



Euroclear PKI Web Components

Installation Guide for v1.17.0.17

June 2016

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1. OVERVIEW

This document provides the necessary information to install **Euroclear Web Client v1.17.0.17** which includes:

- Smart card reader drivers
- Nexus Personal
- Microsoft Visual C++ libraries
- Euroclear PKI components

1.1 Supported platforms & smart card readers

1.1.1 Supported platforms

Below you can find an overview of the platforms supported by the Euroclear Web Client application, in combination with its compatibility with Internet Explorer (**32-bit version of the browser**).

Platform	Supported Browsers
Microsoft Windows 7 SP1 (32 bits)	IE 11
Microsoft Windows 7 SP1 (64 bits)	IE 11
Microsoft Windows 8.1	IE 11
Microsoft Windows 2008 R2 SP1 / IA64	IE 11
Microsoft Windows 2012	IE 10
Microsoft Windows 2012 R2	IE 11
Microsoft Windows Citrix XenApp v6.5	IE 11

Notes:

- to run a 32-bit version of Internet Explorer in a 64-bit OS version, see page [10](#)

WARNING: Please make sure that if smart card creation or renewal is performed, only one Internet Explorer window or tab must be used, if renewal is done at the same time from two browser windows make leave the card unusable.

NOTE: Microsoft operating systems or Internet Explorer versions that were not mentioned above were either not validated yet by Euroclear or are not supported by Microsoft anymore. For information about Microsoft Support Lifecycle please visit <http://support.microsoft.com/lifecycle/>

The following smart card readers are supported by this version of Euroclear PKI Web Client:

- Gemalto PC Twin USB smart card reader

1.2 Contact Information

For further information concerning this document, please contact:
Euroclear Helpdesk on **+32 2 326 1433** or email **connectivity@euroclear.com**

2. RELEASE NOTES

2.1 Introduction

The Euroclear Web Client consists of:

- Smart card reader drivers
 - Windows 8.1, 8, 7: Gemalto Driver Product version 2.0.5 (online version: 4.1.3.0)
 - Windows 2012, 2008 R2: Gemalto Driver Product version 2.0.3 (online version: 4.1.2.1)
- Euroclear Web Client Setup 1.17.0.17, including:
 - Nexus Personal v4.25.3
 - Euroclear PKI components v1.17.0.17
 - Microsoft Visual C++ 2012 libraries

2.2 How to get the Euroclear PKI Web Client?

The latest version of the Euroclear PKI Web Client is available both online and via a physical media (EUCLID PC software and databases CD-ROM).

2.2.1 Online

- To obtain the latest version online, please login to Euroclear website <https://www.euroclear.com> and search for **Euroclear PKI Web Client** or contact **communications@euroclear.com**

2.2.2 Physical Media

The Euroclear PKI Web client is also distributed periodically on a CD. The CD that includes the client contain a designated directory which is divided to different folders, as described below:

Documentation:	In which this document is found, as well as Nexus Personal documentation
Drivers:	Drivers for the smart card reader
Webclient-setup-1.17.0.17.exe:	Euroclear PKI Web Client, containing "PKI Components", "Nexus Personal" and "VC++ 2012 Redistributable".

3. INSTALLATION

3.1 Introduction

Before attempting to install or uninstall any element (smart card reader drivers and Euroclear PKI Web Client) please ensure the following pre-requisites are met:

- You are logged on the PC as an **Administrator** or as a user with Administrative privileges.
- Your system conforms to one of the supported platforms as described in section *1.1 Supported platforms*.
- You have a supported smart card reader connected to the PC (as described in section *1.1*)

3.2 Install smart card Drivers

Before starting the installation, please make sure that you:

- disconnect the smart card reader from the computer
- uninstall the previous version of your smart card driver, if present (see [section 3.5](#))

3.2.1 Gemalto PC Twin smart card reader. Driver Installation

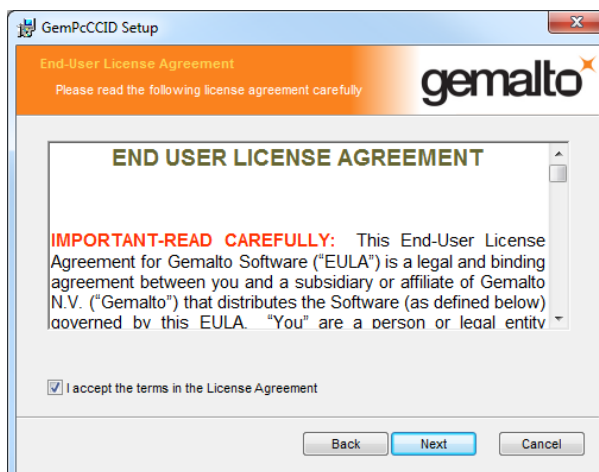
In the installation folder Euroclear_Web_Client_1.17.0.17\Drivers:

1. Go to the folder which is relevant for your operating system:
 - a. For Desktop: go to **Gemalto_Driver_205_4130_Win8.1_Win8_Win7**
 - b. For Server: go to **Gemalto_Driver_203_4121_Win Server_ 2008R2_2012**
2. Double click:
 - a. *GemPcCCID_en-us_32.msi or*
 - b. *GemPcCCID_en-us_64.msi if your Operating System is 64 bits*

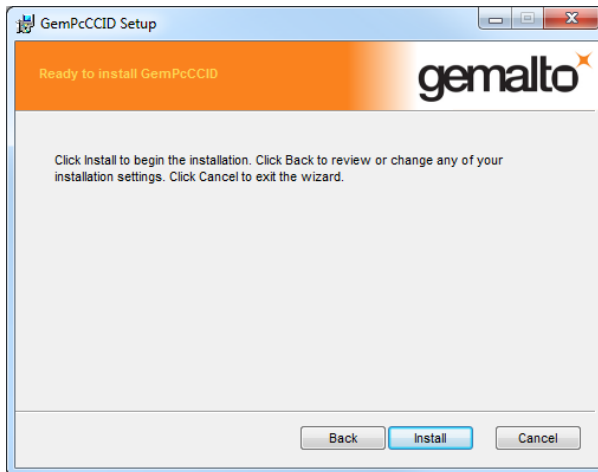
NOTE: Make sure you have already un-installed your previous version of the smart card driver if it was present!



