



**Centralized Automated Information System  
"Electronic Public Procurement"  
(CAIS EPP)**

**Call Center Knowledge Base**

## 1. 1 Requirements for Working With the Signing Component

### 1.1. System Requirements

- Personal computer with installed OS, web browser and provider, all supported by electronic providers of Qualified Electronic Signatures (QES) .
- The signing component is compatible with most commonly used platforms: Windows (32bit and 64bit) in XP (SP3) version or higher, Linux (32bit and 64bit) and OSX (64bit).
- Usage of the signing component is available with the following browsers: Internet Explorer / Edge, Google Chrome and Mozilla Firefox.
- Java, version 7 or higher.

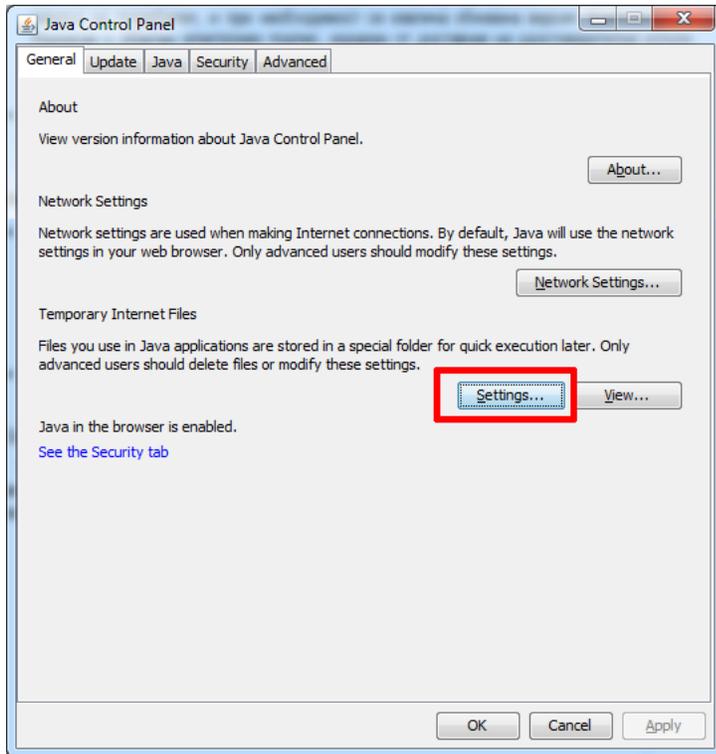
Browsers and Java should be updated to their latest versions, recommended by the developer of respective operating system,.

Working with the signing component by users with Linux and OSX operating systems requires Oracle Java usage. The Java installation, as well as verification of installed version is performed at the following address: <https://www.java.com/en/download/>

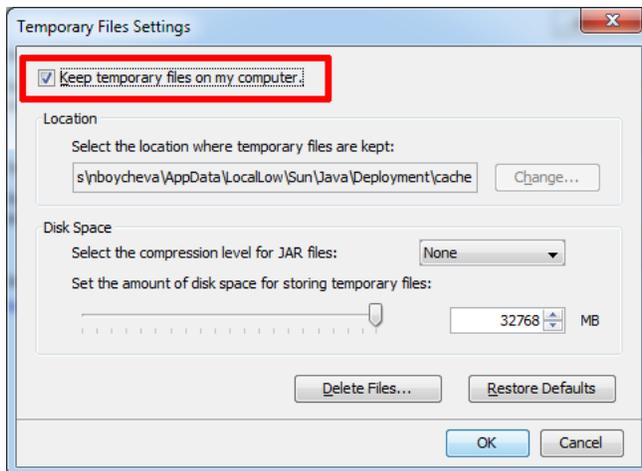
The signing component may not start automatically after starting a browser, if the version of Java on Windows 8.1+ is older. In this case, the stampitls.jnlp file needs to be stored locally and started with a double-click by the user.

