Document ID	Revision	Seq	Date	Document Category
D001033833	**8**	2	**2023-05-24**	**Description**
Author				Alternate ID
Eberle, Kai				
Confidentiality Level			Status	Page (of)
RESTRICTED			**Approved**	**1 (10)**

CLIQ Connect PC Troubleshooting Guide

CLIQ

Business Entity	ASSA ABLOY AB
Local Business Unit	
Related Projects	**PRJ_AAST0033-CLIQ Share**
Description	
Revision Note	**CCPC 1.7.4**
Legacy Rev Value 1	
Legacy Rev Value 2	
Owner in PDM	**Basiak, Katarzyna**
Document Created	**2019-02-25**
Revision Created	**2023-04-28**
Revision Sequence Created	**2023-04-28**

ASSA ABLOY AB

ASSA ABLOY

Document ID	Revision	Seq	Date	Document Category
D001033833	**8**	2	**2023-05-24**	**Description**

Confidentiality Level				Status	Page (of)
RESTRICTED				**Approved**	**2 (10)**

Table of Contents

ASSA ABLOY AB

ASSA ABLOY

Document ID	Revision	Seq	Date	Document Category
D001033833	**8**	2	**2023-05-24**	**Description**

Confidentiality Level		Status	Page (of)
RESTRICTED		**Approved**	**3 (10)**

Revision History

CWM Version	Date	Changed by	Description
CWM 9.1	2020.01.13	Mateusz Pietryga	Added section on C-Key certificate enrolment
CCPC 1.7	2020.06.08	Kai Eberle	Changed to CCPC revisioning
CCPC 1.7.1	2020.12.18	Norbert Kocik	Added section 3.8.1 about enrolment certificate verification
CCPC 1.7.2	2021.10.19	Katarzyna Basiak	Changed revision to CCPC 1.7.2
CCPC 1.7.3	2023.02.28	Piotr Milewski	Changed revision to CCPC 1.7.3
CCPC 1.7.4	2023.04.28	Katarzyna Basiak	Changed revision to CCPC 1.7.4

1 Introduction

1.1 Purpose

This guide contains the most common problems experienced with CLIQ Connect PC.

1.2 References

[1]	D001033834 - CLIQ Connect PC Installation Instructions

2 Installation and Upgrade

2.1 General

- Make sure you have sufficient write permissions to folder where application will be installed. The default location is *C:\Program Files (x86)\CLIQ Connect* but it can be freely modified according to user needs.
- Make sure your operation system is supported by CLIQ Connect PC. See [1] CLIQ Connect PC Installation Instructions document for more information.
- If you are not sure about the origin of the application, please verify the certificate which has been used to sign the installer file. It could be found in the section *"Digital Signatures"*, available in properties menu (right click on the installer file). The proper name of the signer is ASSA ABLOY AB. Moreover, the certificate should be always up to date and trusted, without installing or accepting any other additional certificates.

Approved   2023-05-24

ASSA ABLOY AB   ASSA ABLOY

Document ID	Revision	Seq	Date	Document Category
D001033833	**8**	2	**2023-05-24**	**Description**

Confidentiality Level			Status	Page (of)
RESTRICTED			**Approved**	**4 (10)**

- When installing/upgrading CLIQ Connect PC, make sure the previous instance of application is not already running. If so, please close it, otherwise you will get a warning notification.

2.2 CLIQ Connect PC is considered as a trojan or dangerous application by antivirus software

CLIQ Connect PC is communicating with remote servers over the network and it may happen that it will be qualified by the antivirus software as suspicious activity. A warning message about possible trojan inside the application or request to confirm outbound connections may be shown. If so, please acknowledge it in order to categorize CLIQ Connect PC as a trusted application. Sometimes restart of the application will be needed.

To minimize number of inconvenient warnings, every time when it is possible please use the default installation directory (C:\Program Files (x86)\CLIQ Connect).

2.3 „Application is not valid" error while upgrading CLIQ Connect PC

Installer and other executable files that belong to the CLIQ Connect PC package are signed by the official ASSA ABLOY certificate. When upgrading to the latest version of CLIQ Connect PC the certificate is being verified, however if installer discovers that the update of the CLIQ Connect PC does not contain proper signature the installation will be interrupted. This situation should never happen but in case you experience similar problem please notify you CLIQ provider.

