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Browser Package 2.0.6

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FAQ

The FAQ section contains the frequently asked questions about Connective Browser Package 2.0.6

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1. Why do I need to install the Connective browser package?

You need the browser package on Windows and macOS to use any signing method that requires additional hardware:

- **eID signing:** requires an eID card reader
- **BeLawyer signing:** requires a transparent card reader
- **Biometric signing:** requires a biometric signing pad

Note: if you're using an iOS or Android device and want to use a signing method that requires additional hardware, you need a mobile app. Contact your administrator to check if an app is available for your company. The Connective demo app in the App store and Google Play can only be used with the standard demo environment of eSignatures.

How does the browser package work?

The browser package is used to communicate between your browser and the external hardware. Upon signing, the software checks if the necessary package is installed. If it's not installed, the installation is automatically triggered. During the installation, the used browser and operating system are detected and you're guided through the process via an intuitive wizard.

When using Microsoft Edge, Google Chrome, Mozilla Firefox or Safari v12, the browser package installs the required extension and the card reader software. When using Microsoft Internet Explorer or Safari prior to v12 it only installs the card reader software since these browsers don't use extensions.

Note: do *not* use Compatibility View in Internet Explorer. This view is not supported by the Connective browser package.



2. Which operating systems are supported?

The following operating systems are supported:

Microsoft Windows

- Microsoft Windows 10 (64-bit)
- Microsoft Windows 8.1 (64-bit)

Mac OS

- macOS Big Sur
- macOS Catalina

Android

- Android 11
- Android 10

iOS

- iOS 14
- iOS 13

Other operating systems are officially *not* supported.

3. Which web browsers are supported?

The following web browsers are supported:

Windows

- Microsoft Edge n-2
- Internet Explorer 11. Earlier versions of Internet Explorer are not supported.
- Google Chrome n-2
- Mozilla Firefox n-2

Mac OS

- Safari n-2
- Google Chrome n-2
- Mozilla Firefox n-2

Android

- Google Chrome n-2

iOS

- Safari n-2

Other web browsers or browser versions are officially not supported.

4. How do I install the Connective browser package? (Windows)

This topic explains how to install the Connective browser package for the first time. Note that the installation instructions vary somewhat depending on the browser you're using:

- [Microsoft Edge](#)
- [Google Chrome](#)
- [Internet Explorer](#)
- [Mozilla Firefox](#)

Tip: if you run into issues when upgrading the browser package, see [I'm unable to upgrade the browser package](#).

4.1 Microsoft Edge (Windows)

- Click **Start signing** in a document that requires eID, BeLawyer or Biometric signing. When the Connective browser package is not installed you are prompted to install it.
- Click **Install the Connective Browser Package** to start the installation.



- You're now prompted to access the Windows Store. Click **Take me to the Windows Store** to do so.

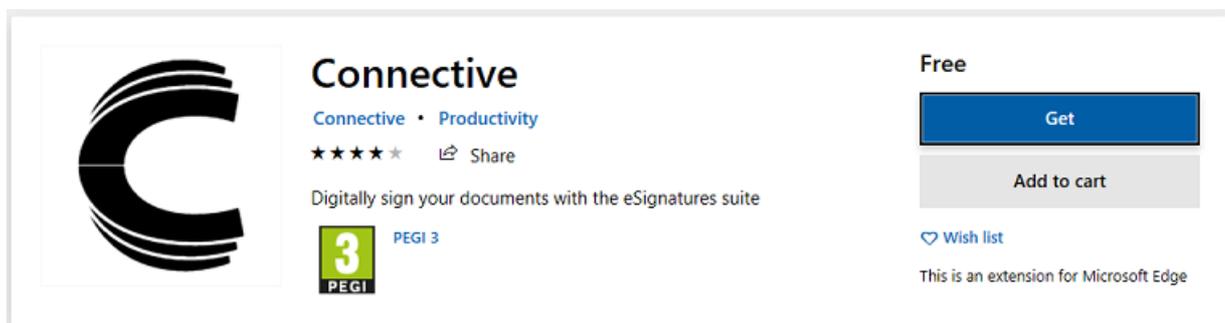


Install the card reader or signing pad software

You need this software to sign documents with your card reader or signing pad

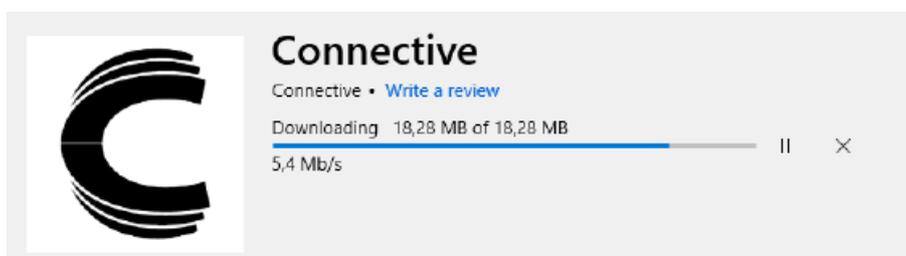
Take me to the Windows Store

- Click **Get** to install the Connective plugin. **Important:** when asked to use the plugin across your devices, click **No, thanks**. This feature is currently not supported.

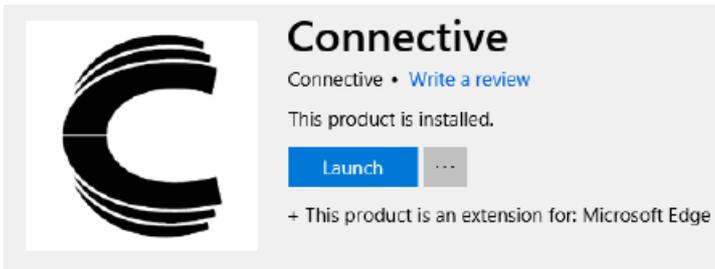


- Wait for the download to complete.

Important: when the download is complete, don't immediately click **I installed the plugin** in eSignatures. You need to launch the plugin first.

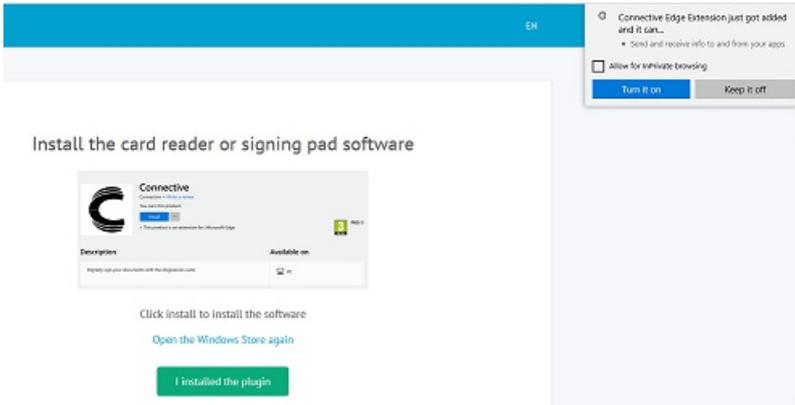


- When the download is complete, click **Launch**.



- You now return to eSignatures. In the pop-up message, click **Turn it on**.

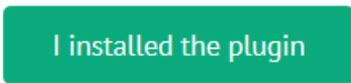
Tip: if you want the Connective Edge plugin to work in InPrivate browsing, select **Allow for InPrivate browsing**.



- Now click **I installed the plugin**.

Click install to install the software

[Open the Windows Store again](#)



- A message should now appear stating that the installation completed successfully. You can now start the signing process again.

4.2 Google Chrome (Windows)

- Click **Start signing** in a document that requires eID, BeLawyer or Biometric signing. When the Connective browser package is not installed you are prompted to install it.
- Click **Install the Connective browser package** to start the installation.



- You're now prompted to download extension. This extension must be added to Google Chrome to be able to sign.
- Click **Download extension**. You are now redirected to the Chrome web store.
- Click **Add to Chrome**.
- Click **Add extension** in the pop-up window.

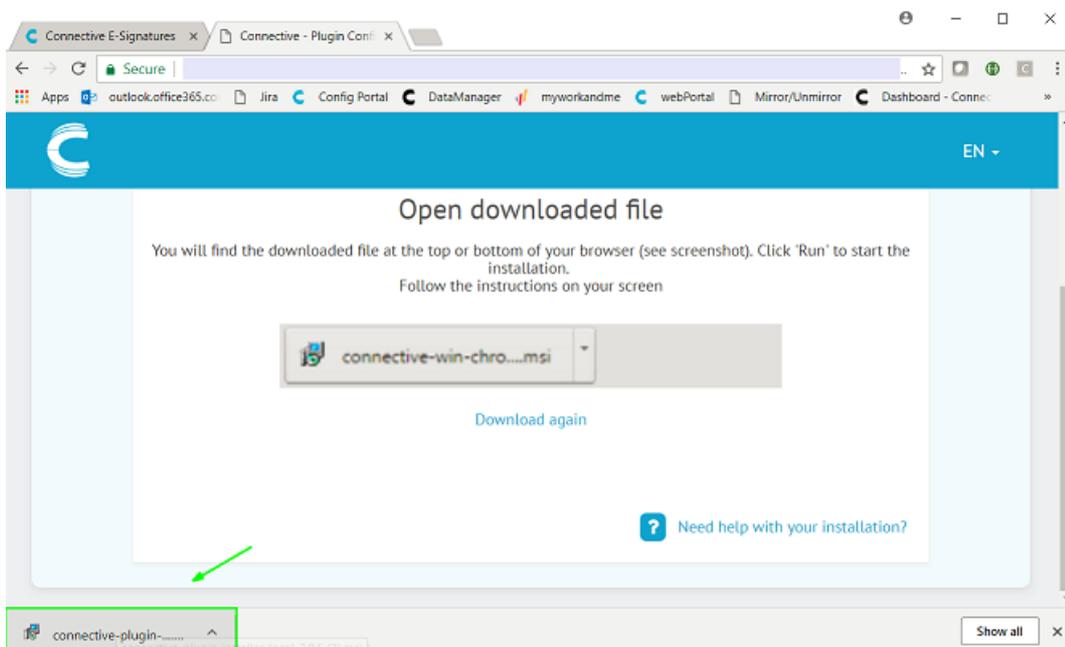
 chrome web store

Home > Extensions > Connective signing extension

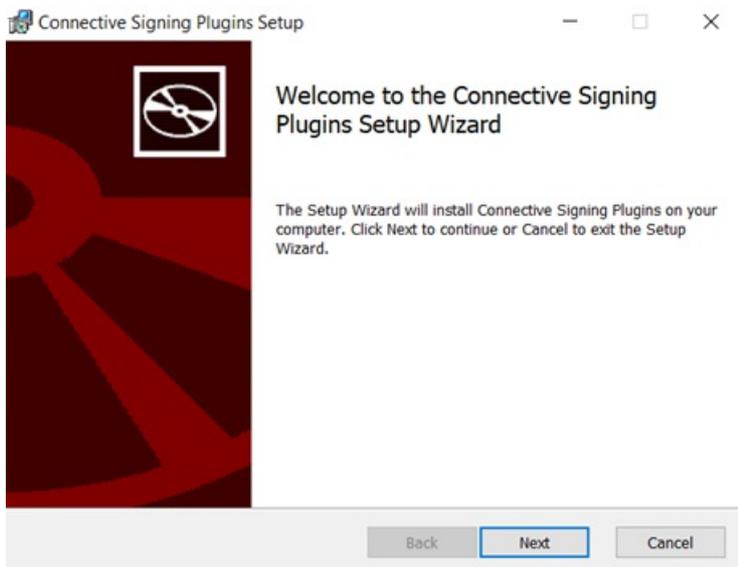


- A message now appears informing you that the extension has been added.
- Now click **Download software** to download the card reader software.
- The download appears in the bottom left corner of the browser. Click it to launch the Setup Wizard.

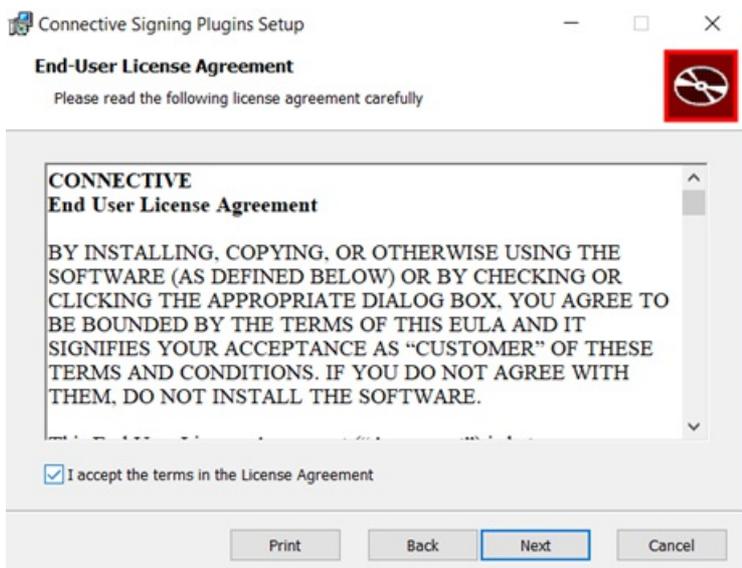
Tip: typically you also find the downloaded file in the **Downloads** folder.



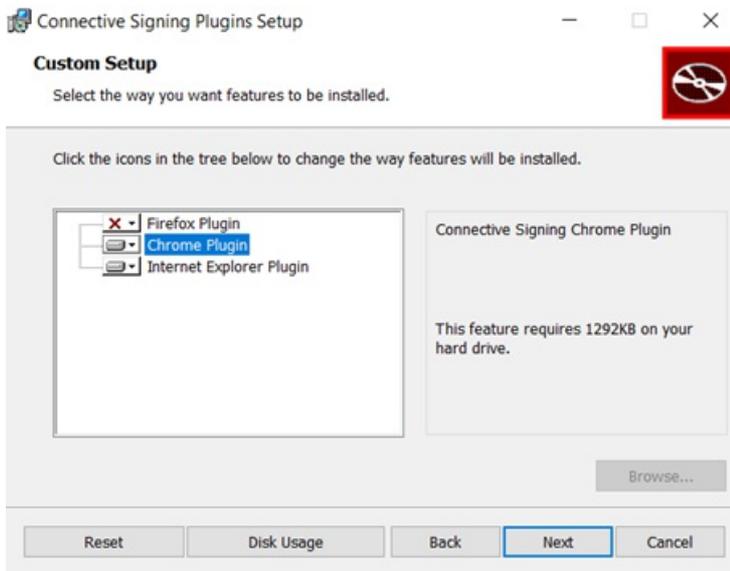
- The Setup Wizard now opens. Click **Next**.



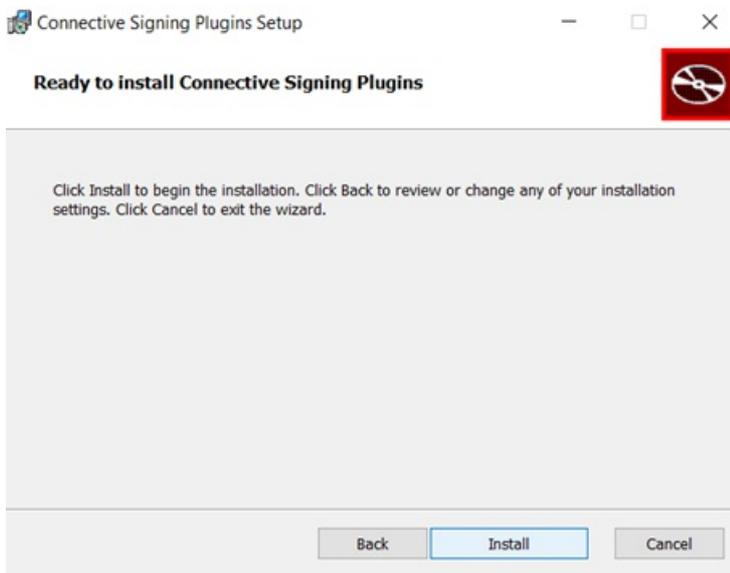
- Read the End User License Agreement. Herein you will find the general terms and conditions for using the Connective software.
- Select **I accept the terms in the License Agreement**, and then click **Next**.



- The Setup Wizard detects which browsers you've installed on your computer, and offers to install the Connective plugin for each of them. If you don't want to install the plugin for all browsers, click the down arrow next to the browser you want to exclude and select **Entire feature will be unavailable**.
- Then click **Next** to proceed.



- Now click **Install** to start the actual installation.



