



INSTALLATION GUIDE

WWPass Security Pack for Windows

Version 2.6

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CHAPTER 1 — WELCOME

This chapter introduces the WWPASS® Security Pack™. It also provides information on accessing related documentation and contacting WWPASS Product Support.

Topics In This Chapter

- [Introducing the Security Pack](#)
- [What's Included in the Security Pack](#)
- [Related Documentation](#)
- [Need Assistance?](#)

Introducing the WWPass Security Pack

This documentation covers installing the WWPass Security Pack on Windows.

The Security Pack includes software and solutions that make it possible to use a PassKey™ for encrypted two-factor authentication with applications such as Outlook, SharePoint and a VPN (virtual private network). Click [here](#) to see a list of solutions in the Security Pack. Click [here](#) to see a list of documentation for the Security Pack.

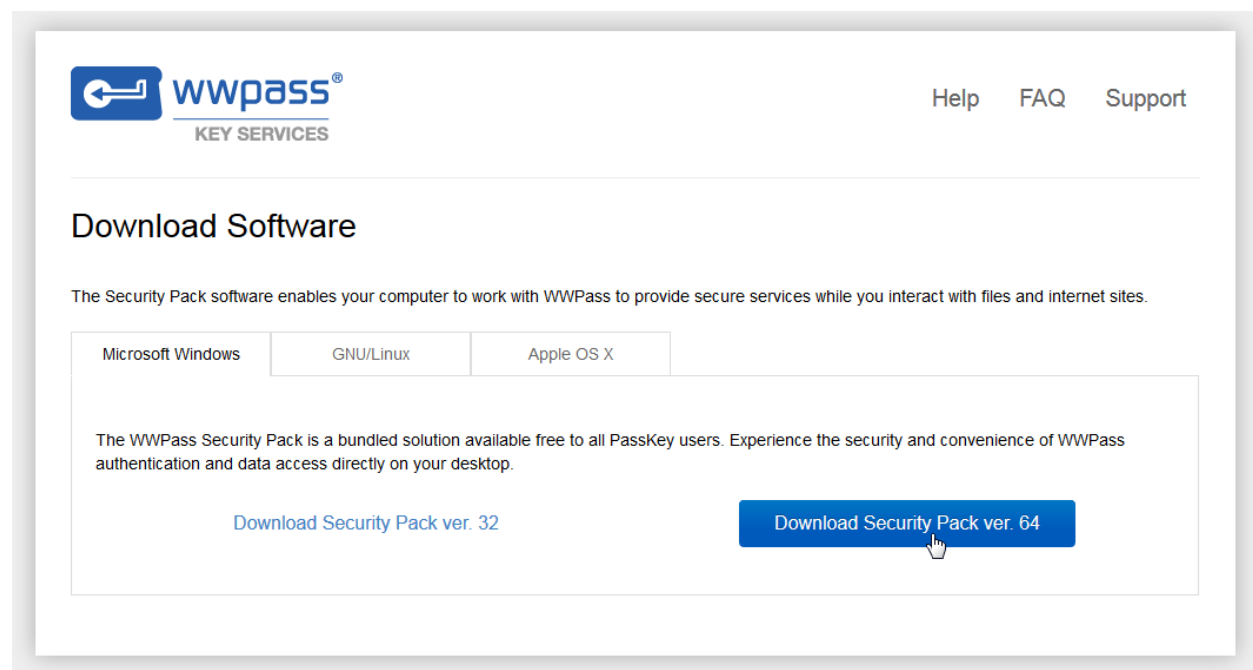
The Security Pack also includes software that is needed to activate a PassKey.

A PassKey is used instead of a username and password to ensure that only you can access confidential files or encrypt and digitally sign your email.

A PassKey is more secure than a username and password because the credentials associated with a PassKey are encrypted, fragmented and dispersed in WWPass cloud storage. There is no single vulnerable point from which they can be stolen.



Note: PassKeys are included in KeySets from WWPass. For information on obtaining and activating a KeySet, see KeySet [help](#).



