NHS England Identity Agent v2.4.6.0

Installation Guide

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# Introduction

The NHS consists of over 27,000 individual organisations providing care across the country through primary and secondary care sites, community care settings, adult and social care, pharmacies, opticians, dentists and education & training establishments all of which contribute to the improved care options available for individual patients.

NHS Care Identity Services are an identity, authentication & authorisation management system, responsible for ensuring that every clinician within the NHS has the appropriate level of access to national clinical and non-clinical systems. The services provided by NHS Care Identity Services are used and supported 24 hours a day, 365 days a year and is highly resilient.

At the front line of the identity solution is the Smartcard and Identity Agent. The Identity Agent is an installable component that is installed on every device that is used as a point of access to clinical systems and a Smartcard is used to authenticate the user.

## Audience

The document is aimed at IT Managers, IT Administrators, suppliers of desktop build and support services, and any other person who has responsibility for installation, configuration, support and management of the Identity Agent.

# Software & documentation

All software and administrative documentation can be downloaded from

<https://nww.digital.nhs.uk/dir/downloads/>

The latest Warrantied Environment Specification (WES)     
<https://digital.nhs.uk/services/spine/spine-technical-information-warranted-environment-specification-wes>

The latest path to live (PTL) certificates can be downloaded from    
<https://digital.nhs.uk/services/path-to-live-environments>

# Important Considerations

**Please note that by default, the IA will clear all the certs from the user’s personal certificate store. In order to retain certificates in this store from other publishers, e.g. for a VPN, please refer to the Registry settings section in the Identity Agent Admin Guide.**

# System requirements

The Identity Agent requires a Windows operating system from the list stated in the [Usage Scenarios](bookmark://_Usage_Scenarios) section of this document (other operating systems may work but are not warrantied). 

## Middleware

NHS England Identity Agent v2.x requires the presence of Gemalto Middleware.   
  
and PIV Middleware.

Oberthur Middleware is also required **by users perrforming the RA functions.**

|  |  |  |
| --- | --- | --- |
| **Component** | **Description** | **Minimum Version** |
| **Gemalto Classic Client** | Middleware component providing the interface between CryptoAPI and S4, S5 & S6 smartcards. | 6.1 Patch 3 for NHS  32-bit ***or*** 64-bit |
| **AWP Identity Manager**  **/ OT Middleware** | Middleware component providing the interface between CryptoAPI and S8Smartcards. | Oberthur Middleware SR8 32-bit ***or*** 64-bit |
| **PIV Middleware** | Middleware component providing the interface between CryptoAPI and S9 Smartcards. | Xxxxx\* |

|  |  |  |
| --- | --- | --- |
| **Component** | **Normal User** | **RA User** |
| **Gemalto Classic Client** | Yes | Yes |
| **AWP Identity Manager**  **/ OT Middleware** | No | Yes |
| **PIV Middleware** | Yes | Yes |

\* If the PIV/CIVMiniDrver middleware is installed through Windows update, components providing interface will not be installed on the machine. The interface is installed when installation is done via .msi file.

 Other components

|  |  |  |
| --- | --- | --- |
| **Component** | **Description** | **Minimum Version** |
|  | | |
| **.NET Framework**  **The programming infrastructure created by Microsoft for building, deploying, and running applications and services that use .NET technologies.**  **Microsoft .NET 4.8. needs to be installed even if the user has installed a higher version of .NET \*\*\*** | | |
| **Smartcard Reader Drivers \*\*** | Any driver required to support the Smartcard reader used within your organisation.  Lnk to supported drivers for various Smartcard readers is provided on the [DIR website](https://nww.digital.nhs.uk/dir/downloads/). | N/A |
|  |  |  |

**Note** - Later versions of Windows 10 do not always install the OmniKey smartcard reader drivers correctly. The user needs to ensure the correct drivers are installed from the [DIR website](https://nww.digital.nhs.uk/dir/downloads/)

# Usage scenarios

## Operating systems

* The operating systems warranted for use are listed here:

<https://digital.nhs.uk/services/spine/spine-technical-information-warrantied-environment-specification-wes>

## Environments

* The Identity Agent is warrantied for use in a number of specific environments:
* Local installation on a Windows based desktop, laptop or tablet.
* Installation on a Remote Desktop server (via Microsoft RDS) with no Identity Agent installed locally.
* The use of the Identity Agent under other environments such as Citrix / VDI / Terminal Services is supported, but for authentication only. Any smartcard operations under these configurations are **NOT** supported including self-renewal. The registry value **UseCardReaderPolling** needs to be set to True to allow the Smartcard details to pass to the Citrix environment.