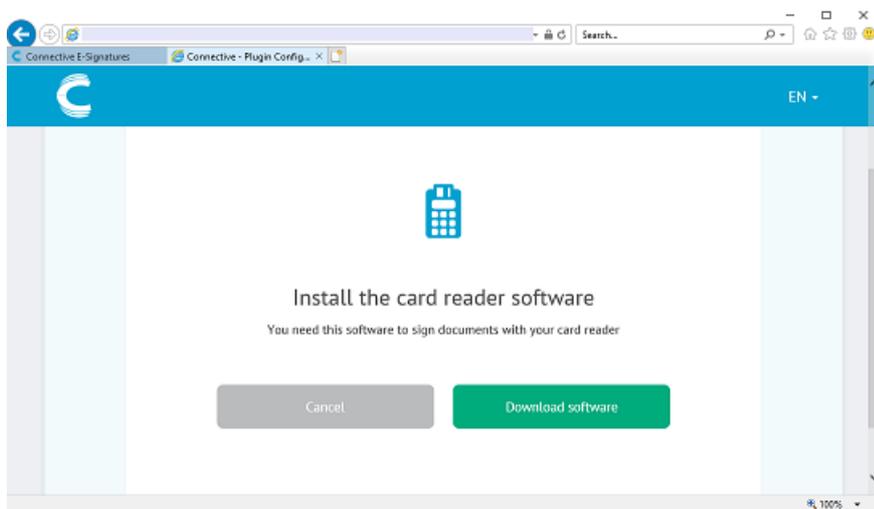
- When the installation is complete, click **Finish**.
- Now return to your document and start the signing process again.

4.3 Internet Explorer (Windows)

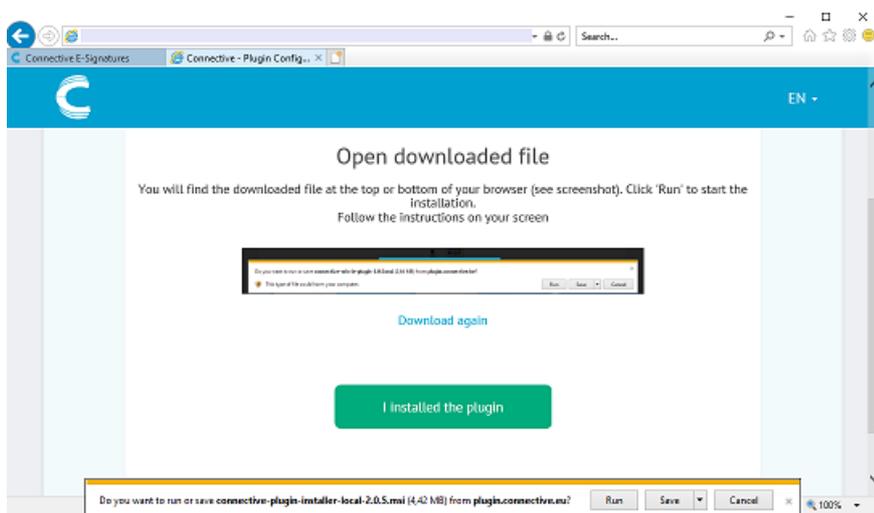
- Click **Start signing** in a document that requires eID, BeLawyer or Biometric signing. When the Connective browser package is not installed you are prompted to install it.
- Click **Install the Connective browser package** to start the installation.



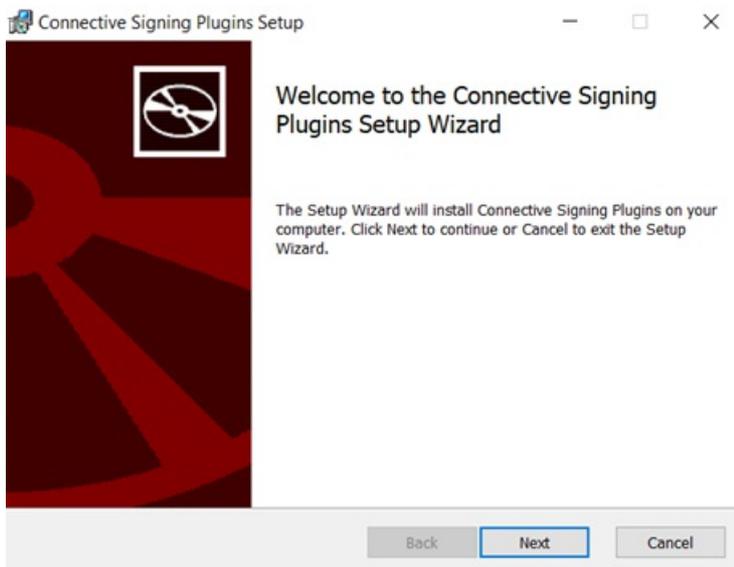
- Click **Download software** to download the card reader software.



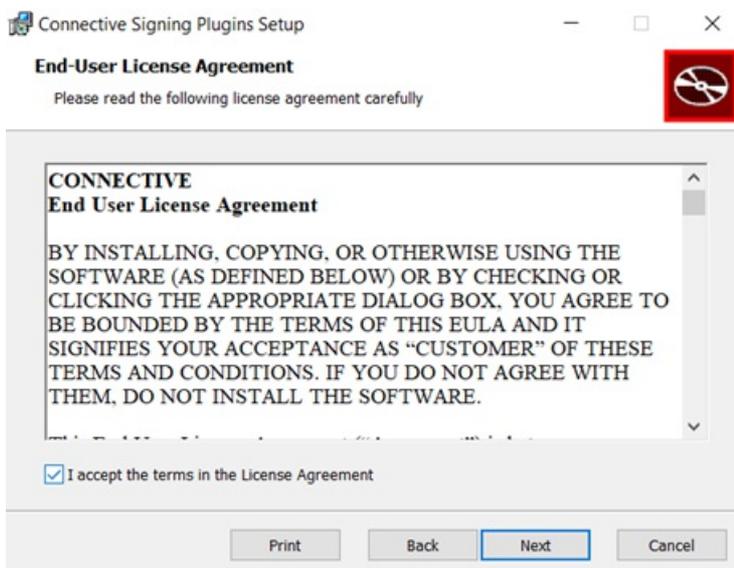
- At the bottom of the window a message appears asking you what to do with the downloaded file.
- Click **Run** to start the installation.



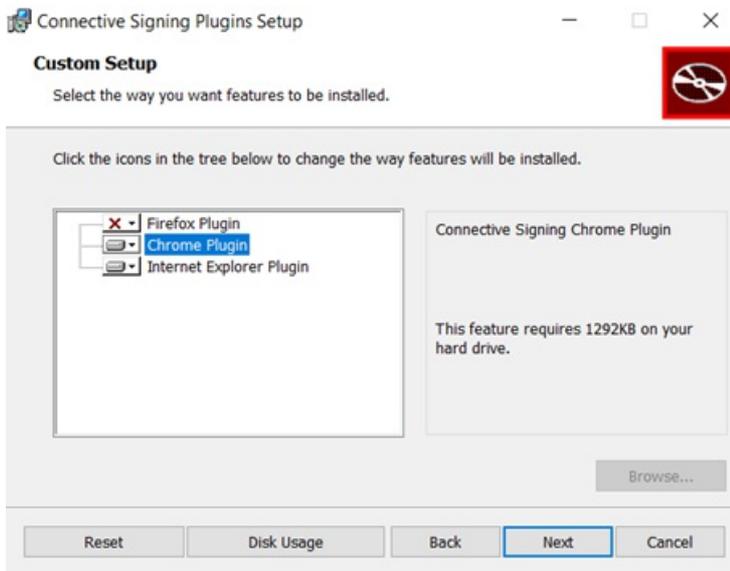
- The Setup Wizard now opens. Click **Next**.



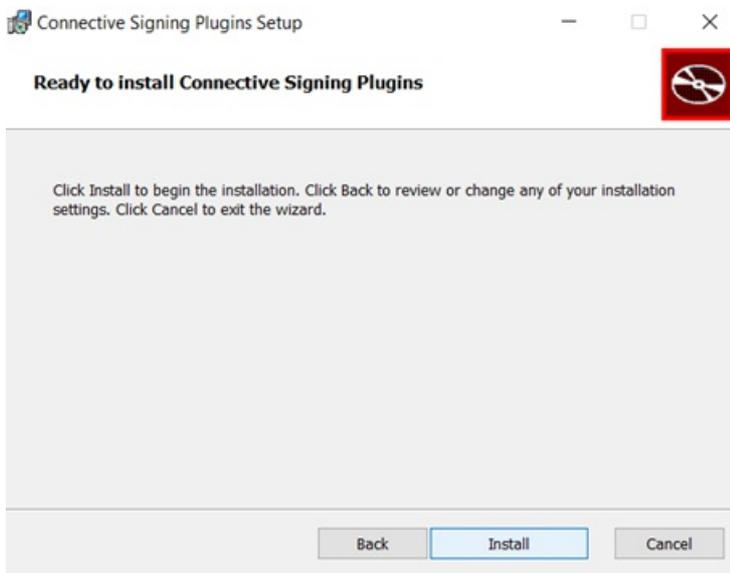
- Read the End User License Agreement. Herein you will find the general terms and conditions for using the Connective software.
- Select **I accept the terms in the License Agreement**, and then click **Next**.



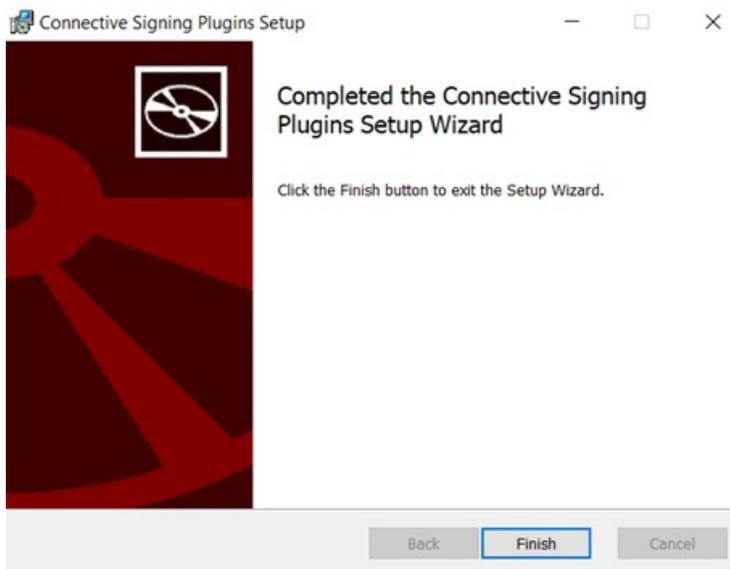
- The Setup Wizard detects which browsers you've installed on your computer, and offers to install the Connective plugin for each of them. If you don't want to install the plugin for all browsers, click the down arrow next to the browser you want to exclude and select **Entire feature will be unavailable**.
- Then click **Next** to proceed.



- Now click **Install** to start the actual installation.



- When the installation is complete, click **Finish**.



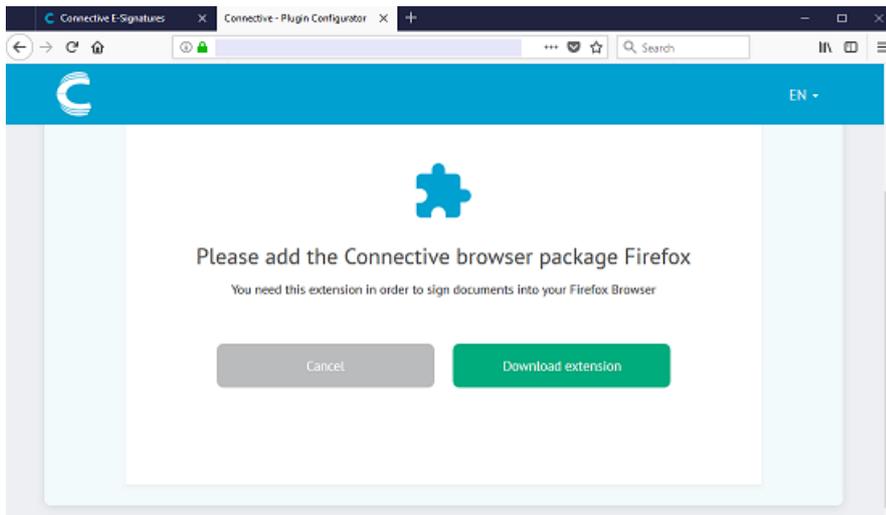
- Return to your browser, and click **I installed the plugin**.
- You are now redirected to your document and you can start signing.

4.4 Mozilla Firefox (Windows)

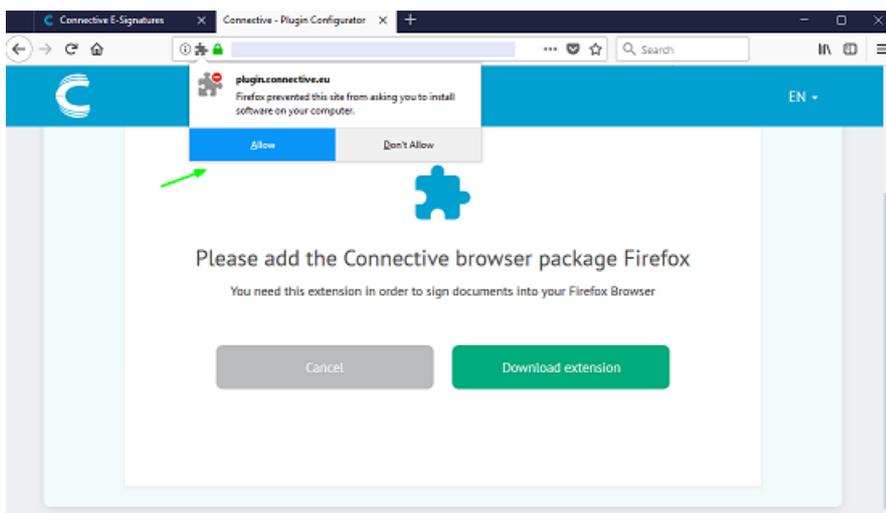
- Click **Start signing** in a document that requires eID, BeLawyer or Biometric signing. When the Connective browser package is not installed you are prompted to install it.
- Click **Install the Connective browser package** to start the installation.



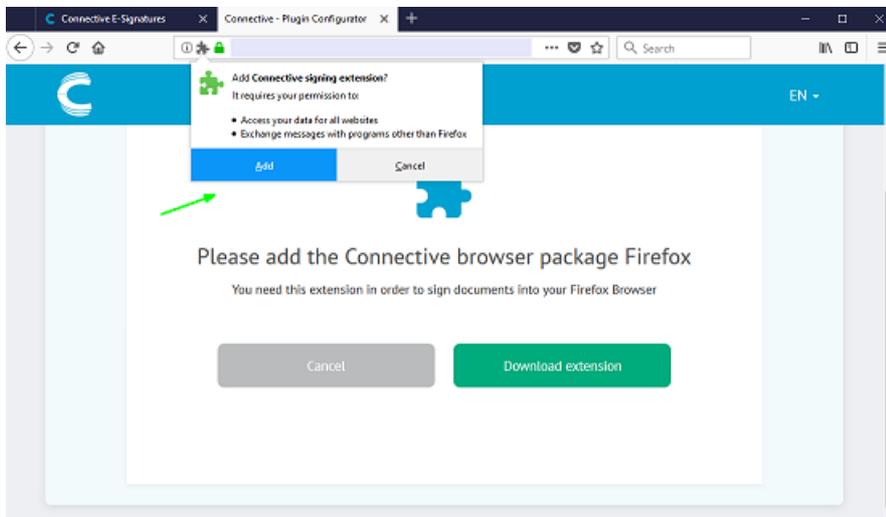
- You're now prompted to download the extension. This extension must be added to Firefox to be able to sign.
- Click **Download extension**.