The screenshot shows the WWPass website's 'Download Software' page. At the top left is the WWPass logo with 'KEY SERVICES' underneath. To the right are links for 'Help', 'FAQ', and 'Support'. The main heading is 'Download Software'. Below this is a paragraph: 'The Security Pack software enables your computer to work with WWPass to provide secure services while you interact with files and internet sites.' There are three tabs: 'Microsoft Windows', 'GNU/Linux', and 'Apple OS X'. Below the tabs is a text block: 'The WWPass Security Pack is a bundled solution available free to all PassKey users. Experience the security and convenience of WWPass authentication and data access directly on your desktop.' At the bottom of this block are two buttons: 'Download Security Pack ver. 32' and 'Download Security Pack ver. 64'. A mouse cursor is pointing at the '64' button.

What's Included in the WWPass Security Pack

Here is a list of the WWPass components and solutions included in the Security Pack for Windows.

WWPass Components

WWPass Dashboard	<p>This lets you:</p> <ul style="list-style-type: none"> • See which WWPass solutions are included in the Security Pack • Update the Security Pack • Configure several solutions in the Security Pack • Check the status of the Keys in your KeySet • View all certificates associated with your PassKey • Import certificates to a PassKey and delete certificates
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WWPass software	<p>This lets you:</p> <ul style="list-style-type: none"> • Activate your WWPass KeySet, which includes a PassKey. • Authenticate with your PassKey.
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Storage Solutions

WWPass Personal Secure Storage	<p>This lets you store confidential files (like taxes and bank statements) in WWPass secure cloud storage. Data is encrypted, fragmented and dispersed in the cloud so that it cannot be stolen. Only you can access your data using your PassKey. Storage is complimentary.</p>
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Email Solutions

WWPass Security for Email (Outlook)	<p>This allows you to authenticate with a PassKey when you exchange digitally-signed or encrypted email in Microsoft Outlook and Outlook Web App (OWA). It also allows you to use a PassKey to log into OWA.</p>
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WWPass Security for Email (Thunderbird)	<p>This allows you to authenticate with a PassKey when you exchange digitally-signed or encrypted email in Mozilla Thunderbird.</p>
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VPN Solutions

WWPass Security for VPN (Juniper VPN)	<p>This allows you to log into a Juniper SSL VPN using a PassKey. You can then access all applications and content you have permissions for on the network.</p>
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WWPass Security for VPN (OpenVPN)	<p>This allows you to log into an OpenVPN virtual private network using a PassKey. You can then access all applications and content you have permissions for on the network. This makes remote network authentication and access more secure.</p>
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Windows Solutions

WWPass Security for Windows Logon	<p>This allows you to log into the Windows domain using a PassKey. You can then access all applications and content you have permissions for on the Windows network.</p>
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WWPass Security for SharePoint	<p>This allows you to log into SharePoint from their web browser using a PassKey. You can then access all content you have permissions for.</p>
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Related Documentation

Click links in the list below to access documentation related to the Security Pack. The list includes documentation on installing the Security Pack, on WWPass solutions in the Security Pack, and on the WWPass KeySets that are used with these solutions for secure authentication.

WWPass KeySets and Key Services	HTML	PDF
WWPass Security Pack		
Installation		
Windows	HTML	Currently open
Mac	HTML	PDF
Linux	HTML	PDF
WWPass Dashboard for Security Pack		
WWPass Solutions for Security Pack		
WWPass BlackBook	HTML	
WWPass Security for Email (Outlook & OWA)	HTML	PDF
Security for Email (Thunderbird)	HTML	PDF
WWPass Security for VPN (Juniper VPN)	HTML	PDF
Security for VPN (OpenVPN)	HTML	PDF
WWPass Security for Windows Logon	HTML	PDF
WWPass Security for SharePoint	HTML	PDF
Personal Secure Storage		
Windows		PDF
Mac		PDF
Linux		PDF

Need Assistance?

If you encounter a problem or have a question, you can contact WWPass Product Support as follows:

Phone 1-888-WWPASS0 (+1-888-997-2770)

Email support@wwpass.com

Report a Problem from Dashboard


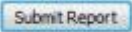
An easy way to report a problem is to email Product Support directly from the WWPass Dashboard, which is included in the WWPass Security Pack.