3. Click [Next]
4. Click in the "I accept the terms in the License Agreement" checkbox once you have read and accepted them



5. Click *Install*

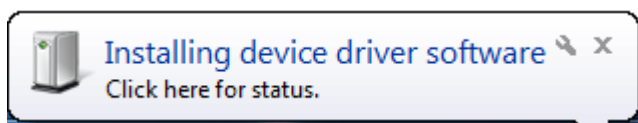


6. Click *Finish*

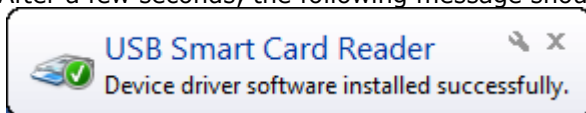


3.2.1.1 Hardware Installation

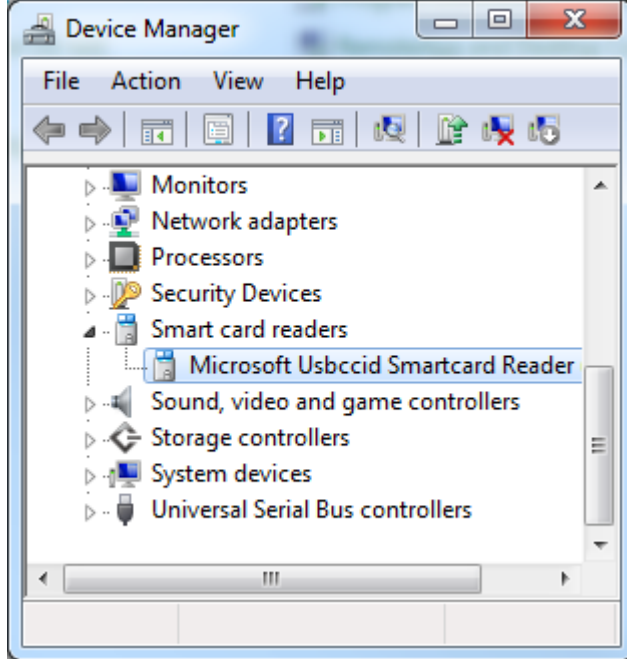
1. After installation, re-connect the Gemalto smart card reader to the computer. If it is the first time the smart card reader was connected to the machine then at this point the operating system will go through a "found new hardware" process as follows:



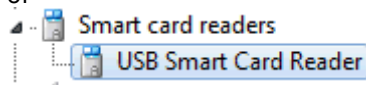
2. After a few seconds, the following message should appear:



3. In order to validate the smart card reader was installed correctly, you can Right-Click on the "My Computer" icon on the desktop, Choose "Manage" and select the "Device Manager" section, Double-click on "Smart Card Readers" group,



or



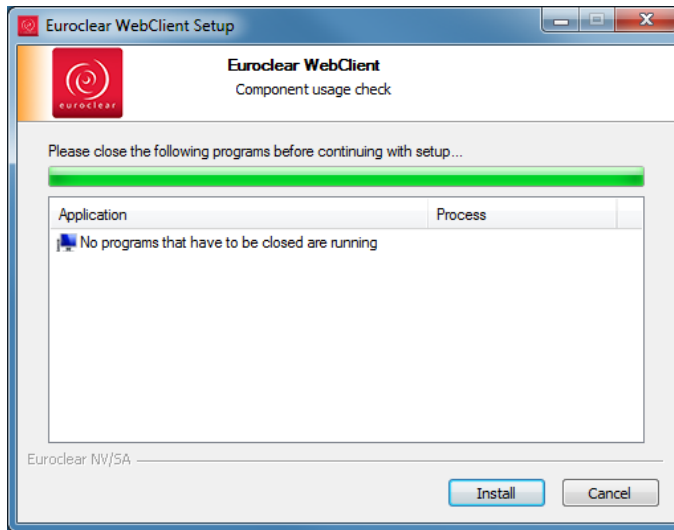
4. Installation of the driver and hardware is now completed.

3.2.2 Install Euroclear Web Client 1.17.0.17

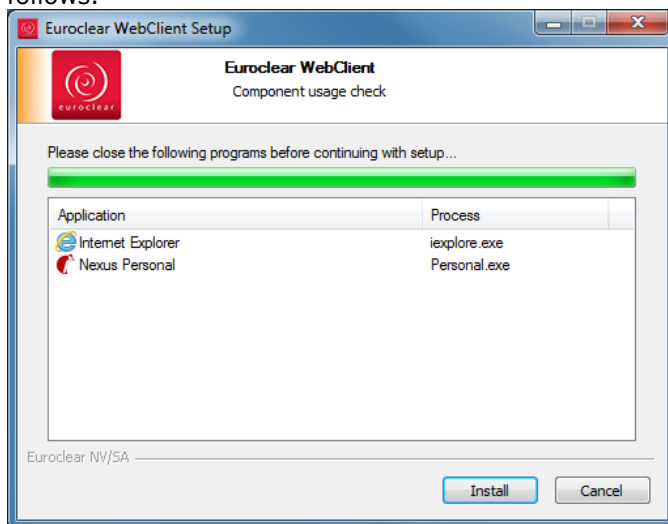
NOTE: This section describes the installation of the software in Windows 7, other Windows operating system versions may have superficial user interface changes.

3.2.2.1 Installation

1. Go to the **Euroclear_Web_Client_v1.17.0.17** installation folder:
2. Double click webclient-setup-1.17.0.17.exe.
3. Either of the following messages may appear, depending on the usage of software components.

