

1. Uninstall ApproveIT – if no uninstall option under programs and features, either use the Windows Installer Cleanup Utility <http://support.microsoft.com/kb/290301>) to uninstall, OR install ApproveIT 6.1, then uninstall it. Delete ApproveIT folder under Program files.
2. Uninstall PureEdge. Delete PureEdge folder in Program files.
3. Reboot computer.
4. Reset user's profile. Give admin rights to user. Let user log in to make new profile, move all user data over.
5. Go to Control panel, User accounts and turn off UAC, reboot and remove LAN cable (or disable local area connection) so that UAC won't turn back on.
6. Let user log in with CAC, using cache account.
7. While user is logged in as admin, Install Lotus Forms 3.5. (Right click on AGMinst.exe, run as administrator)
8. Install ApproveIT 6.1. (Note: Double clicking the AGMinst.exe won't work so go to the "source" folder and right click on "setup.msi", select "install", and then when prompted, enter the following serial number: w7ktkq-579834)
9. Import correct Tumbleweed certificate (to prevent Outlook from hanging up and constant Tumbleweed errors regarding it's unable to verify certificates).
10. Reconnect LAN cable/re-enable network connection.
11. Go to Control panel, programs and features, ApproveIT and "Change" take away red X from Lotus Forms and other programs a user may need to sign digitally so that ApproveIT will work with those programs.
12. Go to All programs, ApproveIT desktop, ApproveIT configuration and make sure "Enable smartcard signing" is checked. On the rare occasion that the "sign" button is grayed out, simply go back to Control panel, select ApproveIT and click on "repair."
13. Test digital signing
14. Take away users admin rights.
15. Reboot and test digital signing.