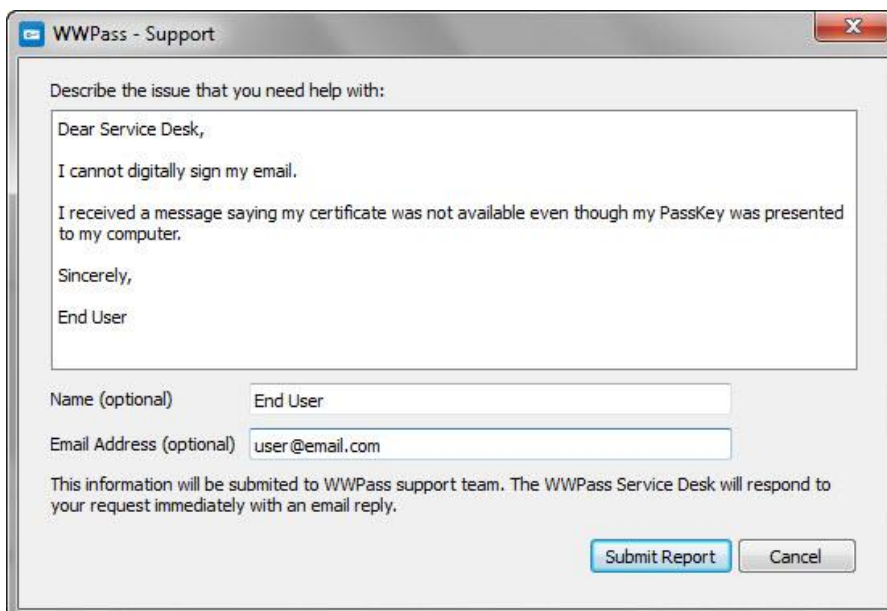
The email identifies version numbers for your Security Pack and operating system. In addition, current logs for WWPass software are automatically attached to the email.

Logs contain information that can help Product Support troubleshoot any problem you experience. For example, logs contain information such as actions and their times, and services accessed. Actions include PassKey authentication for login, email signing, and email decryption.

On Windows, logs are located in Users\username and ProgramData. Logs should not be changed before they are sent to Product Support.

To report a problem from Dashboard

1. Click the mail button  in the upper-right corner of Dashboard.
2. In the Support window that opens, type a description of the problem you need help with. You can also type a question.
3. Enter the email address Product Support should reply to. Also enter your name.
4. Click  to send your report along with the current version of all available logs.



The screenshot shows a dialog box titled "WWPass - Support". It contains a text area for describing the issue, two optional input fields for name and email address, and two buttons: "Submit Report" and "Cancel".

Describe the issue that you need help with:

Dear Service Desk,
I cannot digitally sign my email.
I received a message saying my certificate was not available even though my PassKey was presented to my computer.
Sincerely,
End User

Name (optional)

Email Address (optional)

This information will be submitted to WWPass support team. The WWPass Service Desk will respond to your request immediately with an email reply.

CHAPTER 2 — REQUIREMENTS

Below are platform and browser requirements for the Security Pack on Windows. Additional requirements are covered in the documentation for each solution in the software pack.

Requirement	What's Supported
Operating System	<ul style="list-style-type: none">• Microsoft Windows 8.1 (32-bit and 64-bit)• Microsoft Windows 8 (32-bit and 64-bit)• Microsoft Windows 7 (32-bit and 64-bit)
Web Browser <i>For KeySet activation via WWPASS Key Services and PassKey authentication</i>	<ul style="list-style-type: none">• Internet Explorer 8 and later* (32-bit and 64-bit)• Chrome 20 and later• Firefox 14 and later*• Opera 11 and later

* Can be used for downloading certificates from a Certificate Authority.

CHAPTER 3 — INSTALLATION AND SETUP

This chapter covers installing and setting up to use the WWPASS Security Pack.

