

E-Lock Client Software Installation and Troubleshooting Guide

Pre-Requisite for installation of E-Lock software

1. Complete administrator privileges during installation
2. Make sure that you are installing the latest version of E-Lock client software. Current version is 4.7.5.7
3. Please check supported browser versions: IE11, Edge, Google Chrome v.50 and above, Mozilla Firefox v.47 and above
4. If antivirus filters out SignApp.exe or any part of installer, then disable antivirus during installation of E-Lock components
5. Preferable on Windows 7 and above operating systems

Steps to Install E-Lock Components

1. Please ensure complete administrator privileges before installing.
2. Temporarily disable Anti-virus software running on your machine, or add Exception to the Anti-virus list to allow E-Lock Client installation to proceed unhindered.
3. Please wait for the installation to finish. A successful message will mark the success of the process. If you get a flash message about AddFirefoxcert.vbs failed, please note that it is not an area of concern. It only appears because Firefox is not installed on the machine.
4. If you are doing a re-install on the same machine, then please follow the below mentioned steps:
 - i) Uninstall E-Lock components. You can do this from Control Panel Programs and Features or from the menu "Completely Remove E-Lock" from Start → "E-Lock SuperSigner Plus Client".
 - iii) Install E-Lock components (please refer from step 1 onward)
5. If your machine has Firefox and you intend to use it for signing, then after installation is complete, you need to click on "Enable Firefox" menu from Start → "E-Lock SuperSigner Plus Client" once. You do not need to do it every time or even after every login. In every user's context on that machine, it just needs to be done once.

Reported Issues and their Resolutions

Almost all the issues that customer face are because of one or more of the following:

- Installation was done without full Admin privileges
- Anti-virus prevented proper execution of the installer
- The browser being used is not a compatible browser
- An older version of the E-Lock client software is being used

If the above problems are avoided and the steps mentioned in the earlier section are followed, you should not face any issues in installing or using E-Lock client software for signing.

Troubleshooting steps

The following helps in troubleshooting if the E-Lock Client software has been installed but is giving errors during signing.

General troubleshooting

1. Is certificate selection dialog coming and is it showing the DSC, but you get some error while signing?
In such cases, the error is usually of the form “Microsoft Crypto API internal error...” or “Cannot access cryptographic provider for private key...”. If yes, your E-Lock software installation is fine but cause is some issue with token or token driver or the key / certificate on the token. Check with token vendor
2. If not, are you getting a message like “Please ensure that you have a non-expired certificate...”?
If yes, your E-Lock software installation is fine but cause is that either your token is not connected or token driver is not installed or the token does not have a valid certificate
3. If not, do you get a message like “Could not connect to E-Lock SignApp...”?
If yes, go through the following steps:
 - Start Task Manager. Is SignApp.exe running in background processes?
If yes, most likely cause is that you are not using a supported browser. Make sure you use a supported browser
If you are using a supported browser and you are still getting this error, go to Connection Troubleshooting
 - If SignApp.exe is not running in the background, try “Restart SignApp” menu from Start button under “E-Lock SuperSigner Plus Client”. Check if SignApp is seen in Task Manager.
 - If SignApp is still not running, or if the “Restart SignApp” gives some error, most likely there is some problem with your installation. See installation Troubleshooting.
 - If SignApp is seen in the task manager, try signing again. If it still gives the error like “Could not connect to E-Lock SignApp...” and you are using a supported browser, go to Connection Troubleshooting

Connection Troubleshooting

Usual causes for “Could not connect to E-Lock SignApp...” kind of errors despite the SignApp running in the background are:

- You are using Chrome 56 onward and your Client installation is old (older than 4.7.5.7), or
- You are using newer version of IE 11 and your Client installation is old (older than 4.7.5.7), or
- You are using Internet Explorer version older than 10, or
- You are using IE 10 or later but the Emulation mode of IE is less than 10
- You are using Firefox 47 or later, but have never clicked on “Enable Firefox” menu from Start → “E-Lock SuperSigner Plus Client”

The resolution of this is to:

- Make sure you are using correct supported browser
- Make sure you have installed latest Client

- If you are using Firefox, click once on “Enable Firefox” from Start → “E-Lock SuperSigner Plus Client”
- If IE 10 or later is giving problem (because of Emulation mode), use Chrome, Firefox or Edge

If the above does not solve the “Could not connect to E-Lock SignApp...” problem, it is likely a problem with the programming on the page. Please contact vendor with details.

Installation Troubleshooting

Typical symptoms of problem with installation are:

- You get errors during installation (e.g., could not create Menu / shortcut, or Could not run the script)
- The “C:\Program Files\E-Lock\SuperSigner Plus Client” (for 32 bit machines) or “C:\Program Files (x86)\E-Lock\SuperSigner Plus Client” (for 64 bit machines) path does not exist
- The path exists but does not have SignApp.exe, Validate.exe or other files
- The files exist but SignApp.exe does not start (neither is started automatically, nor does it start on double-clicking on the file here)
- Files like DeskSign.dll, DeskLicense.dll are not present in “c:\windows\system32” (for 32 bit machines) or “c:\windows\SysWow64” (for 64 bit machines) path
- The files exist but doing “regsvr32 desksign.dll” from an Administrator Command Prompt gives some error

In all such cases, the resolution is to:

- Login as Administrator
- Disable Anti-virus
- Uninstall E-Lock Client (either from Control Panel Programs and Features, or from “Completely Remove E-Lock” from Start → “E-Lock SuperSigner Plus Client”)
- Re-install E-Lock Client

Make sure you do not get any error messages during installation. Also make sure that you wait till you get “Installation Complete” message. If you do get some error message apart from message about AddFirefoxcert.vbs, even though the user doing the installation has full Administrator rights and Anti-virus is disabled, report the problem to support.