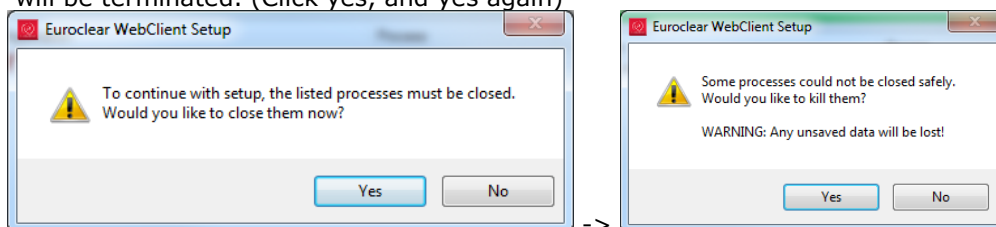


Should any of the software components involved still be in use, the installer will warn you as follows.

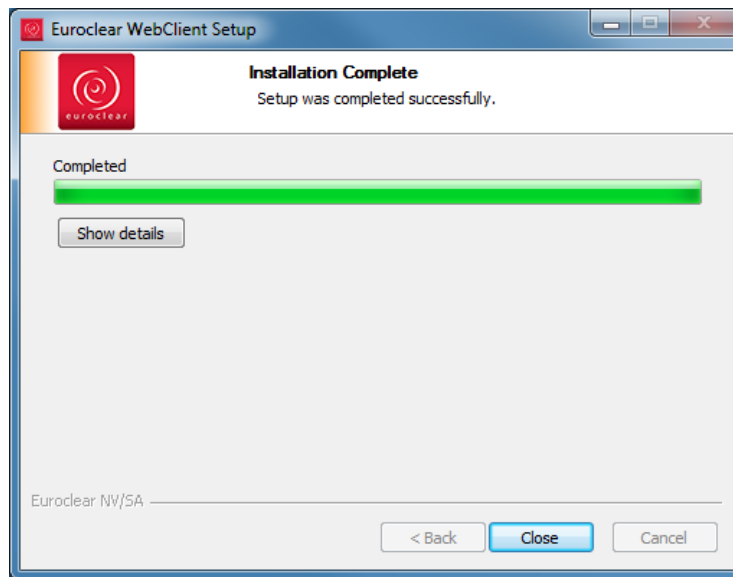


Save your work, and close the applications in question / Or click install anyway

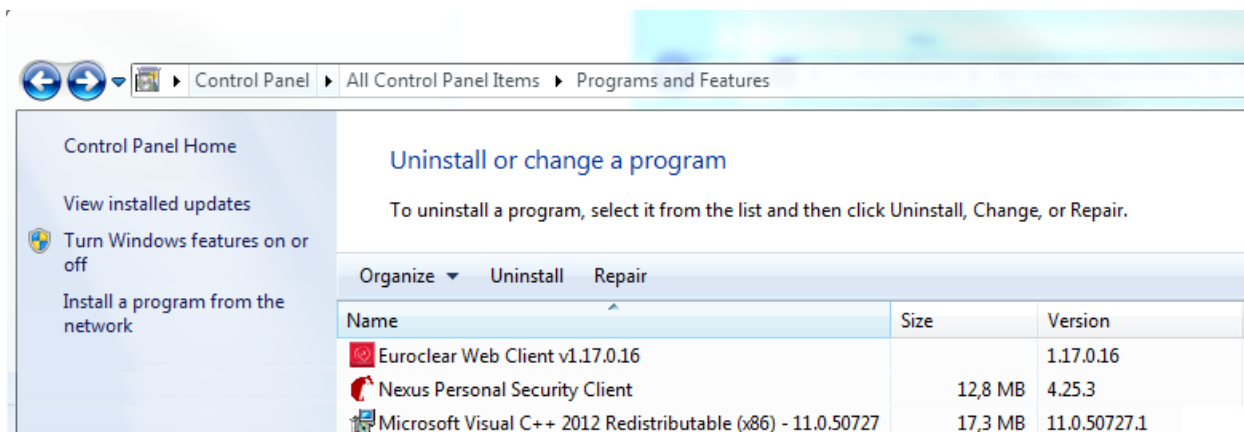
When forcibly installing, the applications holding our software components locked, will be terminated. (Click yes, and yes again)



4. Click Install



5. Click close. The installation is finished. The below programs are installed (the minor version of the Euroclear Web Client might be different in the screenshot):



Note: on Windows 7 and Windows 2008R2, when the Microsoft security update KB3033929 is not installed, the name will be "Euroclear Web Client (without KB3033929)".

For more details see <https://technet.microsoft.com/library/security/3033929.aspx>

3.3 Automated (silent) install/uninstall

Silent installation is possible by executing the following command, in your packaging installer / other distribution mechanism.

3.3.1 Installing

```
> WebClient-Setup-1.17.0.17.exe /S
```

3.3.2 Uninstalling

```
> C:\Program Files (x86)\Euroclear\Euroclear PKI Components\uninstall.exe /S
```

3.4 Internet Explorer settings

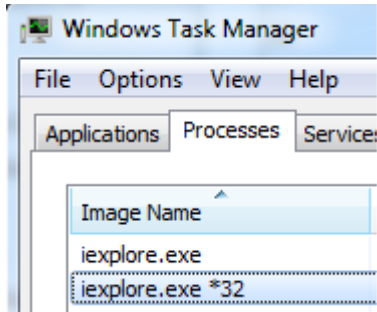
Below are the required Internet Explorer settings for version 11.

3.4.1 Internet Explorer 32-bit

When using a 64-bit operating system (for Instance Windows 7 – 64bits), Internet Explorer starts by default as 64-bit (the browser frame process) but every tab will run as a new 32-bit process. As the Euroclear WebClient ActiveX components are 32-bit, it is required that this default setting remains.

By doing so no special setting is required to use Internet Explorer 11 with the Euroclear WebClient.

