E-Governance infrastructure implementation agency

Electronic Signature Program ARX CoSign
Installation and Application

Version 3.7

1. Technical requirements and installation of the program ARX CoSign

ARX CoSign is compatible with the following operating systems and applications.

Windows Vista, Windows 7, Windows 8, Windows 10
MS Office 2003 / 2007 / 2010 / 2013 / 2016
Adobe Acrobat, Adobe Reader, Adobe Acrobat Reader DC

ARX CoSign software requires the Internet and 443 port access.

❖ To install the program **ARX CoSign** you need to connect ekeng.am-> Digital Signature-> Required programs

❖ Clicking on the **ARX CoSign** link it downloads the folder, open the folder, click on **Setup.exe** component and install the Program.
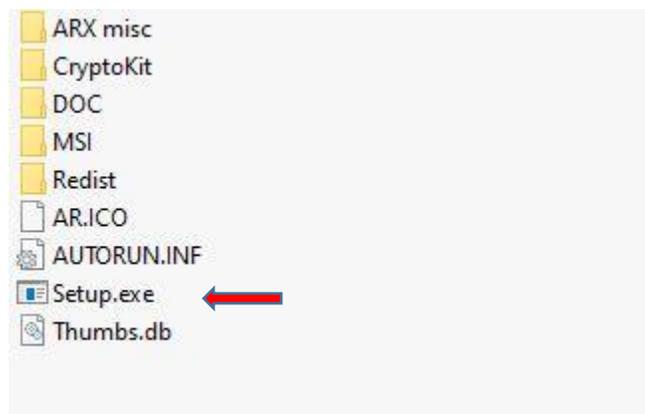

Do not mark **ARX CoSign Admin** component, as this workstation is not an administrative workstation.
The following components are installed automatically.

- ✓ **ARX CoSign Client**
- ✓ **Microsoft Office**
- ✓ **ARX OmniSign Printer**

When installation is complete, a √ appears next to each of the installed components.

In case of a failure of installing **ARX OmniSign Printer** (look at the image below),
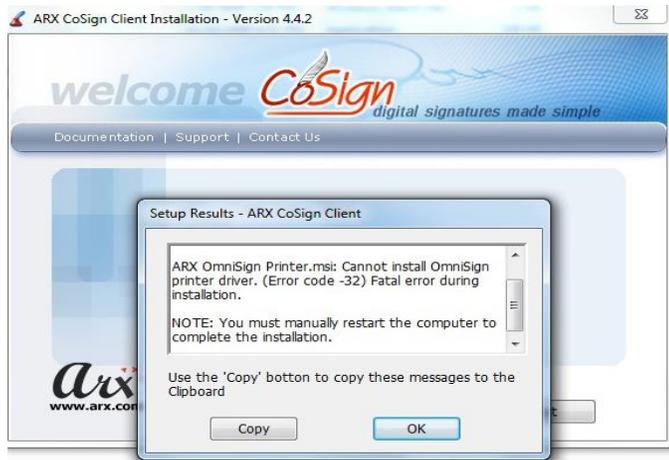

You may ignore this message, press **OK** and finish the installation by clicking **Exit**. The reason is the incompatibility of Cosign program and the operating system of the computer.

Failure of ARX OmniSign Printer installation is not an obstacle for e-signature program. ARX OmniSign Printer is a virtual printer for a digital signature by which any .doc, .xls, .txt, .jpg files are converted to .pdf and signed.

