Signature Pad

Installation and User Guide

Planet DDS

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## Compatibility

Operating System	Supported Browsers
Windows XP	Internet Explorer 9
Windows 7	Internet Explorer 9+, Chrome, Firefox
Windows 8, 8.1	Internet Explorer 9+, Chrome, Firefox

# Signature Pad in Internet Explorer

#### Installation

- 1. Download **Topaz SigPlus e-Signatures 4.4.0.16 ActiveX Control** driver from **Denticon** (Help > Help & Support).
- 2. Right click on the downloaded file and click Run as Administrator.

<b>[</b>		0	
- 27		Open	_
	9	Run as administrator	
sigplus		Troubleshoot compatibility	
EV!		7-Zip	•
	2	Edit with Notepad++	
	-	Scan with Microsoft Security Essentials	
	_	· · · · · · · · · · · · · · · · · · ·	
		Share with	•
	>	DiffMerge	►
	-	<b>T</b>	
		TortoiseSVN	•
/		Pin to Taskbar	
XIV		Pin to Start Menu	
Quit still		Restore previous versions	
		Send to	•
		Cut	
		Сору	
		Paste	
		Create shortcut	
		Delete	
		Rename	
		Properties	

3. The installation will start. Click Next.



🔏 Choose Destination Loo	cation
	Setup will install Topaz e-Signatures SigPlus 4.4.0.16 in the following folder. To install into a different folder, click Browse, and select another folder. You can choose not to install Topaz e-Signatures SigPlus 4.4.0.16 by clicking Cancel to exit Setup.
	Destination Folder C:\Windows\SigPlus Browse
	< <u>B</u> ack <u>Next</u> > Cancel

4. Select your Signature Pad Model (For example, if the model is **T-L462** then select **T-L**) and press **OK**.

Determine Tablet Model Group
Please refer to the back of your signature pad. What two letters do your Tablet Model begin with?
⊙ T-S
O T-L
O T-C
C TF
О ТМ
OK Cancel

5. Now Select the Signature Pad Model and press **OK**.

Choose the Tablet
Please choose your Tablet Model from the list below. Please see the back of your signature pad for details.
C T-S460 C T-S461
OK Cancel

6. Select the connection type (If the Signature Pad is USB type then select **HSB (USB Type)** option) and press **OK.** 

Select the Connection Type
Please choose your connection type.
For USB connection, choose the "HSB" option.
For serial connection, choose the com port.
HSB (USB type)     Com 1     Com 2
C Com 3 C Com 4
OK Cancel

7. Press AGREE in License Agreement window.



8. The installation will start and Click **Finish** after the installation is completed.

漫 Installation Complete	
	Topaz e-Signatures SigPlus 4.4.0.16 has been successfully installed. Press the Finish button to exit this installation.
	< <u>B</u> ack <b><u>Finish &gt;</u> Cancel</b>

9. Now your machine is ready to use Signature Pad in Internet Explorer.

### **Signature Pad in Chrome/Firefox**

#### Installation

- Download the Topaz SigPlus e-Signatures 1.0.0.0 Browser API driver from Denticon (Help > <u>Help & Support</u>).
- 2. Right click on sigweb.exe and click Run as Administrator.

	ļ	
sigw		Open
	۲	Run as administrator
		Troubleshoot compatibility
		Share with
		Pin to Taskbar
		Pin to Start Menu
		Restore previous versions
		Send to 🕨
		Cut
		Сору
		Create shortcut
		Delete
		Rename
		Properties

3. The Welcome window will be prompted, click Next.



4. Select your Signature Pad Model and press **OK**.



5. Now Select the Signature Pad Model and press **OK**.

Choose the Tablet	×
Please choose your Tablet Model from Please see the back of your signature	the list below. pad for details.
<ul> <li>T-S261</li> <li>T-S751</li> <li>T-S460</li> <li>T-S461</li> </ul>	
ОК	Cancel

6. Select the connection type (If the Signature Pad is USB type then select **HSB (USB Type)** option) and press **OK.** 



7. Click Agree in License Agreement Window.

icense Agreement		×
License Agreement and Limited Warranty IMPORTANT: Read this License Agreement and Limited Warranty (hereafter, the "Agreement") before continuing to load any Topaz software, or before using any third-party software containing any Topaz software (hereafter, the "Software"). By loading or using Topaz Software, you are accepting the terms of this Agreement between you, the Licensee, and Topaz Systems, Inc. ("Topaz"), the Licensor. If you do not agree to the terms of this agreement, do not load the Software and promptly return or delete it. If you do not agree to the terms of this Agreement, you have no right to use the Software in any way whatsoever.	* III *	
Agree Cance		

