:**
- During setup, you must close Firefox, Thunderbird, Mozilla and Netscape.
 - Prior to installing this feature, a user account must have been created (only for Netscape and Thunderbird).

Entrust Entelligence Desktop Solution support

This feature:

- Provides PKI services with Entrust Entelligence Desktop Solution.
- Is installed by default only if Entrust Entelligence software is installed.

PKCS#11 support

This feature:

- Installs the ActivClient SDK PKCS#11 library for compatibility with some applications providing smart card support via the PKCS#11 API.
- Is installed by default.

One-Time Password services

This feature:

- Provides support for OTP services.
- Is installed by default.
- Installs OTP support in ActivClient User Console, and ActivClient Agent.

Check Point VPN-1 support

This feature:

- Provides support for Check Point VPN-1 via the Check Point SAA API.
- Is installed only if Check Point VPN-1 SecuRemote/SecureClient is installed.

Common services

This feature provides Activclient core components required by all Activclient Services:

User console

- Enables end-users to manage their smart card and credentials.

- Is installed by default.

PIN Initialization Tool

- Enables end-users to initialize and reformat their smart card and PIN code.
- Is installed by default.

PIN Change Tool

- Enables changing the smart card PIN code.
- Is installed by default.

ActivClient Agent

- Displays smart card and smart card reader status in the Windows system tray.
- Is installed by default.

Advanced Configuration Manager

- Provides ActivClient configuration options for administrators.
- Is installed by default.

Troubleshooting and Advanced Diagnostics

- Provides tools to troubleshoot and diagnose ActivClient issues.
- Is installed by default.

Auto-Update Service

- Provides support for ActivClient software automatic updates if configured in your company.
- Is not installed by default.

Online Help

- Provides ActivClient Online help.

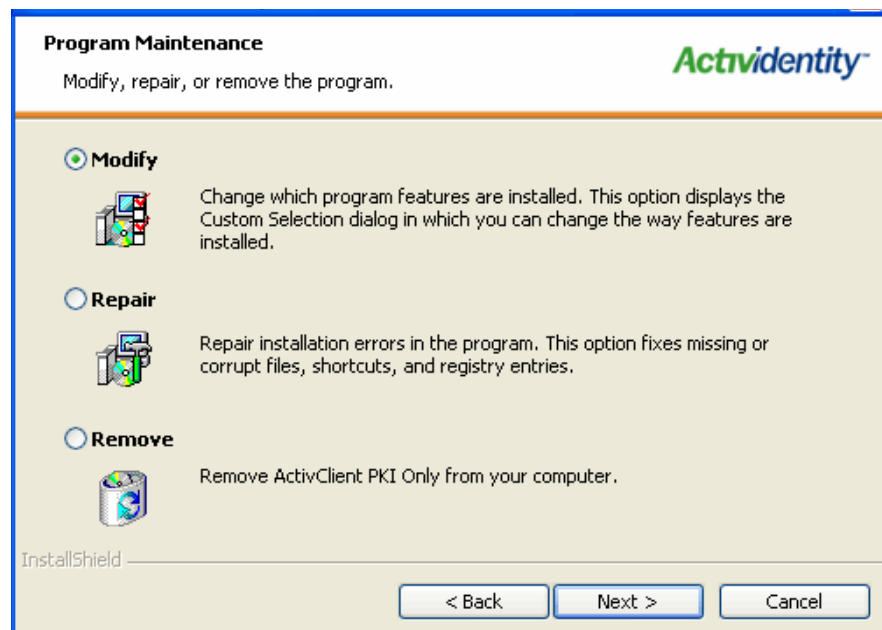
- Is installed by default.