This can be validated in the Windows Task Manager:



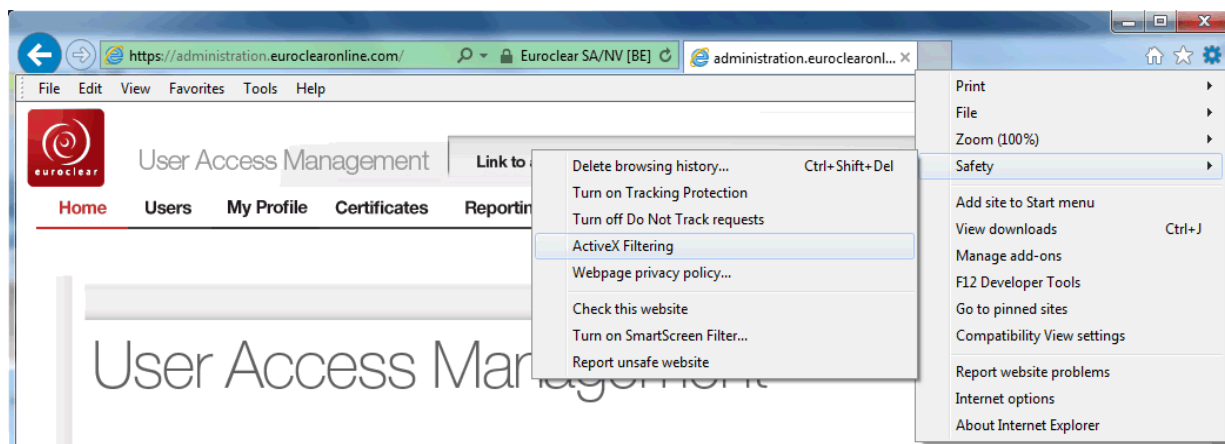
The first process "iexplore.exe" is the 64-bit browser frame process.

The second process "iexplore.exe *32" is the 32-bit tab process.

When the "iexplore.exe *32" setting is not visible, it means Internet Explorer 11 is not running with the default settings.

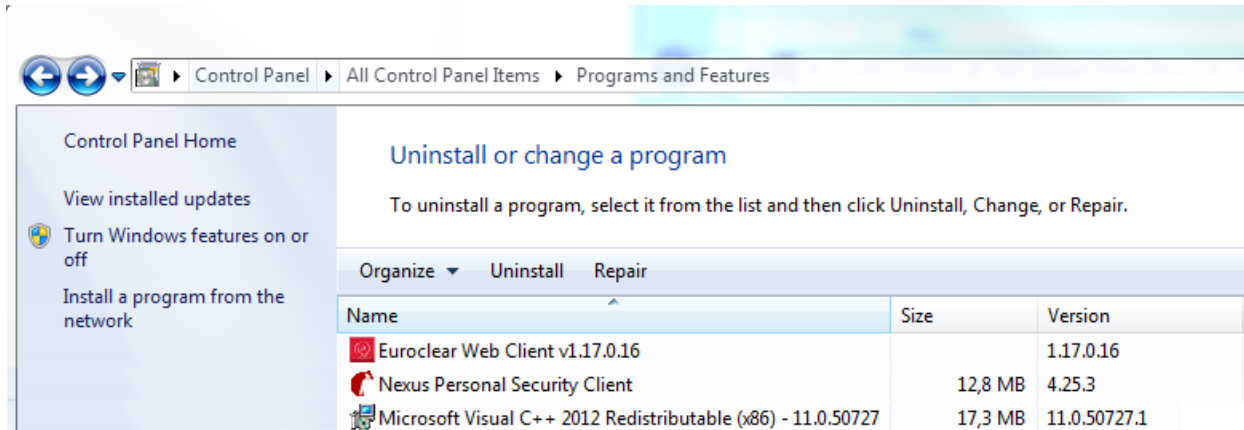
3.4.2 Internet Explorer disable ActiveX filtering

The setting 'ActiveX filtering' must be disabled:



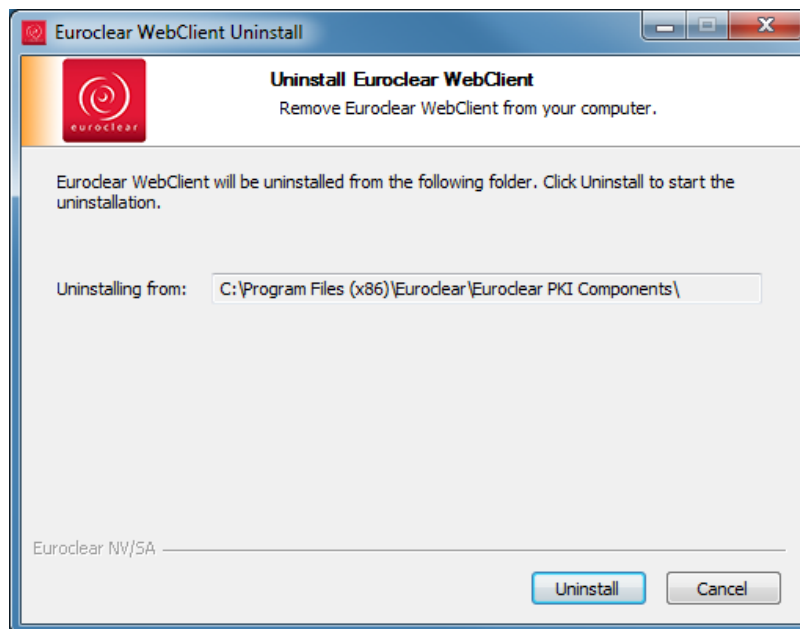
3.5 Uninstall

The following components have been installed and can be seen in the Control Panel -> "Programs and Features" section (the minor version of the Euroclear Web Client might be different in the screenshot):



After installation the

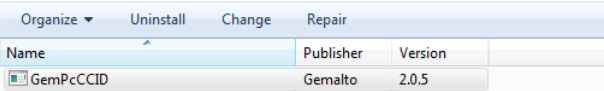
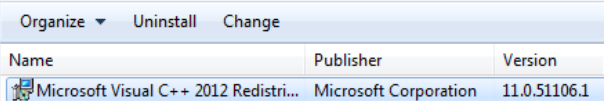
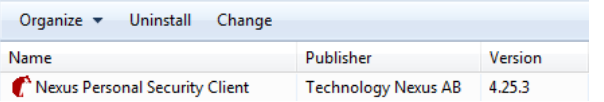
To uninstall the WebClient software, the uninstaller of "Euroclear Web Client v1.17.0.17" will also uninstall the Nexus Personal Security Client' component.



