

ECA Hardware Activation Guide v1.0

These steps will help you complete the retrieval on your hardware certificate.

Your smart card has **“HID Crescendo”** in small blue print on either face, so you will only need to install ActivClient software.

Highly recommend you read through all instructions first, before starting the actual process.

Video walk-through (shows how to install and use both ActivClient and SafeNet software, but only pay attention to the ActivClient parts):

[Retrieval for Hardware Certificates](#)

If you've just received a new smart card or USB token, **do not** plug it into your computer until you have installed the software/middleware for your Token/Smartcard.



Instructions

1. **Open the email** with the subject line “Your IdenTrust Certificate Has Been Approved!”
2. **Look for the activation code** listed in the email. Copy or write down the activation code.
3. **Follow the link** in the Email to www.IdenTrust.com/install.
4. **Enter the activation code** from the email, and the account password you created during your online application.

Let's Begin Retrieving Your Certificate

To begin the Retrieval Phase, you must login by entering your Activation Code and Account Password you created when you applied.

Activation Code [How do I get my activation code?](#)
Account Password [I forgot my account password.](#)

Note: When you created your account password, you were asked to choose one that was 8 to 30 characters in length. It could contain letters, numbers and some [special characters](#). All account passwords are case sensitive.

NEXT »

Customer Support

- Toll Free U.S.:
1 (888) 339-8906
- Outside U.S.:
1 (801) 384-3482
- Email:
Support@IdenTrust.com
- Monday thru Friday
from
5:00 a.m. to 5:00 p.m.
MST
1:00 p.m. to 1:00 a.m.
CET

5. **Click “Next”**

6. **You will be asked** if you've already installed the software for your USB token. **If you have** the software installed, click "Yes" to continue.

If you have not already installed the software/middleware for your USB token/smartcard please follow directions in the related article.

7. **Download and open** the retrieval application.

8. **Click “Next”**.

← → ↻ secure.identrust.com/tsapp/ret-app.jsp?defaultlogo=1 🔑 📄 ☆ 🏠 🌐

New Tab Imported



part of HID Global

Retrieval Step 3 of 6 » Login » Agreement » **Authenticate App** » Generate Keys » Certificate Information » Done

Retrieval App Authentication

- DOWNLOAD »** and open the [IdenTrust Retrieval Application](#).
- Drag and drop your Retrieval Key onto the Retrieval Application to continue.

Your Retrieval Key



or click **COPY KEY** and paste the key into the Retrieval Application.

COPY KEY

Customer Support

- Toll Free U.S.:
1 (888) 339-8906
- Outside U.S.:
1 (801) 384-3482
- Email:
Support@IdenTrust.com
- Monday thru Friday
from
5:00 a.m. to 5:00 p.m.
MST
1:00 p.m. to 1:00 a.m.

IdenTrustRetrieval....exe ^ Show all X

Open File - Security Warning

Do you want to run this file?



Name: ...\\Users\\yourname\\Download\\IdenTrustRetrievalApp(4).exe
Publisher: [IdenTrust, Inc.](#)
Type: Application
From: C: \\Users\\yourname\\Download\\IdenTrustRetrievalApp(4).exe

☒ Always ask before opening this file



While files from the Internet can be useful, this file type can potentially harm your computer. Only run software from publishers you trust.
[What's the risk?](#)

9. **After you run the** retrieval application you will see a "Copy key" button, click that button, then click on the text box next to "Retrieval key" in the retrieval application, and click "ctrl + v" on your keyboard to paste the key.

IdenTrust Retrieval Application (v1.2.3.275)

Authentication

IdenTrust
part of HID Global

Please drop your Retrieval Key onto the lock or paste the Retrieval Key you copied into the field provided.