# Smartcards

   Support for versions of Smartcards is determined by a number of factors, including the operating system, the Card Service Provider (CSP) Middleware and the support of API’s used to access the Smartcards.

The following matrix sets out the Smartcards that are supported against the warrantied environments:

|  |  |
| --- | --- |
|  | **Supported Operating Systems** |
| **Series 9** **(PIV)** | ü |
| **Series 8** **(Oberthur)** | ü |
| **Series 6** **(Gemalto)** | ü |
| **Series 5** **(Gemalto)** | ü |
| **Series 4**  **(Gemalto)** | X |

# Installation process overview

The NHS Digital Identity Agent is packaged as a discrete .msi and includes the components:

* NHS Digital Identity Agent v2.x
* GATicket.jar (Java component that may be used by the some legacy applications)

Other dependencies as listed in the [System Requirements](bookmark://_System_Requirements) section must be installed separately and before the installation of the Identity Agent package but are referenced below in the installation process for completeness.

The Identity Agent will need to be manually started on first installation but will be automatically launched after any subsequent machine reboots or when the user next logs in to Windows.

The agent is supplied with built-in defaults for all settings. The built-in defaults can be overridden through the application of specific registry values either directly or via Group Policy settings using an Administrative Template.   
  
**Note:** Registry entries will not be created in the registry locations described in this document. It will need to created manually. If the user is not sure of the entries to make, it is suggested that the Registry Editor Tool is downloaded from the [**DIR website**](https://nww.digital.nhs.uk/dir/downloads/)and the user selects “authenticate against Live”. This will create the required sub trees in the registry. Administrative rights are required to run the tool.

## Uninstall previous versions

It is important to uninstall any previous versions before beginning any installation.

You can uninstall Identity Agent via Control Panel > Programs and features

Delete these directories (if present)

* C:\Program Files\Gemalto\GAC
* C:\Program Files (x86)\Gemalto\GAC

Delete these files (if present)

* C:\Program Files\java\installed version of jre\lib\ext\TicketAPDLL.dll
* C:\Program Files (x86)\java\installed version of jre\lib\ext\TicketAPDLL.dll

Reboot the machine

## New installation

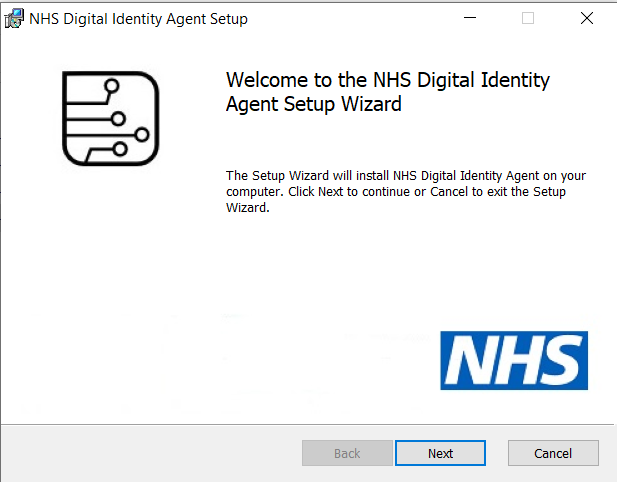
The installation order for a new machine installing NHS Digital Identity Agent v2.x should be as follows:

* Install Middleware (Gemalto and Oberthur)
* Install Mini Driver
* Install NHS Digital Identity Agent v2.x
* Install NHS Credential Management
* Some settings may need Java to be installed
* Perform registry changes if enhanced normal mode, session persistence or mobility modes are required, (including settings for mobility timers)
* Perform registry changes to enable automatic launch or selective closure of web browsers
* Start the Identity Agent.

