

ADSS Server v8.3.11 -

Go>Sign Desktop Multiuser Installation Guide

ASCERTIA LTD

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1 Introduction

1.1 Scope

This manual describes how to install the ADSS Go>Sign Desktop Multiser application.

1.2 Intended Readership

This manual is intended for end users and system administrators responsible for the installation of the Go Sign Desktop MultiUser client. It is assumed that the reader has a basic knowledge of standard installation procedures, and for system administrators, proficiency in deploying software using Microsoft Windows Group Policy.

1.3 Conventions

The following typographical conventions are used in this guide to help locate and identify information:

- **Bold text** identifies menu names, menu options, items you can click on the screen, file names, folder names, and keyboard keys.
- Courier New font identifies code and text that appears on the command line.
- Bold Courier New identifies commands that you are required to type in.

1.4 Technical Support

If technical support is required, Ascertia has a dedicated support team that provides debug and integration assistance, and general customer support. Ascertia Support can be reached in the following ways:

Website	https://www.ascertia.com
Email	support@ascertia.com
Knowledge Base	Ascertia Community Portal

In addition to the free support service describe above, Ascertia provides formal support agreements with all product sales. Please contact <u>sales@ascertia.com</u> for more details.

A Product Support Questionnaire should be completed to provide Ascertia Support with further information about your system environment. When requesting help, it is always important to confirm:

- System Platform details
- ADSS Server version number and build date
- Details of specific issue and the relevant steps taken to reproduce it
- Database version and patch level
- ADSS Go>Sign Desktop Multi-User version number and build date
- ADSS Go>Sign Desktop Multi-User log files



2 System Requirements

The following table summarizes the minimum requirements for ADSS Go>Sign Desktop MultiUser:

Component	Minimum Requirements
Operating System	 Windows 7/8/10/11 (x86 and x64) Windows Server 2016/2019/2022 (x64)
CPU and RAM	A modern multi-core CPU such as the Xeon E3-xxxx or E5-xxxx or E55xx or E56-xx or similar are recommended, with 16 GB RAM (min 6GB RAM) and 100 GB disk space (the required disk space can vary depending upon the number of child instances).

Table 1 - System Requirements

2.1 Installation Notes

ADSS Go>Sign Desktop MultiUser relies on TLS communication with the business application. This is secured using a TLS certificate with hostname: **client.go-sign-desktop.com**. Therefore, the local client machine must be able to resolve this FQDN (complete domain name for a specific computer, or host, on the internet).

In order to achieve this, the Go>Sign Desktop MultiUser Installer will add the entry **127.0.0.1** client.go-sign-desktop.com in the Operating System host file in order to register the client.go-sign-desktop.com as local domain in the following location:

• C:\Windows\System32\Drivers\etc\hosts



The default value *client.go-sign-desktop.com* must not be changed

This will ensure the FQDN client.go-sign-desktop.com resolves to IP address 127.0.0.1.



3 Overview

When Go>Sign Desktop is installed as a single user application, each user installs Go>Sign Desktop individually and performs the required signing operation. When Go>Sign Desktop is installed as a multiuser application, the installation takes place at a common server and multiple users can access the same server using their own credentials. The required signing operations can be performed at a common server, ensuring a server side solution.

Go-Sign Desktop Multiuser works via the following mechanism:

- The Go>Sign Desktop Multiuser application must be executed by an administrator permission privileged account
- The common server where Go>Sign Desktop Multiuser is installed is called the "Parent instance"
- Each user "Child instance" will login to the common servers to access Go>Sign Desktop Multiuser using their own credentials
- A child client called "GSD" will be executed automatically whilst interacting with the business application for signing
- Each of the child instances are registered in the database against its application id, therefore the parent Go>Sign Desktop tracks which instances are registered and forwards the request to the required instance accordingly

3.1 Pre-Requisites

When the Go-Sign Desktop Application is installed, its IP is mapped to a specific URL, '<u>http://client.go-sign-desktop.com</u>', which is internally linked to the local host IP (127.0.0.1). This allows the application to run on the local machine but prevents external applications from accessing it, as they cannot recognize the local host.