Retrieval Key:

NEXT »

© 2020 IdenTrust, Inc. All Rights Reserved

Retrieval App Authentication

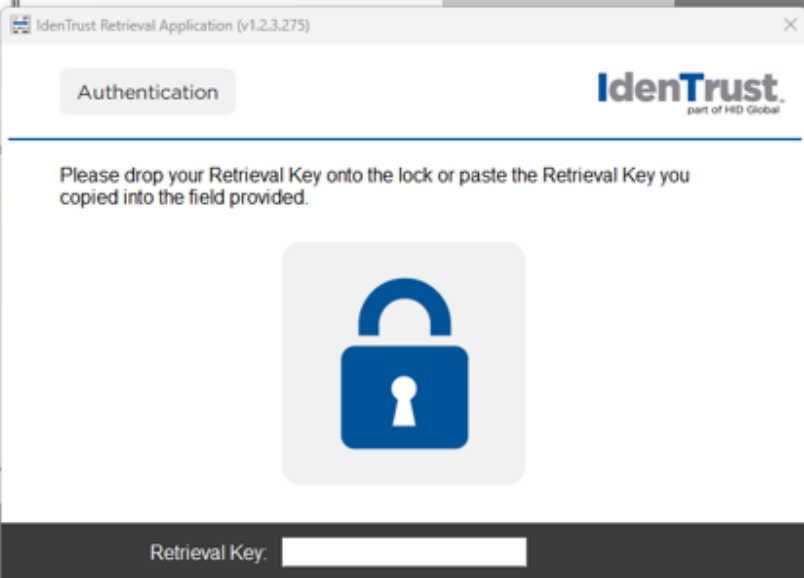
1. **DOWNLOAD »** and open the [IdenTrust Retrieval Application](#).
2. Drag and drop your Retrieval Key onto the Retrieval Application to continue.



Your Retrieval Key

or click **COPY KEY** and paste the key into the Retrieval

COPY KEY



Retrieval Key:

© 2020 IdenTrust, Inc. All Rights Reserved

Retrieval App Authentication

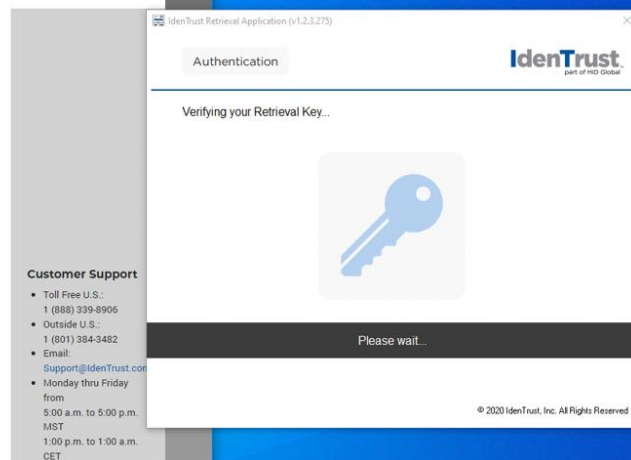
1. **DOWNLOAD »** and open the [IdenTrust Retrieval Application](#).
2. Drag and drop your Retrieval Key onto the Retrieval Application to continue.



Your Retrieval Key

or click **COPY KEY** and paste the key into the Retrieval Application.

COPY KEY



Authentication

Verifying your Retrieval Key...



Please wait...

© 2020 IdenTrust, Inc. All Rights Reserved

Customer Support

- Toll Free U.S.:
1 (888) 339-8906
- Outside U.S.:
1 (801) 384-3482
- Email:
Support@IdenTrust.com
- Monday thru Friday
from
5:00 a.m. to 5:00 p.m.
MST
1:00 p.m. to 1:00 a.m.
CET

10. **You will be prompted** to plug in your smart card or USB token.
11. **Plug in** the device, then click on “Next”.
12. **If this is a new device**, a window will pop up asking you to initialize your token.
13. **Create a PIN** for your token which meets the listed conditions, then click Next.

ActivClient - PIN Initialization Tool

ActivID®
ActivClient®

HID

Enter the PIN code you want to use and click Next to start the initialization process.