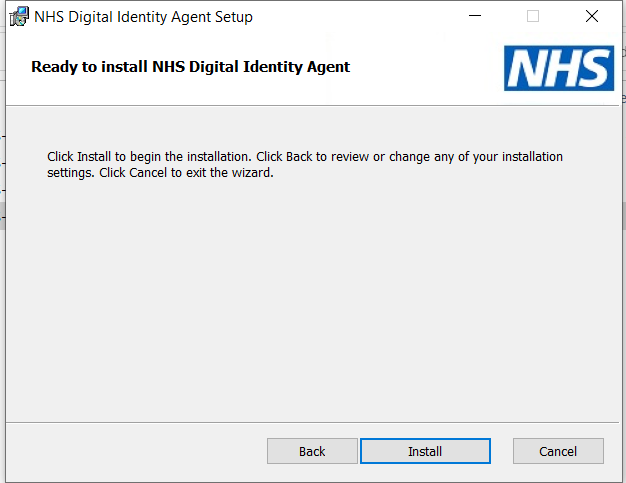
# Installing the Identity Agent

**NOTE:** Admin rights are required to install or uninstall Identity Agent.

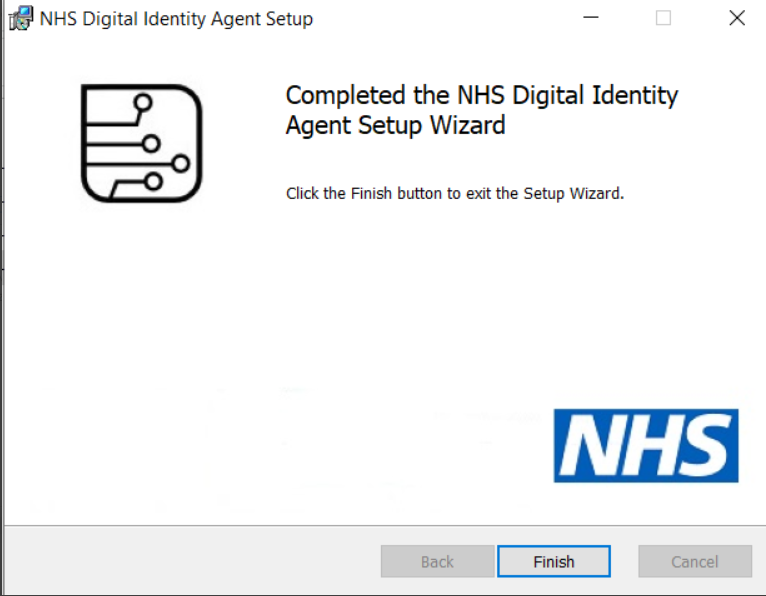
To install the Identity Agent, double-click on the .msi file in the folder the file was downloaded to and follow the prompts by clicking ‘Next’ on each window as required.



Click ‘Next’ to continue.



Click ‘Install’ to continue. Select ‘Yes’ should any prompts be given from User Account Control regarding changes to the computer.



Click ‘Finish’ once the installation has completed to close the installation dialogue box.

Once the Identity Agent has been installed, an icon will be placed in the Programs / Identity Agent area of the Start Menu on a Windows machine under the Identity Agent heading on the Applications screen.

Launch the Identity Agent in the appropriate manner.

### Silent installation

NHS Identity Agent supports a silent installation using standard deployment toolsets that recognise .msi packages, or if installing via a script the following command line can be used:

%SystemRoot%\System32\msiexec.exe /i "path\NHS-England-Identity-Agent-2.4.6.0.msi /qn

## System tray notifications

The Identity Agent uses the System Tray notification area to pop-up information regarding status changes and other notifications for the application. If no notifications are provided, this may be resolved by opening Control Panel and selecting ‘Notification Area Icons’ and changing the drop-down for NHS England Identity Agent v2.x to “Show icons and notifications”.

On Windows, open Settings (the cog icon), System, Notifications and Actions and turn the toggle to On for NHS England Identity Agent.

## Post installation configuration changes

For any configuration changes post-installation which may need to be made in the registry, refer to the section ‘Registry Settings’ in the Identity Agent v2.x Administrators Guide

Some of the changes to the registry are not dynamic and require the Identity Agent to be restarted for the changes to take effect.

# Troubleshooting

Common problems and their workarounds are described in the Identity Agent v2.4.6.0 Administrators Guide (section ‘Troubleshooting’).

# Support

**For further support or more information, please use one of the following:**

Raise a ticket via the [NHS Digital Customer Portal](mailto:NHS%20Digital%20Customer%20Portal,) or email [ssd.nationalservicedesk@nhs.net](mailto:ssd.nationalservicedesk@nhs.net)

Telephone contact 0300 303 5035

**Alternatively write to:**

Iamplatforms@nhs.net