When a proxy server is enabled for all network traffic, any browser request first passes through the proxy. The proxy then tries to access the Go-Sign Desktop Application via the local host URL. To ensure proper communication, an exception must be made so that '<u>http://client.go-sign-desktop.com</u>' always directs to the loopback address of the user's device (127.0.0.1), rather than that of the proxy server.

Without this exception, the proxy server will redirect '<u>http://client.go-sign-desktop.com</u>' to its own 127.0.0.1 address instead of the local machine. Since this local host URL is not public, the proxy server won't be able to communicate with the Go-Sign Desktop Application, leading to service disruptions.

To resolve this issue, the Go-Sign Desktop Application's URL (<u>http://client.go-sign-desktop.com</u>) must be whitelisted, ensuring that the proxy server can effectively access and communicate with the application.

3.2 Packaging Details

ADSS Go>Sign Desktop is bundled with the ADSS Client SDK. The ADSS Client SDK package should be unzipped in a suitable directory. You will find following ADSS Go>Sign Desktop installation packages at [ADSS Client-SDK Directory]/GoSign/Desktop/

• ADSS-Go-Sign-Desktop-vx.x-MU-Win64.msi (Windows x64)



x-x is the version of the ADSS Go>Sign Desktop



4 Deployment Options

There are two deployment options available for ADSS Go>Sign Desktop Multiuser:

- Manual Installation
- Remote automated installation via Group Policy

4.1 Manual Installation

ADSS Go>Sign Desktop Multiuser can be deployed manually for a single server. The child instances are logged-in using their own credentials, connected to the same server on which Go>Sign Desktop Multi-User is deployed, and performs the required signing operations.

NOTE: By default, User Account Control Settings (UAC) are enabled in windows. ADSS Go>Sign Desktop Multiuser needs user permissions to make changes on the installing device. Windows will prompt a dialog to acquire the user permissions. When the user grants the permissions the ADSS Go>Sign Desktop Multiuser will be installed on the device.

4.1.1 Installation Steps

Follow these steps to manually install ADSS Go>Sign Desktop Multiuser application:

- 1. Run the .exe file appropriate to the Windows operating system where it's being installed.
- 2. The installation wizard will prompt and display the following screen:



Figure 1 - Windows OS Installer Wizard Introduction

3. Click on the **Next** button to continue the installation process, otherwise click **Cancel** button to stop the installation process:



🛃 Go>Sign Desktop Setup	_		×
Destination Folder Click Next to install to the default folder or click Change to choose	e another.	G	h
Install Go>Sign Desktop to:			
C:\Program Files\ Change			
Back N	lext	Canc	el

Figure 2 - Destination Folder

4. In the above screen, the user can click on the Change button and select the required installation path from the file system.

Limitation: If the user tries to enter the required path itself, without clicking on the Change button, then the installation file will be installed at the default location i.e.'C:\Program File\'. Hence, it is recommended to click on the Change button in order to install the file at the desired location.

5. Once the installation is successful at the provided path, then, the user will be shown the following screen:



🔀 Go>Sign Desktop Setup	- 🗆 X
	Completed the Go>Sign Desktop Setup Wizard
G	Click the Finish button to exit the Setup Wizard.
	Back Finish Cancel

Figure 3 - Windows OS Installer Wizard Summary

- 6. Click on the **Finish** button to close the installation wizard.
- 7. Navigate to Local Disk (C:) \rightarrow Program Files \rightarrow Ascertia \rightarrow Go-Sign-Desktop and run the **Go-Sign-Desktop.exe** file manually:

🛃 📙 🖛 Go-Sign	-Desktop							
File Home Sha	ile Home Share View							
- → • ↑ <mark>-</mark> ›	This PC → Local Disk (C:) → Program Files	> Ascertia > Go-Sign-Desktop	←					
	Name	Date modified	Туре	Size				
🕈 Quick access	app	14/02/2023 1:54 PM	File folder					
OneDrive	runtime	14/02/2023 1:54 PM	File folder					
This DC	Gr Go-Sign-Desktop.exe	01/02/2023 7:53 PM	Application	42 KB				
	G/ Go-Sign-Desktop.ico	01/02/2023 7:53 PM	lcon	5 KB				
JU Objects	🚭 Go-Sign-DesktopNT.exe	01/02/2023 7:53 PM	Application	125 KB				
Desktop	📑 GSD.exe	01/02/2023 7:53 PM	Application	20 KB				
Documents	🚳 msvcp120.dll	01/02/2023 7:53 PM	Application exten	645 KB				
🕹 Downloads	🚳 msvcr100.dll	01/02/2023 7:53 PM	Application exten	810 KB				
b Music	imsvcr120.dll	01/02/2023 7:53 PM	Application exten	941 KB				
Pictures	🚳 packager.dll	01/02/2023 7:53 PM	Application exten	273 KB				
Videos	💿 uninstall.bat	01/02/2023 7:53 PM	Windows Batch File	1 KB				
Local Disk (C:)								
🚔 New Volume (D:)								



8. Running Go-Sign-Desktop.exe will display the following alert message. Click on the **Yes** button to install the certificate and continue:



Security	Warning	
	You are about to install a certificate from a certification authority (CA) claiming to represent: client.go-sign-desktop.com Windows cannot validate that the certificate is actually from "client.go-sign-desktop.com". You should confirm its origin by contacting "client.go-sign-desktop.com". The following number will assist you in this process:	
	Thumbprint (sha1): E1C3FD0C 09854689 D1A5F15A BC4F0901 5F488BC6	
	Warning: If you install this root certificate, Windows will automatically trust any certificate issued by this CA. Installing a certificate with an unconfirmed thumbprint is a security risk. If you click "Yes" you acknowledge this risk. Do you want to install this certificate?	
	Yes No	

Figure 5 – Warning Message

9. The ADSS Go>Sign Desktop application Icon will be visible in the **Windows System Tray**. Right click on the icon and quit Go-Sign-Desktop:

3	2	()»)	Rø	٠			
۲	Ø			7			
• **	ि G	o-Sigr	n-Desk	top			
Customize							

Figure 6 - Windows System Tray

10. Once done, navigate again to Local Disk (C:) → Program Files → Ascertia → Go-Sign-Desktop and execute the **GSD.exe** file:



Name	Date modified	Туре	Size
📕 арр	3/3/2023 1:20 PM	File folder	
📕 runtime	3/3/2023 1:20 PM	File folder	
🞯 Go-Sign-Desktop	3/3/2023 11:43 AM	Application	42 KB
🞯 Go-Sign-Desktop	3/3/2023 11:43 AM	lcon	5 KB
🚭 Go-Sign-DesktopNT	3/3/2023 11:43 AM	Application	125 KB
📑 GSD	3/3/2023 11:43 AM	Application	20 KB
msvcp120.dll	3/3/2023 11:43 AM	Application extens	645 KB
msvcr100.dll	3/3/2023 11:43 AM	Application extens	810 KB
msvcr120.dll	3/3/2023 11:43 AM	Application extens	941 KB
packager.dll	3/3/2023 11:43 AM	Application extens	273 KB
💿 uninstall	3/3/2023 11:43 AM	Windows Batch File	1 KB

Figure 7 – GSD Exe File

11. Open Windows NT Services and start Go>Sign Desktop Service:

Services						
File Action View	Help					
(+ +) 📰 🖸	= 🔿 💼 📴 🔂 📑 👂 🔳 II ID					
Services (Local)	Services (Local)					
	Go-Sign-Desktop	Name	Description	Status	Startup Type	Log On As
	Start the service	Geolocation Service	This service	Running	Manual (Trig Manual	Local Syste Local Syste
		🤹 Google Update Service (gup	Keeps your		Automatic (D	Local Syste
		🍓 Google Update Service (gup	Keeps your		Manual	Local Syste
		🍓 Go-Sign-Desktop			Automatic	Local Service
		🍓 Group Policy Client	The service	Running	Automatic (T	Local Syste
		🍓 Human Interface Device Ser	Activates an		Manual (Trig	Local Syste
		🌼 HV Host Service	Provides an		Manual (Trig	Local Syste

Figure 8 – Windows NT Services

4.2 Remote Installation Using Windows Group Policy

Follow these steps to deploy ADSS Go>Sign Desktop Multiuser with Windows Group Policy. This process will either automatically install ADSS Go>Sign Desktop Multiuser application to the assigned group's computers, or distribute the software for installation. You can use Group Policy to distribute computer programs via the following methods:

Assigning Software

You can assign a program distribution to users or computers. If you assign the program to a user, it is installed when the user logs on to their computer. When the user first runs the program, the installation is completed automatically. If you assign the program to a computer,

it is installed when the computer starts, and it is available to all users who log on to the computer. When a user first runs the program, the installation is completed.

