

A City & Guilds Group Collaboration

E-volve Centre Guide

SecureClient Installation

Version 01 Last modified 21-February-2024 For external use

Page 0 of 9

Table of Contents

1.	Introduction
2.	Uninstall SecureClient
3.	Download the latest MSI
4.	Install the SecureClient
5.	Install the Microsoft Component

Introduction

This document is to support centres to ensure the latest version of SecureClient is installed on PCs.

If the SecureClient does not open, or closes after checking for updates, or you receive the '**SecureClient must be restarted'** pop up over and over when upgrading to the latest version, please ask your IT department to follow the steps below.

Uninstall SecureClient

Uninstall any previous versions of the SecureClient. Depending on your current Windows version the below descriptions may vary slightly.

1. Press the **Windows** key:



3. Click on 'Add or remove program':



4. The '**Apps and features**' menu will now load. In the right-hand search menu, type in '**Secure**':

Apps & featu	es
Optional features	
App execution alia	es
Search, sort, and fi app, select it from	ter by drive. If you would like to uninstall or move an he list.
secure	٩
Sort by: Name $ \smallsetminus $	Filter by: All drives \checkmark

5. Select the 'SecureClient_CANDG' button and then press 'Uninstall':



6. Click 'Yes' when asked if you're sure you want to uninstall:



7. When the uninstall has finished click 'Finish':



- 8. Open File Explorer and navigate to the '**SecureClient**' installation folder. The default location is C:\Users\Public
- 9. Delete the **'Surpass'** folder:

Public Videos	
Surpass	
5	

Uninstallation is now complete.

Download the latest MSI

If you have saved an old copy of the MSI, please delete this and download the latest installer as the SecureClient will only update from 2 versions behind. This can be found on the e-volve homepage under the 'SecureClient downloads and notes section':

SecureClient downloads and notes: The e-volve SecureClient (learner machines) software can be download there Note: Please ensure that your IT department is aware before attempting to in Ull the software. Latest Version: 12.34.076.052

You may also download it directly from: <u>https://secureclient.cityandguilds.com/secureclientinstaller.msi</u>

Install the SecureClient

1. Open the SecureClient installer from your device:



NOTE: You may need to allow SecureClient to make changes to your device before you can start the installation.

2. Choose a language from the **Language** menu in the **Select Setup Language** dialog. Select '**OK**' to continue:



- 3. Start the installation in the SecureClient Installation Wizard.
- 4. Select 'Next' to continue.



- 5. Choose an installation path **NOTE:** The default installation path is the **C**: drive.
- Select 'Browse' to open your device's file explorer. Choose an installation path for SecureClient.

Note: The filepath for the City and Guilds SecureClient is C:\Users\Public\Surpass\SecureClient_CANDG

7. Select 'Next' to install SecureClient on your device.

		-		
Destination Folder				
Select folder where setup will install files.				7
Install SecureClient to:				1
C:\Users\Public\Surpass\SecureClient		Bro	wse	
NOTE: Pleace encure the installation nath has	+0	006		a
nonci ricase ensure une installation paul nas	modify permissi	01131		
Hore, rease ensure the installation pair has	modity permissi	0113.		
NOTE: Prease ensure the installation parties	modity permissi			
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Destination Folder	moarry permissi	015.		
Destination Folder Required Disk Space:	moarry permissi	1,	454 MB	
Destination Folder Required Disk Space: Remaining Disk Space:	moarry permissi	1,' 410,	454 MB 376 MB	
Destination Folder Required Disk Space: Remaining Disk Space:	moarty permissi	1, 410,	454 MB 376 MB	

8. Select 'Finish' to complete the SecureClient installation.



9. You can launch SecureClient from your desktop when the installation is complete.



After you launch the SecureClient it will check for updates. if the installation has been successful, no updates will be found and the SecureClient will open to the "**Enter Keycode**" screen.

If the client does not launch successfully, please follow the next steps.

Install Microsoft component

If SecureClient does not open or closes after checking for updates then you may be encountering a '*CefSharp.Core.dll*' error. This is caused by the Microsoft Visual C++ x86 redistributable package being absent from SecureClient's configuration files.

To identify if it is a *CefSharp.Core.dll* error you are encountering, you can follow these steps to check the log file:

- 1. Navigate to (C:\Users\Public\Surpass\SecureClient_CANDG\configfiles).
- 2. Open the Log XML file.
- 3. Check for the following line in the document: *MainError: Could not load file or assembly 'CefSharp.Core.Runtime.dll' or one of its dependencies. The specified module could not be found.*

If you find this error in the log file, you will need to download and install an additional Microsoft component.

You can download from this link directly: <u>Microsoft Visual C++ X86</u> or you can refer to the Microsoft documentation pages on redistributable packages and download it from here: <u>https://learn.microsoft.com/en-us/cpp/windows/latest-supported-vc-redist?view=msvc-170#visual-studio-2015-2017-2019-and-2022</u>

Note	Link	Architecture
Permalink for latest supported ARM64 versio	https://aka.ms/vs/17/release/vc_redist.arm64.exe 🖉	ARM64
Permalink for latest supported x86 versio	https://aka.ms/vs/17/release/vc_redist.x86.exe	X86
Permalink for latest supported x64 version. The X6 ributable package contains both ARM64 and X64 binarie	https://aka.ms/vs/17/release/vc_redist.x64.exe 네 Redie	X64

Once you have downloaded and followed the steps to install this component, you can relaunch the SecureClient.

It will still check for updates but will not find any and the SecureClient should now open to the **"Enter Keycode**" screen.