2. The configuration of the ARX CoSign program

After installing the program, open the electronic signature program **Start –> Programs –> ARX CoSign –> CoSign Control Panel** (look at the image below).
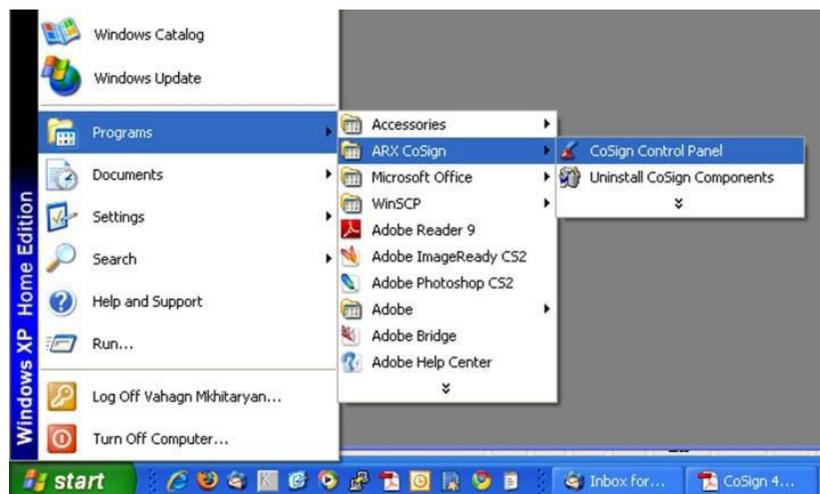
The program works normally with **6 icons** (look at the image below).

In case of **3 icons**, the problem is in the connection of the program to the Server.

The main reasons are:

1. **No internet**
2. **443 SSL** port inaccessibility, existence of proxy server
3. no connection to **CoSign Server**

In case of any problem it is necessary to check the availability of the Internet or the access of **443 SSL** port (in case of proxy Server or Firewall). In case of Proxy Server choose **«Enable automatic ssl detection»** parameter in **Cosign Control Panel ->User->Client Configuration**.