• Publishing Software

You can publish a program distribution to users. When the user logs on to the computer, the published program is displayed in the Add or Remove Programs dialog box, and can be installed from there.

4.2.1 Create a Distribution Point

To publish or assign a computer program, you must create a distribution point on the publishing server. To do this follow these steps:

- 1. Log on to the Windows server as an **administrator**.
- 2. Create a shared network folder like: \\file server\share\file name.msi. Where you will place the Microsoft Windows Installer package (.msi file) that you want to distribute.
- 3. Set permissions on the share to allow access to the distribution package.
- 4. Copy the package to the distribution point. For example, to distribute Microsoft Office 2019, run the administrative installation (setup.exe /a) to copy the files to the distribution point.

4.2.2 Create a Group Policy Object

To create a Group Policy Object (GPO) to distribute the software package follow these steps:

- 1. Open the "Group Policy Management" snap-in. To do this, click Start, and search for "Group Policy Management" and click to open.
- 2. In the console forest tree, click on "**Domains**" and right-click the required domain.
- 3. Click "Create a GPO in this Domain and link it here" tab.
- 4. Type a name for this new policy (for example, "ADSS Go>Sign Desktop" distribution), and then press OK.
- 5. The policy named "ADSS Go>Sign Desktop" will be created and displayed.

4.2.3 Assign a Package

To assign a program to computers that are running Windows Server 2016, Windows Server 2019, Windows 10 or Windows 11, or to users who are logging on to one of these workstations, follow these steps:

- 1. Open the "Group Policy Management" snap-in. To do this, click Start, and search for "Group Policy Management" and click to open.
- 2. In the console forest tree, right-click your policy "ADSS Go>Sign Desktop", and then, click Edit.
- 3. Under Computer Configuration, expand "Policies >>Software Settings".
- 4. Right-click **Software installation**, point to **Properties**. In a General Tab type, the shared path for example \\file server\share\file name.msi and check the "**Assign**" Option and **Click OK**.

Important: Do not use the **Browse** button to access the location. Make sure that you use the path of the shared installer package.

- 5. Right-click **Software installation**, point to **New >> Package.**
- 6. Select your .msi file and Click **Open**. The package is listed in the right-pane of the **Group Policy** window.



- Close the Group Policy Editor snap-in and in a "Group Policy Management" snap-in, select your OU (Organizational Unit) on which you want to deploy and Right-click on it. Now Click on "Link an Existing GPO".
- 8. Select your group policy "ADSS Go>Sign Desktop". Click ok.
- 9. When the client computer starts, the managed software package is automatically installed.

Note: In a case if the package does not install. Open "Run" type "gpupdate /force" and press Enter.

4.2.4 Publish a Package

To publish a package to computer users and make it available for installation from the **Programs** and features list in **Control Panel**, follow these steps:

- 1. Open the "Group Policy Management" snap-in. To do this, click Start, and search for "Group Policy Management" and click to open.
- 2. In the console forest tree, right-click your policy "ADSS Go>Sign Desktop", and then, click Edit.
- 3. Under User Configuration, expand "Policies >>Software Settings".
- 4. Right-click **Software installation**, point to **Properties**. In a General Tab type, the shared path for example \\file server\share\file name.msi and check the "**Publish**" Option and **Click OK**.

Important: Do not use the **Browse** button to access the location. Make sure that you use the path of the shared installer package.

- 5. Right-click **Software installation**, point to **New >> Package.**
- 6. Select your .msi file and Click **Open**. The package is listed in the right-pane of the **Group Policy** window.
- Close the Group Policy Editor snap-in and in a "Group Policy Management" snap-in, select your OU (Organizational Unit) on which you want to deploy and Right-click on it. Now Click on "Group Policy Update".
- 8. When the client computer starts, the managed software package will be published.

