

Veterans Affairs

Remote Access Solutions



ActivClient Installation Guide

Version 1.2

May 5, 2014

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Revision History

Version	Date	Author	Description
1.0	03/20/2013	Jamie Hosley	Initial Document
1.1	03/27/2013	VA NSOC (ENSTT)	Conversion to document template
1.2	05/05/2014	VA NSOC (ENSTT)	Software update install details and OS support

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1. Scope

This document is to be used for installation of the ActivClient on a Windows machine running XP, Vista or Windows 7. This application integrates with a standard Universal Serial Bus (USB) card reader to allow access to VA devices requiring PIV card authentication. This installation should not be done on Government Furnished Equipment (GFE).

2. System Requirements

- Other Equipment (Non-VA device)
- Operating Systems
 - Windows XP
 - Windows Vista
 - Windows 7

NOTE: *ActivClient is not required for Windows 7 or 8 Personal Identity Verification (PIV) card support is built into the operating system. However, the VA suggests that this software be installed on Win 7 systems. Please note that ActivClient 6.2 does not work well with Windows 8 systems. Do not install version ActivClient 6.2 on Windows 8.*

3. Installation

3.1 Windows Version Check

Based on the device that is going to have the software installed use one of the below procedures to determine if the system is 32-bit or 64-bit. This is used to determine what client to download and install.

3.1.1 Windows XP

1. Click the **Start** button.
2. Click **Control Panel**.
3. Click the **Performance and Maintenance** link (or the **SYSTEM** icon in the classic view).
4. Click the **System** link.
5. The *System Properties* window opens, and to the right of the Windows logo on the *General* tab is the *System* area. Under *System* is the basic information about the Windows XP operating system.
6. Record the *System type*: as either a **32-bit** or a **64-bit** operating system. Examples are provided below to help identify the system type. The 64-bit system contains 'x64' within the name.



Windows XP 32-bit Example



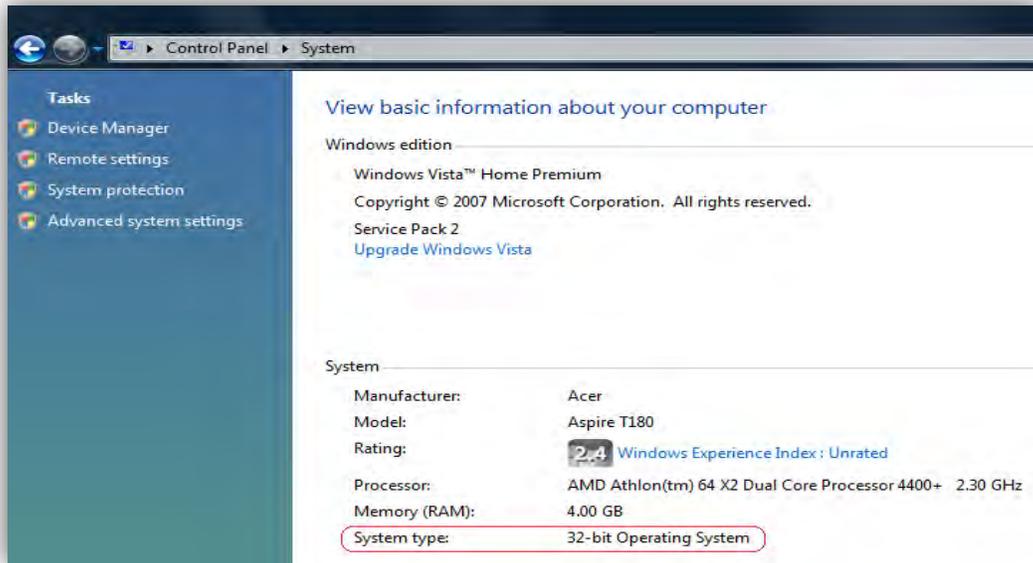
Windows XP 64-bit Example

7. Close the windows when complete.

3.1.2 Windows Vista

1. Click the **Start** button.
2. Then click **Control Panel**.
3. Click the **System and Maintenance** link (or the **SYSTEM** icon in classic view).
4. Click the **System** link.
5. When the system windows opens, locate the *System* area.

- Record the *System type*: as either **32-bit** or **64-bit** operating system.