In case of **CoSign Server** problem, click **Add** button in **Cosign Control Panel -> Client Configuration-> Client -> Appliances->Set Appliance Parameters**, click **Add** button, in the opened window mark **Cosign Appliance DNS name** and write **ca.gov.am** address ->**OK**, then again click **Add** button and write **ca1.gov.am** address-> OK-> File and choose **Apply (Save to Registry).**
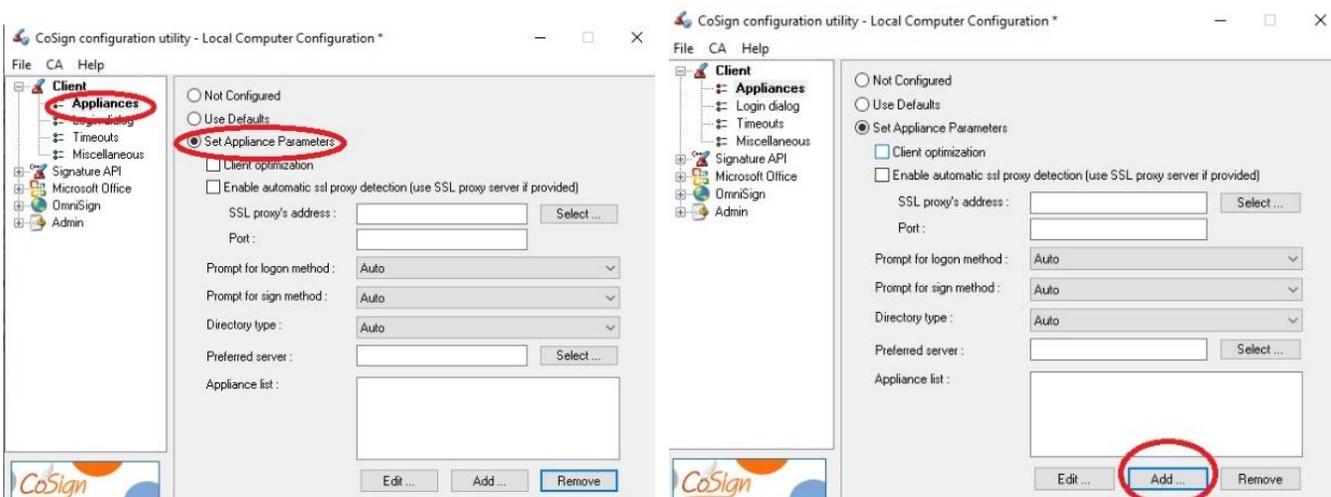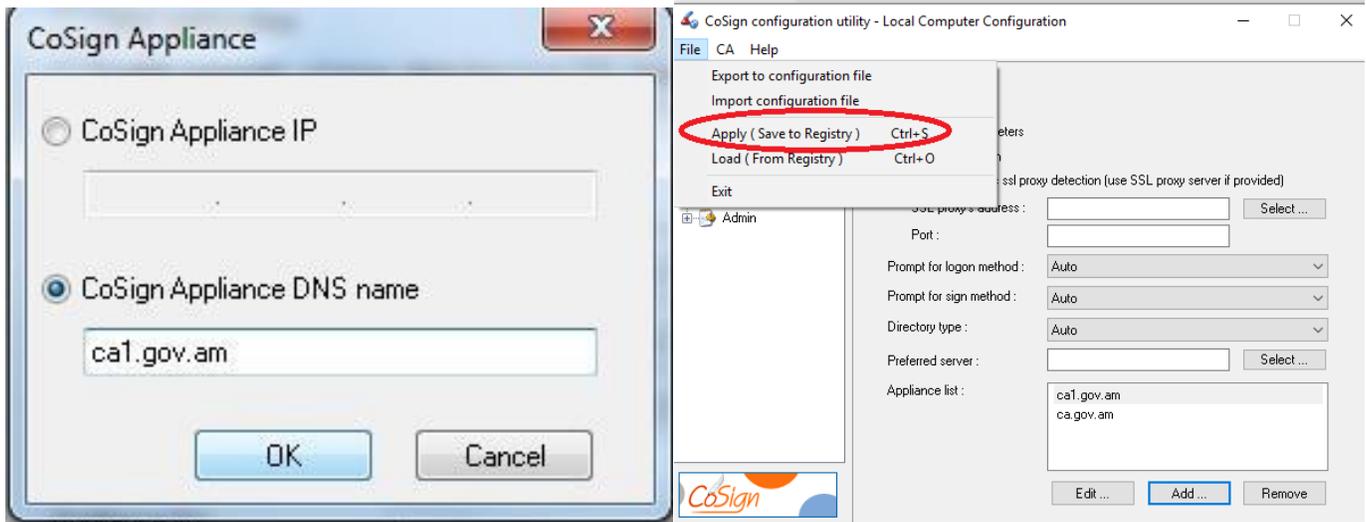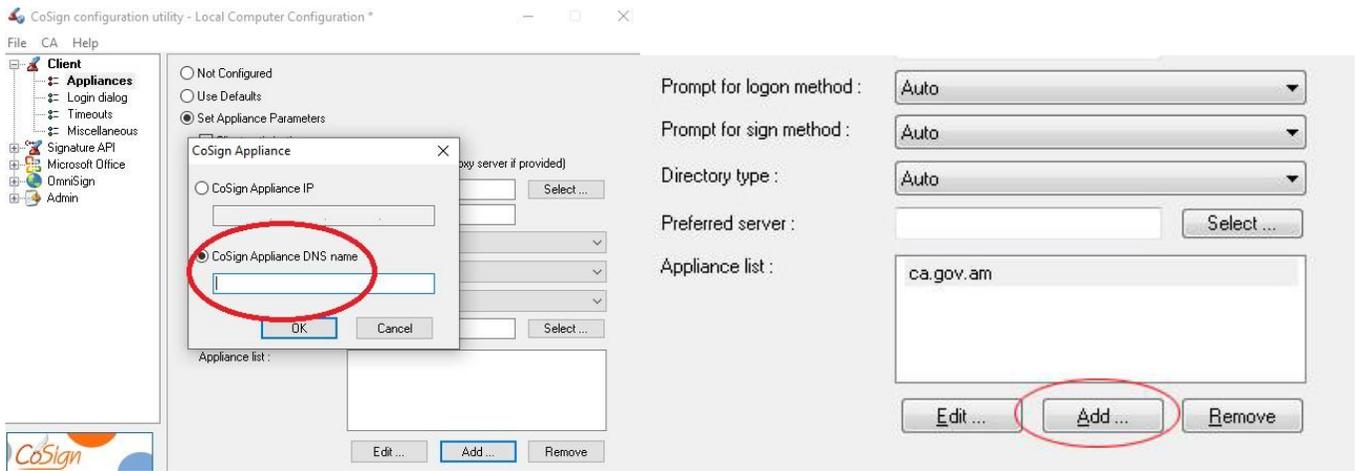
3. Description of the icons of ARX CoSign Control Panel

