

Migration of G/On 3 Clients and Tokens to G/On 5

User's Guide

Please do not attempt to upgrade your G/On Client using these instructions - unless being asked by your IT administrator.

These instructions apply to upgrade of a G/On version 3 USB token, as well as a G/On version 3 desktop client (where your PC itself is used as a token). Differences in the procedure are noted with **USB:** and/or **Desktop:** Also, there might be slight variations in the illustrations compared to what you will actually see on your screen, depending on Windows version.

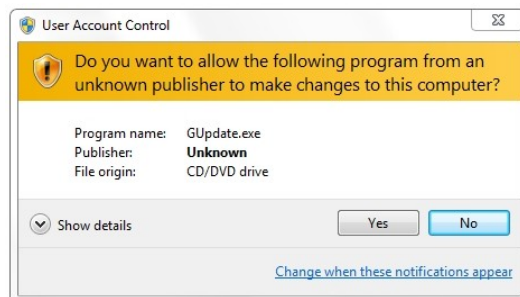
Preparing the existing G/On 3 client for the upgrade

USB: Insert your USB Token in a Windows PC, and start the G/On USB client as normal

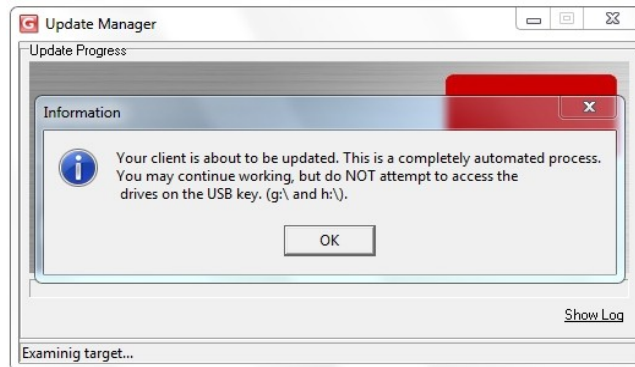
Desktop: Start G/On directly from your PC



After login, select the “GUpdate” menu item (or the menu item normally used to update the token) from the G/On menu to start the upgrade. Windows (in particular Windows Vista and Windows 7) might show you the following:



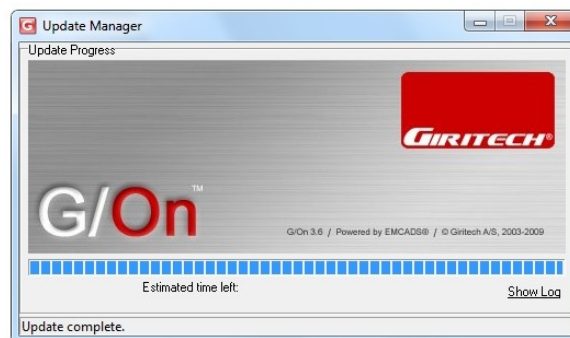
If so, just press “Yes” to continue starting the update manager:



Press “OK”.

USB: As noted in the prompt, do not access any drives on the token during upgrade, as this can permanently damage the USB token.

Allow the G/On Update Manager some minutes to complete. Once the G/On version 5 client has been downloaded, the G/On Update Manager window will look like this:



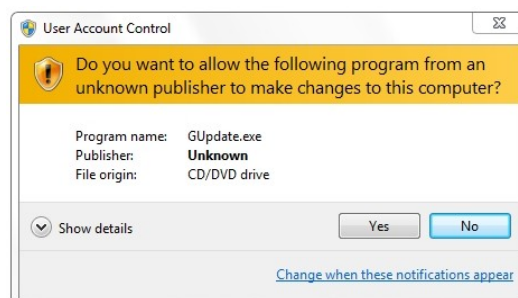
Click the “Close” button in the upper right hand corner to exit the G/On client.

USB: Remove your G/On USB token from the computer. Reinsert the token, and start G/On again.

Destop: Restart the G/On Client.

Install the new G/On version 5 Client

Select “Install G/On version 5” from the G/On menu, to start the version 5 client installation program. **USB:** You might be presented with the following screen:



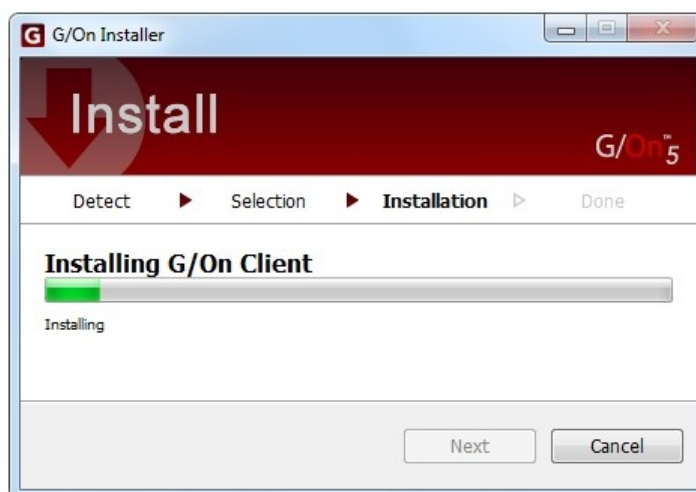
Again, just press yes to continue the installation. After the initial splash screen, the installer will identify your G/On Token(s) – and show you the token selection window:



USB: Most likely, the installer will identify both your G/On USB token – and your PC as possible G/On tokens. Make sure, that you select the icon showing your G/On USB Token. USB Tokens are named Hagiwara (the original manufacturer) – and can be of generation H2 or H3. The earlier generation H1 can not be upgraded. Please contact your IT administrator to get a replacement token.