PIN code:

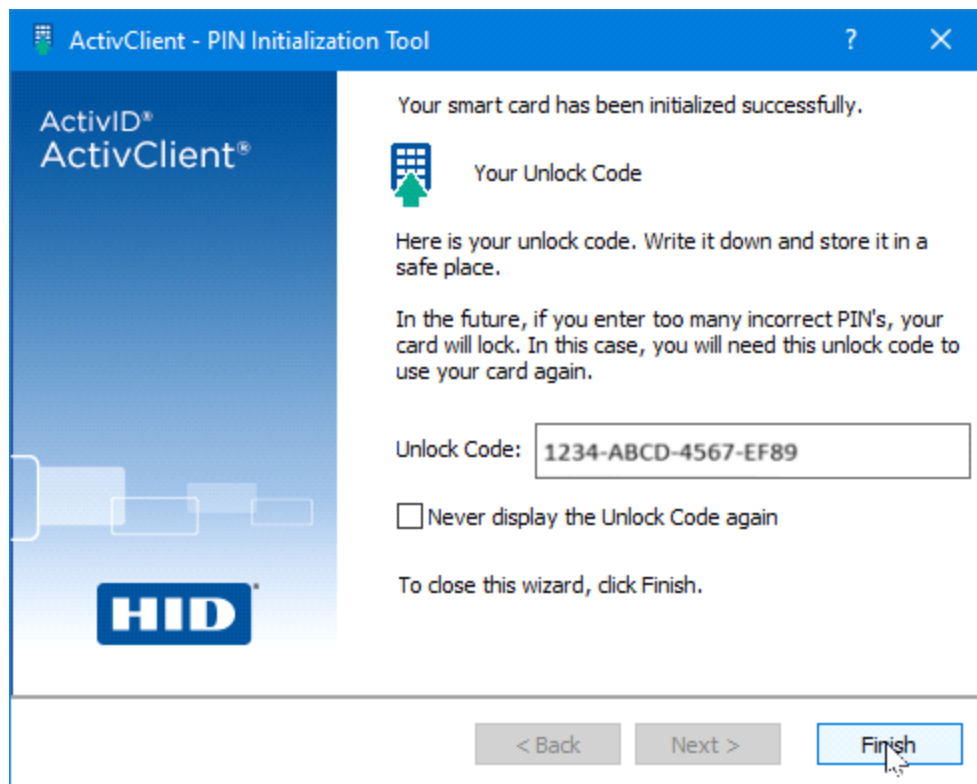
Confirm:

Your new PIN must meet the following conditions:

- ✗ Must contain at least 6 characters
- ✓ Must not exceed 25 characters
- ✗ Must not be weak or easy to guess (e.g. 1234)
- ✓ Must be correctly confirmed

< Back Next > Cancel

14. **The next window** will show you the **Unlock Code**.



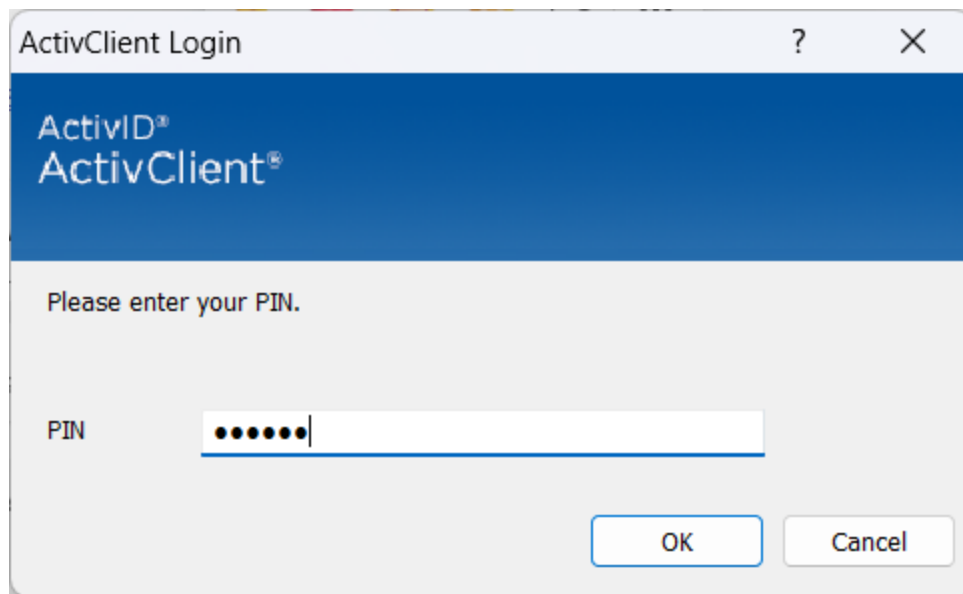
IdenTrust does not have access to your Unlock Code, so our support will not be able to provide it to you. Please make sure you have it saved in a place you can find it.