Add/remove components and sub-components

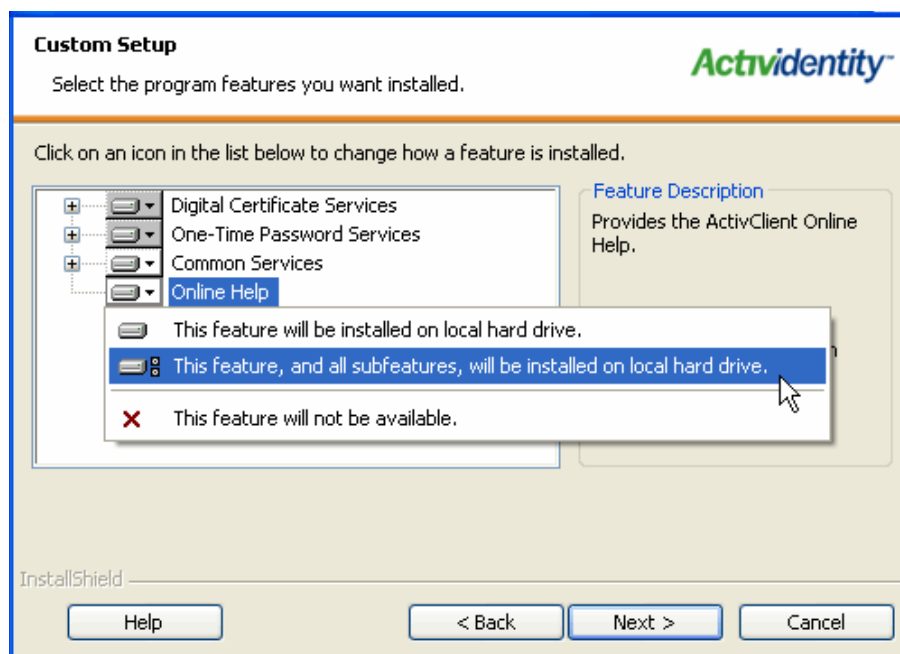
After installing ActivClient, you may want to modify the way ActivClient is installed.

Follow these steps to add or remove components and subcomponents:

1. From the **Start, Settings, Control Panel** menu, go to the **Add/Remove Programs** window.
2. Select **ActivClient** and click **Change**.
3. From the **Program Maintenance** window, select **Modify**.



4. From the displayed list, select the program feature you want to modify.



5. Choose how a feature is installed by selecting the appropriate option from the right click menu.

To...	Then...
Install or add a component.	Click the  icon to the left of the component's name and then click the appropriate installation option in the list that is displayed.
Remove a component.	Click the  icon to the left of the component's name and then click X in the list that is displayed.

Note: Use the **Custom Setup Tips** to help you install program features. To do this, click on the Help button located in the **Custom Setup** dialog box. The **Custom Setup Tips** dialog box is displayed.

6. Click **Next** to go to next step.

The **Ready to Install the Program** page is displayed.

7. Click **Install**.

8. When the **InstallShield Wizard Completed** page is displayed, click **Finish**.

The components or sub-components you selected have been added or removed.

Note: To benefit from all ActivClient's features, it is suggested to reboot your machine after installation is complete.

Chapter 4: Deploy ActivClient

Deploying ActivClient consists in installing ActivClient remotely for a set of users or computers. This dramatically reduces the total cost of ownership of ActivClient because administrators are not required to perform installation in person at every workstation. Users do not require information on how to install the product, thereby eliminating on-site installation support and associated help-desk calls.

Deployment procedure is explained in a specific manual called “*ActivClient Customization and Deployment Guide*” included in the “*ActivClient Resource Kit*”.

This section discusses the following topics:

- ["About setup deployment" on page 25](#)
- ["About ActivClient Resource Kit" on page 25](#)

About setup deployment

The “*Setup Deployment*” chapter of the “*Customization and Deployment Guide*” discusses the following topics:

- How to deploy ActivClient using Standard methods
- How to deploy ActivClient using Active directory
- How to deploy ActivClient using Systems Management Server (SMS)
- How to use administrative templates to push registry keys

About ActivClient Resource Kit

“*ActivClient Resource Kit*” is a different package from ActivClient. It includes: “*ActivClient Customization and Deployment Guide*”.

Contact your ActivClient reseller for ordering information.

“*ActivClient Customization and Deployment Guide*” discusses the following topics:

- Product Customization
- Setup Customization
- Setup Deployment
- Remote session customization
- Administrative commands
- Upgrading and updating
- Uninstallation
- Troubleshooting Tools and Strategy

Appendix A: ActivIdentity Device Installer

ActivIdentity Device Installer (AIDI) is a software package that allows installing the drivers for ActivIdentity smart card readers and USB tokens.

This appendix discusses the following topics:

- ["Do you need to use the ActivIdentity Device Installer?" on page 27](#)
- ["ActivIdentity Device Installer" on page 27](#)
- ["Uninstalling the ActivIdentity Device Installer" on page 31](#)

Do you need to use the ActivIdentity Device Installer?

If you use an ActivIdentity smart card reader or ActivKey USB Token, you need an ActivIdentity driver for the device. You may find this driver:

- In Windows
- Via Windows Update
- In the ActivIdentity Device Installer 2.0 available on the ActivClient 6.1 distribution (in the Extras\ActivIdentity Device Installer folder).

If you use a third-party smart card reader, you need to get the relevant driver from the vendor (if the driver is not available in Windows or Windows Update).