ASSA ABLOY AB

ASSA ABLOY

Document ID	Revision	Seq	Date	Document Category		
D001033833	**8**	2	**2023-05-24**	**Description**		
Confidentiality Level				Status		Page (of)
RESTRICTED				**Approved**		**5 (10)**

3   Problems while using CLIQ Connect PC
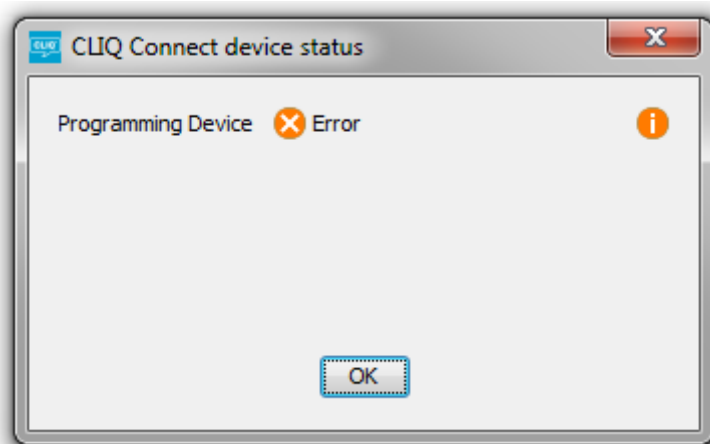
3.1   Cannot connect to CLIQ Remote
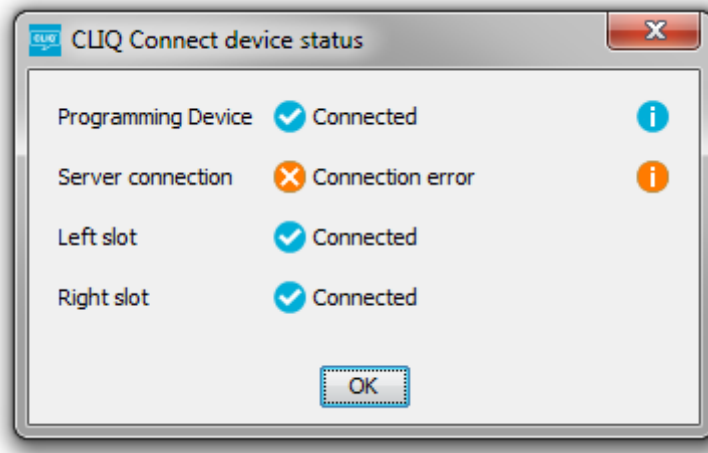
There could be a several reasons causing the "Connection error":

- The URL retrieved from Directory Service pointing to the CLIQ Remote service is incorrect.
  - o Check in DCS whether proper Deployment Environment is assigned to be reported to Directory Service
- Manually configured URL is incorrect.
  - o HTTP instead of HTTPS protocol is used
  - o Lack of port number 7443 indication in case when CWM is installed without CLIQ Remote
- Instance of CLIQ Web Manager you are trying to connect does not support integration with CLIQ Connect PC.

More information regarding connection error can be found when hovering over the 🛈 icon.

ASSA ABLOY AB

Document ID	Revision	Seq	Date	Document Category
D001033833	**8**	2	**2023-05-24**	**Description**

Confidentiality Level		Status	Page (of)
RESTRICTED		**Approved**	**6 (10)**

3.2   Programming device error

This may occur if another application connects to COM port of Local PD, preventing CLIQ Connect from doing the same. Make sure no other application is accessing the COM port assigned to Local PD when using CLIQ Connect.

This problem can also take place when user is trying to select COM port which is already occupied by the device not recognizable as a programming device (other than Local PD v1, Local PD v2 or CLIQ Connect Mobile PD). The solution is to change the port to the one where proper programming device is connected or switch COM Selector to "Auto" mode and allow CLIQ Connect PC to automatically select the device.