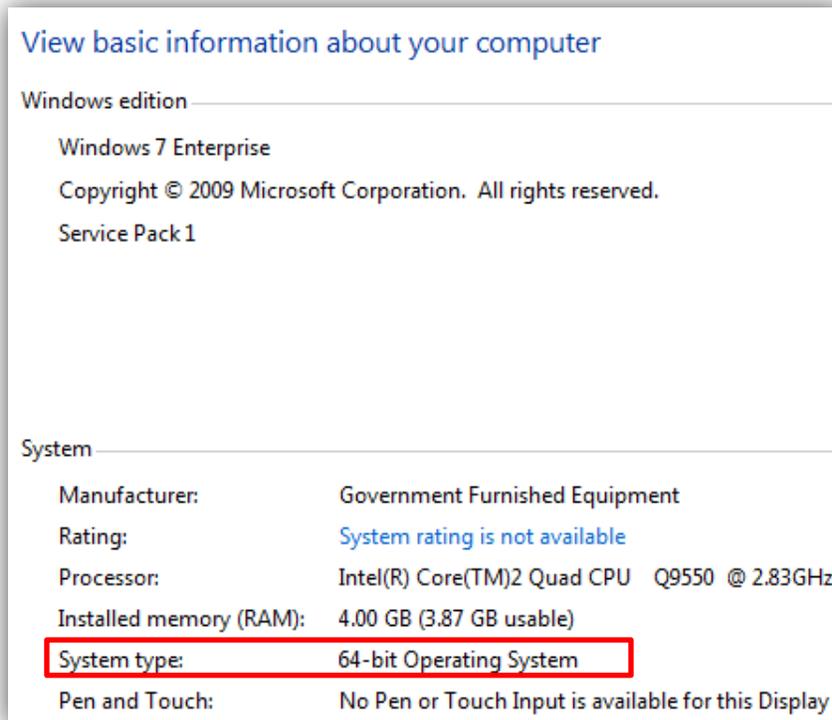


- Close the windows when complete.

3.1.3 Windows 7

- Click the **Start** button.
- Then right click **Computer**. A drop-down menu appears.
- Click the **Properties** in the drop-down menu.

- Record the *System type*: as either **32-bit** or **64-bit** operating system.



- Note whether system type is 32-bit or 64-bit.

3.2 Software Download

- Launch a web browser, and browse to the *RESCUE Media Site* at <https://rescue.vpn.va.gov>.
- Enter <VA Active Directory credentials> (Ex. dva\jsmith).
- Navigate to **Media** and select the **Remote Access Solution**.
- Click either the **ActivClient 6.2 64-bit** or the **ActivClient 32-bit** (depending upon whether the system is 32-bit or 64-bit. See Section 3.1 for how to check operating system version) download link and **Save**.
- Download the update package either **ActivClient 6.2.0.172 32-bit** or **ActivClient 6.2.0.172 64-bit** Update Install Package. There are two zip files downloaded. Both will be either 32-bit or 64-bit versions.

ActivClient 6.2.0.172 32-bit	ActivClient 32-bit non-GFE Install (Zip File) Update install package
ActivClient 6.2.0.172 64-bit	ActivClient 64-bit non-GFE Install (Zip File) Update install package
ActivClient 6.2 64-bit	ActivClient 64-bit non-GFE Install (15M Zip File) Base install package
ActivClient 6.2 32-bit	ActivClient 32-bit non-GFE Install (12M Zip File) Base install package

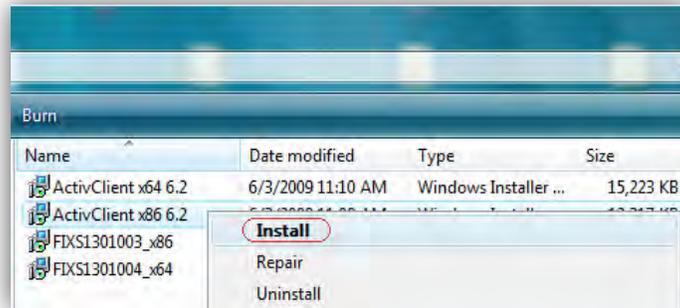
3.3 Client Installation

Proceed with this section, after determining the version of Windows and downloading the necessary installation files.