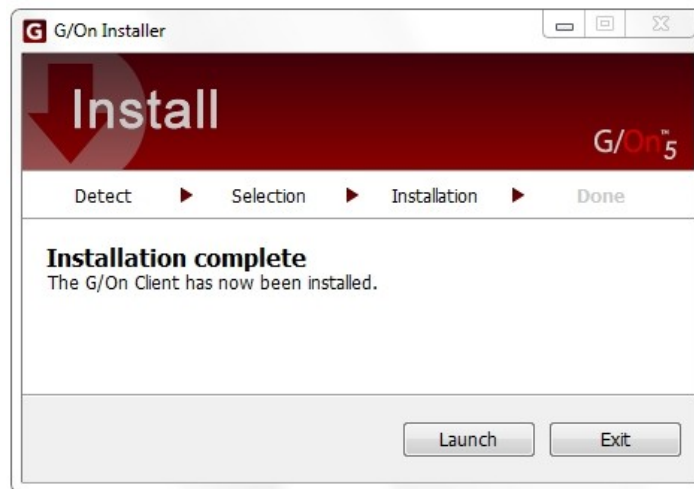
Desktop: Most likely, the “ComputerUserToken” will be the only option. Please select this option.

Press Install to start installation of the G/On client on the token (USB or PC)



Allow up to several minutes for the installation. Note, the installation might carry on for some time – even after the progress bar has reached the end. Once installation is

completed, you will see the following window:

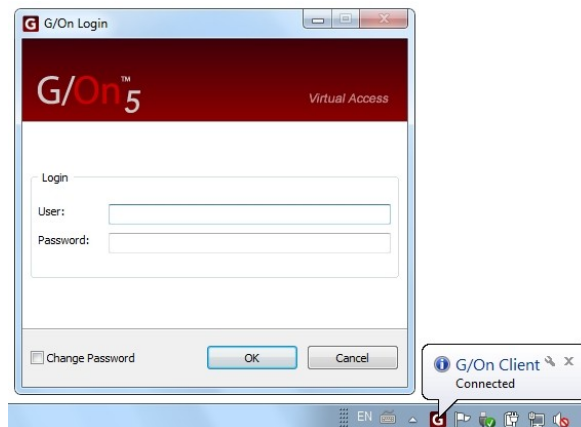


from which you can launch the new G/On version 5 client for the first time.

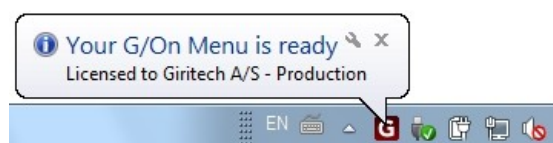
USB: You will need to physically remove the G/On USB Token from your computer – and reinsert it again before you will be able to launch the G/On version 5 client.

First time start of the G/On 5 client on the USB token

Once you have started the G/On version 5 client, and a connection has been established, you will be presented with the G/On version 5 login screen:



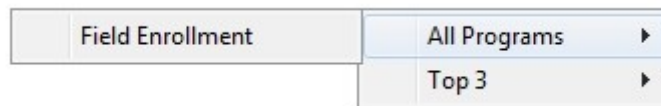
Use the same userid and password as when logging into G/On version 3. After successful login, you will see a confirmation/license message like the one below, and the G/On icon in the Windows notification area.



As with G/On version 3, this icon will give access to the G/On menu. Please note, that depending on your settings in Windows Vista or Windows 7, the icon might “disappear” into the “hidden” notification area. In that case, press “show hidden icons” in the notification area – and select the G/On menu from here. If desired, you can also set the G/On menu icon to always show in the notification area, by selecting “Configure..” under “Show hidden icons”.

The first time you start the new G/On 5 client, your Token is not yet enrolled (known) in the system. The enrollment process will either start automatically – or you can manually select enrollment.

To request enrollment of the token, click on the G/On menu, and select “Field Enrollment” as shown:



- and after a short while, you will see the Enrollment screen:



USB: Select the G/On USB Token (Hagiware) – **NOT** the ComputerUserToken

Desktop: Select the ComputerUserToken option. It will most likely be the only option.

Press Next

During enrollment, you will see the enrollment progress screen – and after a short while, the Enrollment Status screen that might look like this.



In that case, you can Press “Next” to exit the G/On client – and restart. You will now be able to use G/On version 5 immediately.

In case you see a window like this:



the enrollment request of your G/On token is now registered with your IT administrator, and will need to be confirmed and assigned to you by the administrator. In that case, you can check the enrollment status of your token by launching the G/On client. If your token has not yet been confirmed – only the “Field enrollment” option will be available on the G/On menu. In case you try to re-enroll the token, you will see the screen below:



In that case, just cancel – and try again later! In case your Token has not been confirmed after a substantial period of time, you might want to contact the IT administrator to inquire about the enrollment status of your token.

After installation and enrollment

Once your USB or ComputerUser Token has been confirmed, the full G/On menu available to you will be accessible when pressing the G/On menu icon in the notification area after login – and you will be finished with the upgrade process.

USB: The G/On version 5 client has now replaced your G/On version 3 client on the USB Token. Therefore, you can no longer use your USB token to get access to G/On version 3.

Desktop: The new G/On version 5 client has been installed along side your version 3 client. And both versions can be started from your computer. Note, that the G/On 5 Client will have it's own entry in your “All Programs” menu. Also, G/On version 5 icons have a darker shade of color than in version 3.

How about Linux and Mac

G/On version 3 was only available for Windows, and G/On version 3 USB tokens can only be used on the Windows operating system. This is also the case after your token has been upgraded. If you need a G/On token for Linux and/or Mac PC's, you should contact your IT administrator.