8. Another Setup Wizard will appear and Click **Next**.

谩 SigWeb	- • •
Welcome to the SigWeb Setup Wizard	
The installer will guide you through the steps required to install SigWeb on you	ır computer.
WARNING: This computer program is protected by copyright law and internat Unauthorized duplication or distribution of this program, or any portion of it, ma or criminal penalties, and will be prosecuted to the maximum extent possible un	ional treaties. y result in severe civil nder the law.
Cancel < Back	Next >
H SigWeb	
R. addrep	
Select Installation Folder	
Select Installation Folder The installer will install SigWeb to the following folder.	
Select Installation Folder The installer will install SigWeb to the following folder. To install in this folder, click "Next". To install to a different folder, enter it belo	w or click "Browse".
Select Installation Folder The installer will install SigWeb to the following folder. To install in this folder, click "Next". To install to a different folder, enter it belo <u>Fo</u> lder:	w or click "Browse".
Select Installation Folder The installer will install SigWeb to the following folder. To install in this folder, click "Next". To install to a different folder, enter it belo Eolder: C:\Program Files (x86)\Topaz Systems Inc\SigWeb\	w or click "Browse".
Select Installation Folder The installer will install SigWeb to the following folder. To install in this folder, click "Next". To install to a different folder, enter it belo <u>Folder:</u> C:\Program Files (x86)\Topaz Systems Inc\SigWeb\	w or click "Browse". Browse Disk Cost
Select Installation Folder         The installer will install SigWeb to the following folder.         To install in this folder, click "Next". To install to a different folder, enter it belo         Eolder:         C:\Program Files (x86)\Topaz Systems Inc\SigWeb\         Install SigWeb for yourself, or for anyone who uses this computer:	w or click "Browse". Browse Disk Cost
Select Installation Folder         The installer will install SigWeb to the following folder.         To install in this folder, click "Next". To install to a different folder, enter it belo         Eolder:         C:\Program Files (x86)\Topaz Systems Inc\SigWeb\         Install SigWeb for yourself, or for anyone who uses this computer:         Install SigWeb for yourself, or for anyone who uses this computer:	w or click "Browse". Browse Disk Cost
Select Installation Folder         The installer will install SigWeb to the following folder.         To install in this folder, click "Next". To install to a different folder, enter it belo         Eolder:         C:\Program Files (x86)\Topaz Systems Inc\SigWeb\         Install SigWeb for yourself, or for anyone who uses this computer:         Install SigWeb for yourself, or for anyone who uses this computer:         Install SigWeb for yourself, or for anyone who uses this computer:         Install SigWeb for yourself, or for anyone who uses this computer:         Install SigWeb for yourself, or for anyone who uses this computer:         Install SigWeb for yourself, or for anyone who uses this computer:	w or click "Browse". Browse Disk Cost

😸 SigWeb	
Confirm Installation	
The installer is ready to install SigWeb on your computer.	
Click "Next" to start the installation.	
Cancel < Back	Next >

#### 9. Click Finish.

😼 Installation Complete	
	Topaz SigWeb Browser API has been successfully installed. Press the Finish button to exit this installation.
	< <u>B</u> ack <b>Einish</b> > Cancel

10. Now your machine is ready to use Signature Pad in Chrome/Firefox

### Troubleshoot

Check if driver installed properly

1. After installation check if the highlighted line is added in host file.



#### Steps to check:

a. Open Notepad as administrator.



b. Now press File> Open.

File	Edit Format	View Help				
	New	Ctrl+N				
	Open	Ctrl+O				
	Save	Ctrl+S				
	Save As					
	Page Setup					
	Print	Ctrl+P				
	Exit					

c. Browse to C:\Windows\System32\drivers\etc and select All File types.

d. Open the hosts file and check if this line exists:



If not your driver is not installed properly. Install the driver again.

- 2. Check if the driver is running. Steps:
  - Go to Start menu and Search Component services. Select Services (Local) from Left Panel.

Console Root	Name	Description	Status	Startup Type	Log Or 🔺	Actions
less Component Services	ActiveX Installer (AxInstSV)	Provides Us		Manual	Local S	Services (Local)
Event Viewer (Local)	Adaptive Brightness	Monitors a		Manual	Local S	Mara Actions
Services (Local)	Adobe Acrobat Update Serv	Adobe Acro	Started	Automatic	Local S	WOTE ACTIONS
	Adobe Flash Player Update	This service		Manual	Local S	
	Application Experience	Processes a		Manual	Local S	
	Application Host Helper Ser	Provides ad	Started	Automatic	Local S	
	Application Identity	Determines		Manual	Local S	
	Application Information	Facilitates t	Started	Manual	Local S	
	Application Layer Gateway	Provides su		Manual	Local S	
	Application Management	Processes in		Manual	Local S	
	ASP.NET State Service	Provides su		Manual	Netwoi	
	Background Intelligent Tra	Transfers fil	Started	Automatic (D	Local S	
	Base Filtering Engine	The Base Fil	Started	Automatic	Local S	
	BitLocker Drive Encryption	BDESVC hos		Manual	Local S	
	Block Level Backup Engine	The WBENG		Manual	Local S	
	Bluetooth Support Service	The Bluetoo		Manual	Local S	
	BranchCache	This service		Manual	Netwoi	
	Certificate Propagation	Copies user	Started	Manual	Local S	
	Cisco Systems, Inc. VPN Ser		Started	Automatic	Local S	
	CNG Key Isolation	The CNG ke		Manual	Local S	
	COM+ Event System	Supports Sy	Started	Automatic	Local S	
	COM+ System Application	Manages th	Started	Manual	Local S	
	A				- 10 T	
					4	

b. Look for **Topaz SigWeb Tablet Service** and check the status if it is started.