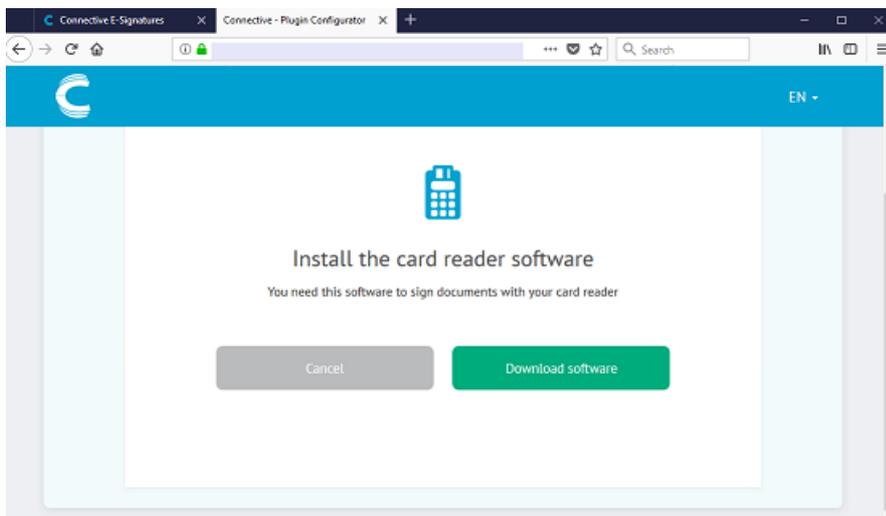
- Now click **Allow** to allow the Connective signing extension to be installed.



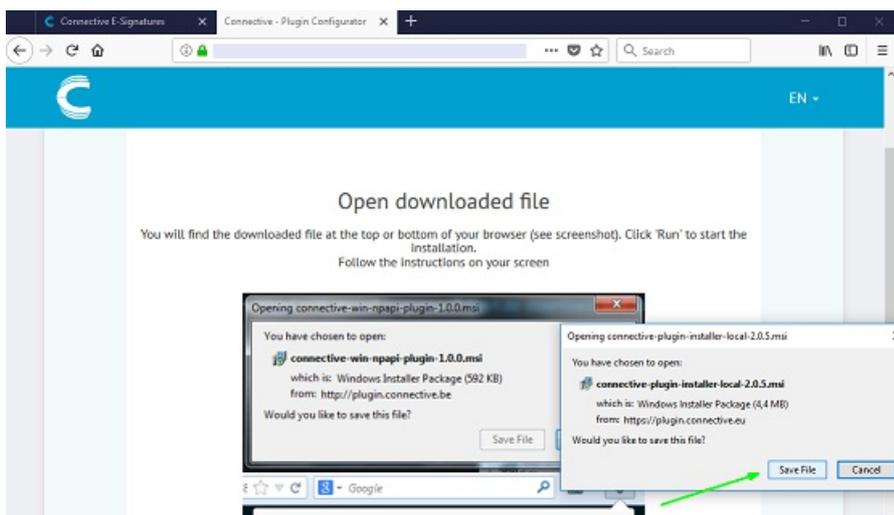
- Click **Add** to add the Connective signing extension to Firefox.
- When the extension has been successfully installed, click **OK**.



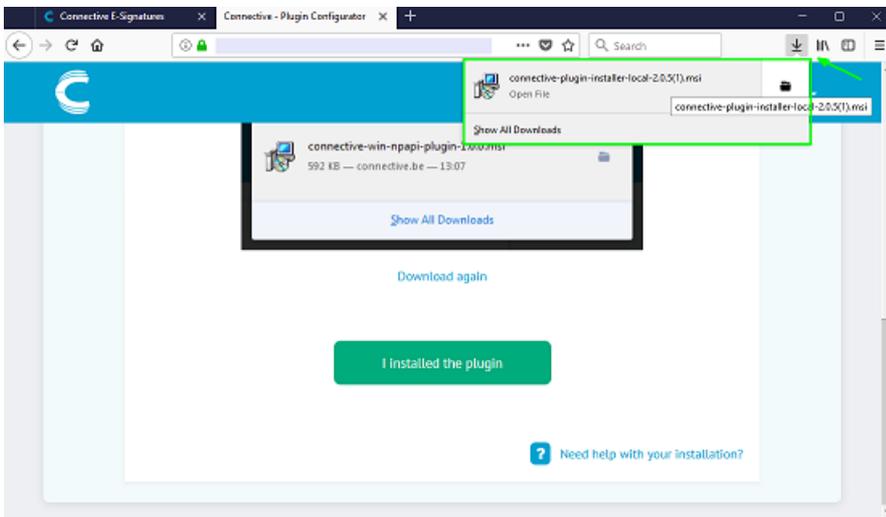
- Now click **Download software** to download the card reader software.



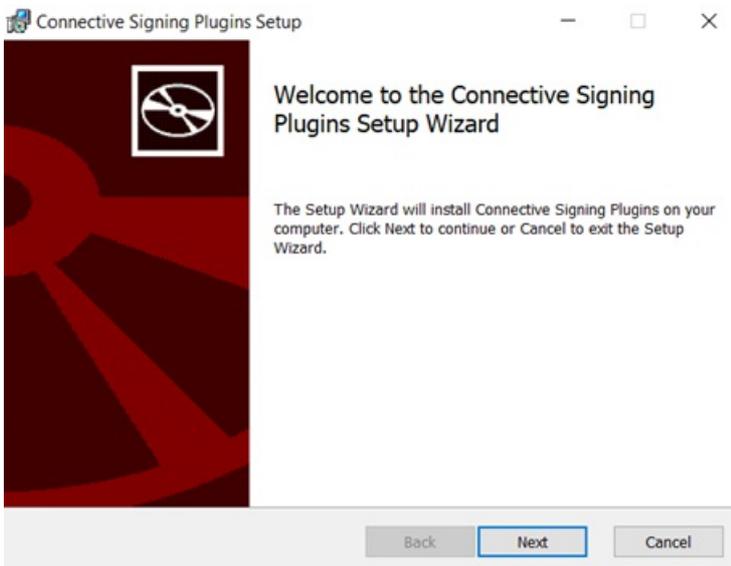
- A pop-up message now appears in Firefox asking you whether you want to save the file from the Connective website.
- Click **Save File** to save the file.



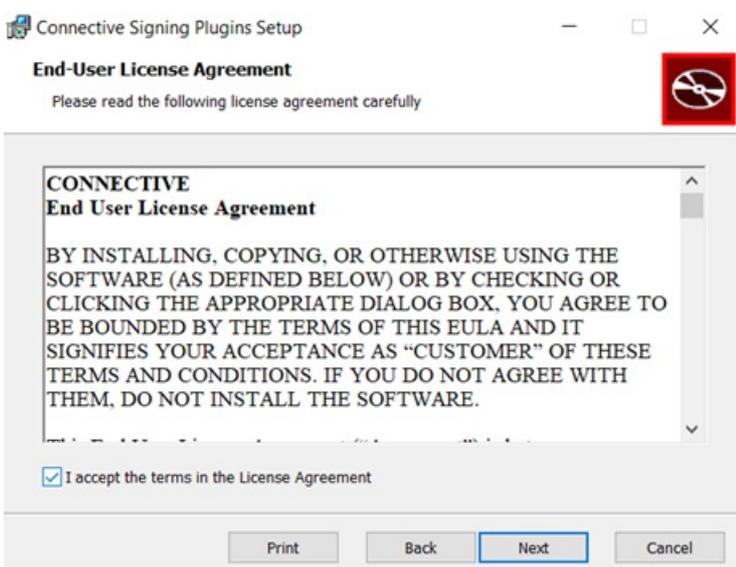
- Click the down arrow in the top right corner of the browser to display your downloads.
- Click the Connective plugin installer file.
- Click **OK** if a warning message appears.



- The Setup Wizard now opens. Click **Next**.

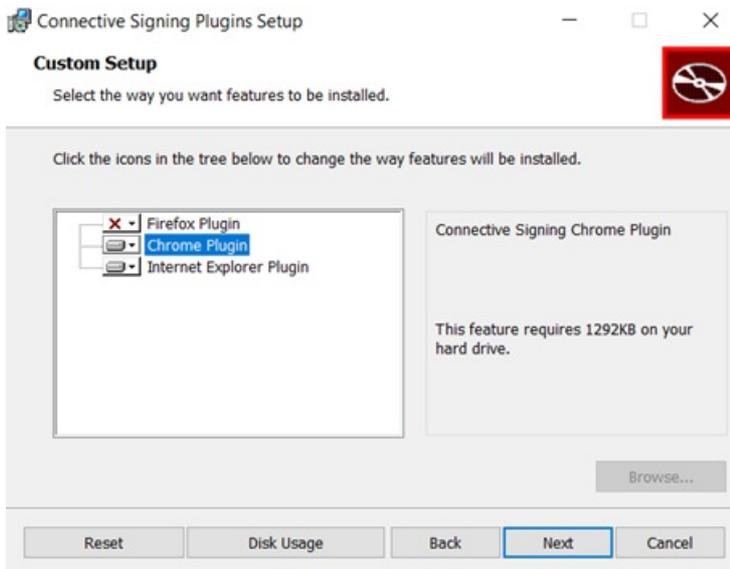


- Read the End User License Agreement. Herein you will find the general terms and conditions for using the Connective software.
- Select **I accept the terms in the License Agreement**, and then click **Next**.

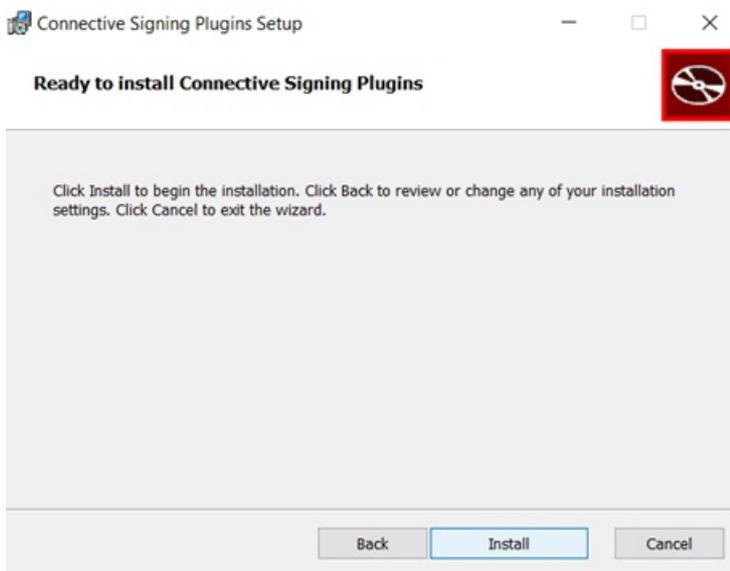


- Click the down arrow next to Firefox plugin, and select **Entire feature will be installed on local hard drive** or **Will be installed on local hard drive**.

- Then click **Next** to proceed.



- Now click **Install** to start the actual installation.

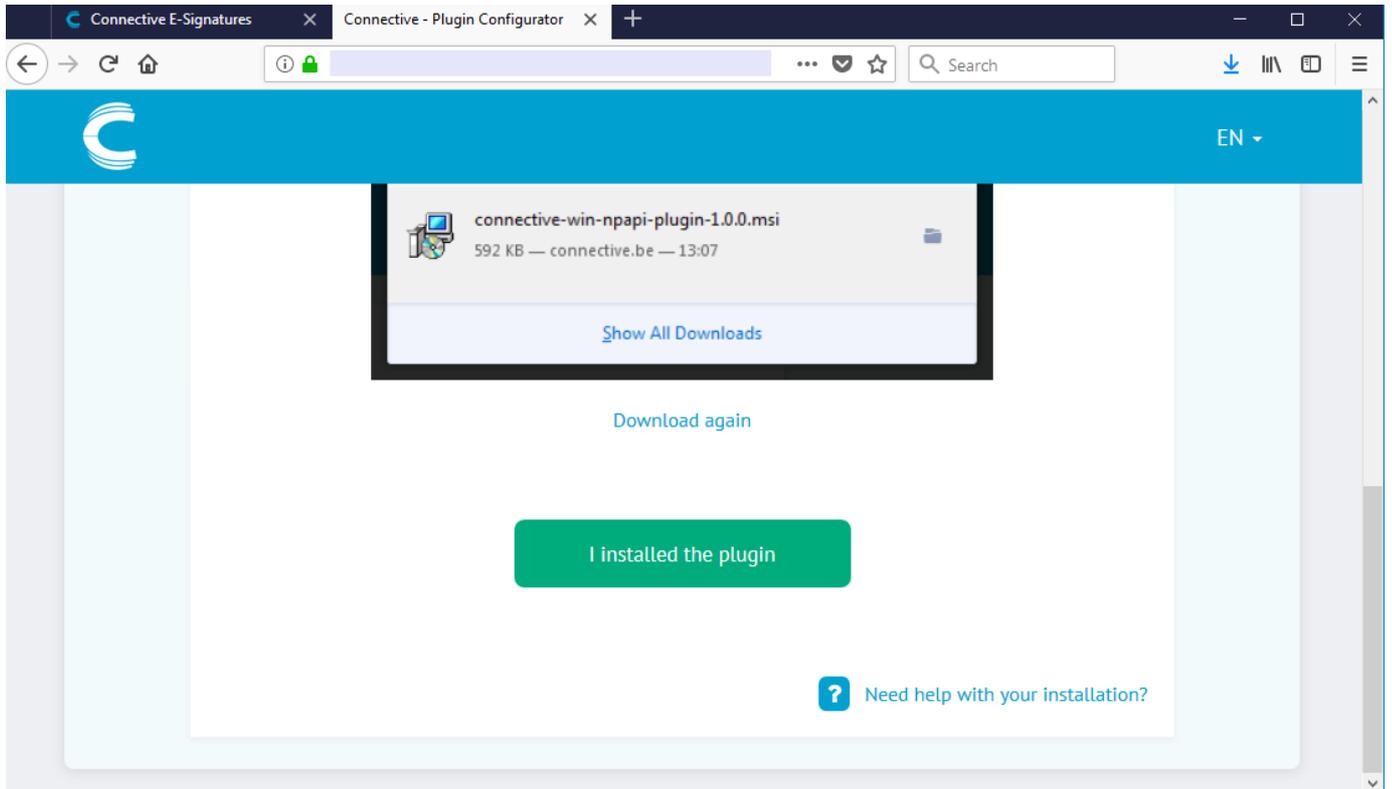


- When the installation is complete, click **Finish**.



- Return to your browser, and click **I installed the plugin**.

- You are now redirected to your document and you can start signing.



5. How do I install the Connective browser package (macOS)

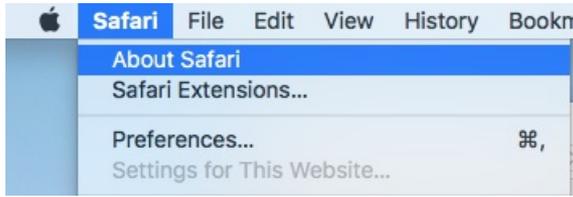
This topic explains how to install the Connective browser package for the first time. Note that the installation instructions vary somewhat depending on the browser you're using:

- [Safari up to v12](#)
- [Safari v12 and higher](#)
- [Google Chrome](#)
- [Mozilla Firefox](#)

5.1 Safari prior to v12 (macOS)

Attention: this page applies to Safari up to version 12. If you're using Safari version 12 (or higher), see [Safari v12](#).

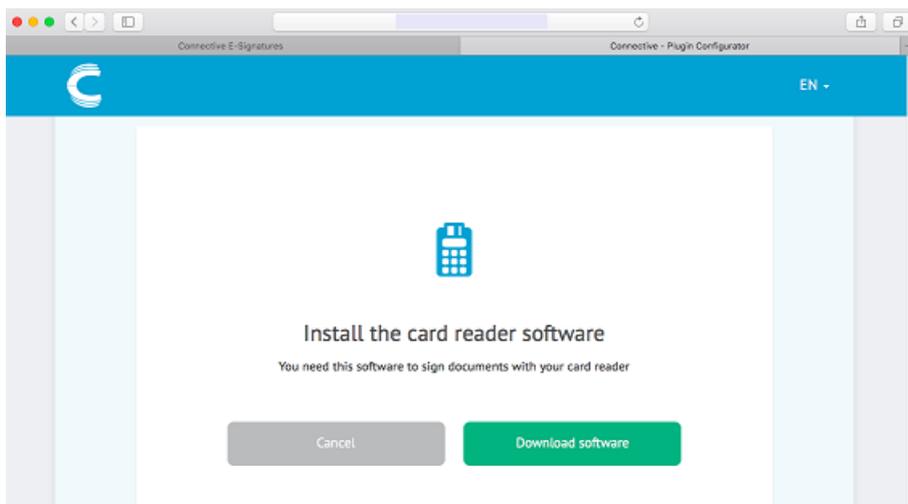
To check which version you're using, click the **Safari** menu, and then click **About Safari**.



- Click **Start signing** in a document that requires eID, BeLawyer or Biometric signing. When the Connective browser package is not installed you are prompted to install it.
- Click **Install the Connective browser package** to start the installation.



