



Criminal History Record Information Response Decryption Instructions

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PURPOSE

This document details system requirements, installation instructions, and decryption instructions for the software necessary to receive and decrypt e-mail attachments sent by the Illinois State Police (ISP), Bureau of Identification (BOI).

WHY DIGITAL ENCRYPTION?

All criminal history responses sent from the BOI across the internet in the form of e-mail are federally mandated to be encrypted and users to be authenticated. In compliance with this mandate, ISP will send out e-mail attachments that have been encrypted to the industry standard protocol.

Encryption will guarantee the security of the information contained in the response should it be intercepted by unauthorized persons while in transit. Authentication will guarantee the person receiving the encrypted response is the person intended and authorized to decrypt it.

CHECKLIST/BEFORE YOU START:

- This process will require the uninstallation and installation of programs. If you are not authorized to add or remove programs on the PC, you may need to contact your IT staff for assistance.
- If you are a current user, all unencrypted emails must be decrypted using the current process before installing the new Entrust Security Provider software.
- Know what Operating System and version (32 bit or 64 bit) is on the PC used for decrypting responses. *It is very important to note the version (32 bit or 64 bit) as this determines which software package must be downloaded and installed.*

To determine the Operating System/version:

- Click on the Start Button
- Click on Settings/Control Panel or Control Panel
- Click on System or System and Security/System
- The Operating System and Version are shown on the "General" tab (if there is no notation of 64 bit under System, it is a 32 bit system).
- All Microsoft Security Updates must be installed prior to installation of the Entrust Security Provider software.
- Temporarily disable virus protection software. This can interfere with the installation of Entrust Security Provider software.

SYSTEM REQUIREMENTS

- Microsoft Windows XP SP2, SP3 - Professional/Home/Tablet 32-bit and 64-bit editions
- Microsoft Windows Vista™ SP1, SP2 - All 32-bit and 64-bit editions
- Microsoft Windows 7 - All 32-bit and 64-bit editions
- Microsoft Windows Server 2003 SP1, SP2 - All 32-bit and 64-bit editions
- Microsoft Windows Server 2003 R2 SP1, SP2 - All 32-bit and 64-bit editions
- Microsoft Windows Server 2008 SP1, SP2 - All 32-bit and 64-bit editions
- Microsoft Windows Server 2008 R2 - All 64-bit editions
- *For Apple/Macintosh Computers, the link is*
<https://truepass01.cmcf.state.il.us/download/ESP/Mac/>

ENTRUST ENROLLMENT

Users must go to www.illinois.gov/pki/ to enroll with the State of Illinois to be issued a Digital Certificate required for use with Entrust software. Select the “*Get a Digital ID*” button located on the left side of the web page. The enrollee must be a real person with a valid Illinois driver’s license. Selected information from the driver’s license will be asked for during enrollment. It must be entered exactly as printed on the driver’s license.

Users must read and agree to the subscriber agreement with the State of Illinois Central Management Services. Out-of-state users must click the “*Non-Illinois Resident Accept*” button instead of the “*Agree*” button on the Subscriber Agreement form.

When entering names into the name fields, do not put a period (.) after the middle initial. The web site will allow the entry of one, but it causes problems elsewhere, so avoid doing this. Users will be asked to create a profile name and password. **Please remember these!** Write them down and keep them in a safe place.

The ISP Criminal History Record Information system is not capable of sending e-mail responses to more than one person. Therefore, only one person from each agency needs to be enrolled.

DOWNLOADING AND INSTALLING ENTRUST

The Entrust Security Provider software is available from the following web address: https://truepass01.cmcf.state.il.us/download/ESP/Current_version/. A link to this download site can also be found on the Electronic Conviction Inquiries page of the ISP web site at www.isp.state.il.us/crimhistory/convictioninquiries.cfm.

Instructions for the Removal of the ISP CHRI Decrypt Program and the Entrust Desktop Solution, as well as the installation of the Entrust Security Provider program are below.

- 1) If you are a current user of the ISP CHRI Response Decrypt program and the Entrust Desktop Solution program, they **must** be uninstalled.