Name	Description	Status	Startup Type	Log On As
🛸 Tablet PC Input Service	Enables Tablet PC pe		Manual	Local Syste
🔍 Task Scheduler	Enables a user to conf	Started	Automatic	Local Syste
🔍 TCP/IP NetBIOS Helper	Provides support for t	Started	Automatic	Local Service
🔍 Telephony	Provides Telephony A		Manual	Network S
🔍 Themes	Provides user experie	Started	Automatic	Local Syste
🍓 Thread Ordering Server	Provides ordered exec		Manual	Local Service
🕵 Topaz SigWeb Tablet Service	Topaz SigWeb Service		Automatic (D	Local Syste
C TPM Base Services	Enables access to the		Manual	Local Service

#### If not right click on it and start the service.

🔍 Topaz SigW <u>eb</u>	Tablet Service			Topaz SigW		Automatic (D	Local Syste
🎎 TPM Base S	Start			Enables acc		Manual	Local Service
🔍 UPnP Devic	Stop			Allows UPn		Manual	Local Service
🎎 User Profile	Pause			This service	Started	Automatic	Local Syste
🔍 Virtual Disk	Resume			Provides m		Manual	Local Syste
🔍 VirtualBox 🤇	Postart			Manages V	Started	Automatic	Local Syste
🔍 Volume Sha	Restart			Manages an		Manual	Local Syste
🔍 WebClient	All Tasks	•		Enables Win		Manual	Local Service
🔍 Windows A			ce	Performs W		Manual	Local Syste
🤹 Windows A	Refresh			Manages au	Started	Automatic	Local Service
🤹 Windows A	Properties			Manages au	Started	Automatic	Local Syste
🤹 Windows B	· ·			Provides Wi		Manual	Local Syste
🔍 Windows B	Help			The Windo		Manual	Local Syste

Name	Description	Status	Startup Type	Log On As
🖏 Tablet PC Input Service	Enables Tablet PC pe		Manual	Local Syste
🥋 Task Scheduler	Enables a user to conf	Started	Automatic	Local Syste
CP/IP NetBIOS Helper	Provides support for t	Started	Automatic	Local Service
🤐 Telephony	Provides Telephony A		Manual	Network S
🔍 Themes	Provides user experie	Started	Automatic	Local Syste
🔍 Thread Ordering Server	Provides ordered exec		Manual	Local Service
🙀 Topaz SigWeb Tablet Service	Topaz SigWeb Service	Started	Automatic (D	Local Syste
California Contraction Contractica Contrac	Enables access to the		Manual	Local Service

Now refresh the page and try signing again.

#### Problem with Firefox

If the Signature Pad is not working if Firefox. Do the following steps:

1. Go to **Options** of **Firefox.** 



2. Go to Advanced > Certificates Tab.

0 General	Advanced
<b>Q</b> Search	General Data Choices Network Update Certificates
Applications	Requests
🗢 Privacy	When a server requests my personal certificate:
🗟 Security	<ul> <li><u>A</u>sk me every time</li> </ul>
🗭 Sync	Query OCSP responder servers to confirm the current validity of certificates
	View <u>C</u> ertificates Security <u>D</u> evices

- 3. Click on View Certificates.
- 4. Go to Servers tab and Click on Add Exception.

our Certificates People Servers A	uthorities	Others		
You have certificates on file that ic	lentify thes	e servers:		
Certificate Name	Server	Lifetime	Expires On	₽,
▲CNNIC				<b>^</b>
MCSHOLDING TEST	*	Permanent	03-Apr-15	=
⊿ DigiNotar				
DigiNotar Cyber CA	*	Permanent	04-Oct-11	
DigiNotar Cyber CA	*	Permanent	20-Sep-13	
DigiNotar Root CA	*	Permanent	01-Apr-25	
DigiNotar Services 1024 CA	*	Permanent	26-Aug-13	
⊿DigiNotar B.V.				
DigiNotar PKIoverheid CA Or.	*	Permanent	23-Mar-20	-
<u>V</u> iew I <u>m</u> port	E <u>x</u> port	Delete	dd E <u>x</u> ception	

5. Write "https://tablet.sigwebtablet.com:47290" and click Get Certificate.

Ad	d Security E	xception	23
	You Leg	u are about to override how Firefox identifies this site. gitimate banks, stores, and other public sites will not ask you to do thi	5.
	Location:	https://tablet.sigwebtablet.com:47290	ite
	Certificate	Status	

6. Click on **Confirm Security Exception.** 

#### Known Issues with Signature Control

- 1. If signature control do not work, try following:
  - i. Unplug the device & Plug in again after a while.
  - ii. Avoid any USB Hub, plug the device directly in the back port of PC. (In some cases we've found that Signature device do not work while connected via the front ports of PC)
  - iii. Refresh the page.
- 2. If Signature control still does not work in Chrome/Firefox, try **SigWeb** demo link and inform support team if it works or not:

https://www.sigplusweb.com/sigwebtablet\_demo\_checkinstalledv2.htm