

Emirates ID Card Toolkit Service

MOHRE Installation Guide



وزارة الموارد البشرية
والتوظيف

MINISTRY OF HUMAN RESOURCES
& EMIRATISATION

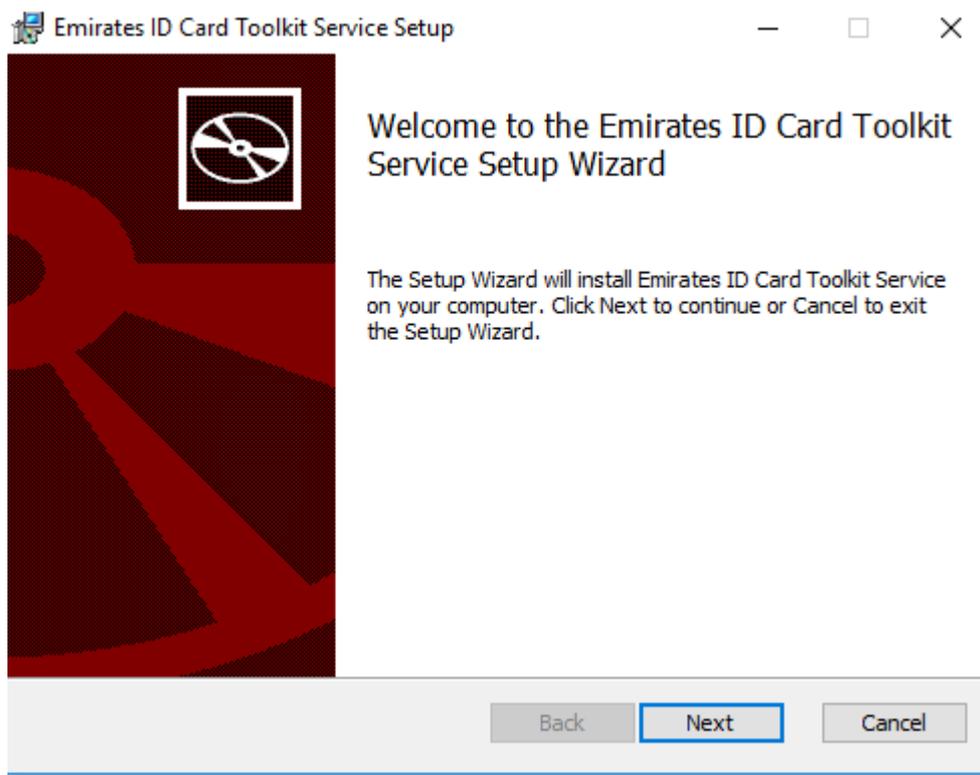
The Emirates Id Card Toolkit service can be installed in 2 ways,