### 1.2. Specifications of the Java Configuration

Java settings in the Windows environment are available from All programs-> Java-> Configure Java. You need to be sure that the default settings are not changed. This is checked by the Settings button in General tab.



Correct operation of the component requires to check box *Keep temporary files on my computer* box.



If there is no check mark in this field, it is necessary to select the Restore Defaults button and confirm the changes with the OK button.

Note: Mozilla Firefox updating to the latest version needs to be performed carefully, due to observed in the practice problems with electronic document signing.

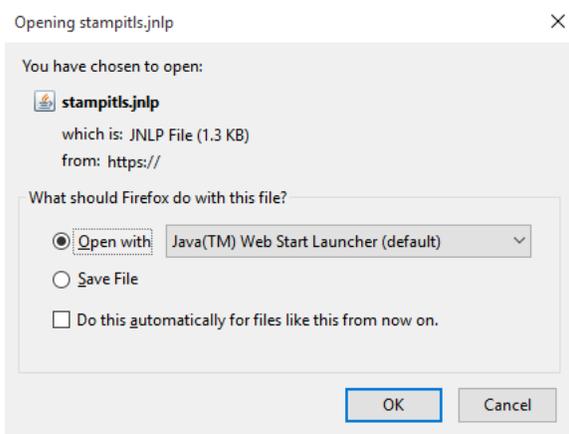
## 2. Signing with a Qualified Electronic Signature (QES)

### 2.1 At Initial Signing

- 1) Fill in the document / offer you need to sign;
- 2) Click the "Sign" button / "Submit" button.
- 3) A bar for downloading signing software is displayed at the bottom of the screen:



#### For Firefox



#### For Chrome

When using Google Chrome, the agent provides an ability to save to a local folder (Downloads), then you need to start by double-clicking on the file:

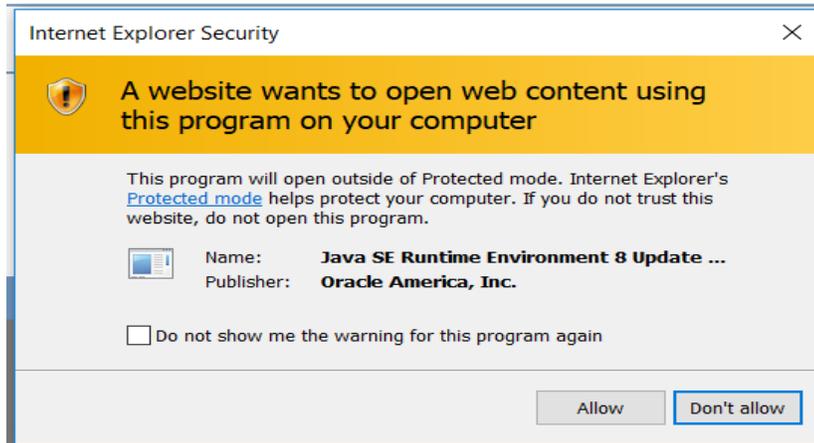


4) Click on the "Save" button:

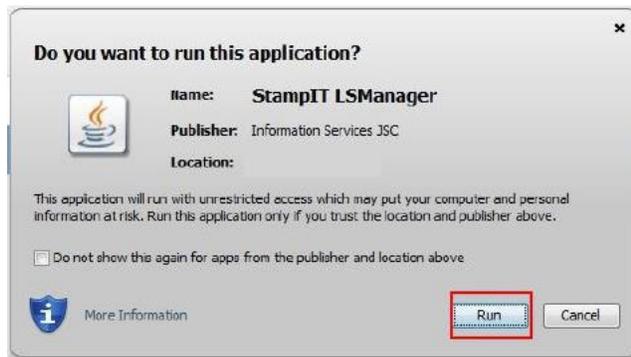
5) Click on the "Open" button:



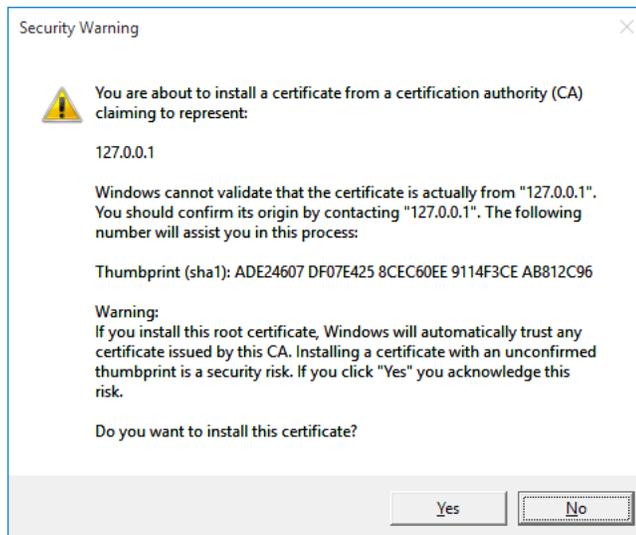
6) Click on the "Allow" button:



- a. Startup of the component needs to be confirmed, when using some older versions of Java.



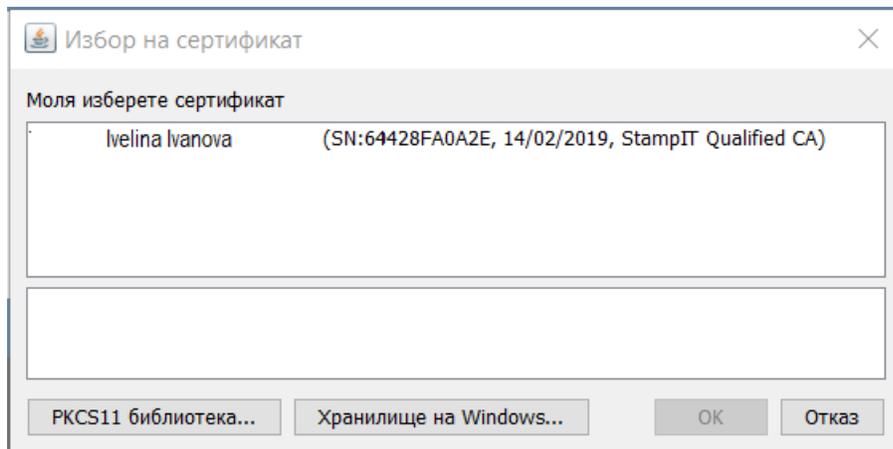
- b. The initial launching of signing component in Internet Explorer and earlier versions of Firefox (prior to version 55) requires confirmation that a certificate will be installed on the local computer.



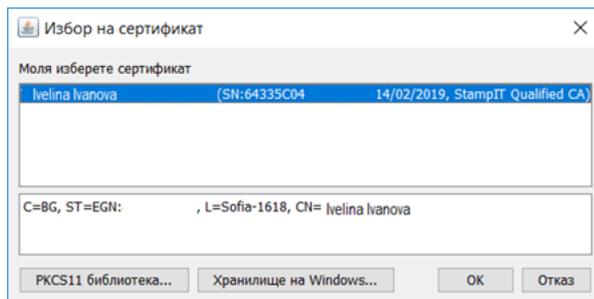
The installation is completed by selecting "Yes" button. In case of cancelation by closing the window or selectin button "No", the signing component will not be able to start and and therefore an electronic signing will not be possible in CAIS EPP.

- 7) Upon successful start of the signing component, an icon  appears in the taskbar (system notification area). The component submits system notifications at startup and transition to standby status.