Test the package:

Note because there are several versions of Microsoft Windows, the following steps may be different on your computer. If they are, see your product documentation to complete these steps:

- Log on to a workstation by using an account that you published the package to.
- In Windows, click **Start**, and then click **Control Panel**.
- Click on "Programs and Features" and in the left pane, click on "Install a program from the network".
- Click the program that you published, and then click **Install**. The program will be installed.
- Click **OK**, and then click **Close**.

4.2.5 Redeploy a Package

In some cases, there may be a need to redeploy a software package (for example, if the package needs to be upgraded or changed). To redeploy a package, follow these steps:

1. Open the "Group Policy Management" snap-in. To do this, click Start, and search for "Group Policy Management" and click to open.



- 2. In the console forest tree, right-click your policy "ADSS Go>Sign Desktop", and then, click Edit.
- 3. In the console tree, right-click your domain, and then click **Properties**.
- 4. Click **Group Policy** tab, click the **Group Policy Object** that you used to deploy the package, and then click **Edit**.
- 5. Expand **Software Settings** container that contains the software installation item that was used to deploy the package.
- 6. Click the software installation container that contains the package.
- 7. In the right-pane of the **Group Policy** window, right-click the program, point to **All Tasks**, and then click **Redeploy application**. The following message will be presented:

Redeploying this application will reinstall the application everywhere it is already installed. Do you want to continue?

- 8. Click Yes.
- 9. Quit the Group Policy snap-in, click OK.

4.2.6 Remove a Package

To remove a published or assigned package, follow these steps:

- 1. Open the "Group Policy Management" snap-in. To do this, click Start, and search for "Group Policy Management" and click to open.
- 2. In the console forest tree, right-click your policy "ADSS Go>Sign Desktop", and then, click Edit.
- 3. Click the **Group Policy** tab, click **Group Policy Object** that you used to deploy the package, and then click **Edit**.
- 4. Expand **Software Settings** container that contains the software installation item that was used to deploy the package.
- 5. Click the software installation container that contains the package.
- 6. In the right-pane of the **Group Policy** window, right-click the program, point to **All Tasks**, and then click **Remove**.
- 7. Do one of the following:
 - Click **immediately uninstall the software from users and computers**, and then click **OK**.
 - Click Allow users to continue to use the software but prevent new installations, and then click OK.
- 8. Close the **Group Policy** snap-in, click **OK**, and then closet the **Active Directory Users** and **Computers** snap-in.

5 Testing Go>Sign Desktop Application

The following URL can be used in order to verify that the installed Go>Sign Desktop Multiuser Application is working correctly:

https://client.go-sign-desktop.com:8782/gosign-desktop



6 Use ADSS Go>Sign Desktop App with Firefox

To use Firefox with Go>Sign Desktop, click on the link below:

https://ascertia.force.com/partners/s/article/How-to-trust-TLS-Server-Certificate-with-Go-Sign-Desktop-in-Firefox



7 Uninstalling ADSS Go>Sign Desktop Multi-User App

In order to uninstall ADSS Go>Sign Desktop Multiuser application, follow the instructions below:

1. Navigate to Windows \rightarrow Control Panel \rightarrow Programs \rightarrow Uninstall a program:





2. Select and right click on Go-Sign Desktop, and then click Uninstall:

Programs and Features						- 🗆	\times
← → v ↑ 🕅 > Control Panel > Programs > Programs and Features v (1) Search Programs and Features			ms and Features	Q			
	5						
Control Panel Home							
Uninstall o	or change a program						
View installed updates To uninstall a	program, select it from the list and the	n click Uninstall, Change, or Repair.					
🗣 Turn Windows features on or							
off Organize - U	ninstall Change Repair						?
Install a program from the	^	Publisher	Installed On	Size	Version		-
network	XEMUI	Adobe Systems Incorporated	8/8/2019	564 MB	11.0.00		- 1
CryptoServer, V	Version 4.00.0.5	Utimaco IS GmbH	5/7/2019	103 MB	4.00.0.5		
DB Browser for	SQLite	DB Browser for SQLite Team	6/22/2022	60.9 MB	3.12.2		
DigiCert PKI Cli	ient	DigiCert Inc.	11/20/2021	54.1 MB	2.21.6.20552		
G∕ Go>Sign Deskt	on	Ascertia Limited	4/14/2023	133 MB	6.9.0.17		
O Google Chrome	e Uninstall	Google LLC	4/14/2023	604 MB	112.0.5615.86		
🔬 Java 8 Update 🗄	3. Change	Oracle Corporation	5/6/2022	85.5 MB	8.0.3330.2		
🍌 KeyStore Explo	repair Repair	Kai Kramer	10/5/2020	10.4 MB	5.4.2		
Microsoft Visua	al64 9.0.3	Microsoft Corporation	5/7/2019	1.04 MB	9.0.30729.6161		
Microsoft Visua	al C++ 2008 Redistributable - x86 9.0.3	Microsoft Corporation	5/7/2019	876 KB	9.0.30729.6161		
Sector Mozilla Firefox	(x64 en-US)	Mozilla	12/2/2022	212 MB	107.0.1		
Mozilla Mainte	nance Service	Mozilla	11/23/2021	329 KB	94.0.2		
Notepad++ (32	2-DIT X86)	Notepad++ leam	7/20/2023	20.4 MB	8.4.8		
SafeNet Minide	river 10.9	Gemalto	6/5/2021	75.1 WID	10.0.45.0		
System Watcher	r	EZ5 Systems Ltd	7/30/2020	52.3 MB	510		
Trap Receiver		Martin Cooley	9/16/2019	8.17 MB	7.0.0		~
	ertia Limit Product version: 6901	7 Support link htt	to://www.ascertia	com			
GP	Help link: http://	/www.ascertia.co Size: 13	3 MB	com			



3. A warning message will prompt, click on Yes to continue:



🛐 Programs and Features						- 0	\times
← → マ ↑ 🛐 > Control Panel > Programs > Programs and Features					 ン O Search Program 	ms and Features	P
Control Panel Home View installed updates Turn Windows features on or	Uninstall or change a program To uninstall a program, select it from the list and the	n click Uninstall, Change, or Repair.					
off	Organize 🕶 Uninstall Change Repair					-	?
Install a program from the network	Name Adobe Reader XI MUI CryptoServer, Version 4.00.0.5 DB Browser for SQLite O DigiCert PKI Client G Go>Sign Desktop G Google Chrome Java 8 Update 333 Ar KeyStore Explorer Microsoft Visual C++ Micr	Publisher Adobe Systems Incorporated Utimaco IS GmbH DB Browser for SQLite Team DigiCert Inc. Ascertia Limited Coordia LLC o uninstall Go>Sign Desktop? me this dialog box Yes	Installed On 8/8/2019 5/7/2019 6/22/2022 11/20/2021 4/14/2023 4/14/2022	Size 564 MB 103 MB 60.9 MB 54.1 MB 133 MB 604 MB 85.5 MB 10.4 MB 1.04 MB 876 KB 212 MB 329 KB	Version 11.0.00 4.00.05 3.12.2 2.21.6.20552 6.9.0.17 112.0.5615.86 8.0.3330.2 5.4.2 9.0.30729.6161 9.0.30729.6161 107.0.1 94.0.2		^
	Notepad++ (32-bit x86) SafeNet Authentication Client 10.0 SafeNet Minidriver 10.8 Syslog Watcher ✓ Trap Receiver Ascertia Limit Product version: 6.9.0.1 Help linic http://	Notepad++ Team Gemalto EZS Systems Ltd. Martin Cooley 7 Support link: http: www.ascertia.co Size: 133	1/2/2023 7/30/2021 6/5/2020 7/30/2020 9/16/2019 0://www.ascertia.	20.4 MB 73.1 MB 9.43 MB 52.3 MB 8.17 MB	8.4.8 10.0.43.0 10.8.261 5.1.0 7.0.0		~

Figure 11 – Control Panel > Go-Sign Desktop > Uninstall

4. A User Account Control message will prompt, click on **Yes** to continue:



Figure 12 – User Control Account

5. A Root Certificate Store message will prompt, click on **Yes** to continue:





Figure 13 – Root Certificate Store



8 Logging

ADSS Go>Sign Desktop Multiuser application has two log levels. Informational, which is for ordinary use, and debug, which should only be used when investigating performance issues, functionality problems, etc.