Your unlock code will be 16-characters, with letters and numbers.

All letter will be A-F and numbers are 0-9.

If you ever forget your PIN or lock yourself out of the token, you will need this Unlock Code to reset it. Please save or write down your unlock code and store it in a safe place.

15. **After creating you pin** you will be brought back to the windows asking you to plug in your device.
16. **Click “Next”.**
17. **Enter the PIN** you created.



18. **Click Import.** Enter the PIN again when prompted.



Encryption Certificate



Your encryption certificate is ready.

Click IMPORT to install it onto your USB Token.



Click IMPORT when you are ready.



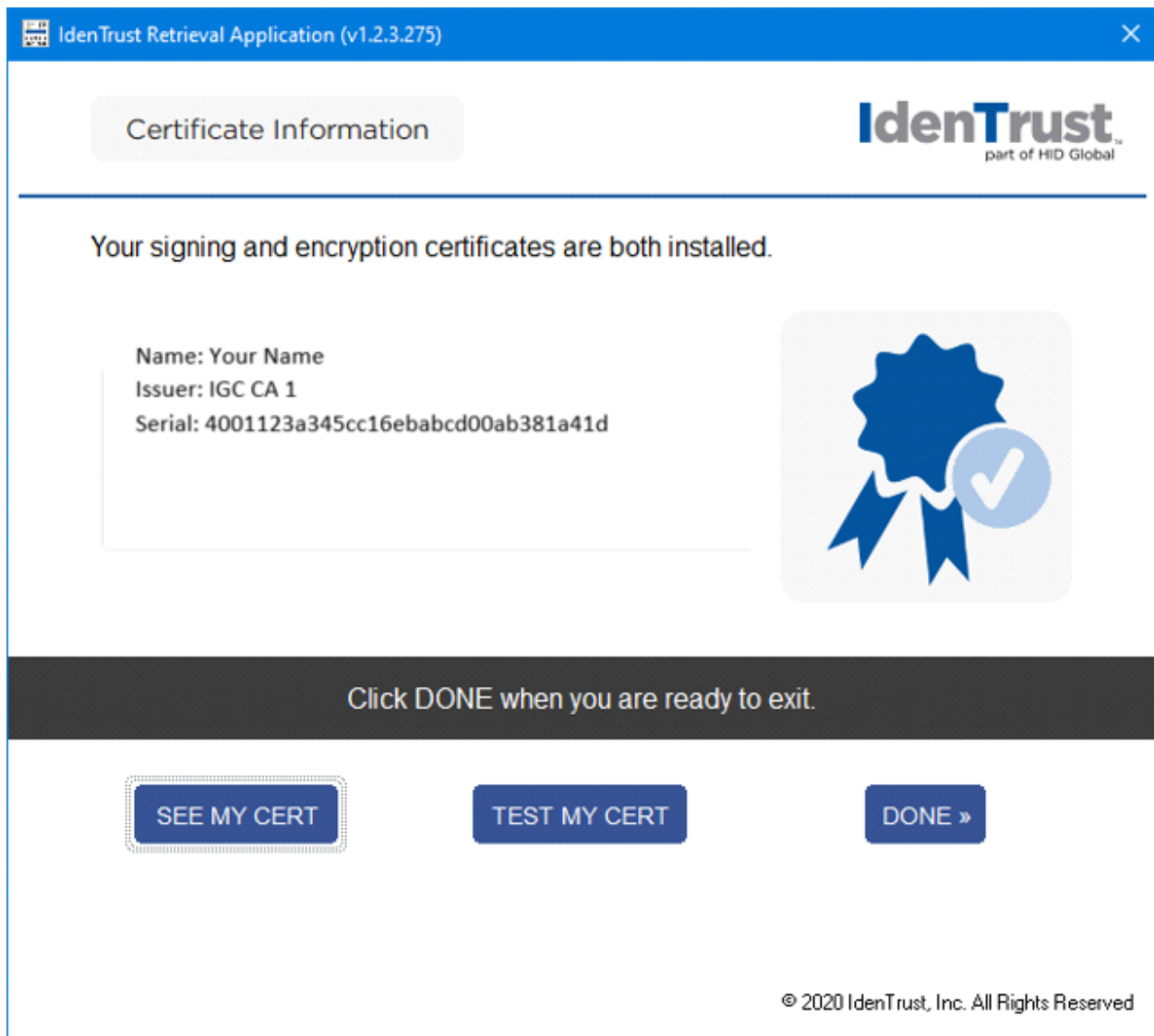
© 2020 IdenTrust, Inc. All Rights Reserved