1. Open the **ActivClient 6.2 (32-bit or 64-bit)** zip file that was downloaded.

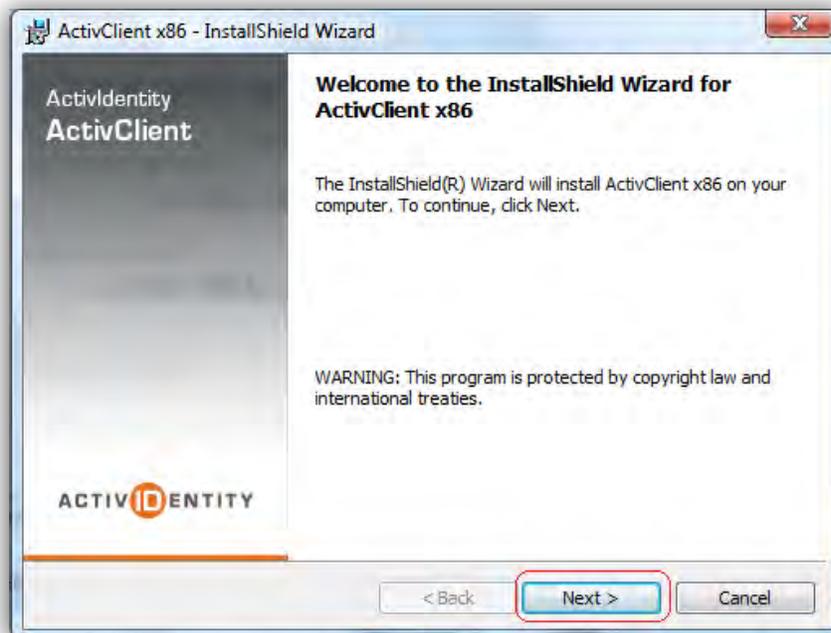
NOTE: The 32-bit zip files do not work on 64-bit systems and vice versa. Disregard the ActivClient 6.2.0172 Update Install Package for now.

2. Alternate click the downloaded file and click **Install**.



3. Allow the installation to run accepting all default selections as shown in the following figures:

- a.



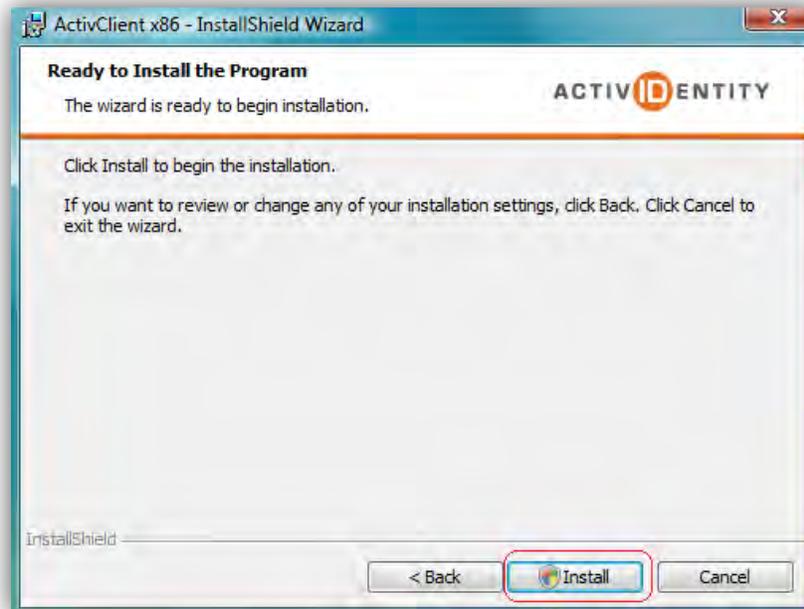
b.



c.

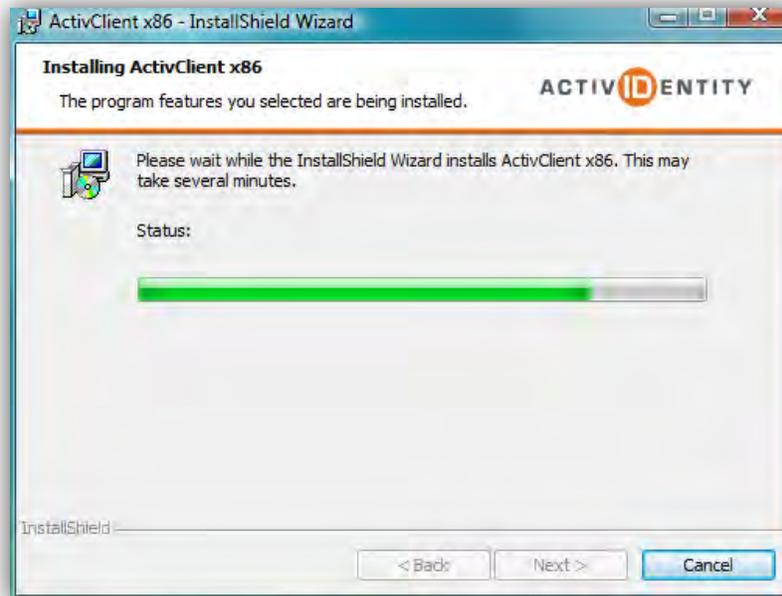


d.