To Add/Remove Programs

- a. Click on the Start button.
 - b. Click on Control Panel.
 - c. Double click on Add or Remove Programs.
 - a. Select ISP CHRI Response Decrypt, then select Remove.
 - i. When prompted “Are you sure?”, click “Yes”
 - ii. When prompted to delete shared files, say “Keep” for each instance.
 - iii. Click OK
 - b. Select Entrust Desktop Solution, then select Remove.
 - i. Select Entrust Entelligence 7.0 in the pop-up box when prompted
 - ii. Follow prompts (Next, Uninstall Now, Finish)
 - iii. When prompted to restart the computer, say “Yes”.
- 2) The Entrust Security Provider (ESP) zip file to be downloaded will be different depending on the version of the operating system version. Using a web browser (such as Internet Explorer, Google Chrome, or Mozilla Firefox), type or click on the following web address in the address bar to access the download files:
https://truepass01.cmcf.state.il.us/download/ESP/Current_version/
- a. File names are:
 - ESP_91_32bit.zip (for 32 bit systems)
 - ESP_91_64bit.zip (for 64 bit systems)




- b. Open and extract the file. (For Windows 7 users, the file must be saved before opening.)
 - c. Double click the **setup.exe** file to begin installation.
 - i. Follow prompts (Run, Next)
 - ii. Accept License Agreement. Follow prompts (Next)
 - iii. Choose “Complete” installation option. Follow prompts (Install, Finish)
 - d. NOTE: Computer **must** be restarted after ESP installation.
- 3) After restart, the appropriate patch must be downloaded and installed. It is located at the same web address:

https://truepass01.cmcf.state.il.us/download/ESP/Current_version/

- a. File names are: eesp_91_158410_win32.zip (for 32 bit systems)
eesp_91_158410_win64.zip (for 64 bit systems)


File Name	Size	Date
eesp_91_158410_win32.zip	6079820	Tuesday, November 09, 2010 10:34 AM
eesp_91_158410_win64.zip	7638818	Tuesday, November 09, 2010 10:28 AM
ESP_91_32bit.zip	6910867	Wednesday, March 17, 2010 1:38 PM
ESP_91_64bit.zip	10347572	Wednesday, March 17, 2010 1:41 PM
Readme_first.txt	1051	Wednesday, November 10, 2010 11:31 AM
To install Entrust Intelligence Security Provider.zip	444074	Wednesday, November 10, 2010 12:10 PM

- b. It is important to close all windows prior to installing the patch. If they are not closed, errors may occur at the end of the installation process.
 - c. Open and extract the file.
 - d. Double click the eespwin32_91_158410.msp file or the eespwin64_91_158410.msp file to begin installation.
 - e. Follow prompts (Open, Next, Finish)
 - f. NOTE: Computer **must** be restarted after ESP patch installation.
- 4) After installation has been completed and the computer restarted, double click the Entrust icon located in the system tray (it appears as a person with a red X) . For current users, after logging in, the program may have to upgrade their current certificate.
- 5) After completing the installation of the ESP software, you must contact ISP to activate the new decryption method. Responses received using the new method of decryption will be identified with the following in the subject line: **Your Criminal History Response – New Encryption.** **Anything received using the old encryption process cannot be opened with ESP.**
- a. To open a response from with an installed email client (such as Microsoft Outlook or Lotus Notes):
 - i. Double click the response file in the email program and open the response directly from email or save the file to a folder on their computer prior to decryption.
 - ii. Save the response to a folder on the computer, then either double click the file or right click the file and select “Decrypt and Verify” to begin the decryption process.
 - iii. The first time a response is opened using either method will prompt the user to log into Entrust if they are not already logged in.
 - b. To open a response using a web based email client:

- i. The response **must** be saved to a folder on the computer prior to decrypting.
- ii. After the response is saved to the computer, it can be decrypted by double clicking the file or right clicking the file and selecting “Decrypt”.
- c. To decrypt multiple responses with one click:
 - i. Save the response file(s) to a folder on the computer.
 - ii. Go to the folder containing the files and select all files you wish to decrypt.
 - iii. Right Click the selected files
 - iv. On the right click menu that appears, select “Decrypt and Verify”

ENTRUST OPERATION


After the install is complete, the following icon will appear in the bottom right system tray

next to the clock on the PC.  The presence of the red **X** in the icon indicates that the user is not logged in to their digital ID. When the user is logged in, but the session has timed out (i.e. no activity for more than 30 minutes) and has become locked, a red padlock will appear over the gold key.

Double clicking this icon, the following window should appear.

Enter the Name (User ID) and the password that was created when registering for a State of Illinois Digital ID. If you forget the password for your Profile Name, you can go to the following URL: https://autora01.cmcf.state.il.us/soi_recover.html. Follow the instructions to recover your password. Please do not call the ISP as we will not be able to reset passwords on the CMS Certificate Authority server.



After successfully logging in, the icon in the system tray will change:  This icon indicates that the user is logged in to their digital ID.

To log out, right click the icon and choose the option “Log Out”, or double click on the system tray icon again to log out.

ACTIVATING E-MAIL RESPONSES

Once you have enrolled for your Digital Certificate, installed the Entrust Security Provider software, and can successfully log on to Entrust, you must fax the Illinois State Police Customer Support Unit, at (815) 740-4401, to be activated. Provide the ORI and e-mail

address on agency letterhead along with a request to activate e-mail responses for your agency. The change will be made within 24 business hours. You will not receive any responses in your e-mail until you have been activated in the Criminal History Record Information system.