- 1) Automatic Installation
- 2) Manual Installation

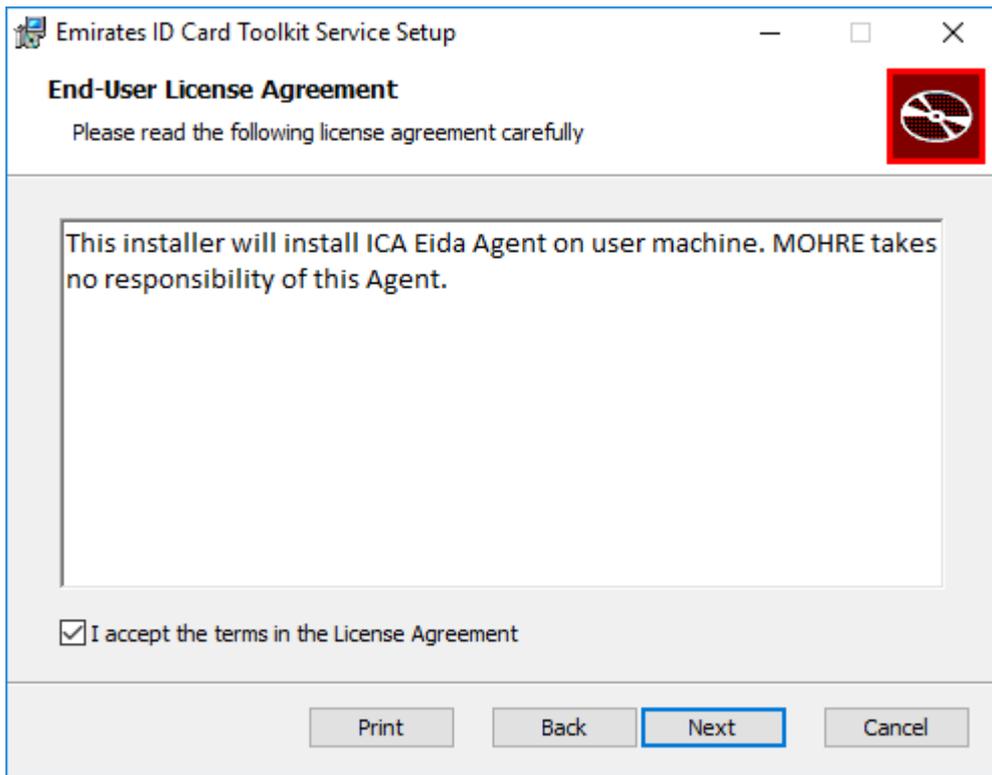
1 Automatic Installation

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

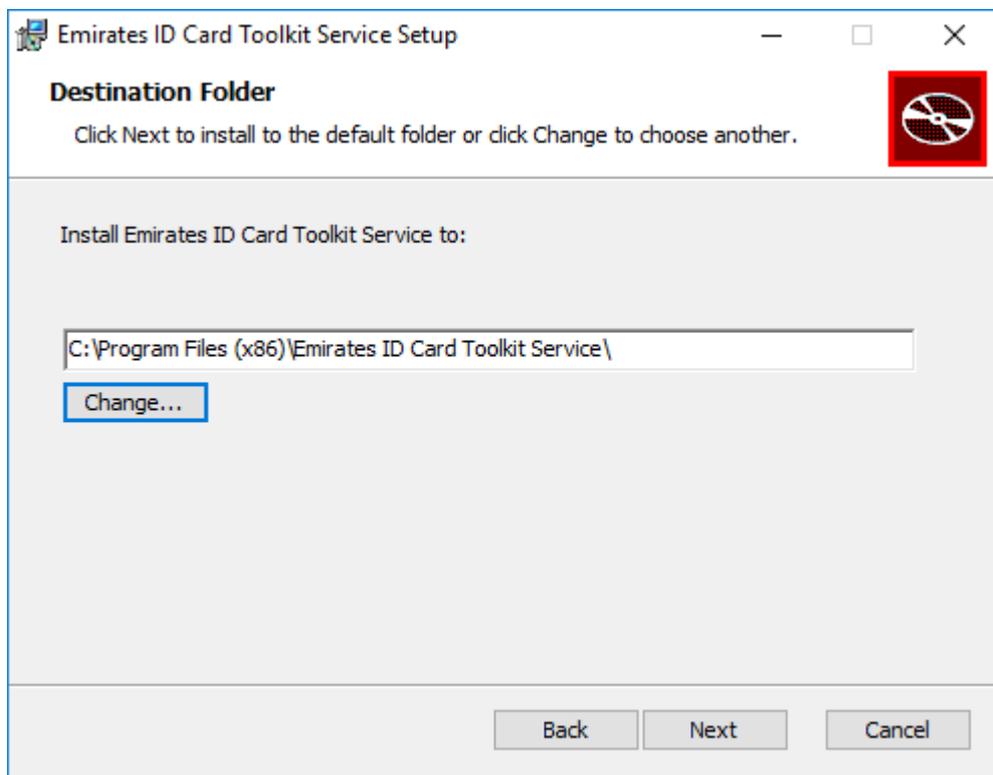
- a) Download the setup file from this link
<https://eservices.mohre.gov.ae/tasheelweb/scripts/eida/ICAVG2ToolkitService.msi>
- b) Run the setup file. You will see the below screen,



