

E-volve Centre Guide

SecureClient Installation

Version 01

Last modified 21-February-2024

For external use

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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.

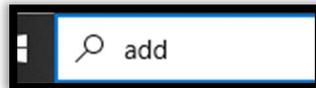
Uninstall SecureClient

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

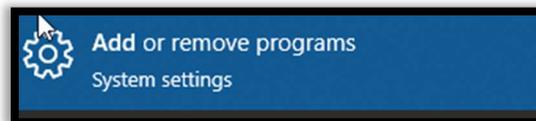
1. Press the **Windows** key:



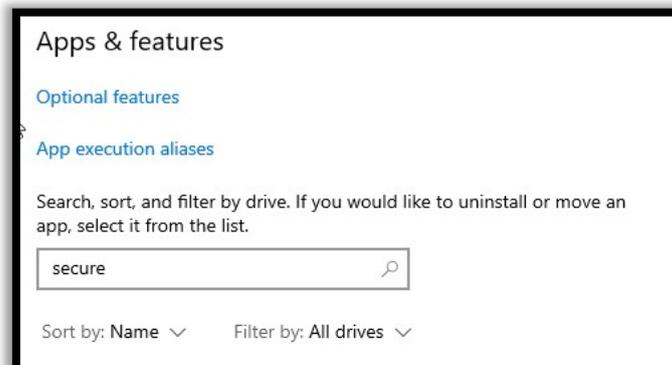
2. Type in **'Add'**:



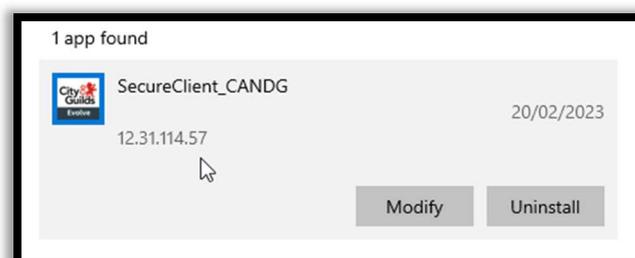
3. Click on **'Add or remove program'**:



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



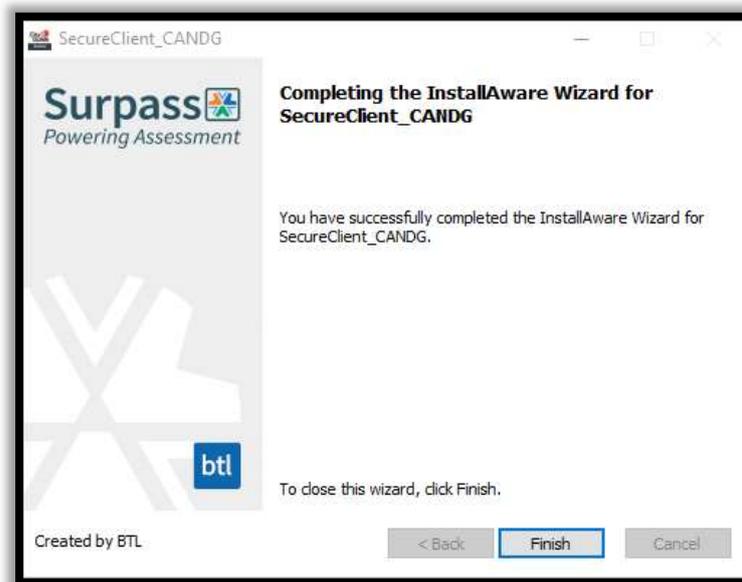
5. Select the **'SecureClient_CANDG'** button and then press **'Uninstall'**:



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:



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**':

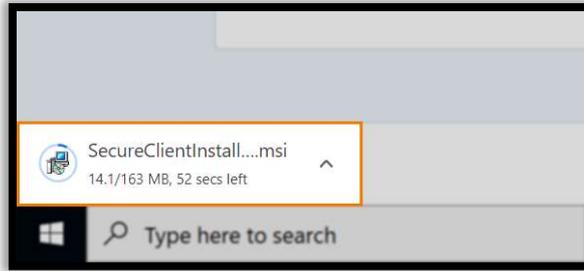


You may also download it directly from:

<https://secureclient.cityandguilds.com/secureclientinstaller.msi>

Install the SecureClient

1. Open the SecureClient installer from your device:

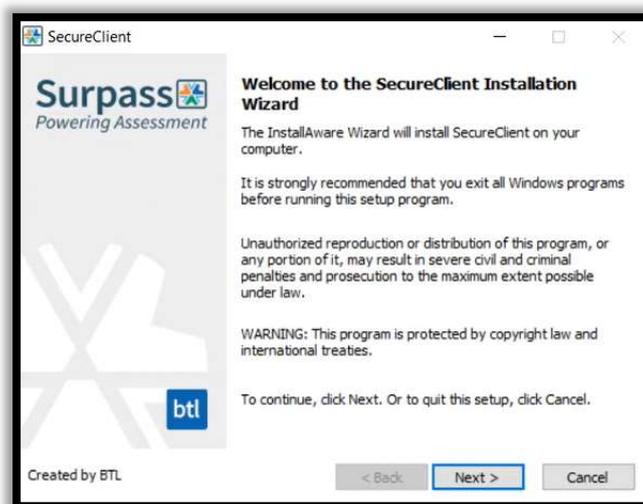


NOTE: You may need to allow SecureClient to make changes to your device before you can start the installation.

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

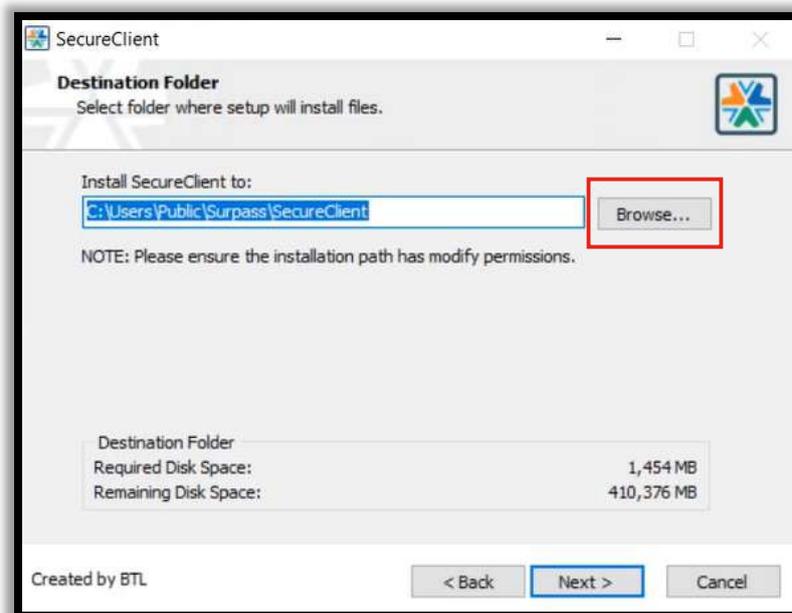
NOTE: The default installation path is the C: drive.

6. Select '**Browse**' to open your device's file explorer. Choose an installation path for SecureClient.

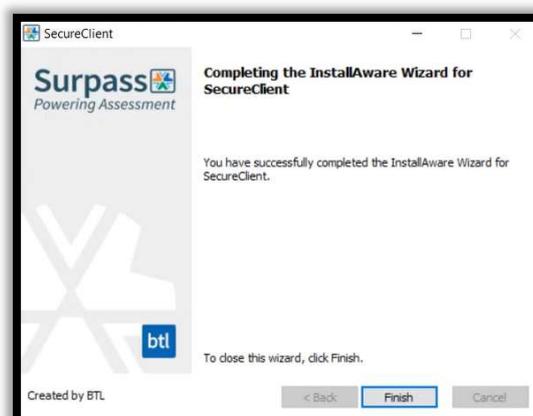
Note: The filepath for the City and Guilds SecureClient is

C:\Users\Public\Surpass\SecureClient_CANDG

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



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

Architecture	Link	Notes
ARM64	https://aka.ms/vs/17/release/vc_redist.arm64.exe	Permalink for latest supported ARM64 version
X86	https://aka.ms/vs/17/release/vc_redist.x86.exe	Permalink for latest supported x86 version
X64	https://aka.ms/vs/17/release/vc_redist.x64.exe	Permalink for latest supported x64 version. The X64 Redistributable package contains both ARM64 and X64 binaries.

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.