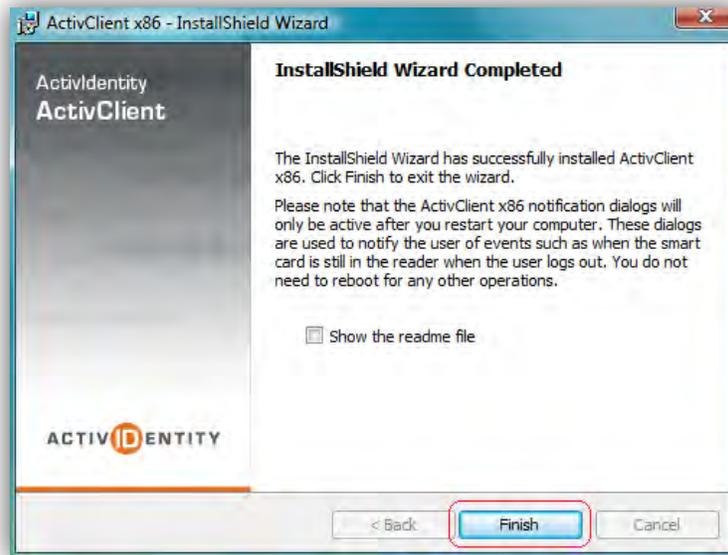


NOTE: Administrator credentials may be prompted for during the install process.

e.



f.



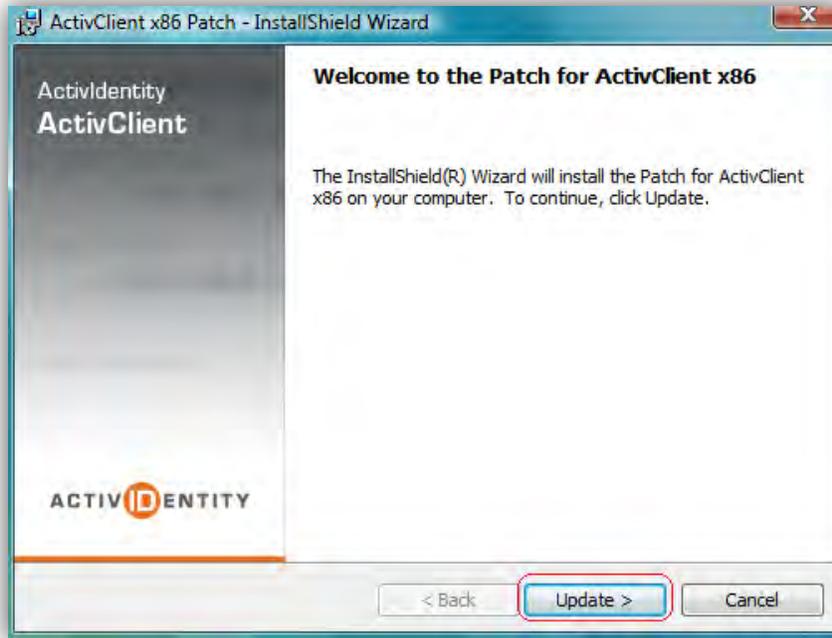
4. Once installation is complete, reboot the machine.

3.4 Patch Installation

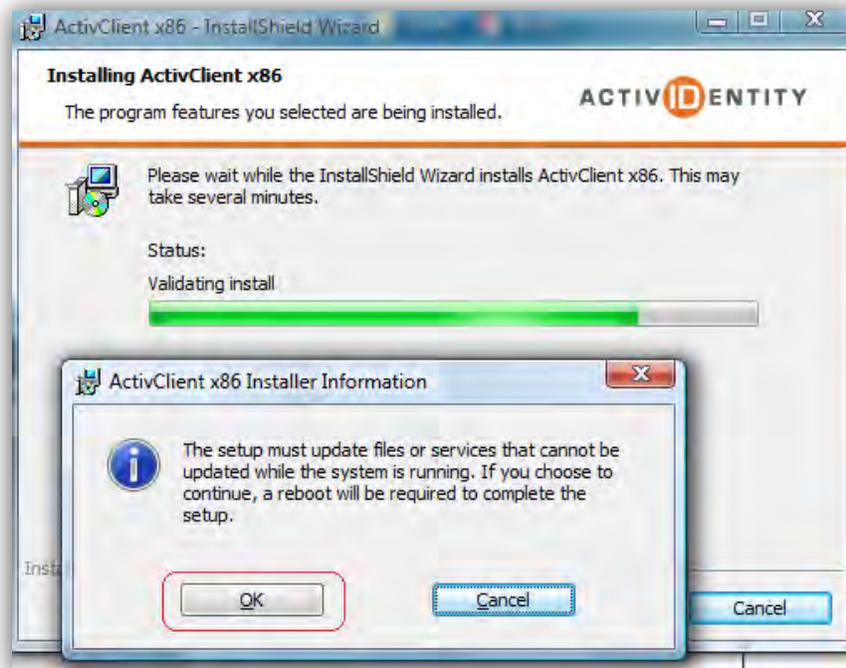
1. After reboot, open the **ActivClient 6.2.0.172** Update Install Package downloaded earlier. A new window will appear, containing a Window Installer Patch. It will have one of the following names:
 - o FIXS1301003.msp for a 32-bit operating system
 - o FIXS1301004.msp for a 64-bit operating system