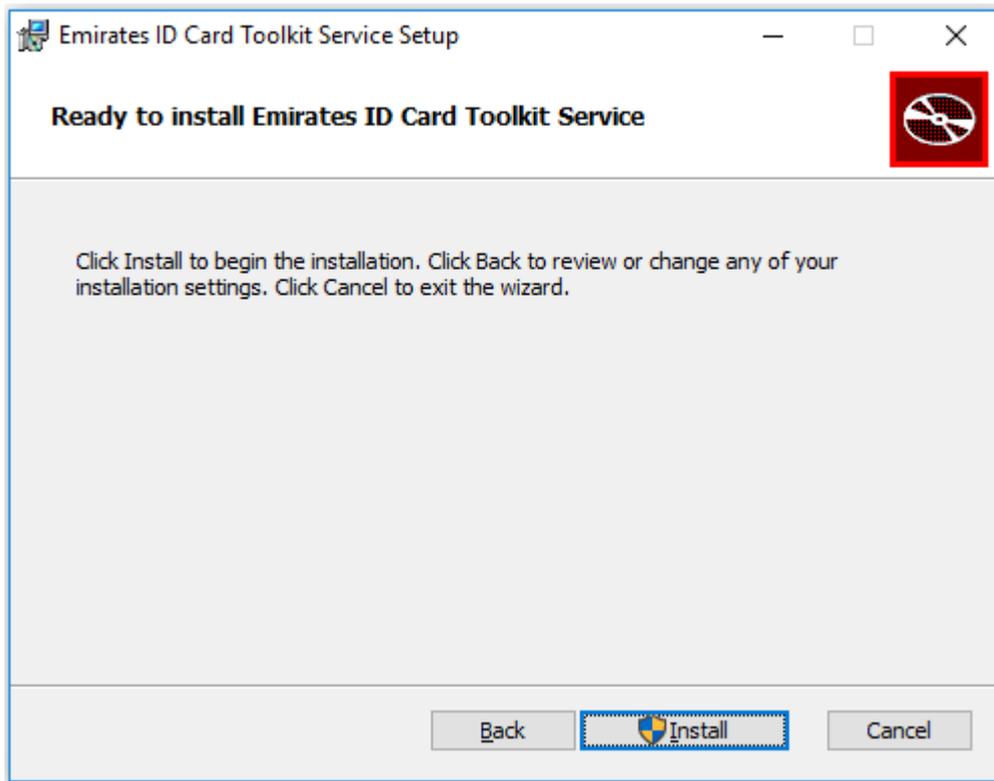
- c) Click Next and accept the license,



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



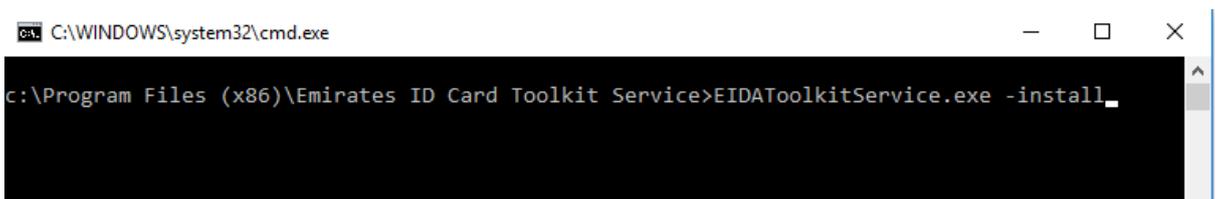
e) Finally install the service.