HOW TO DECRYPT A FILE

If you do not sign onto Entrust before you try to decrypt a file, you will be prompted to sign onto Entrust when you try to open the file.

If the user has a thick client for their email (such as Microsoft Outlook, Mozilla Thunderbird, Lotus Notes, etc.) and the ESP software is installed the user will double click on the attachment in their email to open the criminal history response. If the user is not logged into Entrust, the software will ask for their Name (user ID) and password.

The user also has the option of saving the encrypted file to a location on their PC. This can be done for all users, but will be mandatory for any user who used a web client for their email. Once the file is on the local file system the user simply needs to double click on the response or right click and select "Decrypt and Verify" to start the decrypt process. This process is the same as for thick client email users. Clicking on the response will open the response in the default browser if the user is logged into Entrust, otherwise it will ask for the Name (user ID) and password and then proceed to decrypt the response. To decrypt multiple response files, select the files, right click, and select "Decrypt and Verify".

When the file is opening the user will be prompted with the following message:

*"Opening an encrypted or digitally signed file will launch the application associated with the original file. You should only open files from a trustworthy source. The original file may contain executables that you may not wish to launch for security reasons.
Do you still want to open (filename)?"*

Reply "Yes" to this message. This will open up the response in your default browser. Another message will immediately be displayed asking the following:

*"The application launched to view (filename) has exited.
Do you wish to delete the file? If you are done with the file you can safely delete it since the original is still protected."*

If you want to delete the unencrypted copy that is currently open select "Yes". This action will not delete the original encrypted file and it can be opened again as long as the user is logged into Entrust. If you wish to save the unencrypted response you can say "No" and it will be in the same user directory as the encrypted file or you can do a save as and save the unencrypted file to a specified location on your PC.

TROUBLESHOOTING

Problem: You receive an error message: *"You are not the intended recipient for this message."* The message will not decrypt. The above error is generated.

Solution: You may be using the wrong Entrust account to try to decrypt the message. Only the account that is registered to the e-mail address can open the message. Please make sure you are using the correct account.

Your certificate keys may be out of sync. Contact the CMS PKI Help Desk and ask to have your keys re-synced. Once new keys have been issued, contact the State Police and ask for your responses to be re-sent to you. If re-syncing the keys does not solve the problem, the e-mail message may have been misdirected to you and you will not be able to decrypt it. Please contact the ISP Customer Service Unit at (815) 740-5160 or via e-mail at boi_customer_support@isp.state.il.us and place a request for technical support.

Problem: I am unable to open the zip file.

Solution: Zip files require an extractor, such as WinZip. There are several extractors on the market, as well as several free versions. WinZip has a trial version that can be used for opening zip files.

Problem: I am missing port information for my firewall.

Solution: The following ports will have to be modified or opened. ISP will not be able to assist with this configuration, as firewalls may be different for each agency.

authority.cmcf.state.il.us	163.191.220.20	port 829
server.cmcf.state.il.us	163.191.220.34	port 389
roaming01.cmcf.state.il.us	163.191.220.37	port 640

Problem: I need assistance with my Digital ID.

Solution: For questions or assistance regarding Digital ID's, please contact the PKI Digital Certificate Customer Support at (800) 366-8768. Select Option 1 (IT) Information Technology, and then Option 3 – HFS and Digital Certificate Support. Please respond by saying "This is concerning the registration process for a digital certificate". PKI Help Desk hours are Monday through Sunday, 8:00 am to 5:00 pm.

Problem: My Digital ID has expired.

Solution: For an expired Digital ID password, please go to www.illinois.gov/pki and select Forgot Password from the menu to have your password reset.

Problem: I need assistance with the Entrust Security Provider Software.

Solution: For any issues or questions regarding the Entrust Security Provider software, please contact the State of Illinois – Central Management Services help desk by calling (800) 366-8768, select option 1, and then option 13. Provide a short description of the problem and your contact information. A support technician will return your call to assist you.

Problem: I received an error regarding unable to access roaming servers.

Solution: Make sure you installed with an account that has local admin rights on the PC.

Some anti-virus software programs cause problems during installation of software. You may wish to temporarily stop your anti-virus application during the install.

If you have AVG anti-virus software version 9.0, when installing the ESP 9.1 software choose the “Custom” option during the install, then deselect the option to install the TrueDelete software. AVG software and the TrueDelete component is incompatible at this time.

Make sure you clicked the setup.exe file to install the ESP 9.1 software.

Verify that you installed the patch software. The easiest way to do this is by going to “Start” – “Programs” – “Entrust Entelligence” – “Entrust Certificate Explorer”, click on Help, and then choose “About Entrust Certificate Explorer”. The window should show “Entrust Entelligence Security Provider 9.1 for Windows”.