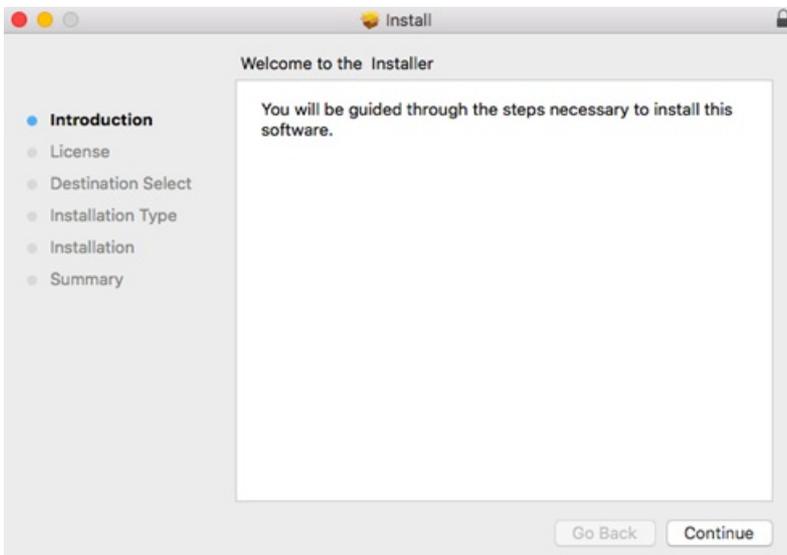
- Click **Download software** to download the card reader software.



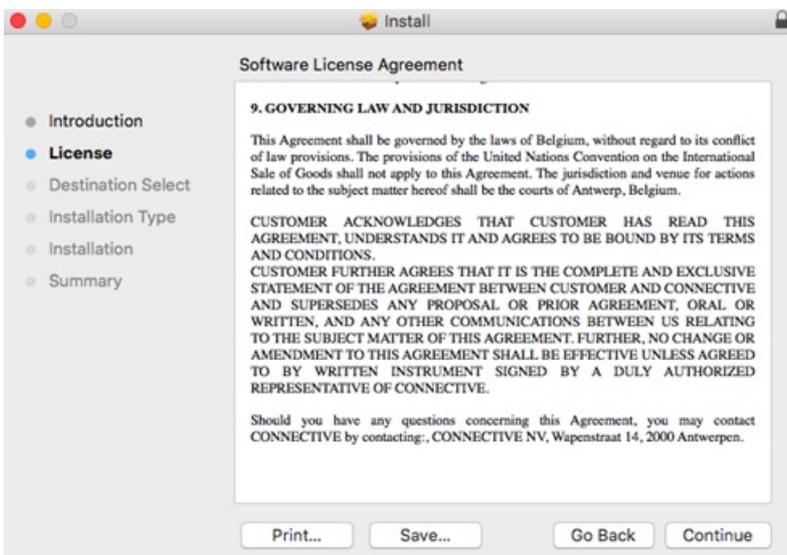
- Safari now downloads the Connective plugin to the **Downloads** folder.
- Click **Downloads** in the Dock.
- Then click **connective-plugin-installer.xxx.pkg**. This will start the Installer.



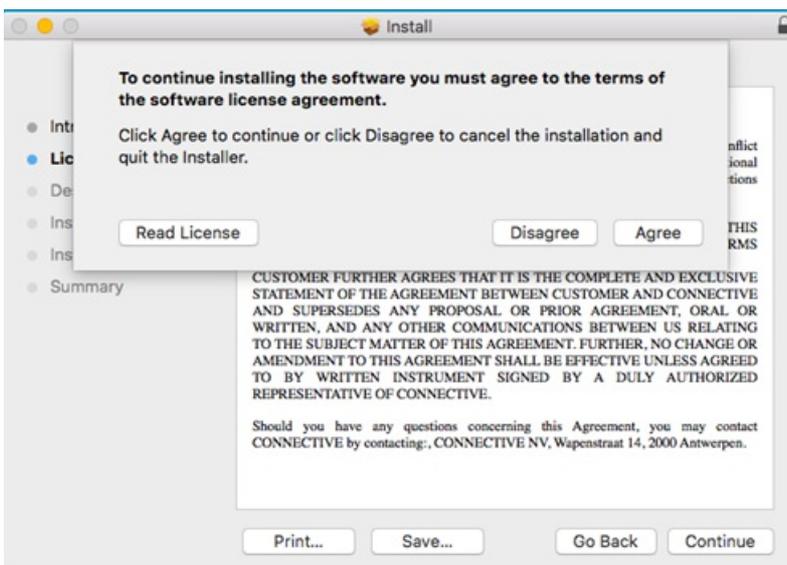
- Click **Continue** in the Installer.



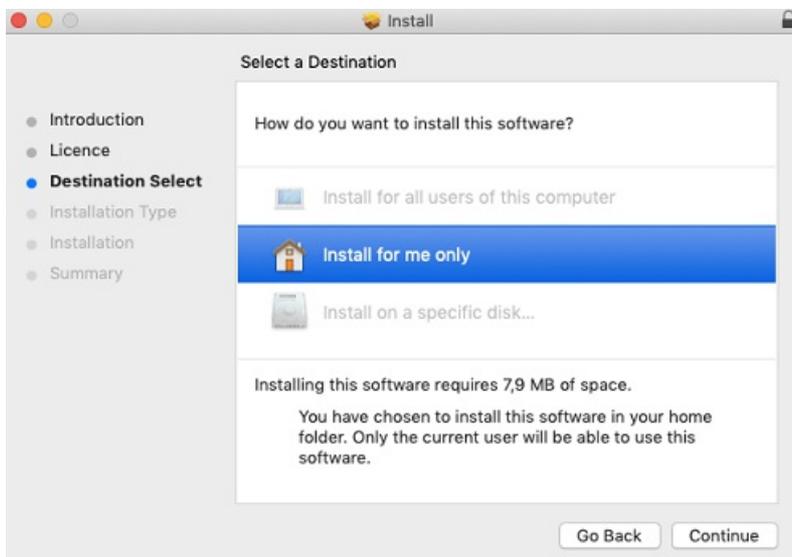
- Read the License Agreement and click **Continue**.



- Click **Agree** to continue installing.



- In the **Select a destination** screen, click **Install for me only** and then click **Continue**. **Note:** the message that you cannot install in this location will disappear when you've clicked **Install for me only**.



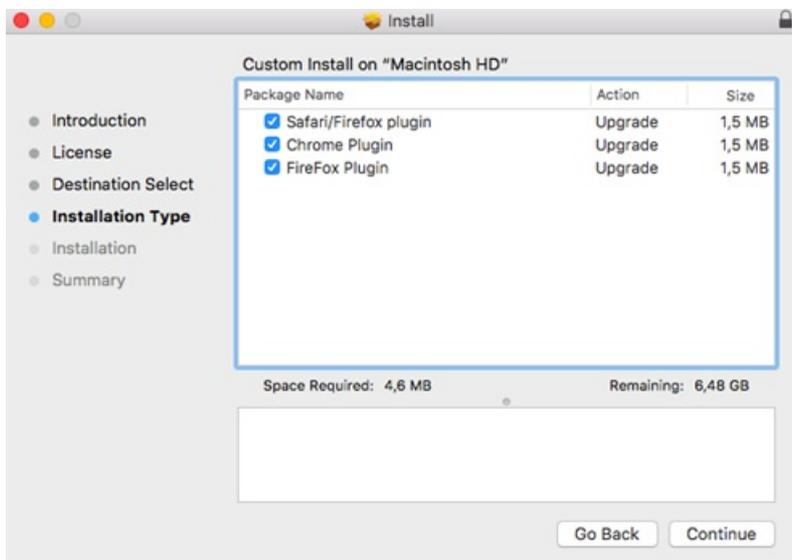
- **Attention:** if you're prompted to enter your username and password, do **not** follow the installation steps blindly. This step will install the browser package on *system* level, instead of *locally*, which may result in unexpected behavior. Note that this step only occurs if you have admin rights to the mac and you've used them recently prior to the installation.

To prevent this:

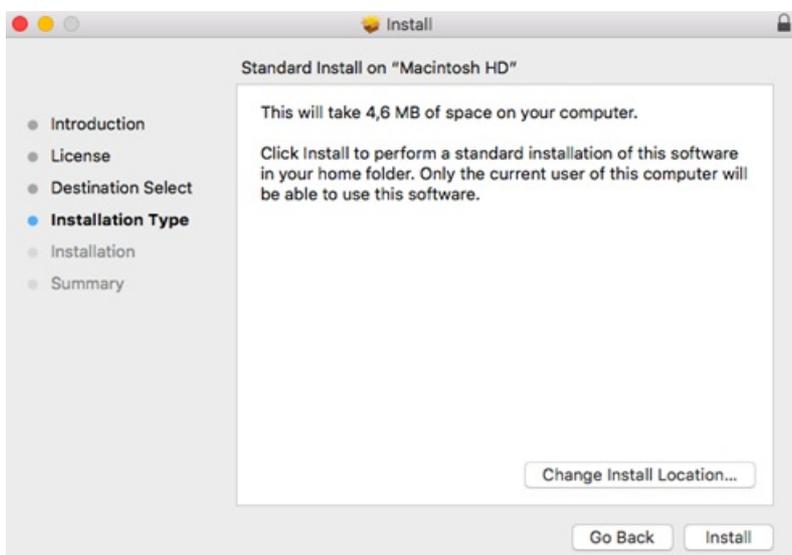
- Click **Install Software**.
- Click **Go back** to go back to the **Destination Select** step.
- Now select **Install for me only**.



- The Installer detects which browsers you've installed on your computer, and offers to install the Connective plugin for each of them. If you don't want to install the plugin for all browsers, clear the checkbox of the browser you want to exclude.
- Then click **Continue** to proceed.

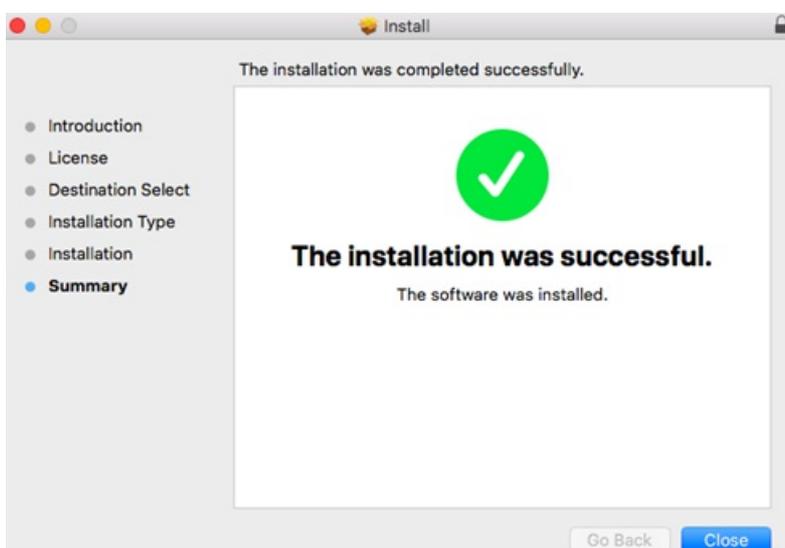


- Click **Install** to start the installation. **Important:** do *not* change the install location.



- A confirmation message now appears showing that the installation was successful.
- Click **Close**.
- You are now asked whether to keep the installer, or move it to the trash. Select the option of your choice.

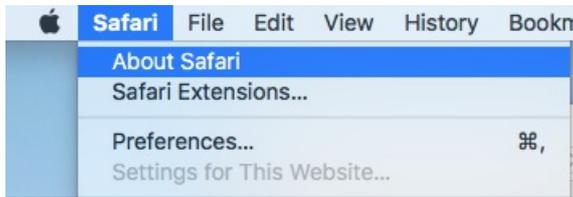
You are now redirected to your document where you can continue the signing process.



5.2 Safari v12 or higher (macOS)

Attention: the instructions on this page only apply if you're using Safari v12 (or higher). If you're using an older version of Safari, see [Safari prior to v12](#).

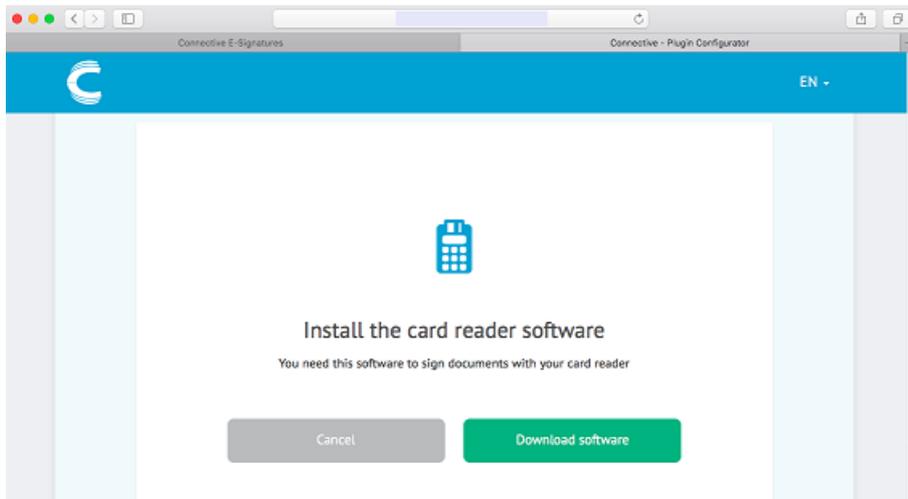
To check which version you're using, click the **Safari** menu, and then click **About Safari**.



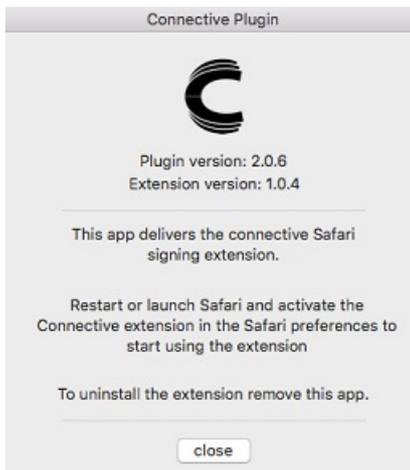
- Click **Start signing** in a document that requires eID, BeLawyer or Biometric signing. When the Connective browser package is not installed you are prompted to install it.
- Click **Install the Connective browser package** to start the installation.



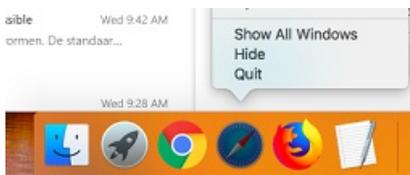
- Click **Download software** to download the card reader software.



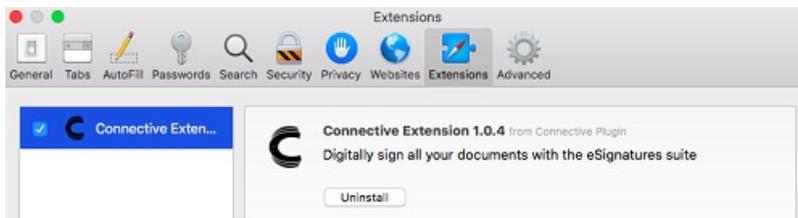
- In the Installation Instructions page, click the Mac App Store button.
- Click the download icon to download the Connective Plugin. **Tip:** do not confuse the Connective Plugin with the Connective app that is available for iOS.
- Click **Install** to install the Connective Plugin.
- Once the plugin has been installed, click **Open** to check the correct version has been installed.
- Click **Close**.



- Now quit Safari.
- To do so, ctrl-click the Safari icon and click **Quit**.
- Or click the **Safari** menu and click **Quit**.



- Start Safari again.
- Click the **Safari** menu > **Preferences**.
- Navigate to the **Extensions** tab and make sure the Connective extension is enabled.