2. Open the .msp patch file and allow the installation to run, accepting all default selections as shown in the following figures:

a.

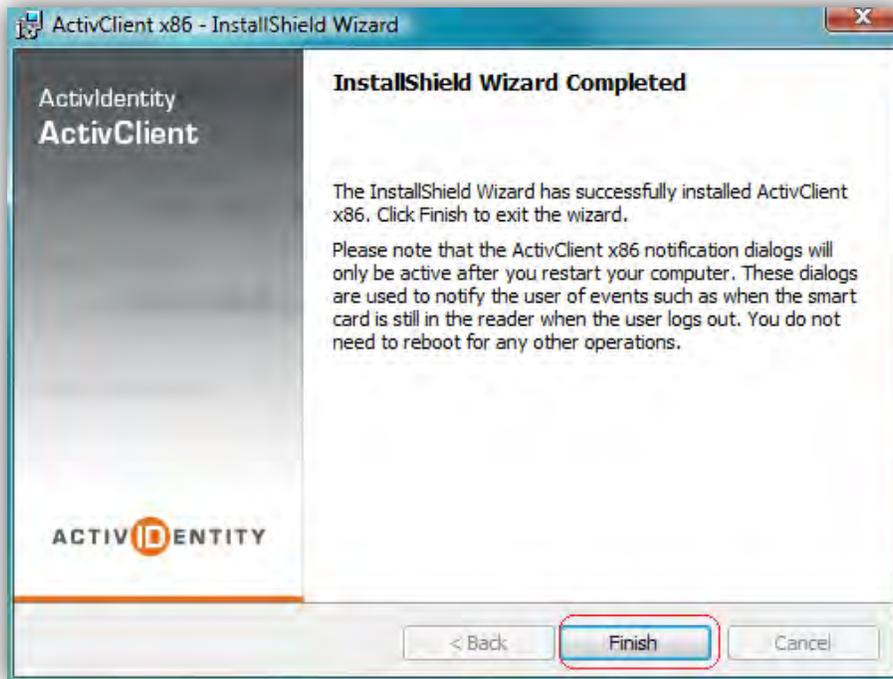


b.

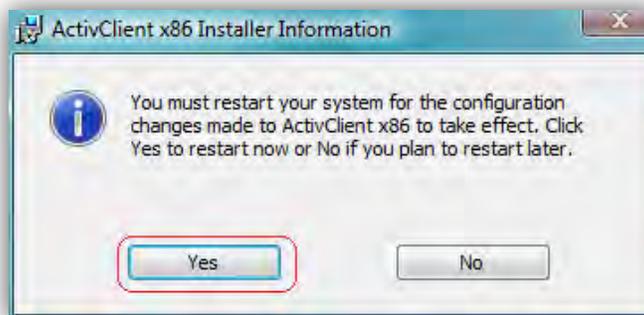


NOTE: Administrator credentials may be prompted for during the install process.

c.



3. Reboot the machine a second time.



4. Plug in the USB smart card reader and insert the PIV card into the reader.

NOTE: After inserting the card, it can take 30-60 seconds before the certificate appears in the operating system.

4. Requesting Support

If having difficulty installing ActivClient and need assistance contact the National Service Desk (NSD) Phone Number: 1-916-692-7460 (Option 1) Email: NSD.VPNSecurity@va.gov

* Email should include the following details:

- Short description of the problem
- Name (Login Name including domain)
- Computer Make/Model
- Operating System (including service pack level)
- Error Message(s) received
- Any other helpful information that could assist in solving the issue (screen captures)