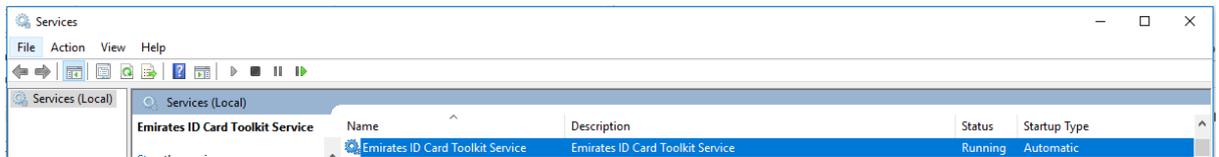
2 Manual Installation

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

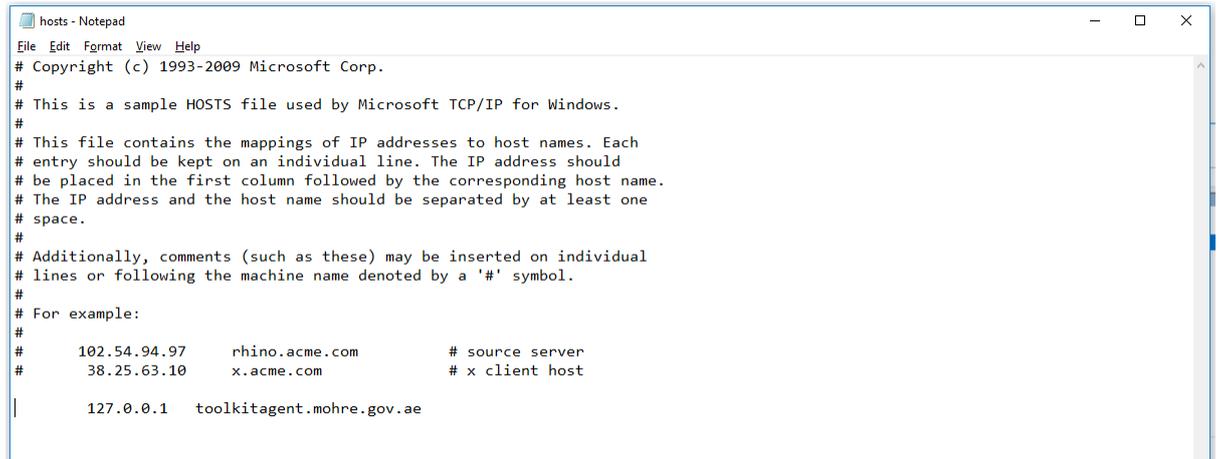
- a) Depending upon your operating system architecture, download the service. If your OS is 64 bit then download http://eservices.mohre.gov.ae/tasheelweb/scripts/eida/EmiratesIDCardToolkitService_64.zip else download http://eservices.mohre.gov.ae/tasheelweb/scripts/eida/EmiratesIDCardToolkitService_32.zip.
- 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**



- 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**

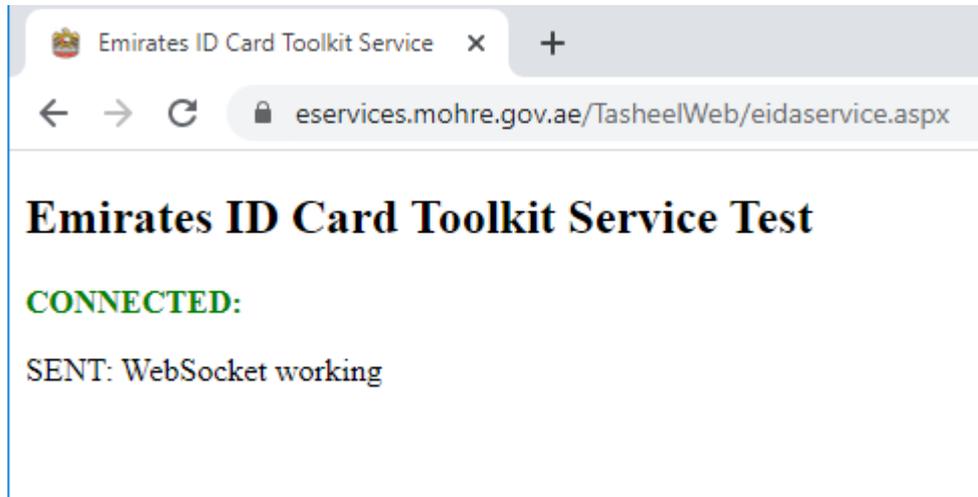


3 Troubleshooting

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

- 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.
- If you are running any antivirus software then try to add exception for the Setup or Emirates Id Card Toolkit service file.
- If you are installing manually then try to delete the existing files inside Emirates Id Card Toolkit folder and install again.
- 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 https://moldomain-my.sharepoint.com/:f/g/personal/tonedrive_mohre_gov_ae/EjWAICZP7M1OnwkYYsiuh9wBCVTQVMT3CAUnf8XLJKIksA?e=m25I13.
- 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 <http://eservices.mohre.gov.ae/tasheelweb/eidaservice.aspx>,



- 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**).