**Emirates ID Card Toolkit Service** 

**MOHRE Installation Guide** 



The Emirates Id Card Toolkit service can be installed in 2 ways,

- 1) Automatic Installation
- 2) Manual Installation

## 1 Automatic Installation

The Emirates Id Card Toolkit service can be installed automatically by running a msi/setup file which automatically configure everything for you.

- a) Download the setup file from this link <u>https://eservices.mohre.gov.ae/tasheelweb/scripts/eida/ICAVG2ToolkitService.msi</u>
- b) Run the setup file. You will see the below screen,



c) Click Next and accept the license,

| # Emirates ID Card Toolkit Service Setup  | _      |         | ×   |  |  |  |
|---|--------|---------|-----|--|--|--|
| End-User License Agreement  |        |         |     |  |  |  |
|   |        | _       |     |  |  |  |
| This installer will install ICA Eida Agent on user machin<br>no responsibility of this Agent. | ne. MO | HRE tak | es  |  |  |  |
| ☑ I accept the terms in the License Agreement   |        |         |     |  |  |  |
| Print Back Next   | :      | Can     | cel |  |  |  |

d) Choose the destination folder where the service will be install,

| 🖟 Emirates ID Card Toolkit Service Setup   | _        |     | $\times$ |
|--|----------|-----|----------|
| <b>Destination Folder</b><br>Click Next to install to the default folder or click Change to choose a | another. |     | Ð        |
| Install Emirates ID Card Toolkit Service to:   |          |     |          |
| C:\Program Files (x86)\Emirates ID Card Toolkit Service\<br>Change                                   |          |     | ]        |
|  |          |     |          |
| Back Ne:   | xt       | Can | cel      |

e) Finally install the service.

| 🖟 Emirates ID Card Toolkit Service Setup  | -         |     | ×    |
|---|-----------|-----|------|
| Ready to install Emirates ID Card Toolkit Service   |           |     | Ð    |
| Click Install to begin the installation. Click Back to review or change a installation settings. Click Cancel to exit the wizard. | any of yo | bur |      |
|   |           |     |      |
|   |           |     |      |
| <u>B</u> ack <b>Q</b> Install   |           | Can | icel |

## 2 Manual Installation

The Emirates Id Card Toolkit service can also be install manually where everything need to be configured by you.

- a) Depending upon your operating system architecture, download the service. If your OS is 64 bit then download
  <u>http://eservices.mohre.gov.ae/tasheelweb/scripts/eida/EmiratesIDCardToolkitService\_64.zi</u>
  <u>p</u> else download
  <u>http://eservices.mohre.gov.ae/tasheelweb/scripts/eida/EmiratesIDCardToolkitService\_32.zi</u>
  <u>p</u>.
- b) Unzip the content of zip at C:\Program Files (x86)\Emirates ID Card Toolkit Service or any other location that suit you (delete any existing file if exist in the destination folder).
- c) Open the command prompt and navigate to the location where the service is unzipped and install the service by running **EIDAToolkitService.exe** –install

| C:\WINDOWS\syst  | em32\cmd.exe   |         |         |             |             |          | _      |    | × |
|------------------|----------------|---------|---------|-------------|-------------|----------|--------|----|---|
| c:\Program Files | (x86)\Emirates | ID Card | Toolkit | Service>EID | AToolkitSer | vice.exe | -insta | 11 |   |
|                  |                |         |         |             |             |          |        |    |   |

d) After installing the service, make sure its running as a windows service,



e) Next, add a DNS entry in windows hosts file. Open **%WINDIR%\System32\drivers\etc\hosts** file and add **127.0.0.1 toolkitagent.mohre.gov.ae** 

|              | hosts - Notepad  |   |                              | - | ×      |
|--------------|--|---|------------------------------|---|--------|
| <u>F</u> ile | <u>E</u> dit F <u>o</u> rmat <u>V</u> iew <u>H</u> elp |   |                              |   |        |
| # (          | Copyright (c) 1993-2                                   | 2009 Microsoft Corp.  |                              |   | $\sim$ |
| #            |  |   |                              |   |        |
| #            | This is a sample HOS                                   | STS file used by Micro  | soft TCP/IP for Windows.     |   |        |
| #            |  |   |                              |   |        |
| # `          | This file contains t                                   | the mappings of IP add  | resses to host names. Each   |   |        |
| #            | entry should be kept                                   | on an individual lir  | e. The IP address should     |   |        |
| #            | pe placed in the fir                                   | rst column followed by  | the corresponding host name. |   |        |
| #            | The IP address and t                                   | the host name should b  | e separated by at least one  |   |        |
| #            | space.   |   |                              |   |        |
| #            |  |   |                              |   |        |
| # ,          | Additionally, commer                                   | nts (such as these) ma  | y be inserted on individual  |   |        |
| #            | lines or following t                                   | the machine name denot  | ed by a '#' symbol.          |   |        |
| #            | 5  |   |                              |   |        |
| #            | For example:   |   |                              |   |        |
| #            |  |   |                              |   |        |
| #            | 102.54.94.97   | rhino.acme.com  | # source server              |   |        |
| #            | 38.25.63.10  | x.acme.com  | # x client host              |   |        |
| 1            | 127.0.0.1 to   | olkitagent.mohre.gov.   | ae                           |   |        |
| 1            | 12,101011 00   | of the second |                              |   |        |
|              |  |   |                              |   |        |
|              |  |   |                              |   |        |

## 3 Troubleshooting

If you are still unable to install or use the new Emirates Id Card Toolkit service then you can try the following troubleshooting guidance,

- a) If you are unable to install the service manually or automatically then try to run the setup file (or command-line if installing manually) as an administrator.
- b) If you are running any antivirus software then try to add exception for the Setup or Emirates Id Card Toolkit service file.
- c) If you are installing manually then try to delete the existing files inside Emirates Id Card Toolkit folder and install again.
- d) If you are able to install the service and service is running but still the EIDA reading is not working then make sure the driver for the reader is installed. If you are using Morpho device then you can install the driver at <u>https://moldomain-</u> <u>my.sharepoint.com/:f:/g/personal/tonedrive\_mohre\_gov\_ae/EjWAICZP7M1OnwkYYsiuh9w</u> <u>BCVTQVMT3CAUnf8XLJKlksA?e=m25I13</u>.
- e) Make sure the Emirates Id Card Toolkit service is running. You can reinstall the service by removing the service using EIDAToolkitService.exe -remove and installing it again using EIDAToolkitService.exe –install.

f) Make sure that your browser can connect with the Emirates Id Card Toolkit service by navigating to this <u>http://eservices.mohre.gov.ae/tasheelweb/eidaservice.aspx</u>,



g) Check the logs of Emirates Id Card Toolkit service in the installation folder (default location is
 C:\Program Files (x86)\Emirates ID Card Toolkit Service).