ARX CoSign Control Panel is designed to select, configure the default settings of the e-signature, change the graphical appearance of the signature and the password.
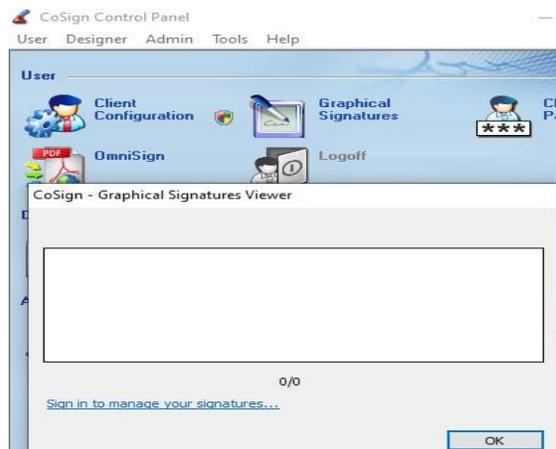
➢ **Client Configuration** option enables to configure the parameters of the program.

➢ **Graphical Signatures** option is designed to change the graphical appearance of the Signature.
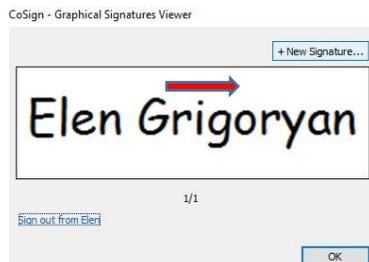

1. To add a graphical image of the signature, you should first create a signature image, go to **CoSign Control Panel** -> **Graphical signatures**, then click **Sign to manage your signatures.**
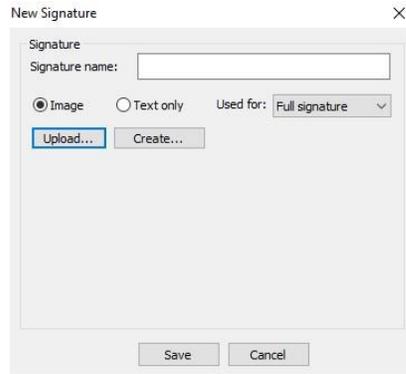

2. Enter your **User name and password**

3. Click on **+New Signature**

4. Mark **Image** and click on **Upload**, choose the image and press **Save.**

➢ **Change User Password** - is designed for changing the password. Enter the old password of the account and the new password of the account. Confirm the new password.

➢ **OmniSign Settings** - is designed for installing the parameters of the program **Omnisign.**

   ✓ **Digital Signature appearance** – choose the signature appearance.

   ✓ **Digital signature post action**- choose the further process of the program after signing. Specify **Leave OmniSign open** will allow you to keep the document open after signing.

   ✓ **Signature Size and Position** - choose the initial position and size of the signature

4. Signing .PDF files

4.1. Signing .pdf files with OmniSign

.pdf files can be signed by the program **OmniSign**, right-click on a closed file, select **Sign with Omnisign** or **Cosign** from the popup menu.