If you upgrade from a previous version of ActivCard Gold or ActivClient that included ActivIdentity device drivers, the ActivIdentity Device Installer is started automatically during the ActivClient installation to enable you to preserve your device driver configuration.

The following table presents the devices for which ActivIdentity currently ships a driver. For each device and operating system, the table indicates if the driver is available in Windows (Win) or if ActivIdentity provides a driver for it in the ActivIdentity Device Installer (AIDI).

Table A-1: Drivers availability per operating system

OS	Win 2000		Win XP		Win 2003 x86		Vista x86	
Devices	Win	AIDI	Win	AIDI	Win	AIDI	Win	AIDI
USB Reader v2	WU	Yes	WU	Yes	CCID	Yes	CCID	No
USB Reader v3	WU	Yes	WU	Yes	CCID	Yes	CCID	No
PCMCIA Reader v1	WU	Yes	WU	Yes	No	No	No	No
PCMCIA Reader v2	WU	Yes	WU	Yes	WU	Yes	WU	Yes
ActivKey v1 and v2	No	Yes	WU	Yes	WU	Yes	No	Yes
ActivKey SIM	WU	Yes	WU	Yes	CCID	Yes	CCID	No
Serial Reader	No	Yes	No	Yes	No	Yes	No	No

CCID: Generic Microsoft CCID driver integrated natively in the OS (Windows Update procedure is not required)

WU: Windows Update process allows to install or update the drivers

Installing ActivIdentity device drivers with the ActivIdentity Device installer

To install ActivIdentity device drivers

Prerequisites

Make sure your system meets the following minimum requirements:

- You have access to the ActivClient distribution through either the network or the ActivClient CD-ROM.
- You have local administrative rights on your workstation.
- Your workstation is configured with a supported operating system: Windows 2000 SP4, Windows XP SP1 or SP2, Windows Vista or Windows Server 2003. For more information, refer to ActivClient Overview .
- Your workstation is configured with Internet Explorer 5.5 SP2 or later.

- Your workstation is configured with Windows Installer 3.0. The setup for Windows Installer 3.0 is available in the ActivClient CD-ROM. Go to Extras, Redistributables, Windows Installer folder.

Note: If your operating system is Windows 2003 Server x64 or Windows Vista x64, you will need to use ActivIdentity Device Installer 64-bit Edition (available on the ActivClient 64-bit Edition CD-ROM). Contact your ActivIdentity reseller for a copy of the ActivClient 64-bit edition.

1. On the ActivClient CD-ROM, go to the Extras\ActivIdentity Device Installer folder.
2. Run ActivIdentity Device Installer.msi.

The Welcome to the InstallShield Wizard is displayed.

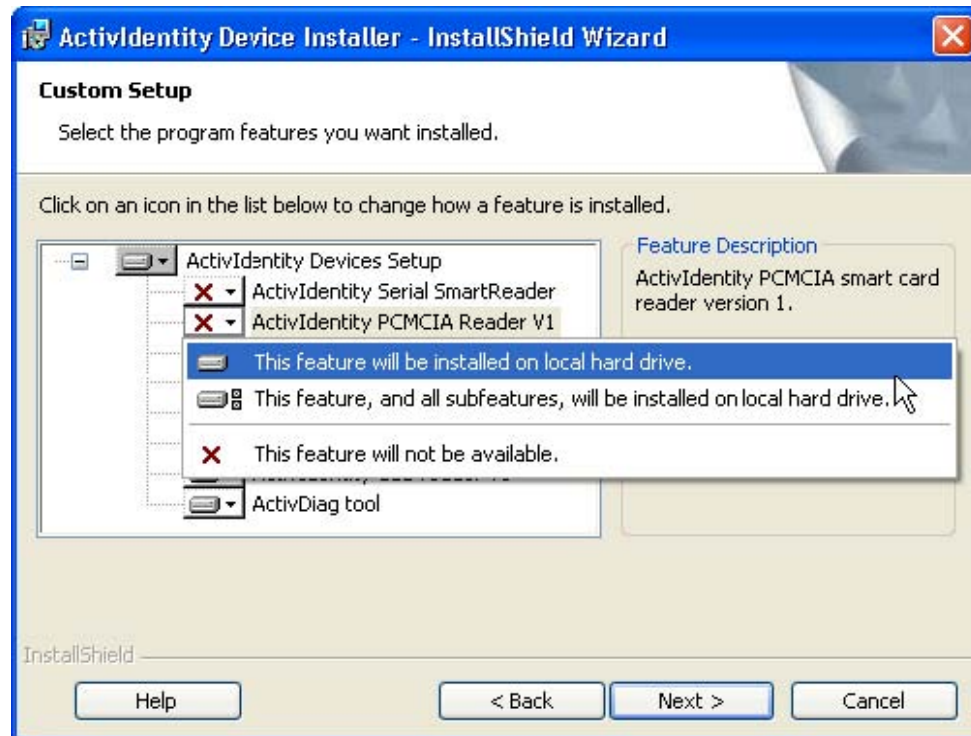
3. Click **Next**.