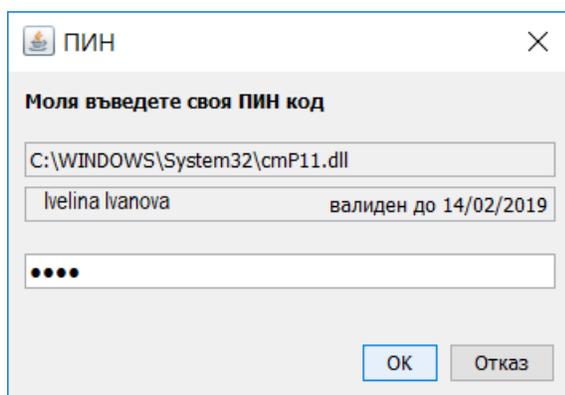
- 8) A window for selecting an electronic certificate appears:



9) Click on your certificate to select it and additional data about it will be displayed, then click on the "OK" button:



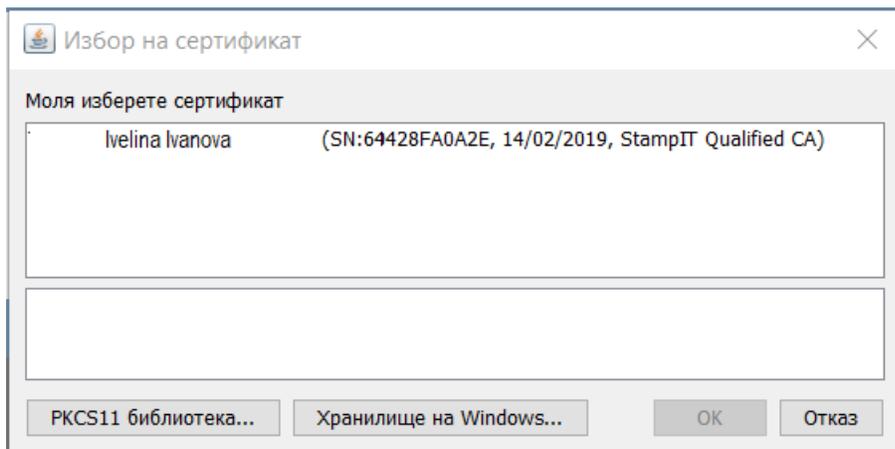
10) Enter PIN code and click the "OK" button:



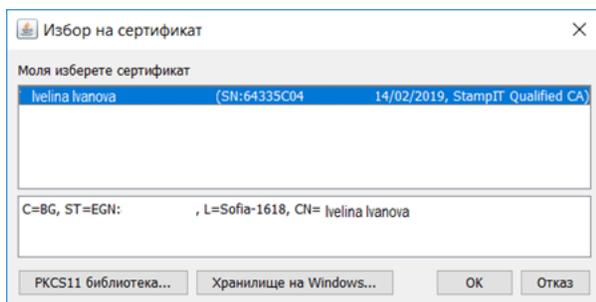
## 2.2 At Each Subsequent Signing

- 1) Fill in / load the document you need to sign;
- 2) Click the "Sign" button / "Submit" button.

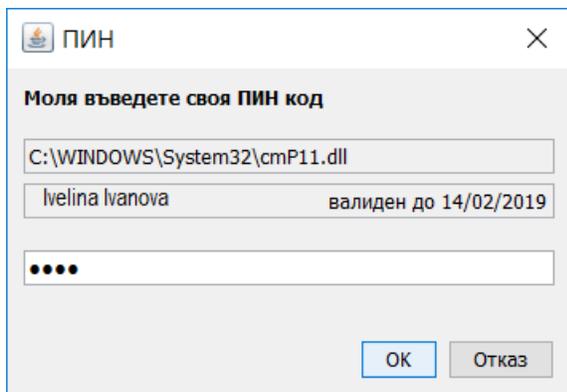
3) A window for selecting an electronic certificate appears:



4) Click on the certificate to select it and additional data about it will be displayed, then click on the "OK" button:



5) Enter PIN code and click the "OK" button:



A message for successful / unsuccessful signing with QES will be displayed.