3.5.1 How to identify the version of installed elements?

This section is based on Windows 7 dialogs, other windows versions may vary slightly.

The table below will provide a reference on how to identify if the current elements of Euroclear PKI web client are installed on your system:

Element / Section	Version	Current Version Information	How to identify the version?
Gemalto PC Twin smart card reader driver Section: DRIVERS	V2.0.5	<p>Uninstall or change a program</p> <p>To uninstall a program, select it from the list and then click Uninstall, Change, or Repair.</p> 	<p>Look for the item GemPcCCID in Windows's "add/remove programs":</p> <p>Selecting this item will reveal a "Click here for support information" link. Pressing on it should provide the following information:</p>
Visual C++ 2012 libraries Section: Components	V11.0.51106	<p>Uninstall or change a program</p> <p>To uninstall a program, select it from the list and then click Uninstall, Change</p> 	<p>Look for the item Microsoft Visual C++ 2012 Redistributable in Window's "add/remove programs":</p> <p>Selecting this item will reveal a "Click here for support information" link. Pressing on it should provide the following information:</p>
Nexus Personal Section: Personal	Personal v4.25.3	<p>Uninstall or change a program</p> <p>To uninstall a program, select it from the list and then click Uninstall, Change</p> 	<p>Look for the item Personal 4.25.3 in Window's "add/remove programs":</p> <p>Selecting this item will provide the following information:</p>

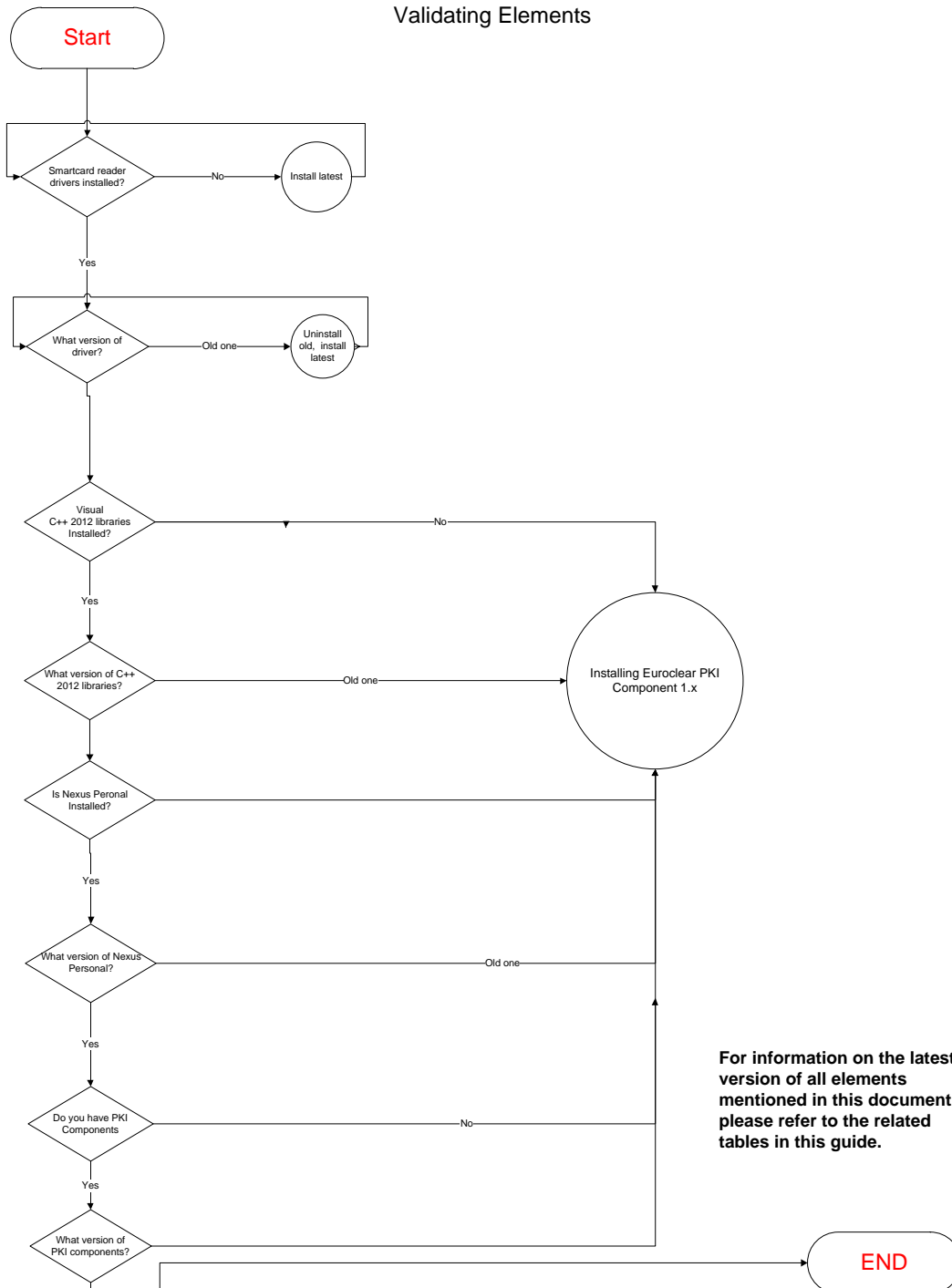
3.5.2 Unidentified Versions

If a customer uses a Euroclear Web client and still is unable to determine the current version of different elements on your computer it is recommended to contact Euroclear helpdesk department (Please See "[Contact Information](#)" above) for further assistance.

