Go>Sign Desktop: Installation Guide

1. Overview:

This guide provides more detailed information related to the download of Go>Sign Desktop software from Ascertia. This avoids the issues associated with using signed Java applets, which an increasing number of browsers do not support.

The download is only necessary for Internet Access or Contingency Network (for detailed Browser versions to be used see valid qualified configurations).

2. Screen*:

*The screen is only available when working via Internet Access or Contingency Network.

3. Installation

First you have to click on one of the two icon in ICM screen "Services/Administration/Download Ascertia Go>Sign depending on the operating system your PC uses.
Please note that installation process requires administrative privileges.

- Ascertia-Go-Sign-Desktop-v5.1-Win64.exe (For Windows OS x64)

- Ascertia-Go-Sign-Desktop-v5.1-Win32.exe (For Windows OS x32)

3.1   Installation Steps for Windows

Follow these steps to install Go>Sign Desktop application:

1. Run the desired executable file appropriate to your Windows architecture.

2. The installation wizard will prompt for basic information that must be completed.

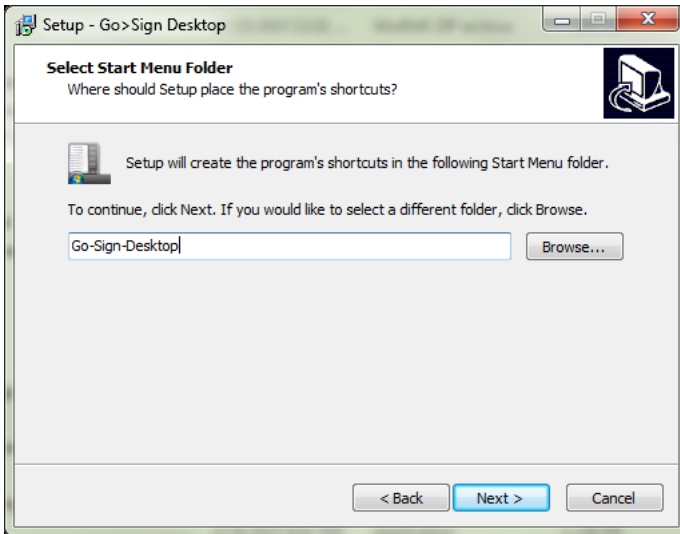Running the executable displays the following screen:
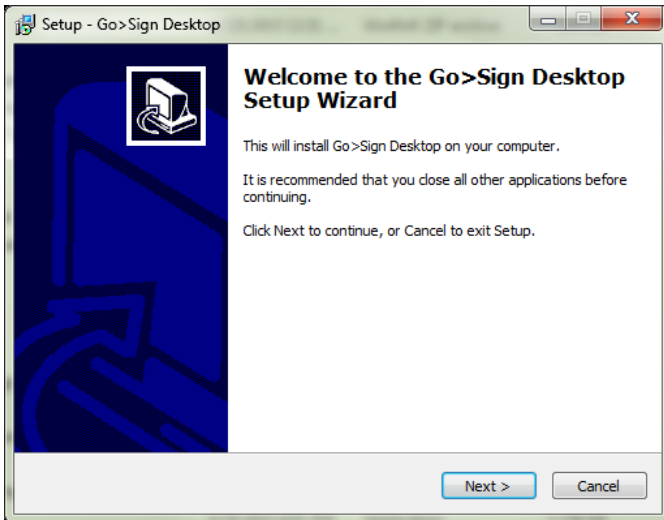
3. Click **Next** to display the installation folder screen:
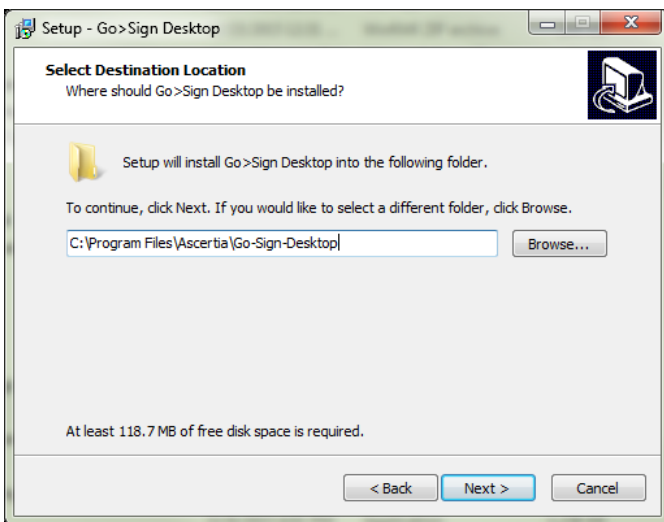
4. Either leave the default installation folder or choose a different option via the **Browse** button.

5. Click **Next** to enter the Start Menu Folder configuration option:

6. By default, Go>Sign Desktop application will create the Windows Start Menu folder shortcut Go-Sign-Desktop. Use the **Browse** button to choose a different folder shortcut.