In very rare cases communication with programming device could be broken by incorrect state of the USB driver. This situation has been mainly observed with Local PD v2 working with *STMMicroelectronics* driver. When it occurs user should disconnect the USB cable for a moment and connect it again.
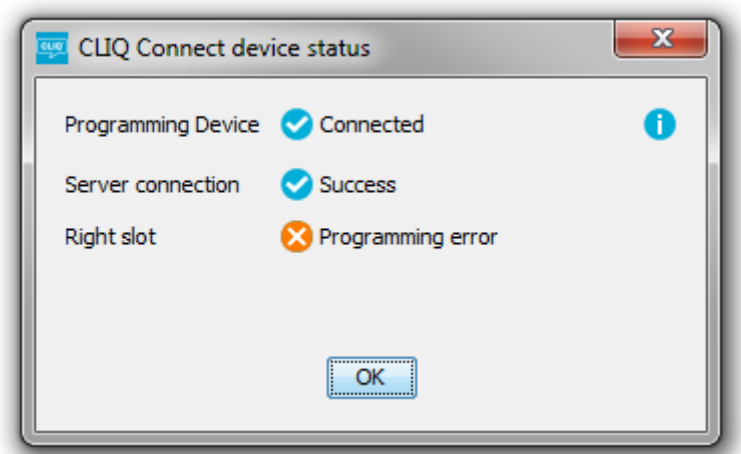
If problem still persist after those actions, it might mean that drivers are not found. They can be downloaded from the driver manufacturer website:
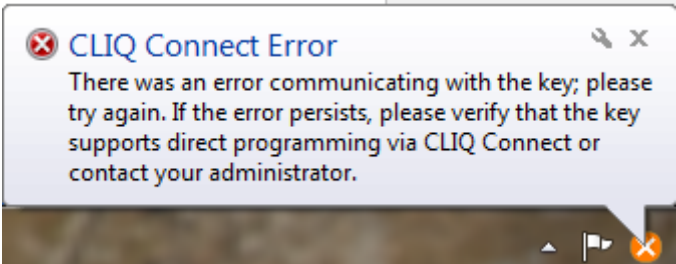
For Local PD v1: http://www.ftdichip.com/Drivers/VCP.htm

For Local PD v2: http://www.st.com/web/en/catalog/tools/PF257938#

ASSA ABLOY AB
ASSA ABLOY

| Document ID	Revision	Seq	Date	Document Category		
D001033833	**8**	2	**2023-05-24**	**Description**		
Confidentiality Level				Status		Page (of)
RESTRICTED				**Approved**		**7 (10)**

3.3   Programming error

Programming error can occur when the key does not support direct programming (Generation 1 keys or Generation 2 keys with firmware below 12.1.0) or when the key had not been previously authenticated by a C-Key placed in the left port.

ASSA ABLOY AB   ASSA ABLOY

Document ID	Revision	Seq	Date	Document Category
D001033833	**8**	2	**2023-05-24**	**Description**

Confidentiality Level			Status	Page (of)
RESTRICTED			**Approved**	**8 (10)**

3.4 CLIQ Connect PC is hanging after plugging in Programming Device
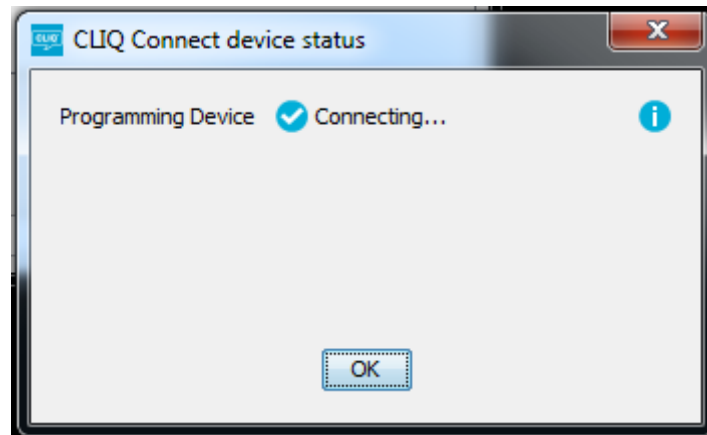
Connection between CLIQ Connect PC and Programming Device could hang just after plugging in Programming Device to a computer. Application icon in tray shows "connecting" status which looks like this:
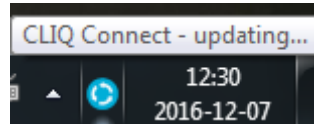

In logs there is only information about closing the port used by CLIQ Connect PC. To solve this problem CLIQ Connect PC should be closed and run once again.

