

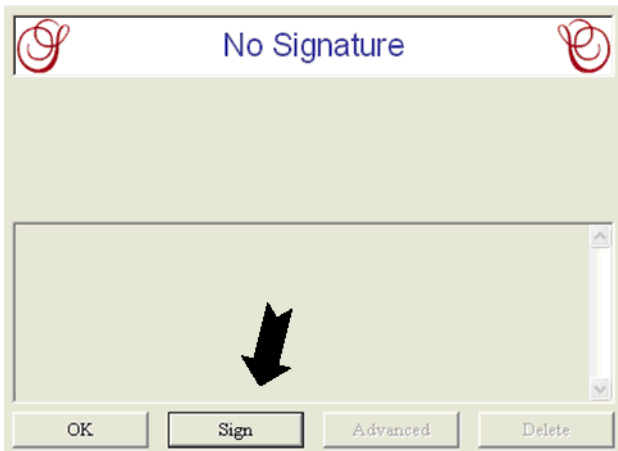
PureEdge Viewer blank signature problem

A possible fix for PureEdge CAC blank signature issues.

I had tried all the suggested fixes and tests in the manuals.

If the "Sign" button is grayed out you may be missing some .dll's or have some settings issues.

Below is how it should look.



First double check your settings:

Click start -> programs -> ApproveIT Desktop -> Approveit Configuration

On the Signature method tab pick Sign using Certificate or Smart Card then hit OK

Also check these settings with your card in the reader:

Click start -> programs -> ActiveIdentity > ActiveClient -> User Console > Tools > Advanced > Make Certificates Available to Windows.

You may also need to Select Forget state for all cards. This clears residual settings.

To fix the missing .dll's do the following:

Copy "libeay32.dll" from "C:\Program Files\ApproveIt"

Paste it to both:

"C:\Program Files\PureEdge\Viewer 6.5\API\65\System"

"C:\Program Files\PureEdge\Viewer 6.5\extensions"

This fix was recommended by Richard Ways in the AKO online forums.