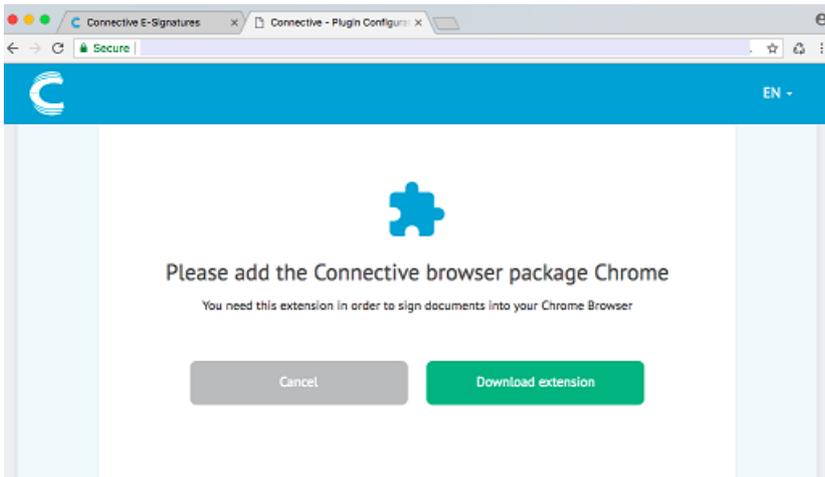
- Return to your document in eSignatures and request a new URL to access your document again. **Tip:** to arrive immediately where you left off in eSignatures, click the **History** menu in Safari and click **Reopen Last Closed Window**.

5.3 Google Chrome (macOS)

- Click **Start signing** in a document that requires eID, BeLawyer or Biometric signing. When the Connective browser package is not installed you are prompted to install it.
- Click **Install the Connective browser package** to start the installation.



- You're now prompted to download extension. This extension must be added to Google Chrome to be able to sign.
- Click **Download extension**.



- Click **Add to Chrome**.

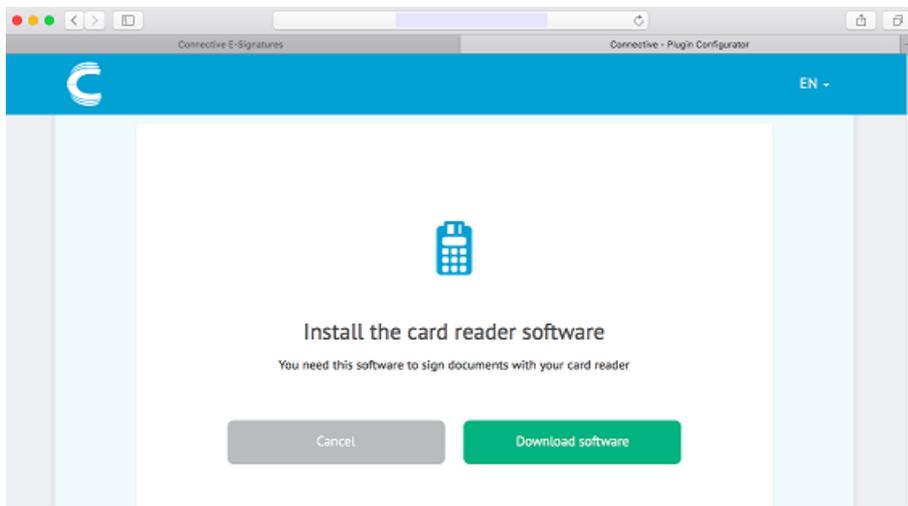


Home > Extensions > Connective signing extension



Add to Chrome

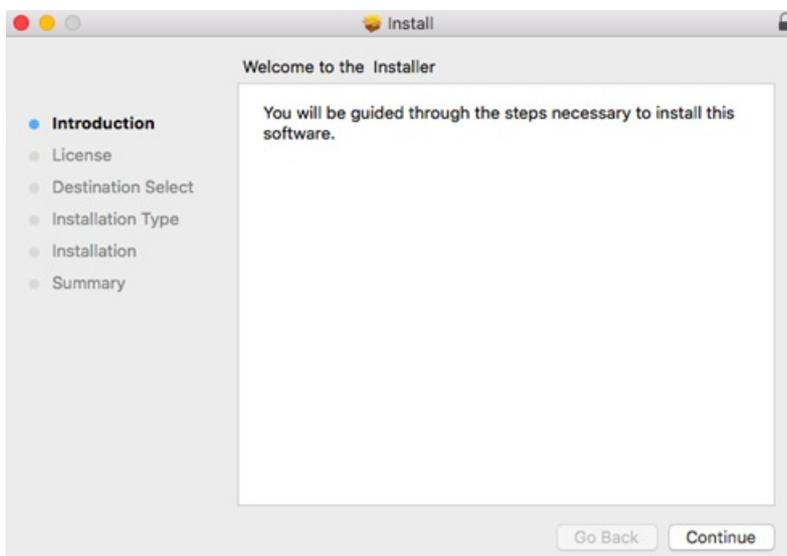
- Click **Add extension** in the pop-up window.
- A message now appears that the signing extension has been added to Chrome.
- Click **Download software** to download the card reader software.



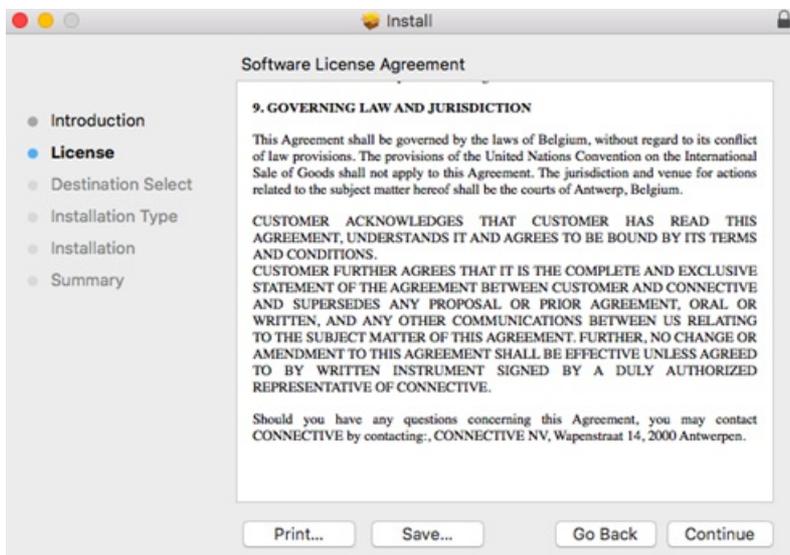
- Safari now downloads the Connective plugin to the **Downloads** folder.
- Click **Downloads** in the Dock.
- Then click **connective-plugin-installer.xxx.pkg**. This will start the Installer.



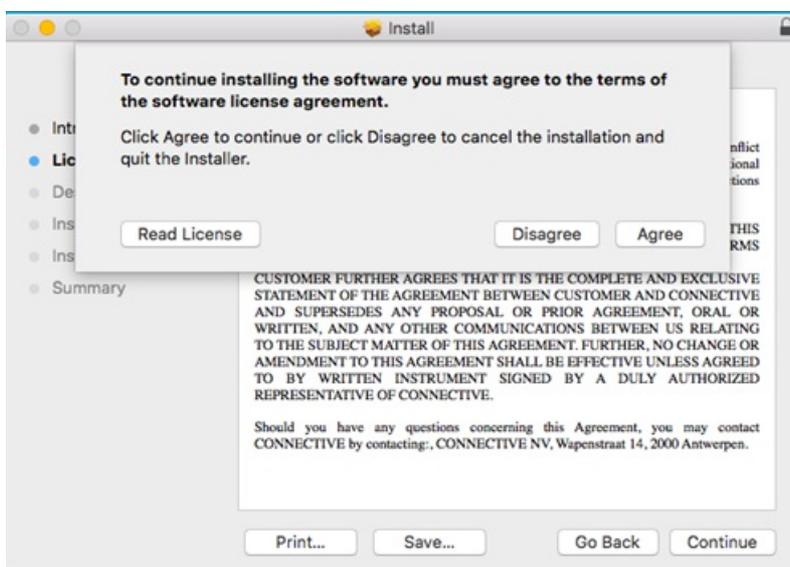
- Click **Continue** in the Installer.



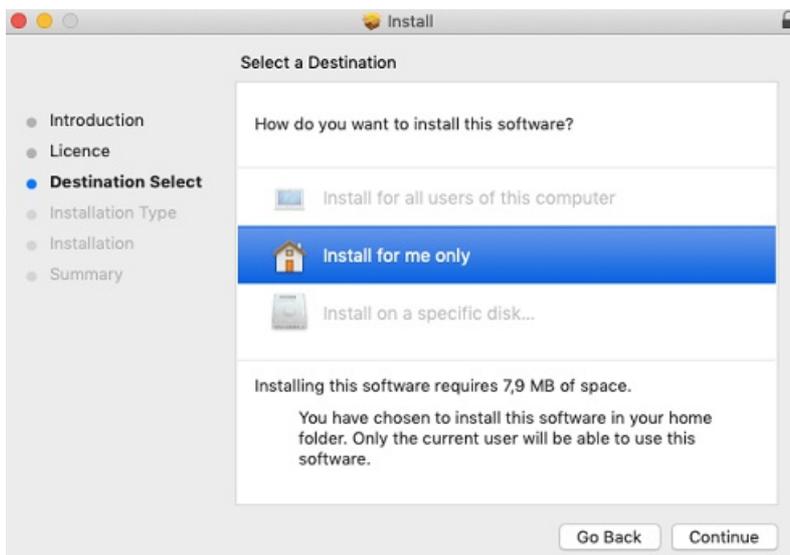
- Read the License Agreement and click **Continue**.



- Click **Agree** to continue installing.



- In the **Select a destination** screen, click **Install for me only** and then click **Continue**. **Note:** the message that you cannot install in this location will disappear when you've clicked **Install for me only**.



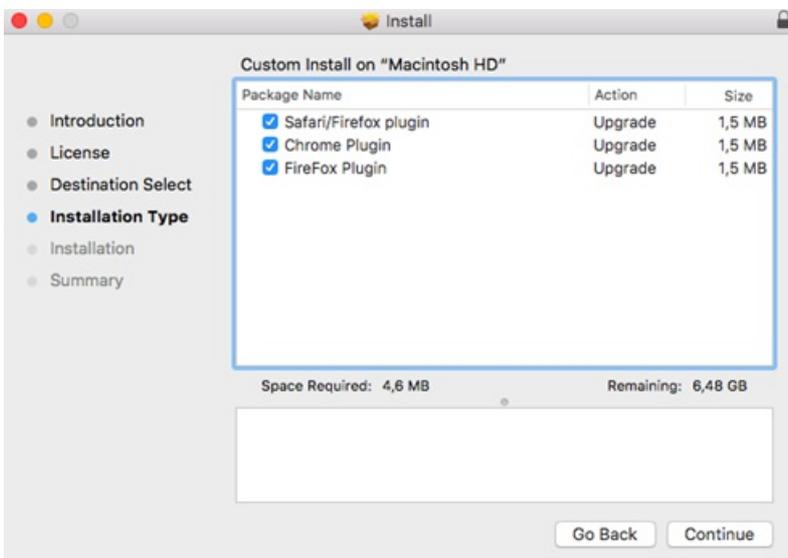
- **Attention:** if you're prompted to enter your username and password, do **not** follow the installation steps blindly. This step will install the browser package on *system* level, instead of *locally*, which may result in unexpected behavior. Note that this step only occurs if you have admin rights to the mac and you've used them recently prior to the installation.

To prevent this:

- Click **Install Software**.
- Click **Go back** to go back to the **Destination Select** step.
- Now select **Install for me only**.

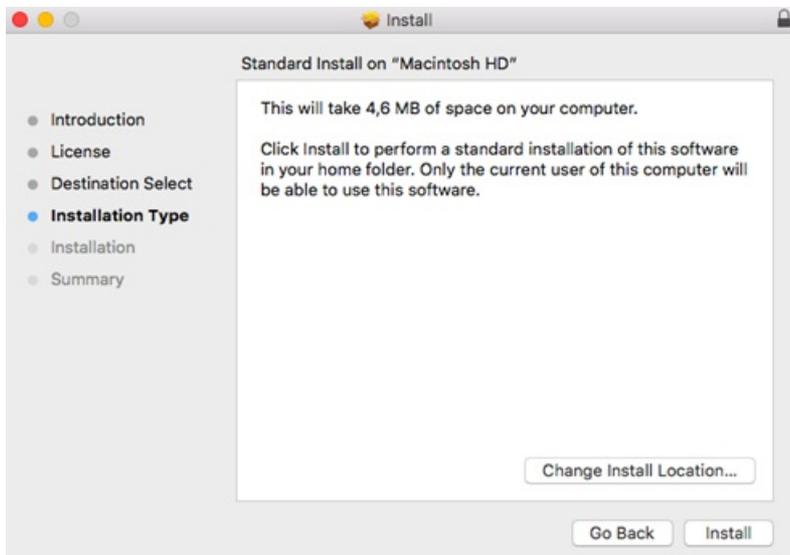


- The Installer detects which browsers you've installed on your computer, and offers to install the Connective plugin for each of them. If you don't want to install the plugin for all browsers, clear the checkbox of the browser you want to exclude.
- Then click **Continue** to proceed.

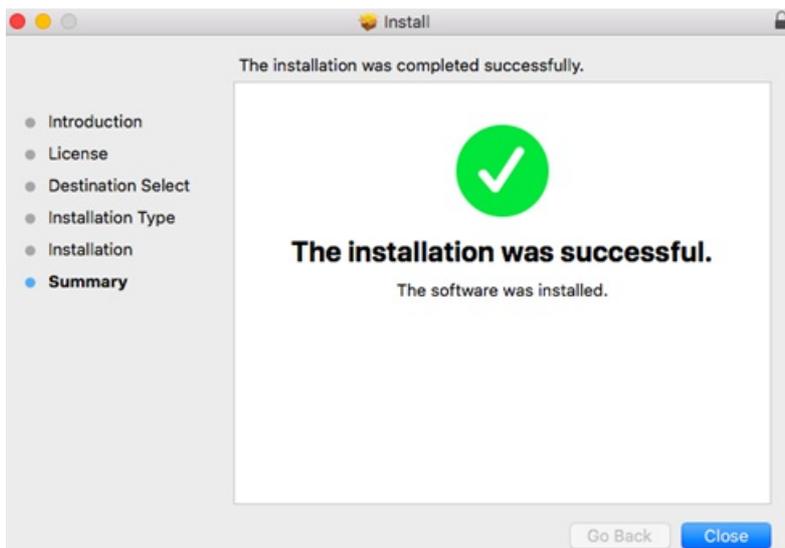


- Click **Install** to start the installation.

Important: do *not* change the install location in this step.



- A confirmation message now appears showing that the installation was successful.
- Click **Close**.
- You are now asked whether to keep the installer, or move it to the trash. Select the option of your choice.
- You are now redirected to your document where you can continue the signing process.

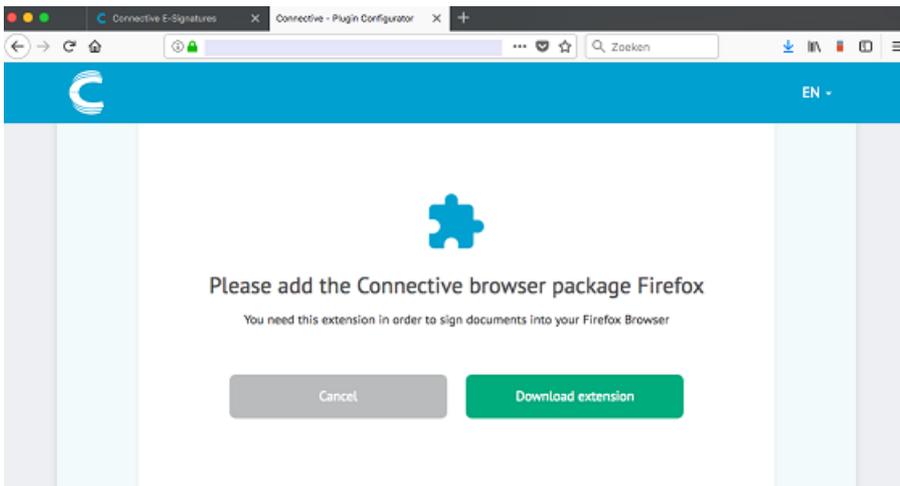


5.4 Mozilla Firefox (macOS)

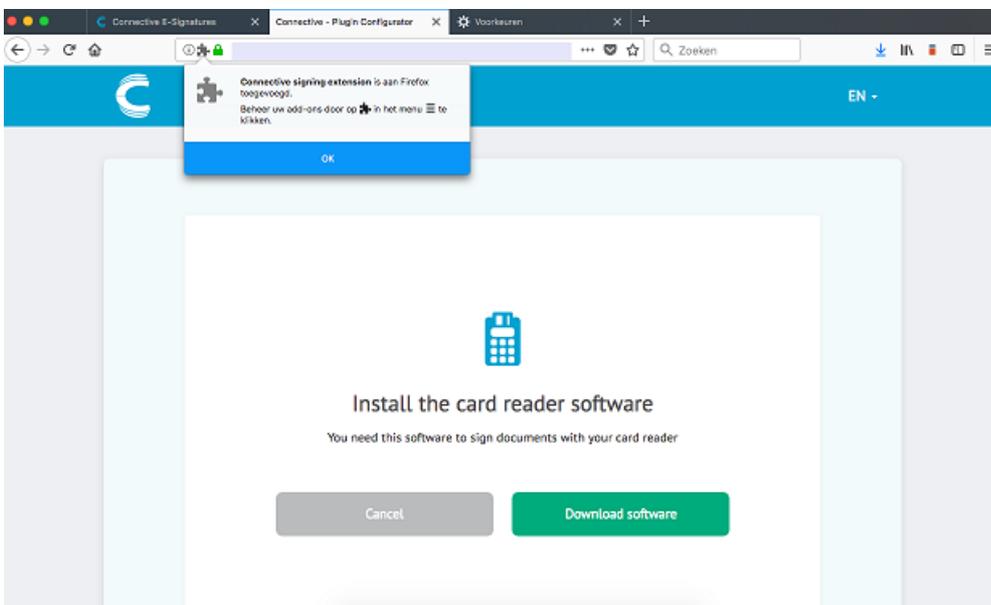
- Click **Start signing** in a document that requires eID, BeLawyer or Biometric signing. When the Connective browser package is not installed you are prompted to install it.
- Click **Install the Connective browser package** to start the installation.