In the opened **.pdf** file, select the **Sign** button, use the left mouse button to mark the place of the signature and write the **username** and the **password** in the opened window.
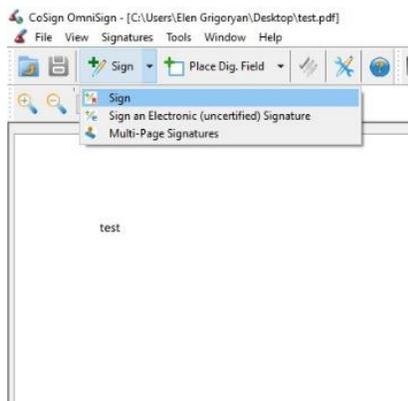
4.2. E-signature in electronic reports

When entering the electronic reporting system (enter the user name given by the tax authority, the company's TIN number and password). After completing it, it is necessary to register and summarize in the "Completed Reports" subsection.
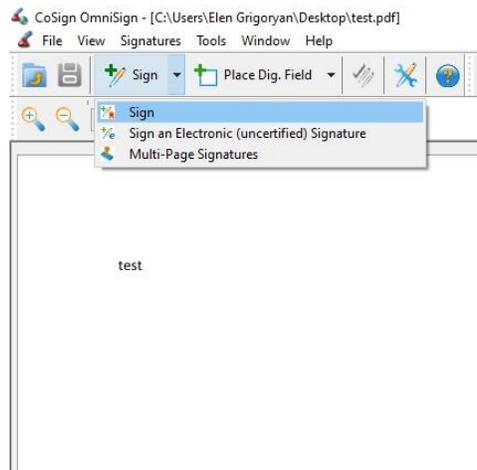
Click the "Completed Reports" section and hold the mouse pointer over the report image.

1. To sign the report, you need to save it in advance in your computer. Right-click on the report and select **Sign with Omnisign** (**Cosign**) from the opened menu.
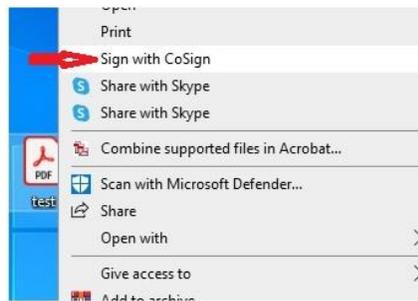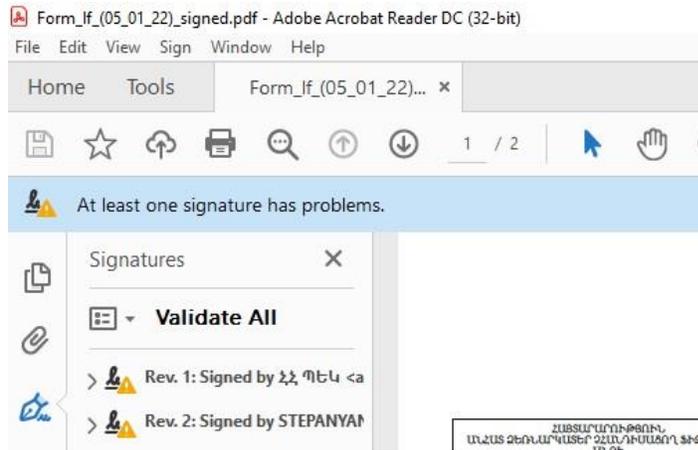