7. Click **Next** to display the summary page and begin the installation:
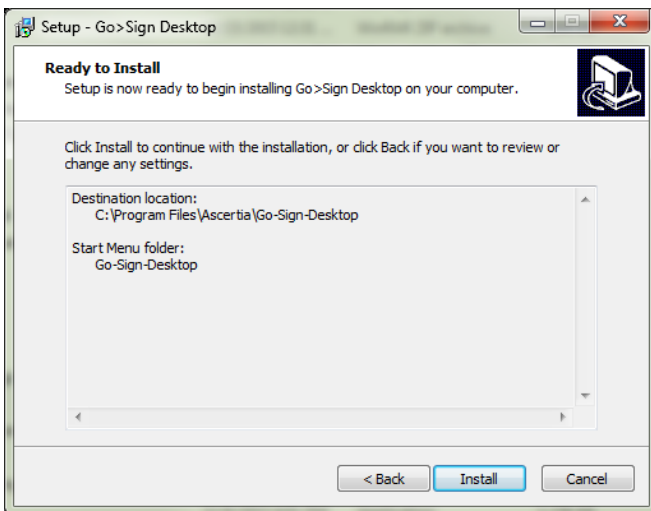
8. Confirm the destination location and Windows Start Menu folder shortcut. Use **Back** button to make any changes.

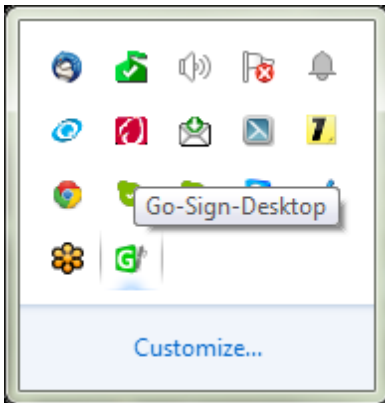9. Click **Install** to commence the actual installation:
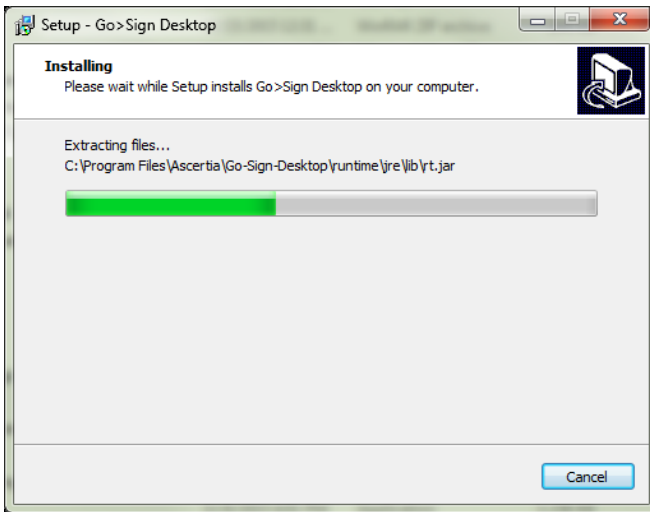
10. After successful installation the following screen will be displayed:

11. Click **Finish** to complete the process.

12. After a successful installation you can view the **Go>Sign Desktop** application Icon in **Windows System Tray**:

3.2 FQDN Entry of Hosts File

Go>Sign Desktop application is located by the web browser JavaScript calls using a FQDN (Fully Qualified Domain Name). This entry is added to the local 'hosts' file: **C:\Windows\System32\Drivers\etc\hosts.**

The default value, which cannot be changed, is **client.go-sign-desktop.com.**

3.3 Uninstalling Go>Sign Desktop App

Users can uninstall **Go>Sign Desktop** application by using one of these options: □ Windows Control Panel > All Control Panel Items > Programs and Features □ Windows Start Menu > All Programs > Ascertia > Go-Sign-Desktop > Uninstall Go- Sign-Desktop

3.4 Logging

Go>Sign Desktop application has two levels of logging. First operational, which is for normal usage scenarios, and second, debug, which should only be used when investigating performance issues, functionality problems etc.
Users can view **Go>Sign Desktop** application logs at this location:
□C:\Users\[User_Name]\AppData\Roaming\Ascertia\Go-Sign-Desktop\logs\

3.4.1 Logging Level

By default, **Go>Sign Desktop** logging level is set to **INFO**. Please note that logging level changes require administrative privileges. In order to turn on the detailed debug logging, follow these instructions:

- Go to **Go>Sign Desktop** installation path: C:\Program Files\Ascertia\Go-Sign-Desktop\app\conf\
- Edit the "**gosign_desktop.properties**" file using a suitable text editor.
- Change the value of the property GOSIGN_DESKTOP_LOG_LEVEL from INFO to DEBUG and save the file.
- Stop Go>Sign Desktop application:
  - o Windows System Tray: Right click Go>Sign Desktop application icon and select the option Quit.
- Start Go>Sign Desktop application:
  - o For Windows > Start Menu

3.5   Listening Ports

Go>Sign Desktop listens for JavaScript requests from the web browser on the following ports:

- HTTP PORT=8781
- HTTPS PORT=8782