19. Click “Generate Keys”

20. The **retrieval application** will finish generating the certificates.

During this step, you may see a "Security Warning" window pop up, with a message that starts with "You are about to install a certificate from a certification authority (CA) claiming to represent...." If that window pops up, click on "Yes" at the bottom to install the certificate.

21. The **retrieval application** will say "Your signing and encryption certificates are both installed."



22. **See My Certificate.**" Will allow you to view the information on your certificate.

23. **Test My Certificate**" will help you to test the certificate in a web browser. If you choose this option, a window will pop up asking you which web browser you would like to use. **We recommend** using Google Chrome or Microsoft Edge.

you may be prompted to unplug your token/smart card and plug it back in



Sometimes it can be helpful to unplug your USB Token, wait two or three seconds, and then carefully plug it back into the USB port.

When prompted for your PIN, please enter it carefully as too many failed attempts could lock your USB Token.

You may want to contact the IdenTrust Help Desk for assistance.

Click OK after reading the information.



© 2020 IdenTrust, Inc. All Rights Reserved

Close any windows and tabs you have open in your web browser before selecting it for the test. The test works best if there are no windows open.

24. **Click "Done"** to close the retrieval application.

25. **Once you close** the retrieval application, your web browser will ask you to click Next to verify the information on your certificate. Make sure that the certificate information is correct, then click Next.

Let's Verify the Information in Your Certificate

The contents of your certificate are presented below. You are responsible for reviewing the certificate information for accuracy. IdenTrust records the act of digital certificate acceptance.

Notify IdenTrust immediately of any errors, defects or any other problems with your digital certificate at 1-888-248-4447. If you do not, you will be deemed to have accepted it. Click **"Next"** below, after you have reviewed your certificate information.

Your Certificate information

SUBJECT INFORMATION:

Common Name: Your Name

Organization Name: Your Company

Country Name: US

dnQualifier: A01410C000001234D345D7C000B12F0

NEXT »

Customer Support

- Toll Free U.S.:
1 (888) 339-8906
- Outside U.S.:
1 (801) 384-3482
- Email:
Support@IdenTrust.com
- Monday thru Friday
from
5:00 a.m. to 5:00 p.m.
MST
1:00 p.m. to 1:00 a.m.
CET

26. **You will be** given instructions to test your certificate. If you've already done the test in the retrieval application, you can skip this step and close the window. Click Next, and a window should pop up asking you to select a certificate.

Instructions for Verifying Certificate Retrieval

Now that you have retrieved your certificate, follow these instructions to verify that it has been downloaded properly. These instructions will help you navigate through a series of windows. [Print these instructions.](#) then follow them as you go through the process online.