4. WORKFLOW FOR VALIDATION

In case of problems, the following flowchart describe the workflow that will help a user validating they are using the latest elements and everything has been installed correctly:

Euroclear PKI Web Client -
Validating Elements

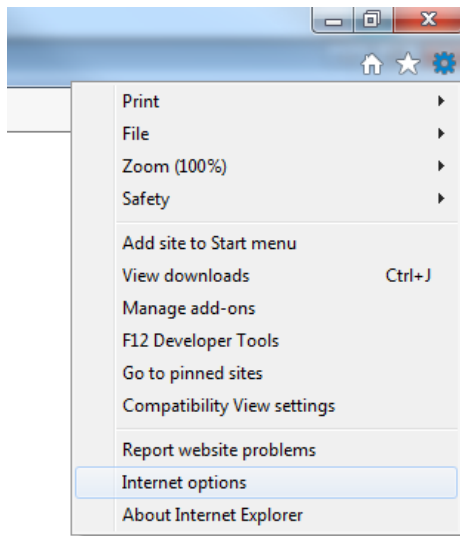


5. SETTINGS FOR INTERNET EXPLORER AND FILE UPLOAD

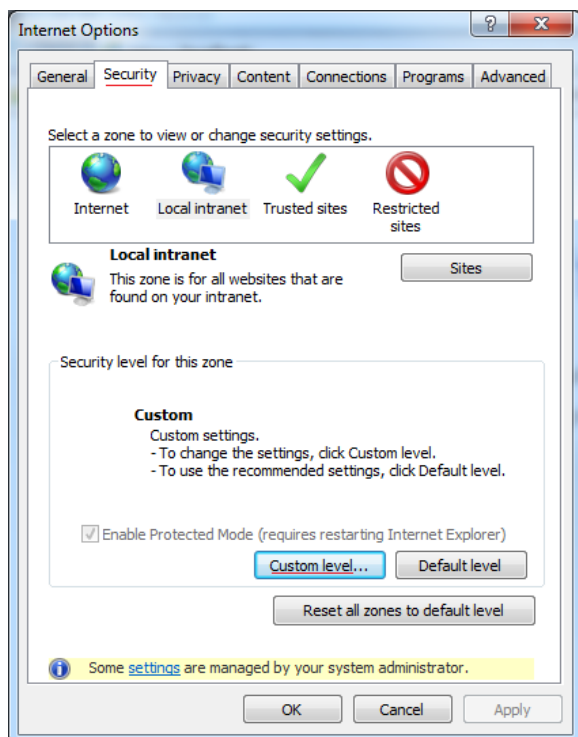
5.1 Only if you use "File Upload" functionality

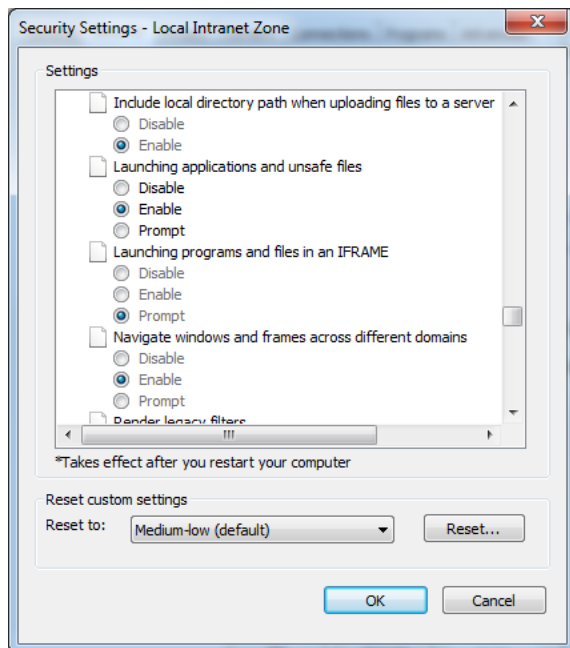
When using the "Euroclear PKI Web Client" with Internet Explorer 11, the following settings must be enabled **ONLY** for an application that uses "File Upload" functionality:

Go to the menu Tools () -> Internet Options



Choose Security->Custom Level and enable the "Include local directory path when uploading files to a server", as shown in the following screenshot.





(This solves the issue that if the file to be uploaded (for certain applications) e.g. C:\any-directory\file.csv is specified using the full path, the user is requested to pick up the file a second time.)

IMPORTANT: Restart Internet Explorer to make the changes valid.

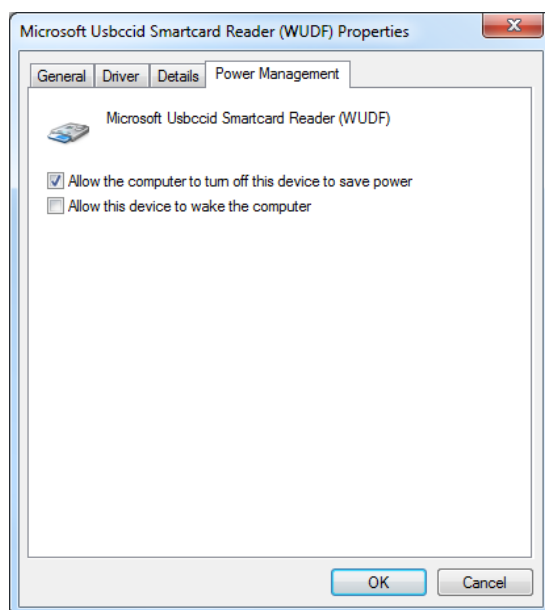
6. EXTRA PRECAUTIONS

6.1 Power-management settings

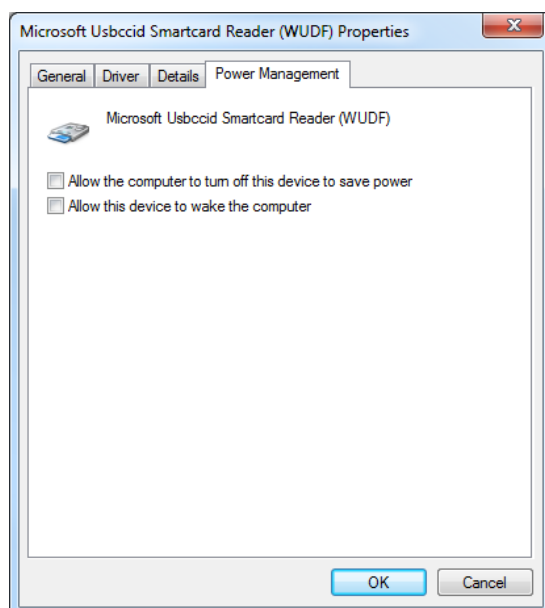
In order to avoid problems related to power-management saving, it is advised to perform the following procedure