The **License Agreement** page is displayed.

4. Read the license agreement.
 - If you wish to proceed with the execution of the **License Agreement**, select **I accept the terms in the license agreement**, and click **Next**.
 - If you do not wish to proceed with the execution of the **License Agreement**, select **Cancel** to quit the setup.
5. Click **Install on the Ready To Install the Program** page.

The **Custom setup** page is displayed.

6. Select the reader driver for the devices you are using, and click **Next**.



The **Setup Progress** page is displayed. The progress may take several minutes.

7. Once the setup has completed, the **InstallShield Wizard Completed** page is displayed. If an ActivIdentity smart card reader or ActivKey product is already connected to your workstation, disconnect and reconnect the device from your workstation. In that case, wait for the "**Your new hardware is installed and ready to use**" notification message to appear and click on **Finish**.
8. Select the **Show the readme file** check box to automatically view the ActivIdentity Device Installer Readme file.
9. Click **Yes** when asked to restart your machine.

Uninstalling the ActivIdentity Device Installer

To uninstall ActivIdentity Device Installer

1. Go to the **Add/Remove Programs** window from the Start, Settings, Control Panel menu.
2. Select **ActivIdentity Device Installer** and click **Remove**.

A confirmation message is displayed.

3. Confirm your choice and click **Yes**.
4. Click **Yes** when asked to restart your machine.

Terms and Acronyms

This chapter presents terms and acronyms used in this publication.

Terminology

Terms	Definitions
Certificate Authority (CA)	The CA issues and manages security credentials and public keys for message encryption in a networked environment. As part of a Public Key Infrastructure (PKI), a CA checks with a registration authority (RA) to verify information provided by the requestor of a digital certificate. If the RA verifies the requestor's information, the CA issues a certificate.
Card Management System (CMS)	Formerly known as AIMS–Enterprise, CMS is a Web–based, smart card, credential and application lifecycle management system. CMS augments and works in concert with an enterprise's primary identity management infrastructure components, including popular directory, database, and PKI components.
Cryptographic Service Provider	An independent software module that performs cryptography algorithms for authentication, encoding, and encryption.
Federal Information Processing Standard (FIPS)	FIPS 140–2 is the standard for crypto–module security. FIPS 140–2 level 3 adds additional requirements to FIPS 140–2 level 2. These requirements concern physical security and a trusted path for entering a Cryptographic Service Provider, such as a PIN. FIPS 140–2 level 3 uses local ports and the key pad to enforce such security.
GlobalPlatform	Replaces OpenPlatform (OP).
My Digital ID Card	This CMS component allows end users to access the self–service CMS functions, which includes card and credential management.
One–Time Password	A one–time password is a password used only once to authenticate to remote applications. One–Time Passwords are only present on smart cards issued with SKI credentials.
PIN	Personal Identification Number. Is used to authenticate to your smart card in order to perform actions such as Windows PKI login, remote access and email signature.
Public Key Infrastructure (PKI)	PKI describes the laws, policies, standards, and software that regulate or manipulate certificates and public and private keys.

Registration Authority (RA)	RA is an authority in a network that verifies user requests for a digital certificate and instructs the CA to issue it. An RA is part of a PKI, a networked system that enables companies and users to exchange information safely and securely.
SKI	SKI (Symetric Key Infrastructure) keys are used to perform strong authentication on remote applications. SKI keys encrypt passwords in: • Synchronous mode (generates 1 password without any challenge. The server uses the same method to create a password than the smart card) • Asynchronous: encrypts a challenge
Standalone smart card	Smart card with uploaded applets issued by the manufacturer.

Acronyms

Acronyms	Definitions
CA	Certificate Authority.
CAC	Common Access Card (for the United States Department of Defense).
CSP	Cryptographic Service Provider.
FIPS	Federal Information Processing Standard.
GP	GlobalPlatform. Replaces OpenPlatform (OP).
OTP	One-Time Password.
PKI	Public Key Infrastructure.
PIV	Personal Identity Verification Card issued by the United States government to federal employees and contractors.
RA	Registration Authority.
SKI	Symmetric Key Infrastructure.

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Product: ActivClient

Document: ActivClient Installation Guide

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Important: If you have problems with the software, please contact your local ActivIdentity representative.

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