1. Click **"Next"**. The **Select a Certificate** window appears.
2. In the list, select the certificate you just retrieved, then click **OK**.
3. You may be prompted to provide your Microsoft Crypto API password (only if you chose High Protection when you retrieved your certificate). If prompted, [provide the password for your certificate.](#)

In the event that the certificate cannot be verified, due to selecting the wrong certificate, or clicking **Cancel** instead of **OK** at the **Select a Certificate** window, close any browser windows that are open, then restart your browser and return to the following URL to begin the verification process again:

<https://www.identrust.com/test/?AT=273&CT=1420016>

If the **Congratulations** page appears, your certificate has been successfully retrieved and downloaded. The process is complete.

NEXT 

Customer Support

- Toll Free U.S.:
1 (888) 339-8906
- Outside U.S.:
1 (801) 384-3482
- Email:
Support@IdenTrust.com
- Monday thru Friday
from
5:00 a.m. to 5:00 p.m.
MST
1:00 p.m. to 1:00 a.m.
CET

27. Click on your certificate issued by IGC CA 1.

Select a certificate

Select a certificate to authenticate yourself to secure.identrust.com:443

Subject	Issuer	Serial Number
Your Name	IGC CA 1	401256FER556856...
Your Name	IdenTrust ECA S22	40017F31EC390080...
Your Name	TrustID CA A13	4044173W2356652...

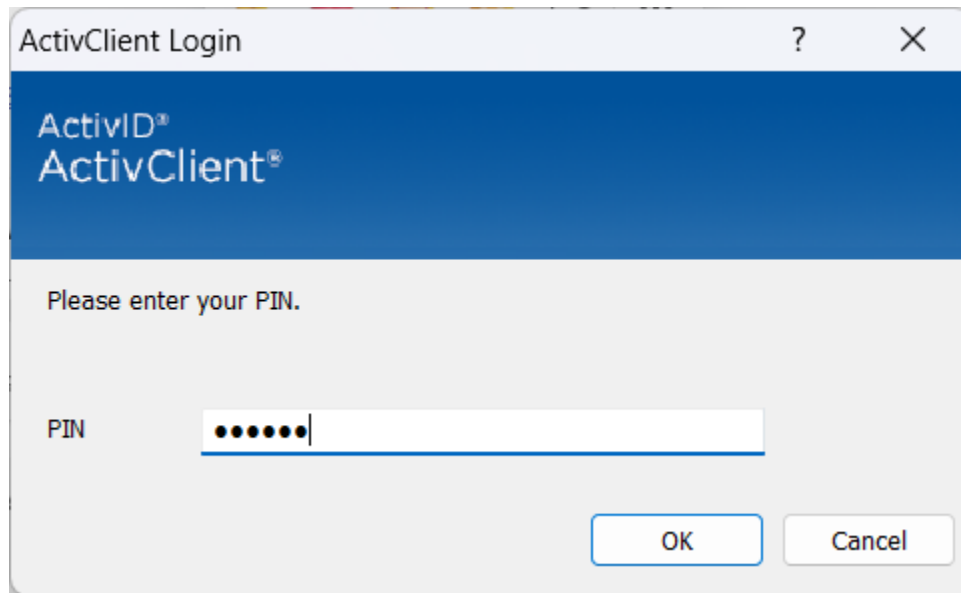
Certificate information

OK

Cancel

28. Click "OK"

29. Enter your PIN.

A screenshot of the 'ActivClient Login' dialog box. The title bar says 'ActivClient Login' with a question mark and a close button. The main area has a blue header with 'ActivID®' and 'ActivClient®' in white. Below the header, it says 'Please enter your PIN.' in a light gray font. There is a text input field labeled 'PIN' on the left. The input field contains six black dots, indicating a masked PIN. To the right of the input field are two buttons: 'OK' and 'Cancel'.

30. **Congratulations,** Certificate Retrieval Completed.



Related articles

[Installing ActivClient or SafeNet Middleware](#)