Topics In This Chapter

- [Smart Start for Setting Up to Use the Security Pack](#)
- [Download the Security Pack](#)
- [Install the Security Pack](#)

Smart Start for Setting Up to Use the Security Pack

There are three main steps involved in setting up to use the WWPass Security Pack. Installation is one step. The others are to obtain and activate a WWPass KeySet.

The Security Pack allows you to activate a KeySet.

The KeySet includes the PassKey that is used with WWPass authentication solutions in the Security Pack.



Note: For information on additional setup for a certain WWPass solution in the Security Pack, see [documentation](#) for that solution. Additional setup might include associating credentials such as an X.509 certificate with your PassKey.

Smart Start

1. Obtain a KeySet from the WWPass Shop:
 - If you are an individual home user, you can obtain a KeySet from the WWPass Shop: <https://shop.wwpass.com/>. Click [here](#) for steps in KeySet help.
 - If you are a business user, you can obtain a KeySet from your organization or from the WWPass Shop (see above).
2. Download the Security Pack from WWPass Key Services: <https://ks.wwpass.com>. Click [here](#) for steps in this guide. These are given in the next section.
3. Install the Security Pack. Click [here](#) for steps in this guide.
4. Activate the KeySet via WWPass Key Services. Click [here](#) for steps in KeySet help.

Download the Security Pack

Follow the steps below to download the WWPASS Security Pack from WWPASS Key Services.

You can then use the Security Pack Setup Wizard to [install](#) the Security Pack on a single computer or across an enterprise.

To download the Security Pack

1. From a Windows computer, go to WWPASS Key Services: <https://ks.wwpass.com/>
2. Click **Download Software** at the top of the home page.



New to WWPASS?

Buy KeySets

Order Keys in shop.wwpass.com

Download Software

Download current WWPASS Software

3. From the Download Software page, click the **Microsoft Windows** tab.



4. Download the Security Pack by clicking the [Download Security Pack ver. 64](#) button for your system (shown in blue). The file for the Security Pack setup wizard is added to your Downloads window. You can install the Security Pack using the setup wizard. Click [here](#) for steps to follow.



Tip: Leave Key Services open if you need to activate your WWPASS KeySet after installing the Security Pack. Activation is performed from Key Services.

Install the Security Pack

Follow the steps below to install or update the WWPass Security Pack on Windows. (To update the Security Pack from the WWPass Dashboard, follow steps in Dashboard [help](#).)

The Security Pack can be installed individually on a single Windows computer or deployed on an enterprise basis from a network distribution point with the deployment method normally used. The steps below describe how to install the Security Pack on a single computer.

Both installation methods use the setup wizard that can be downloaded from WWPass Key Services: <https://ks.wwpass.com/>. Click [here](#) for download steps.


For installation on a single computer, the setup wizard should be available in the computer's Downloads list, on a local or network drive, or on the desktop. The installing user must have administrator rights for the computer.


After the Security Pack is installed on a computer, a new KeySet can be activated from that computer via WWPass Key Services. Click [here](#) for steps in KeySet help.

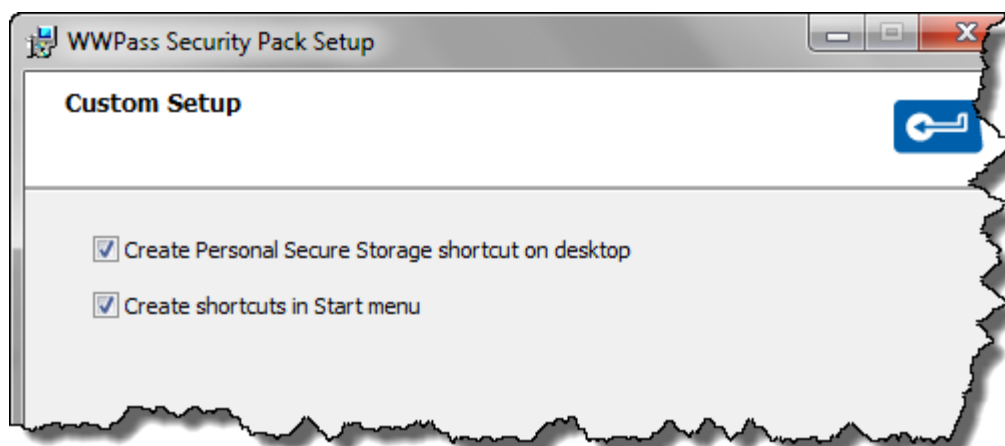



Note: If WWPass Security for Windows Desktop is currently installed, you must [uninstall](#) that software pack before installing the Security Pack.