- You're now prompted to download extension. This extension must be added to Firefox to be able to sign.
- Click **Download extension**.



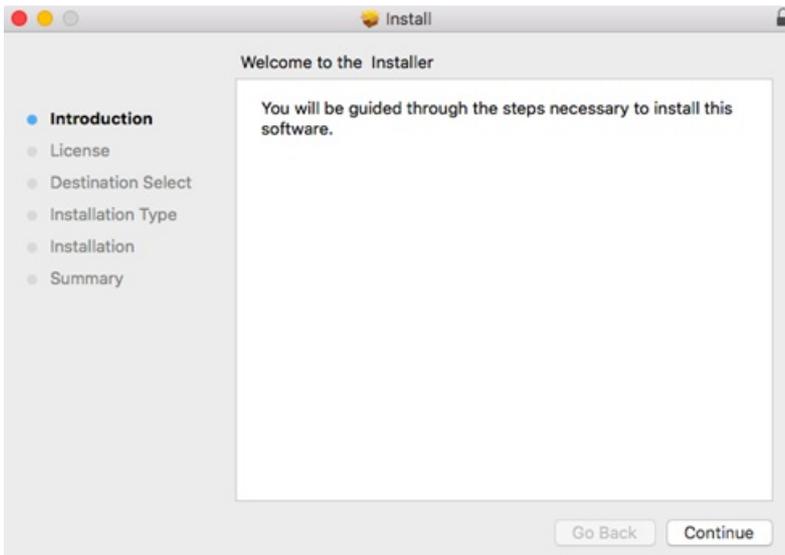
- Click **Allow** in the message that appears.
- Then click **Add**.
- A message now appears that the signing extension has been added to Firefox
- Click **OK** to continue.
- Click **Download software** to download the card reader software.



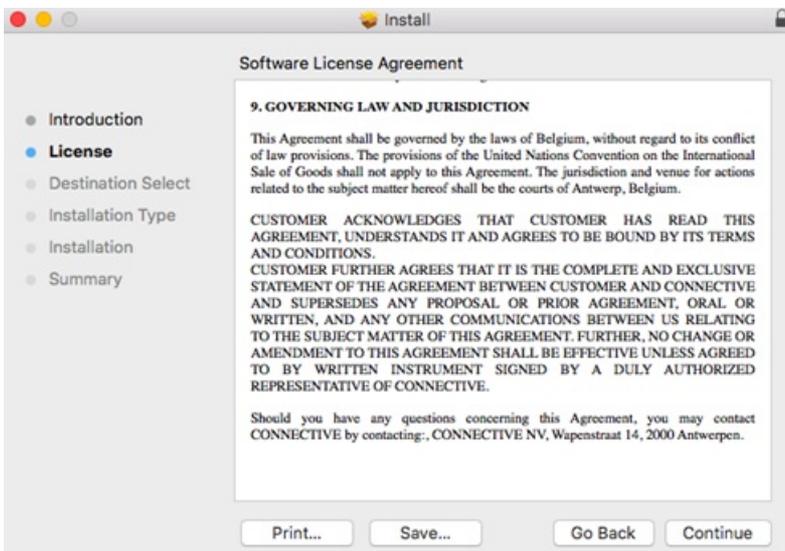
- Mozilla now downloads the Connective plugin to the **Downloads** folder.
- Click **Downloads** in the Dock.
- Then click **connective-plugin-installer.xxx.pkg**. This will start the Installer.



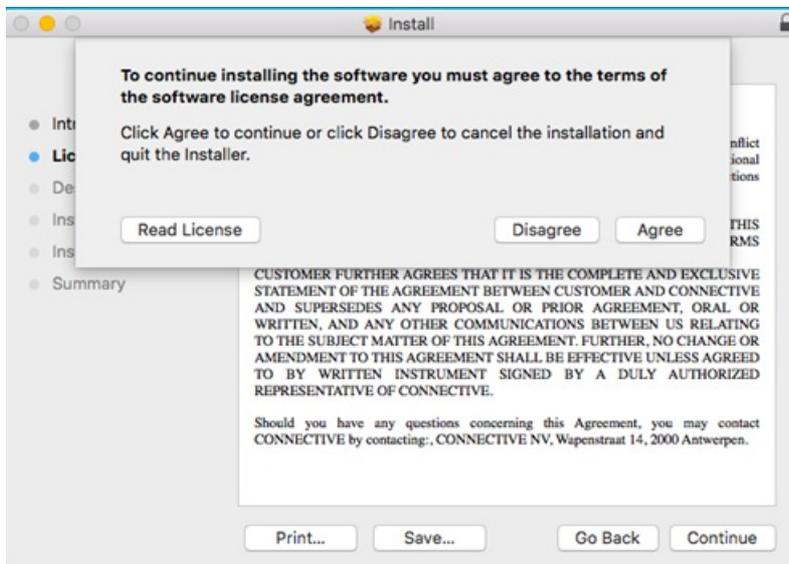
- Click **Continue** in the Installer.



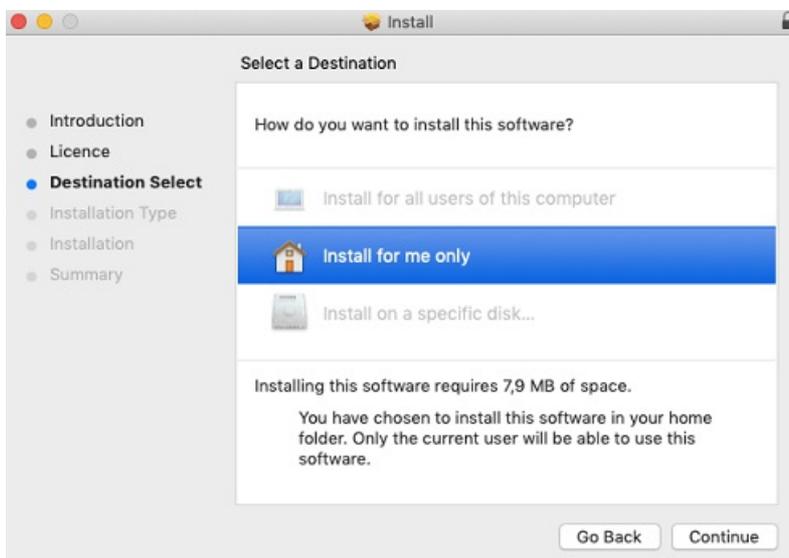
- Read the License Agreement and click **Continue**.



- Click **Agree** to continue installing.



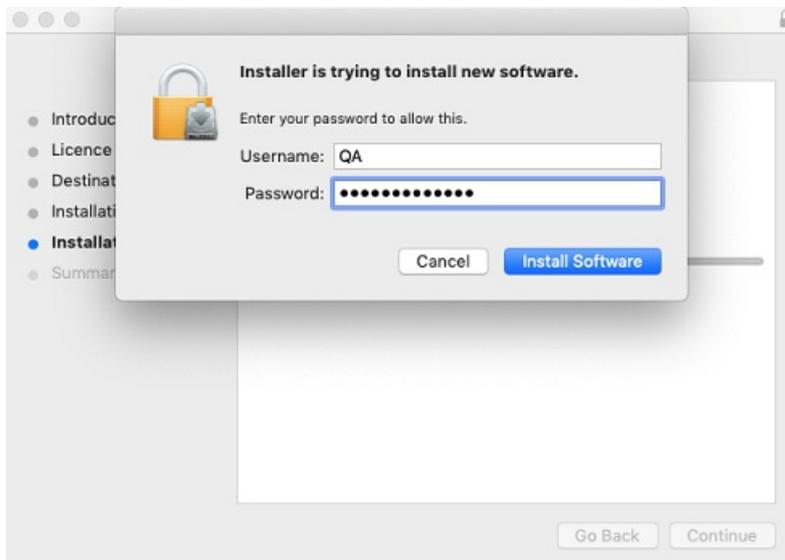
- In the **Select a destination** screen, click **Install for me only** and then click **Continue**. **Note:** the message that you cannot install in this location will disappear when you've clicked **Install for me only**.



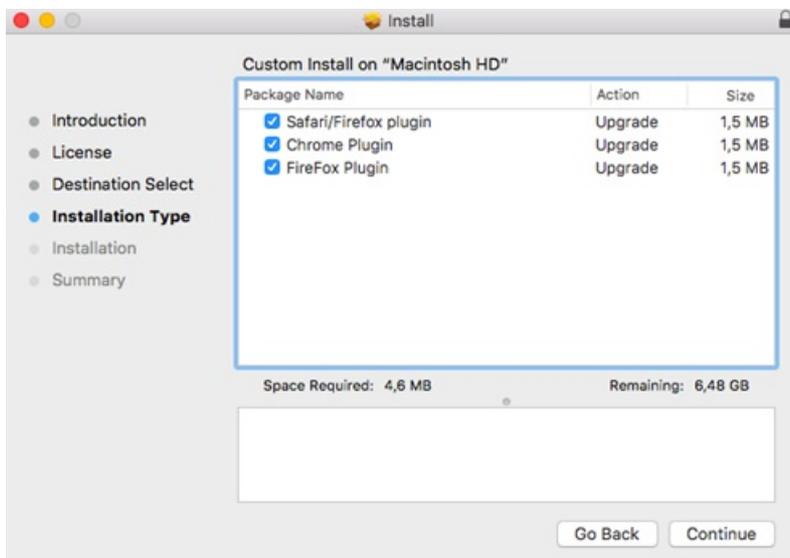
- **Attention:** if you're prompted to enter your username and password, do **not** follow the installation steps blindly. This step will install the browser package on *system* level, instead of *locally*, which may result in unexpected behavior. Note that this step only occurs if you have admin rights to the mac and you've used them recently prior to the installation.

To prevent this:

- Click **Install Software**.
- Click **Go back** to go back to the **Destination Select** step.
- Now select **Install for me only**.

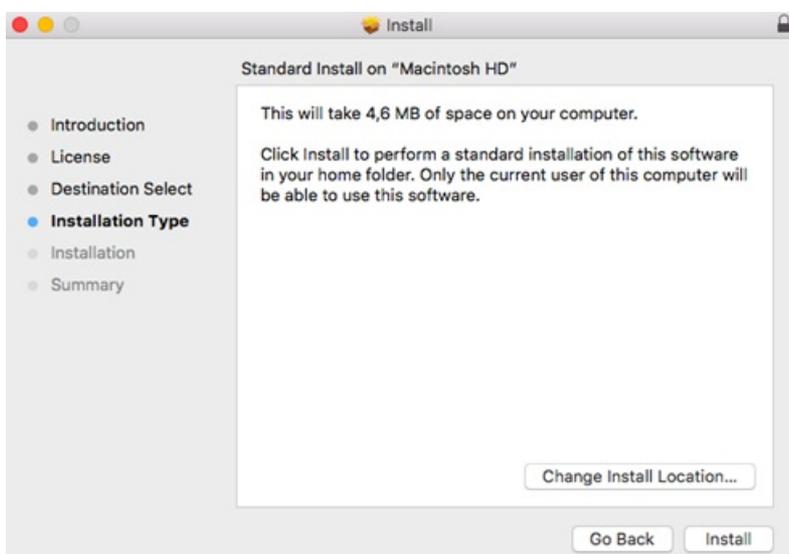


- The Installer detects which browsers you've installed on your computer, and offers to install the Connective plugin for each of them. If you don't want to install the plugin for all browsers, clear the checkbox of the browser you want to exclude.
- Click **Continue** to proceed.

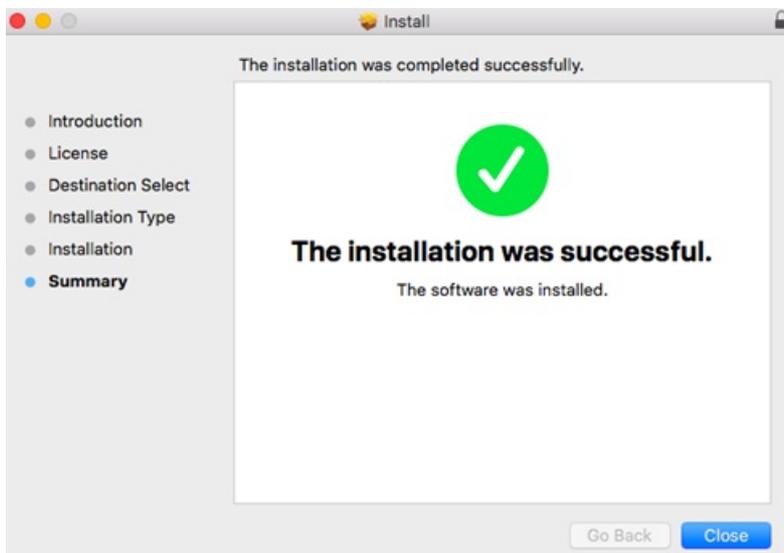


- Click **Install** to start the installation.

Important: do *not* change the install location in this step.



- A confirmation message now appears showing that the installation was successful.
- Click **Close**.
- You are now asked whether to keep the installer, or move it to the trash. Select the option of your choice.
- You are now redirected to your document where you can continue the signing process.



6. How do I system install the Connective browser package? (Windows)

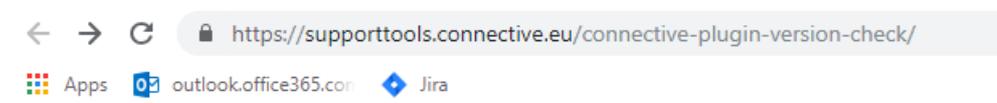
Note that these instructions do not apply to Microsoft Edge.

For [Microsoft Edge](#) only a signing extension must be installed, which needs to be done on user level.

As administrator you can do a system-wide install of the browser package, for all the users on your system. This is required when using a Citrix environment or terminal server for instance.

Important: before doing a system-wide install it is recommended to manually uninstall the Connective plugin and Connective signing extensions. How to do so is explained in [How do I uninstall the Connective browser package? \(Windows and macOS\)](#)

Tip: to check which version is currently installed, go to <https://supporttools.connective.eu/connective-plugin-version-check/>



Connective plugin info

Installed: yes
Version: 2.0.6

To install the Connective browser package, you need to install the following components:

- The **Connective plugin**
- The **Connective signing extension** (for Google Chrome and Mozilla Firefox)

6.1 Install the Connective Plugin

Download the plugin

Note: if you received the Connective plugin as a .zip file, in case of a beta release for instance, skip this step and go to **Install the plugin** below.

- Go to <https://plugin.connective.eu/#plugin-overview>.
- Select the Operating System: **Mac** or **Windows**.
- Select the installation method: **system-wide** in this case.
 - **System-wide** downloads an installer file that will install the browser package for all users.
 - **Local** downloads an installer file that will install the browser for one specific user.

Important: never mix system-wide installations with local installations. If your system has both system-wide and local installations, this may cause conflicts and a full reinstallation of the extension and plugin is advised.