Users can view ADSS Go>Sign Desktop Multiuser application logs at:

Parent instance:

C:\Windows\ServiceProfiles\LocalService\Documents\Ascertia\Go-Sign-Desktop\logs

Child instance:

C:\Users\[User-Name] \Documents\Ascertia\Go-Sign-Desktop\logs

8.1 Changing Logging Level

By default, ADSS Go>Sign Desktop Multiuser logging level is set to **INFO**. To enable detailed debug logging, follow these instructions:

1. Navigate to the following path:

C:\Windows\ServiceProfiles\LocalService\Documents\Ascertia\Go-Sign-Desktop

- 2. Edit the **gosign_desktop.properties** file using a suitable text editor.
- 3. Change the value of the property **GOSIGN_DESKTOP_LOG_LEVEL** from **INFO** to **DEBUG** and save the file.
- 4. Restart the Go-Sign Desktop service from Windows NT Services.



9 Listening Ports

9.1 Parent Instance

ADSS Go>Sign Desktop Multiuser listens for JavaScript requests from the web browser on the port 8782 (TLS). Changes to the ADSS Go>Sign Desktop Multiuser ports require the same amendments to ADSS Go>Sign Service:

9.1.1 ADSS Server Changes

- 1. Launch the ADSS Server Console.
- 2. Navigate to Global Settings > Advanced Settings.
- 3. From the **Property Type** dropdown menu select the option **Go>Sign**, search and update the value accordingly for the property: **GOSIGN_DESKTOP_HTTPS_PORT**
- 4. Start the ADSS Server Service instance from Windows services to have the changes take effect.

9.2 Child Instance

The child instances of ADSS Go>Sign Desktop Multiuser application are pre-registered on the dynamically available ports.

Note the following:



- 1. For communication with Go>Sign Desktop, only HTTPS protocol is supported. The default port is 8782.
- 2. TLS v1.2 and TLS v1.3 are used for HTTPS.
- 3. The Go>Sign Desktop application uses default cipher algorithms supported by SUN provider for JRE 11 during initial communication with the browser.

9.3 ADSS Go>Sign Desktop Multiuser Changes

To make the changes in the Go>Sign Desktop Multiuser application, the properties file needs to be updated. The properties file is located at the following path:

Path: C:\Program Files\Ascertia\Go-Sign-Desktop\app\conf

The contents of the file are displayed as:



📙 go-sign-des	sktop properties 🔀
1	
2	***************************************
3	######################################
4	*****
5	
6	
7	#
8	# Application ports configuration
9	#
10	
11	GOSIGN_DESKTOP_HTTPS_PORT=8782
12	
13	GOSIGN_DESKTOP_INSTALLATION_MODE = MULTI_USER
14	
15	GOSIGN_DESKTOP_LOG_MODE = info
16	
17	GOSIGN_DESKTOP_PARENT_INSTANCE_THREAD_COUNT = 20
18	
19	GOSIGN_DESKTOP_LOG_FILE_PATH = default
20	
21	GOSIGN_DESKTOP_CONF_FILE_PATH = derault
22	
23	GOSIGN_DESKTOP_LOG_FILE_MAX_SIZE = 1 MB
24	COSTON DECEMBER AND CONTERP - 10
25	GOSIGN_DESKIOP_LOG_FILE_MAA_COUNTER = 10
27	COSTON DECKTOD ENABLE HEADT BEAT - FALSE
28	COSTON_DEGRICT_INALE_INAL_ENAL = TAESE
29	COSTON DESKTOP MAY THE TIME = 4
30	
31	GOSTGN DESKTOP MAX TDLE INTERVAL = 1
32	
33	GOSIGN DESKTOP MAX INSTANCES PER USER = 2

Figure 14 – Properties File



If a single ADSS Server is installed for multiple organizations, then this change will impact all users of ADSS Go>Sign Desktop, i.e. all users must update the port configuration found in the "gosign_desktop.properties" file.

Alternatively, use Group Policy to redeploy ADSS Go>Sign Desktop package as described previously.

*** End of document ***