2. Select the **Sign** button in the opened **.pdf** file.

3. Use the left mouse button to mark the place of the signature and write the username and password in the opened window.
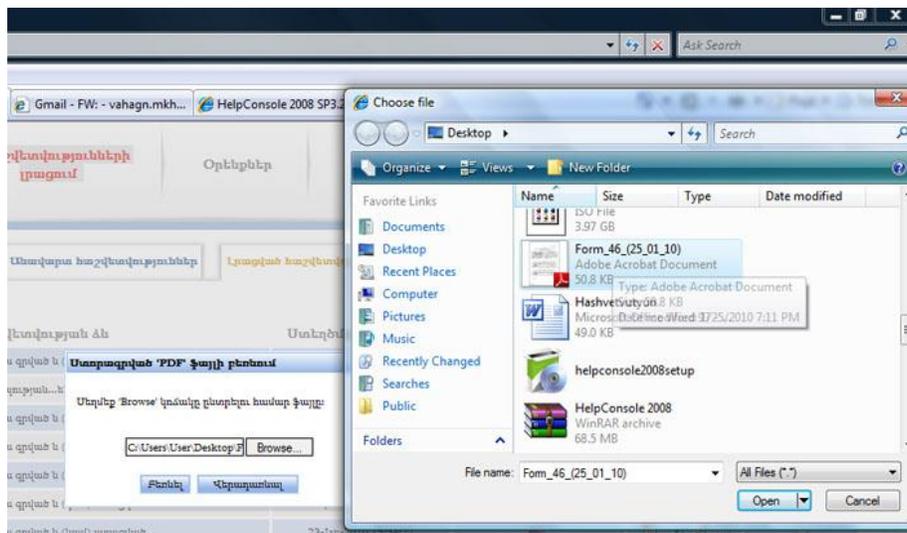
4. After signing the report, open it and check the signed signature. See the picture.

4.3. How to upload a signed document to the system.

Click ⬆ button in the **"Tools"** column, then in the opened window click the **«Browse»** button and select the already signed and saved report.
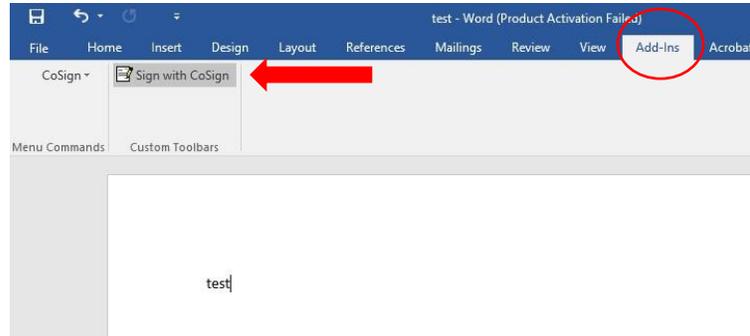

This ✏ mark should be displayed in front of the downloaded report, in the list of signatures, instead of the ➖ mark, and the 🖼 "Submit SRC" mark must be activated.
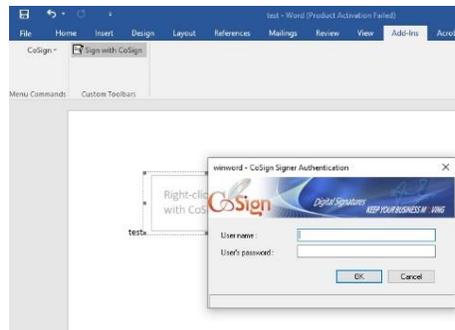
4.4. How to sign MS Office package
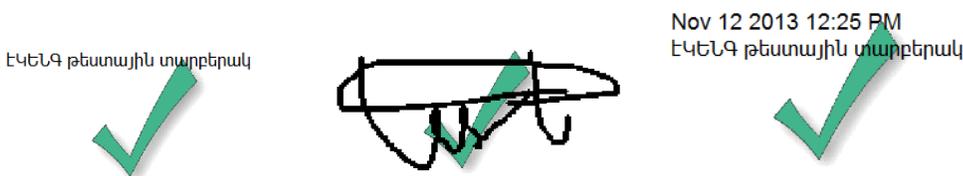
MS Office

Save the Word document. Keep the mouse cursor in the part of the document where you need to sign and select the **Add-Ins -> Sign with Cosign** command.