To install the Security Pack on a single computer

1. Log into Windows as a user with administrator rights.
2. Run the Security Pack Setup Wizard from your Downloads list or the location where it is stored.
3. From the Welcome screen, click  to proceed.
4. From the Setup screen, note options for creating shortcuts; these are selected by default:
 - One option creates a desktop shortcut for WWPass Personal Secure Storage.
 - One option adds a program icon for WWPass Dashboard the Windows Start Menu.

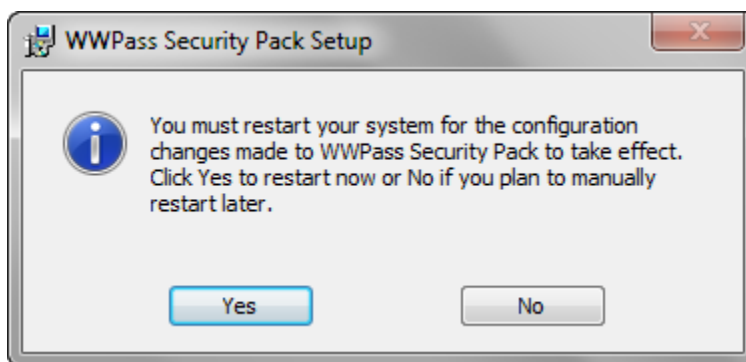
Clear option checkboxes if you do not want to create shortcuts. Then click  to proceed and click Yes in the installation confirmation message that appears. Installation begins.



5. When installation is complete, the Completed screen appears. Click  to close the setup wizard.



6. Restart your computer to apply all Security Pack features using one of the following methods:
 - Click **Yes** in the message that appears to restart your computer automatically right away.
 - Click **No** in the message if you want to save open files prior to restart. Then restart your computer manually.



Next step!

If your KeySet needs to be activated, go to WWPass Key Services: <https://ks.wwpass.com/> Click [here](#) for steps to follow in KeySet help.

If your KeySet is already activated, open the WWPass Dashboard that provides a control panel for the Security Pack. Click [here](#) for Dashboard help.

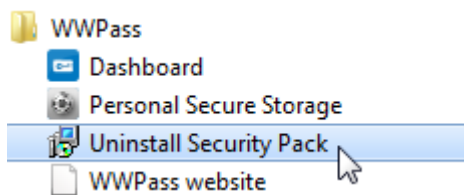
CHAPTER 4 — UNINSTALL THE SECURITY PACK

Follow the steps below to uninstall the WWPass Security Pack from a single Windows computer.


Uninstalling the WWPass Security Pack removes all of its components from your computer, including the WWPass Dashboard

To uninstall the Security Pack

1. Log into Windows as a user with administrator rights for the computer.
2. Select **Uninstall Security Pack** from the Windows Start menu.



3. Click in the uninstall confirmation message that appears. The Security Pack (including all of its components) is removed from your computer.

 **Note:** You can also uninstall the Security Pack from Programs and Features in the Windows Control Panel.

CHAPTER 5 — UNINSTALL SECURITY FOR WINDOWS DESKTOP

Follow the steps below to uninstall WWPASS Security for Windows Desktop, if this is installed.

Security for Windows Desktop must be uninstalled before you can install the WWPASS Security Pack.

To uninstall WWPASS Security for Windows Desktop

1. Log into Windows as a user with administrator rights for the computer.
2. Open the Windows Control Panel.
3. Select **Programs and Features**.
4. Scroll down and right-click on WWPASS Security for Desktop.
5. Select **Uninstall** from the pop-up menu that appears.
6. Click in the confirmation message. Security for Windows Desktop is removed from your computer.
7. Click in the message that says you must restart your system. Your computer is restarted.