Install the plugin

If you downloaded the Connective plugin:

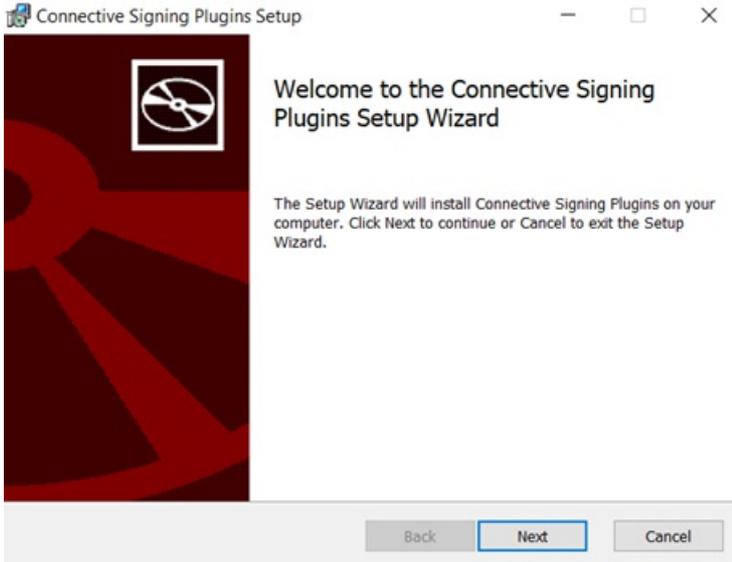
- Go to the location where you downloaded the .msi file.
- Double-click the installer file you downloaded to start the installation: **connective-plugin-installer-2.0.x.msi**.

If you received the Connective plugin as .zip file:

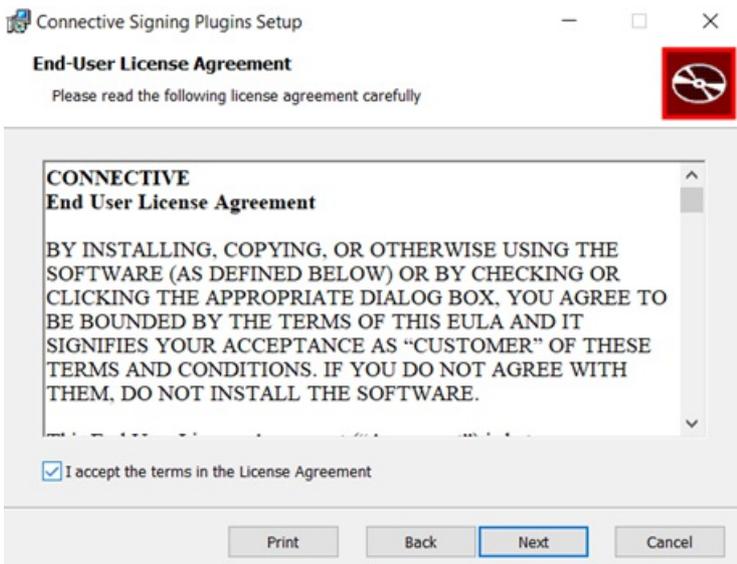
- Unzip the .zip file you received from Connective.
- Double-click the installer file to start the installation: **connective-plugin-installer-2.0.x.msi**.

General installation steps

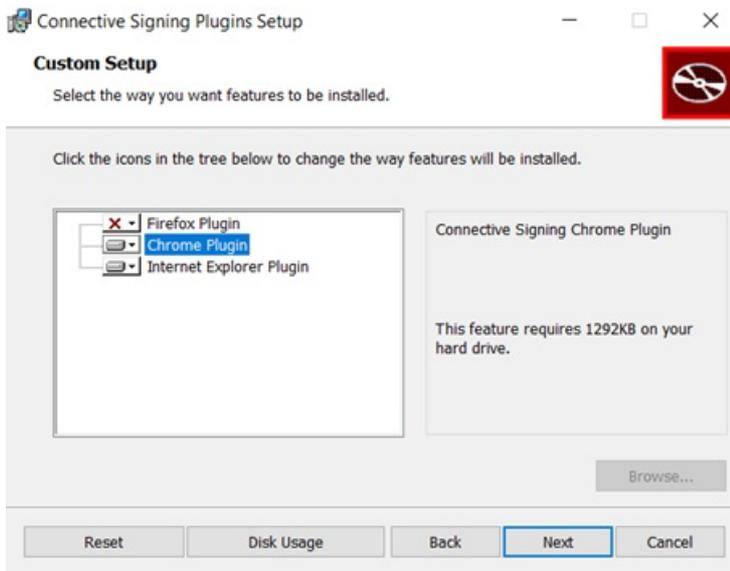
- The Setup Wizard now opens. Click **Next**.



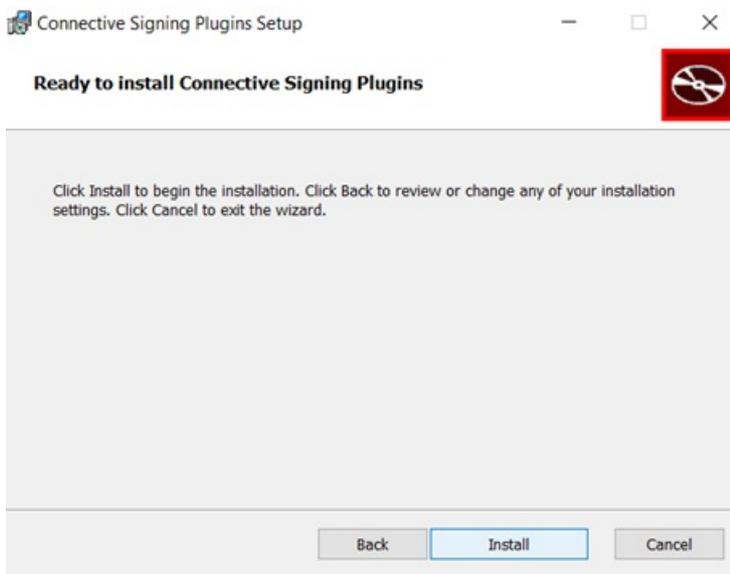
- Read the End User License Agreement. Herein you will find the general terms and conditions for using the Connective software.
- Select **I accept the terms in the License Agreement**, and then click **Next**.



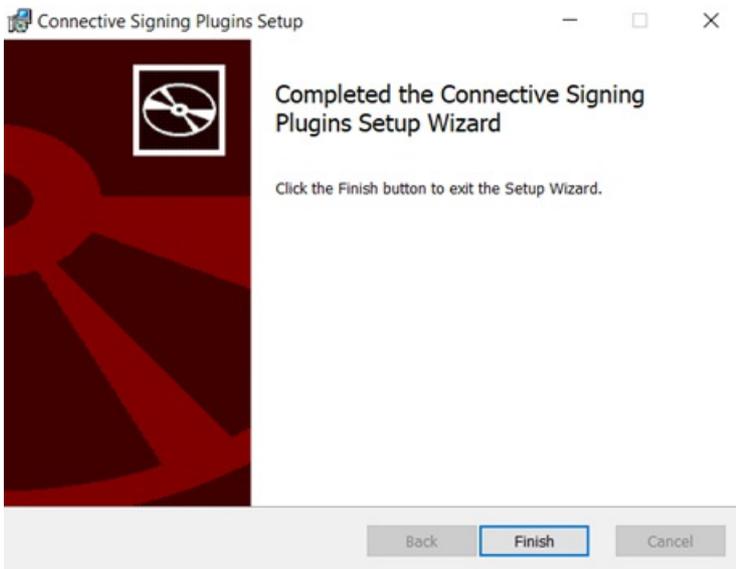
- The Setup Wizard detects which browsers you've installed on your computer, and offers to install the Connective plugin for each of them. If you don't want to install the plugin for all browsers, click the down arrow next to the browser you want to exclude and select **Entire feature will be unavailable**.
- Then click **Next** to proceed.



- Now click **Install** to start the actual installation.
- The plugin will be installed in:
 - %Program Files (x86)%\Connective on a 32-bit OS
 - %Program Files%\Connective on a 64-bit OS.



- When the installation is complete, click **Finish**.
- Now return to your document and start the signing process again.



6.2 Install the Connective signing extension

If end users will be using Google Chrome or Mozilla Firefox, the Connective signing extension must also be installed.

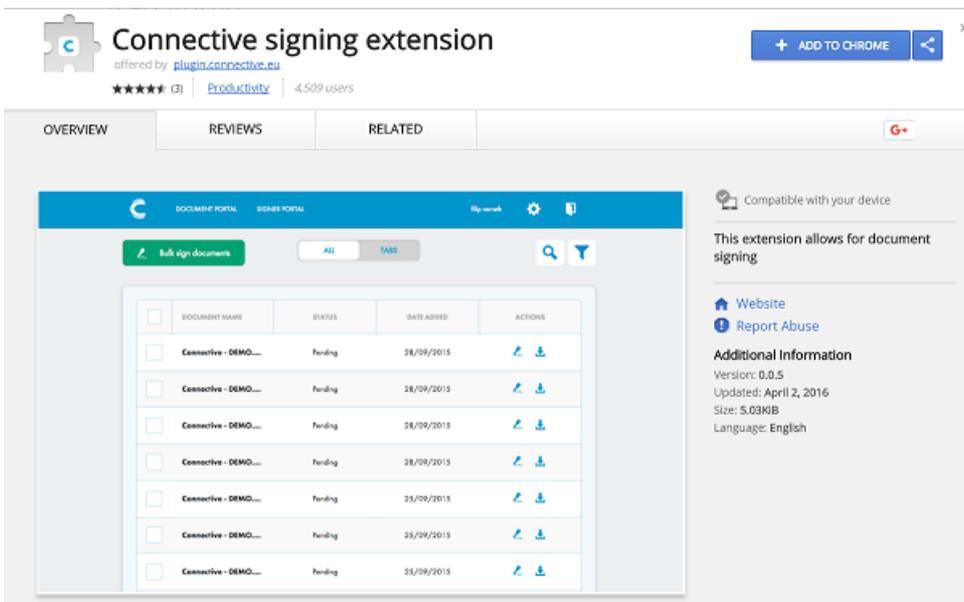
Install Google Chrome extension

- Copy-paste the link below in the Google Chrome address bar, and press Enter.
<https://chrome.google.com/webstore/detail/connective-signing-extens/kclpjmhngbacampgdcdojmiedamjbgjjm>

Note: clicking the link doesn't work; it needs to be copy-pasted.

Also note that searching for the Connective signing extension in the Chrome Web Store currently doesn't work.

- Click **Add to Chrome**, and then click **Add extension**.



- When the extension is successfully installed, a message appears informing you that the extension has been added to Chrome.

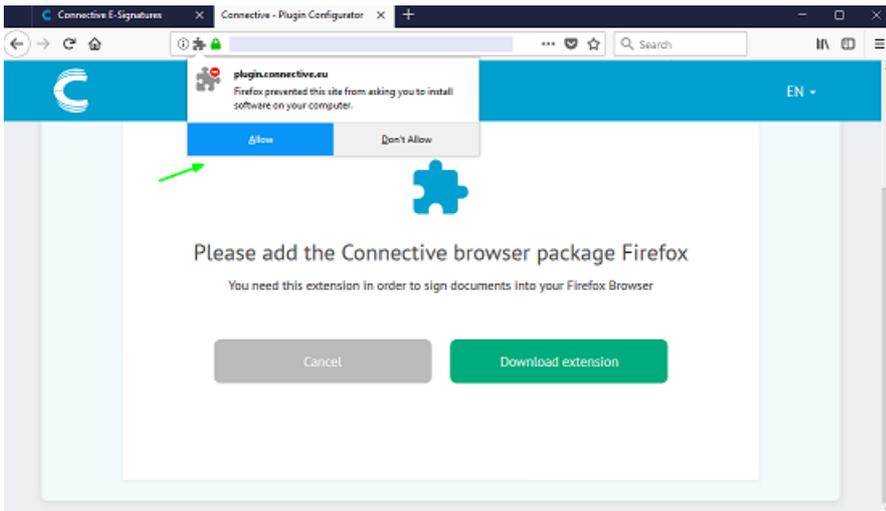
Install the Mozilla Firefox extension

- Copy-paste the link below in the Firefox address bar, and press Enter. https://connective-pluginwizard-prod-app.azurewebsites.net/software/firefox/connective_signing_extension-1.0.4.xpi

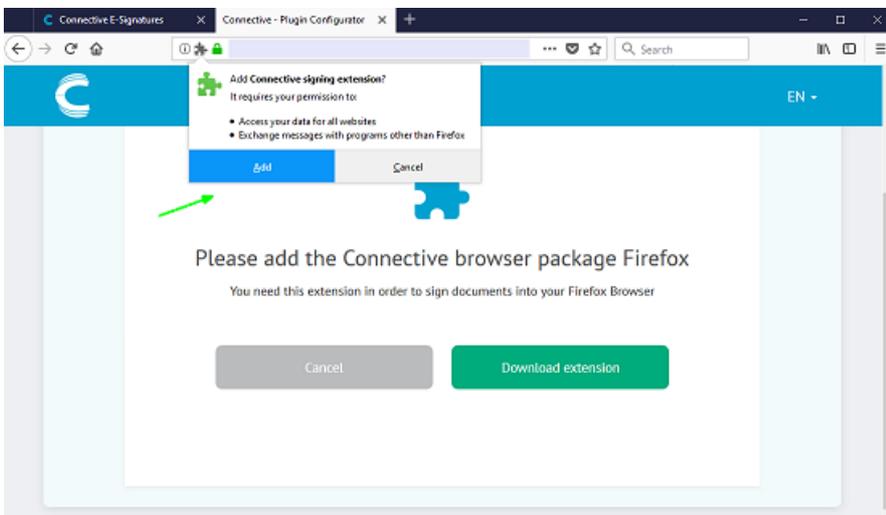
Note: clicking the link doesn't work, it needs to be copy-pasted.

Also note that searching for the Connective signing extension in Mozilla Add-ons currently doesn't work.

- Click **Allow plugin**. Make sure the version you install is 1.0.4.



- Click **Add**.



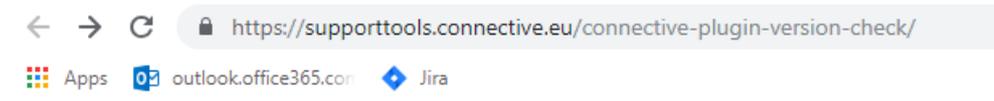
- When the extension is successfully installed, a confirmation message is displayed.
- Click **OK** to close the window.

7. How do I system install the Connective browser package? (macOS)

As administrator you can do a system-wide install of the browser package, for all the users on your system. This is required when using a Citrix environment or terminal server for instance.

Important: before doing a system-wide install it is recommended to manually uninstall the Connective plugin and Connective signing extensions. How to do so is explained in **How do I uninstall the Connective browser package?** ([Windows](#) and [macOS](#))

Tip: to check which version is currently installed, go to <https://supporttools.connective.eu/connective-plugin-version-check/>



Connective plugin info

Installed: yes

Version: 2.0.6

To install the Connective browser package, you need to install the following components:

- The **Connective plugin**
- The **Connective signing extension** (for Google Chrome and Mozilla Firefox)

7.1 Install the Connective plugin

Download the plugin

Note: if you received the Connective plugin as a .zip file, in case of a beta release for instance, skip this step and go to **Install the plugin** below.

- Go to <https://plugin.connective.eu/#plugin-overview>.
- Select the Operating System: **Mac** or **Windows**.
- Select the installation method: **system-wide** in this case.
 - **System-wide** downloads an installer file that will install the browser package for all users.
 - **Local** downloads an installer file that will install the browser for one specific user.

Important: never mix system-wide installations with local installations. If your system has both system-wide and local installations, this may cause conflicts and a full reinstallation of the extension and plugin is advised.

Install the plugin

If you downloaded the Connective plugin:

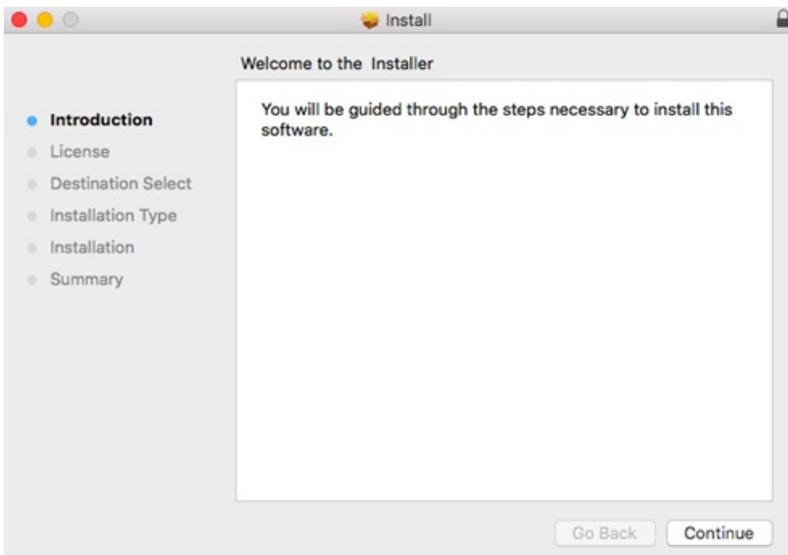
- Go to the location where you downloaded the .msi file. Typically this is the **Downloads** folder.
- Double-click **connective-plugin-installer-2.0.x.pkg** to start the installation.