Steps to disable power management in Windows:

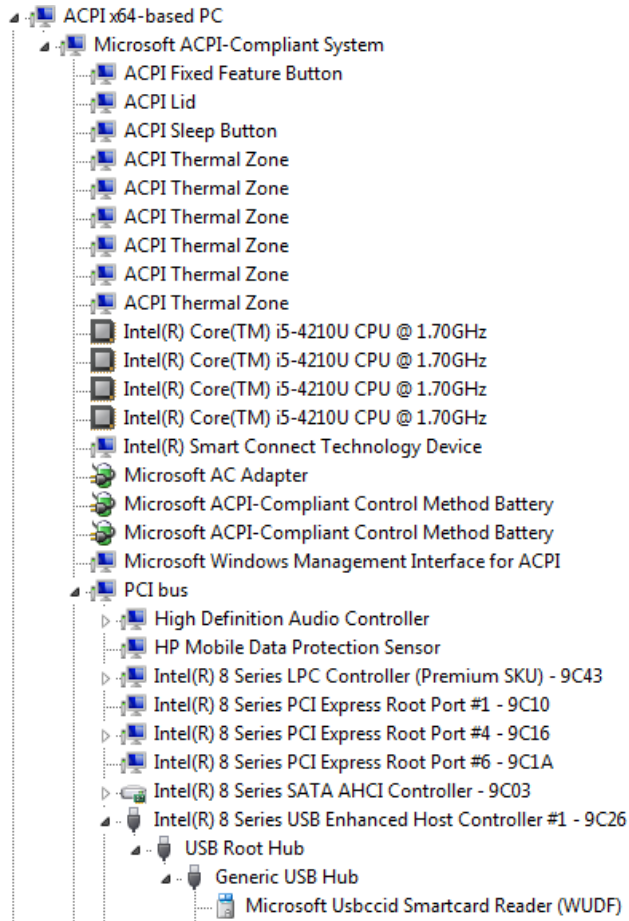
1. Go to the device manager: Menu: Start->Settings->Control Panel->System->Hardware, and click on [Device Manager]
2. Select the smart card reader in use under the smart card readers section.
3. If the smart card reader properties look like this:



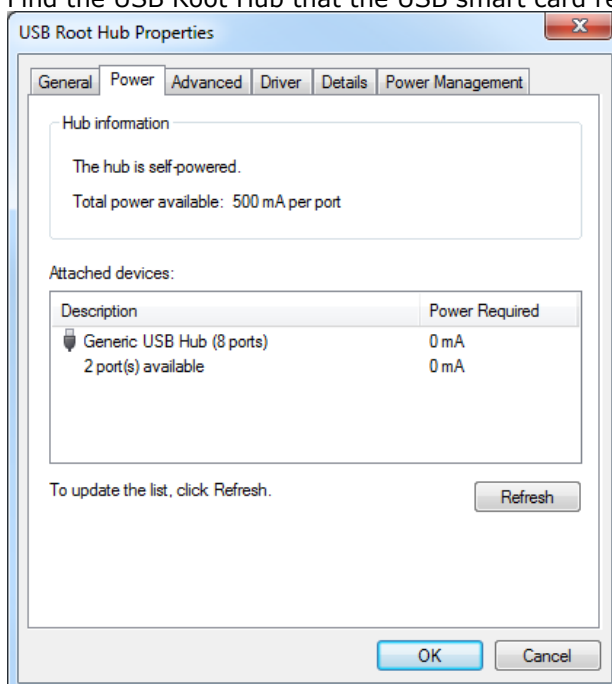
4. Then, unselect "Allow the computer to turn off this device to save power", as shown below:



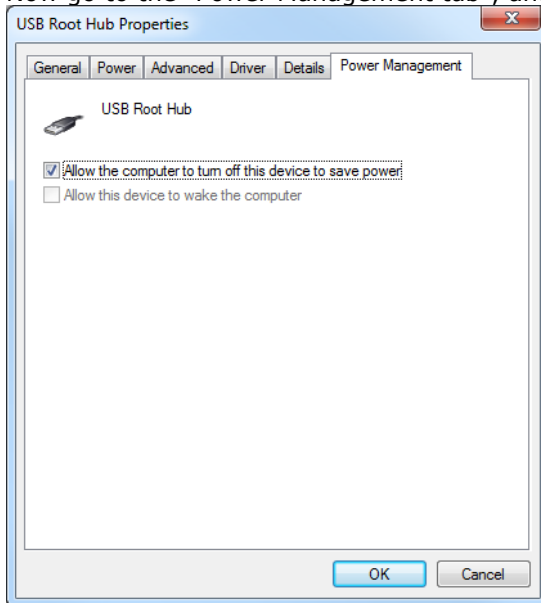
- Now make sure the USB hub which the smart card is connected to is defined correctly. Go to the Universal Serial Bus controllers tab in the device manager (example below)



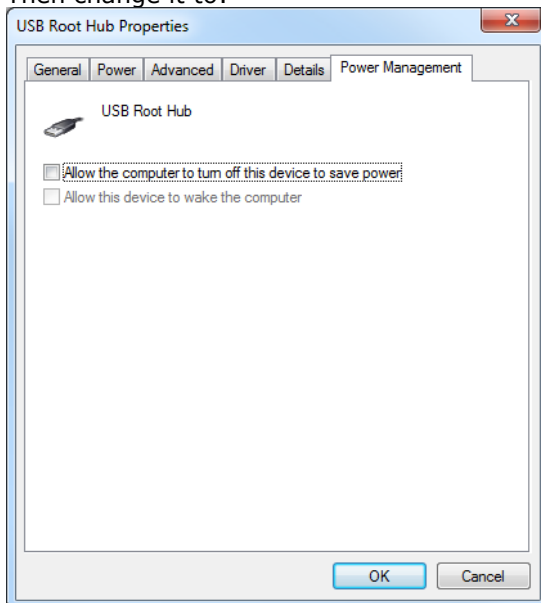
- Find the USB Root Hub that the USB smart card reader is connected to:



7. Now go to the "Power Management tab", and if it is:



Then change it to:



6.2 Windows Store and Trusted Root Certification Authorities

The first time a Euroclear smart card is inserted in the reader, a pop-up message will appear asking the user to accept importing the "Euroclear Certification Authority" certificate.