ASSA ABLOY AB

ASSA ABLOY

Document ID	Revision	Seq	Date	Document Category
D001033833	**8**	2	**2023-05-24**	**Description**

Confidentiality Level		Status	Page (of)
RESTRICTED		**Approved**	**9 (10)**

3.5   CLIQ Connect PC is indicating Programming Device error after unplugging computer from a docking station
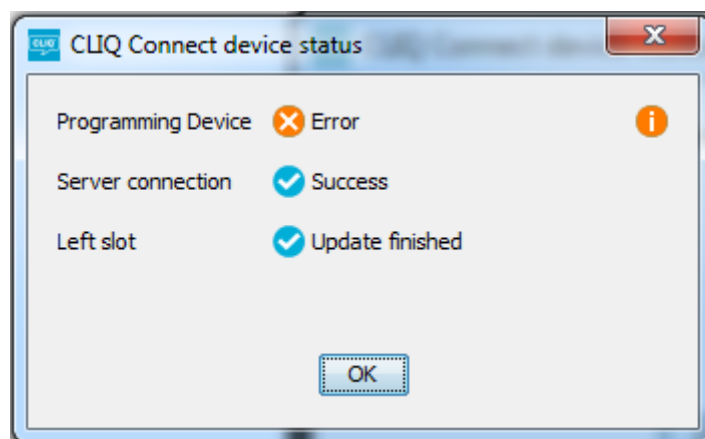
This problem may occur when computer and programming device are plugged into the docking station and USB port replicator. Sometimes after unplugging computer from the docking station, CLIQ Connect PC is indicating error status displayed on the screen above and there is *"Port not found"* information in logs.
To solve this problem restart CLIQ Connect PC.

3.6   CLIQ Connect PC is constantly reconnecting to CWM

Under some circumstances CLIQ Connect PC may fall into an infinity loop while asking server for new commands. To solve this problem restart the application.

3.7   Cannot establish safe connection to enrolment server

When enrolling a new certificate for a C-key, "Cannot establish safe connection to enrolment server" error may be shown. The error means that enrolment server is presenting a certificate the CLIQ Connect PC considers invalid. This may be caused by several factors:

- The certificate is issued to a different hostname – make sure enrolment URL in CLIQ Connect PC configuration (if specified manually) is entered correctly, using correct DNS name, and not, for example an IP address only. The certificate's subject alternative name should match the hostname.
- The certificate has expired – in which case the enrolment server administrator should update its configuration.
- The certificate has not been issued by a trusted certificate authority – normally, the certificate presented by enrolment server should be issued by a CA already trusted by a Windows system in which CLIQ Connect PC is running.

NOTE: Always take special care when dealing with certificate validity errors, as they may very likely indicate the security of the enrolment server and/or your computer have been compromised by a malicious hacker.

ASSA ABLOY AB   ASSA ABLOY

Document ID	Revision	Seq	Date	Document Category
D001033833	**8**	2	**2023-05-24**	**Description**

Confidentiality Level		Status	Page (of)
RESTRICTED		**Approved**	**10 (10)**

3.8 Error while connecting to enrolment server

When enrolling a new certificate for a C-key, "Error while connecting to enrolment server." error can be shown. That error means that that enrolment server is not responding properly. In such case please verify whether:

- Enrolment server URL is correct, including the correct port (usually 8443) (if specified manually)
- Enrolment server is active
- DCS server is active
- CWM server has integration with DCS enabled

3.8.1 Verification of enrolment server certificate

Certificates used by enrolment server are issued by DCS. CLIQ Connect PC application is configured to trust these certificates. If the certificate of enrolment server is changed manually the CLIQ Connect PC application will not be able to perform enrolment. The only solution is to configure enrolment server to use proper certificate.

Prior to version 1.7.1, CLIQ Connect PC application used Windows trust store for certificate verification. In Version 1.7.1 the check in Windows trust store is still performed in addition to trusting certificates issued by DCS but this option is deprecated. Certificate verification with Windows trust store will be removed in future releases so only certificates issued by DCS will be allowed.

3.9 Enrolment is not allowed

When enrolling a new certificate for a C-key, "Enrolment is not allowed." error can be shown. That error means that the C-key owner is not allowed to create a new certificate. He is just allowed to renew certificates in about to expire period. This option can be changed in CWM under C-key info page or in DCS.

When C-key holder previously enrolled using Firefox browser and receives "Enrolment is not allowed error" he should either:

- Manually export certificate from Firefox (under Options -> Privacy and Security -> Certificates -> View Certificates -> Your Certificates -> Backup) and import it to windows personal key store (by double clicking it or using Crypto Shell Extensions)
- Ask system administrator to change "Certificate enrolment" setting (in C-key view page or in DCS) from "Not allowed" to "Allowed once" for the C-key