Enter the **username** and **password** in the opened window and click **OK**

Signature may look as follows

In order to change the position and the size of the signature You need to activate the following command **Add-ins -> CoSign->Design Mode.**

Attention! If you need to change the place or size of the signature, select **Add-ins -> CoSign-> Add Signature** field in the document to be signed, then click the **Design Mode** command, make the necessary move and resize, deactivate the **Design Mode command** and click **Add-ins - > CoSign-> Sign.**

5. Frequently asked questions

5.1. Why do I get a "Failed to select a certificate" message?

In case of the problems with **ca.gov.am** server you need to enter **Cosign Control Panel -> Client Configuration-> Client -> Appliances-> Appliances list**, click on **Add** button and add **ca.gov.am** and **ca1.gov.am** in the **Cosign Appliance DNS name** section.
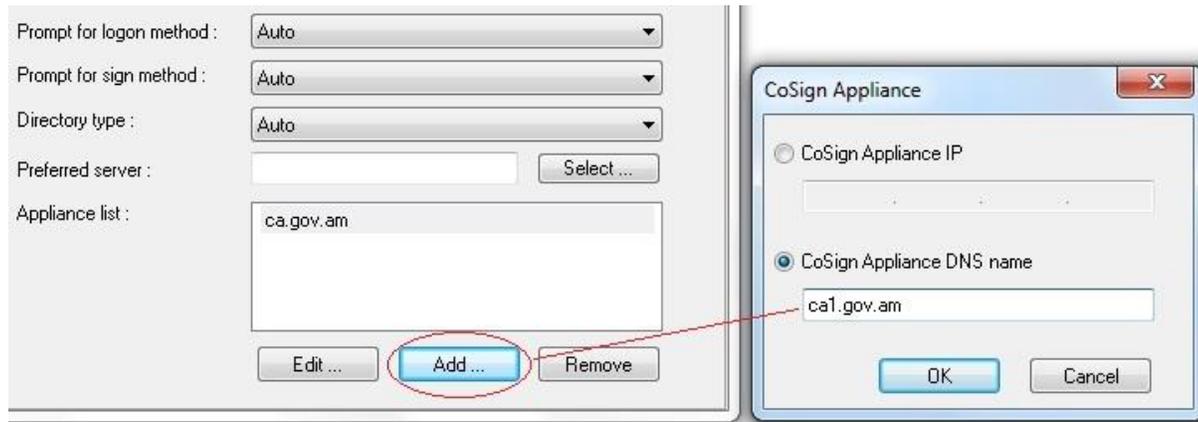

5.2. Why do I have 3 icons in CoSign Control Panel instead of 6?

If there are **3 icons** in the **ARX CoSign Control Panel**, the connection of the program to the **CoSign Server** located at **ca.gov.am** and **ca1.gov.am** has not been established. It is necessary to check the availability of the Internet or the availability of **443 SSL** port (in case of proxy server or Firewall). In the case of a proxy server, select the **"Enable automatic ssl detection"** parameter in **Cosign Control Panel -> User-> Client Configuration.**