Be aware that if the Windows Policy in your network has been configured to be more restrictive and does not allow a user to import a CA certificate in the "Trusted Root Certification Authorities" an error message may appear.

In order to solve this problem contact the IT Administrator of your own company to allow importing a CA in the "Trusted Root Certification Authorities" store.

7. SPECIFIC SCENARIOS

7.1 Purpose

The purpose of this section is to provide detailed instructions to manage the installation on a specific environment

7.2 Usage of Citrix

The installation of the "Euroclear Web Client" should be done as described in the previous chapters.

The smart card reader must be recognised by the client OS.

The smart card must be inserted before the Citrix session is established. For more details see the Citrix support page: <http://support.citrix.com/article/CTX132230>

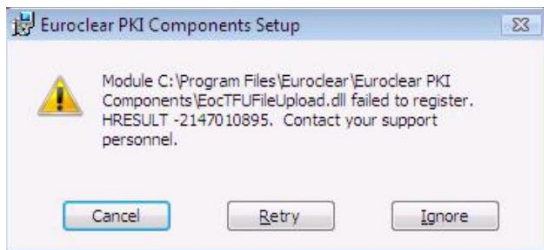
8. TROUBLESHOOTING

8.1 Purpose

The purpose of this section is to provide detailed instructions (to customers who are facing technical difficulties) on how to perform (**when required**) an analysis of Euroclear PKI Web Client.

8.2 Visual C++ Redistributable

If Visual C++ redistributable is not installed, the following error message will appear.



To solve this issue, please verify the Microsoft VC++ Redistributable 2012 is installed in your system, going to Control Panel -> "Programs and Features" and Install it if not present.

8.2.1 Microsoft System Information Utility

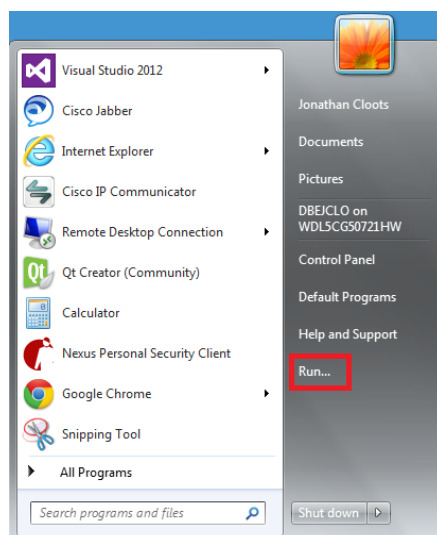
8.2.1.1 Using MSINFO32.EXE

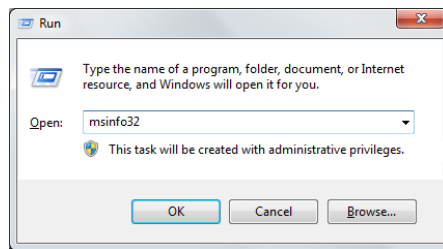
This tool is used to collect information about Windows settings, configuration and software installed.

For information about MSINFO32.exe see

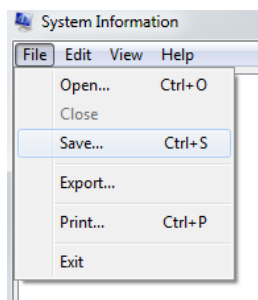
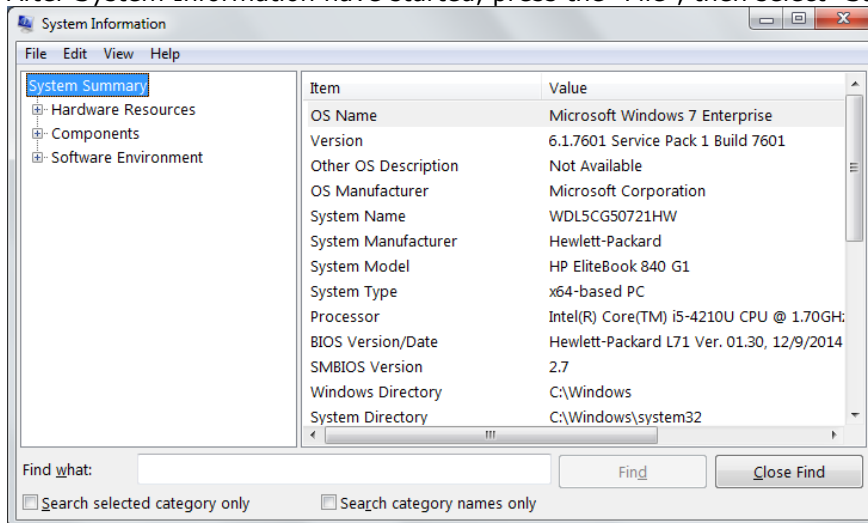
<http://support.microsoft.com/kb/308549>

- 1) To start Microsoft System Information, use either of the following methods:
 - a. Click the **Start** button. In the search box, type **System Information**, and then, in the list of results, click **System Information**.
 - b. Click **Start**, click **Run**, type **msinfo32.exe** in the Open box, and then click **OK**:

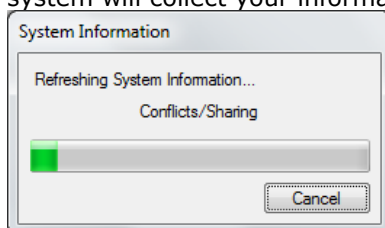




- 2) After System Information have started, press the "File", then select "Save".



- 3) In the next menu, type the filename you wish to use and press the "Save" button. The system will collect your information and store it in a file:



- 4) Send the file to the Euroclear communication helpdesk.