5.3. How to fix (Login) Screen Prompts very often?

To temporarily remove this window, you need to make the following change in **Cosign Control Panel,** select **Cosign Control Panel -> Client Configuration -> Client ->Login Dialog->Set login dialog parameters** field and mark **Disable login dialog**, then click on **File -> Apply (Save to Registry).**
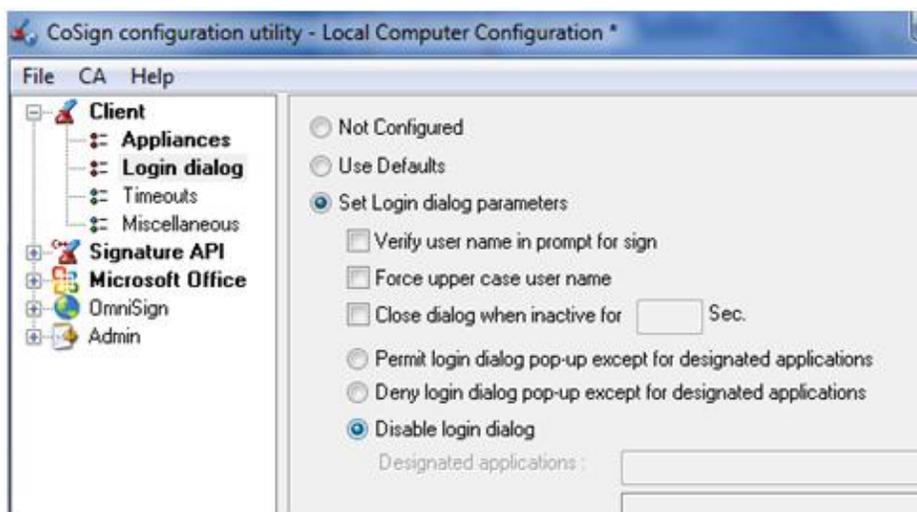
5.4. Why do I get "Failed to select a certificate, Bad Username or password" warning?

If you enter the wrong password up to 5 times, the password is automatically blocked and the following message appears.

To activate the password you need to call 374 60 464 504 or send an email to support@ekeng.am

5.5. Why does the Signature date (time) differ from my computer date.

E-signature Date and Time use server data automatically. If your signature date is incorrect and does not match the date or time the signature was applied, call + 374 60 464 504 for clarification.

5.6. Why is the Sign with OmniSign or Sign with Cosign command missing from the right submenu of the .PDF file?

This command may be missing if:

1. Adobe Reader was installed after installing ARX Cosign
2. If Adobe Reader is updated

In this case, the ARX Cosign Client program needs to be reinstalled without removing the previous one.

5.7. How to apply two and more signatures on the same computer?

If you use 2 different signatures on the same computer, you need to click the **Log off** button in the **Start-> Programs-> ARX CoSign -> Cosign Control Panel** after signing the first username, then sign the same document using another username and password.

5.8. How to check the validity of an e-signature certificate of MS Office documents?

To validate the Cosign user's signature, select the **"Validate"** option from the right submenu of the signature by receiving the **"√"** validation mark. To check the data of the signer, select the **"Details"** option right clicking on the Signature.

E-signature details of the certificate can be found in the **View Certificate** button of the window. It provides a general description of the certificate issue and the validity period.
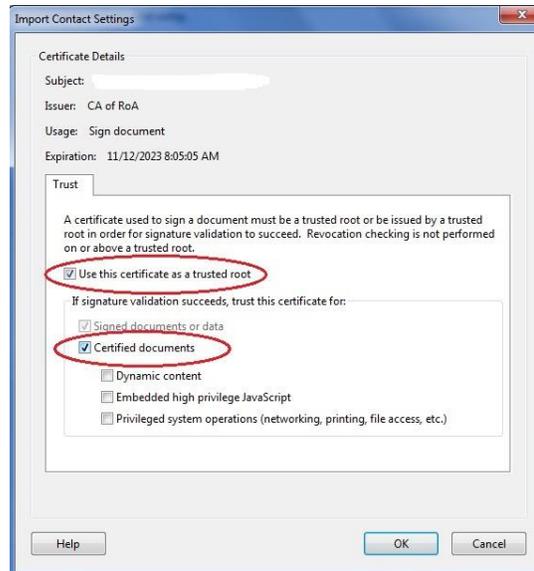
5.9. How to check the validity of an e-signature certificate in .PDF documents?

Right click on the Signature and select the **Signature Properties** button to check the validity and modification of e-signature.

5.10. How to import a certificate into Adobe's list of trusted certificates?

To include the certificate in the list of Adobe Trusted Certificates, right-click on the signature, select **Validate Signature ->
Signature Properties -> Show Certificate -> Trust - Add to trusted Identities -> OK.**
In the opened **Import Contact Settings** window, select **Use this certificate as a trusted root** and **Certified documents** checkboxes.