If you received the Connective plugin as .pkg file

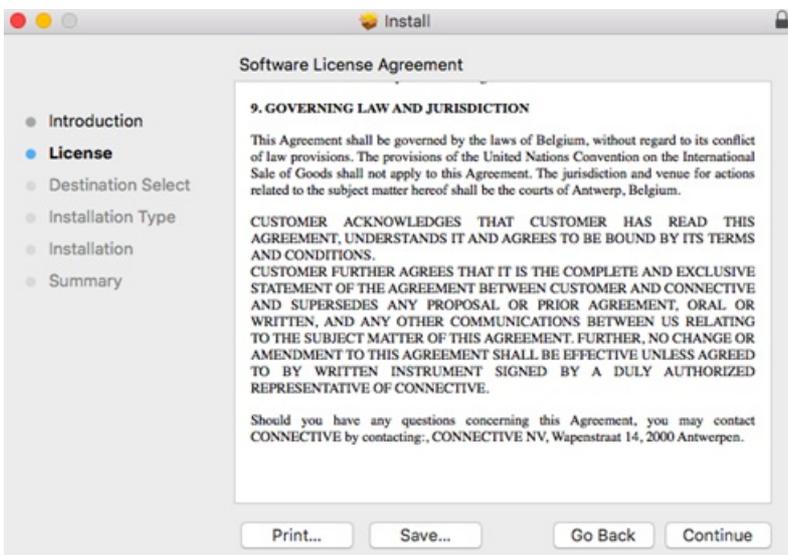
- Double-click the **connective-plugin-installer-2.0.x.pkg** you received from Connective to start the installation.

General installation steps

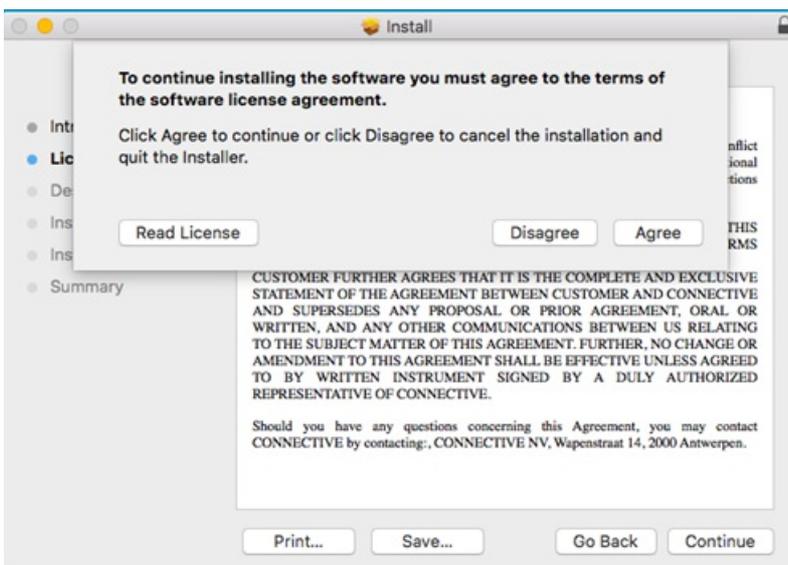
- Click **Continue** in the installer.



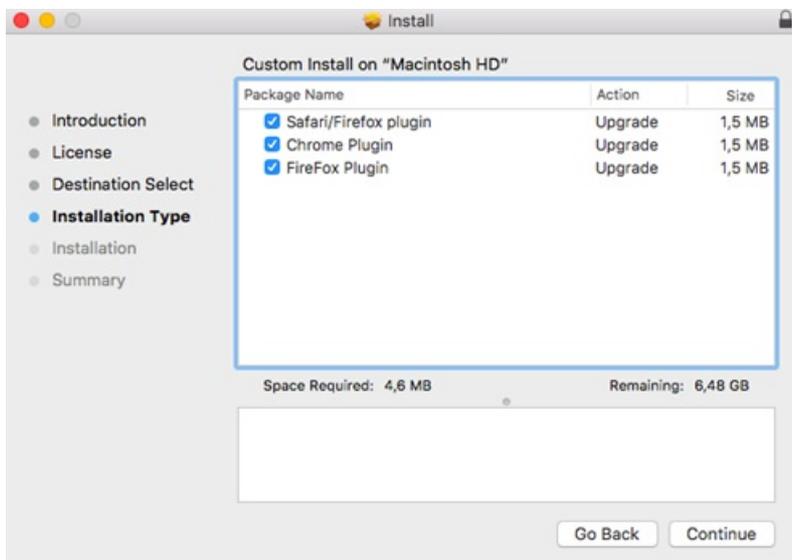
- Read the License Agreement and click **Continue**.



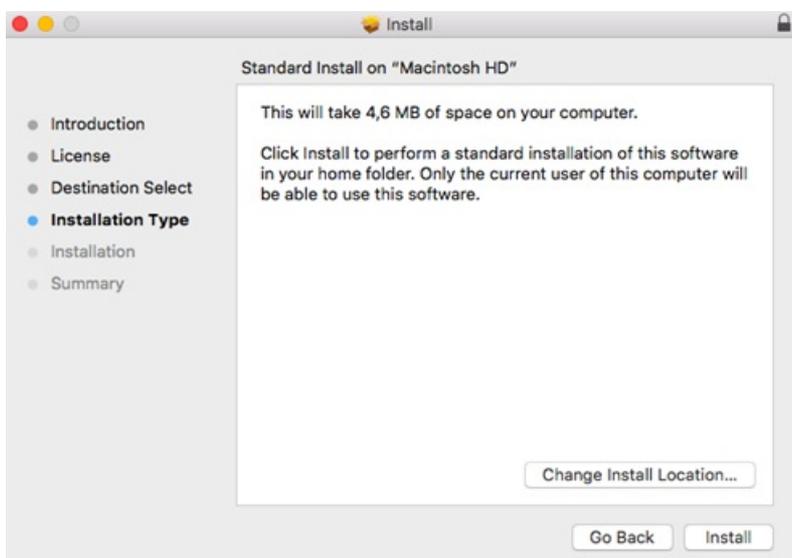
- Click **Agree** to continue installing.



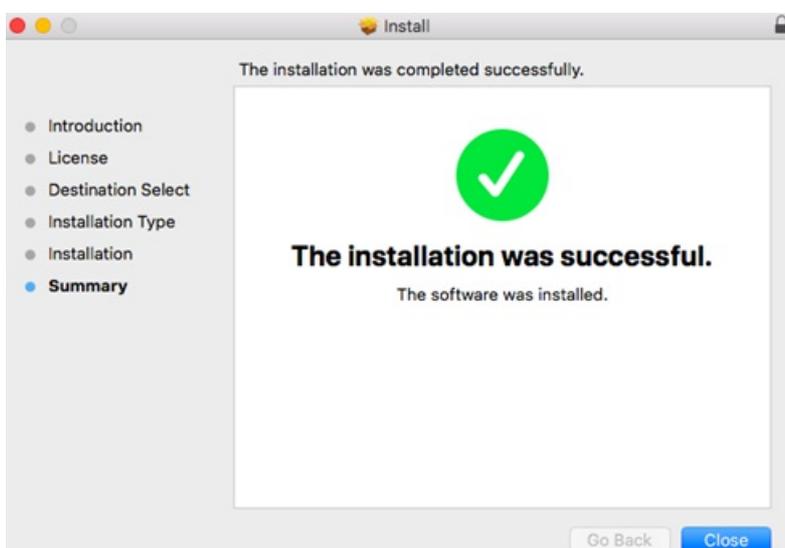
- The Installer detects which browsers you've installed on your computer, and offers to install the Connective plugin for each of them. If you don't want to install the plugin for all browsers, clear the checkbox of the browser you want to exclude.
- Then click **Continue** to proceed.



- Click **Change Install Location** to change the install location.



- Click **Install** to start the installation. A confirmation message now appears showing that the installation was successful.
- Click **Close**.
- You are now asked whether to keep the installer, or move it to the trash. Select the option of your choice.
- You are now redirected to your document where you can continue the signing process.



7.2 Install the Connective signing extension

If end users will be using Google Chrome or Mozilla Firefox, the Connective signing extension must also be installed.

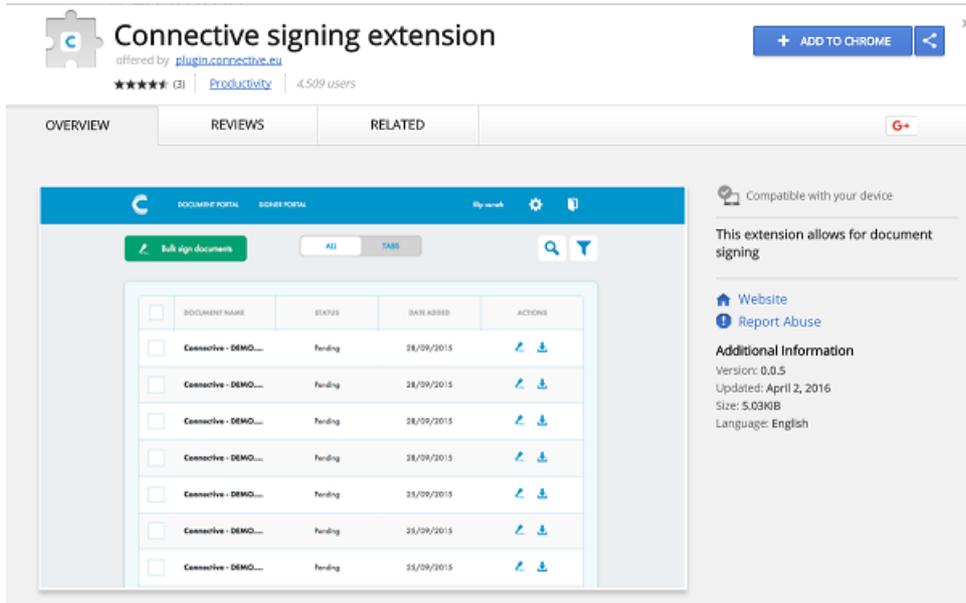
Install Google Chrome extension

- Copy-paste the link below in the Google Chrome address bar, and press Enter.
<https://chrome.google.com/webstore/detail/connective-signing-extens/kclpjmhngbacampgdcdojmiedamjbgjjm>

Note: clicking the link doesn't work; it needs to be copy-pasted.

Also note that searching for the Connective signing extension in the Chrome Web Store currently doesn't work.

- Click **Add to Chrome**, and then click **Add extension**.



- When the extension is successfully installed, a message appears informing you that the extension has been added to Chrome.

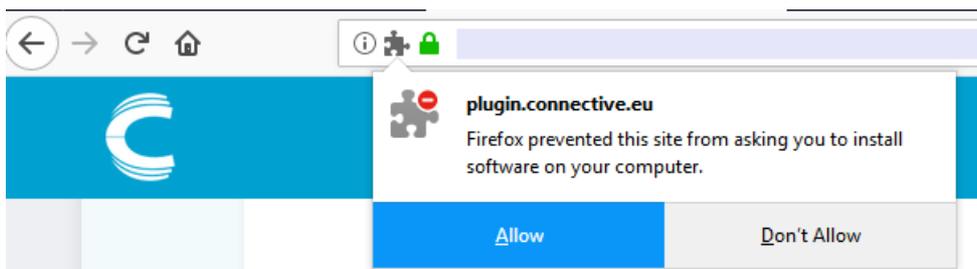
Install the Mozilla Firefox extension

- Copy-paste the link below in the Firefox address bar, and press Enter. https://connective-pluginwizard-prod-app.azurewebsites.net/software/firefox/connective_signing_extension-1.0.4.xpi

Note: clicking the link doesn't work, it needs to be copy-pasted.

Also note that searching for the **Connective signing extension** in **Mozilla Add-ons** currently doesn't work.

- Click **Allow plugin**. Make sure the version you install is 1.0.4.



- Click **Add**.
- When the extension is successfully installed, a confirmation message is displayed.

- Click **OK** to close the window.

8. How do I system install the Connective browser package for Safari v12 (macOS)

These instructions only apply if the users of the Connective browser package will be using Safari v12 (or higher) on macOS.

Attention: you need administrator rights to system install the browser package.

8.1 Install the Connective Plugin

Download the plugin

Note: if you received the Connective plugin as a .zip file, in case of a beta release for instance, skip this step and go to Install the plugin below.

- Go to <https://plugin.connective.eu/#plugin-overview>.
- Select the Operating System: **Mac**.
- Select **Nmh** as installation method. This downloads the installer for Safari v12 (or higher).

Install the plugin

If you downloaded the Connective plugin:

- Go to the location where you downloaded the .zip file. Typically, this is the Downloads folder.
- Double-click the .zip file to unzip it.
- Then double-click the unzipped **connective-plugin-installer-2.0.x.pkg file**.
- Drag the Connective Plugin to the Applications folder in the pop-up window. The Connective browser package for Safari 12 is now installed.



If you received the Connective plugin as .pkg file:

- Double-click the .zip file you received from Connective to unzip it.
- Then double-click the unzipped **connective-plugin-installer-2.0.x.pkg file**.
- Drag the Connective Plugin to the Applications folder in the pop-up window. The Connective browser package for Safari 12 is now installed.

9. How do I install the Connective browser package in a Citrix environment / terminal server?

In this case you need to do a system install of the browser package. See **How do I system install the Connective browser package?** ([Windows](#) and [macOS](#)) to learn how to do so.

10. How do I uninstall the Connective browser package? (Windows)

To uninstall the Connective browser package, you need to uninstall the following components:

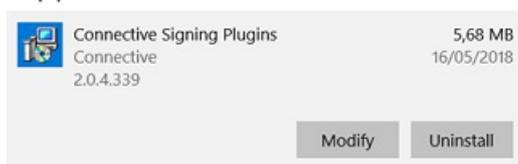
- The Connective plugin
- The Connective signing extension (for Microsoft Edge, Google Chrome and Mozilla Firefox)

10.1 Uninstall the Connective plugin

(Note that these instructions don't apply to Microsoft Edge. For Microsoft Edge, only the Connective signing extension must be removed.)

- Open **Apps and features**.
- Search for **Connective Signing Plugins** in the list.

Apps & features



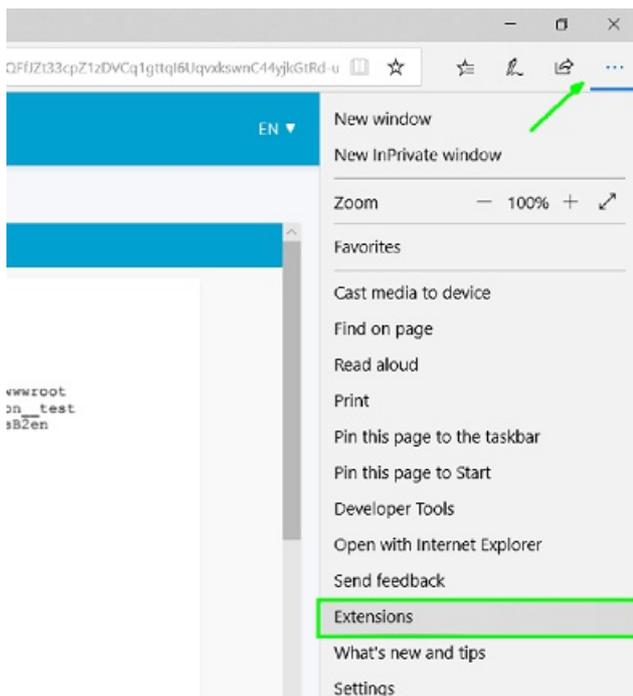
- Click **Uninstall**.

You can now [install](#) the new version of the Connective browser package.

10.2 Uninstall the Connective signing extension

Microsoft Edge extension

- Start Microsoft Edge.
- Click the menu icon on the right-hand side of the screen, and click **Extensions**.



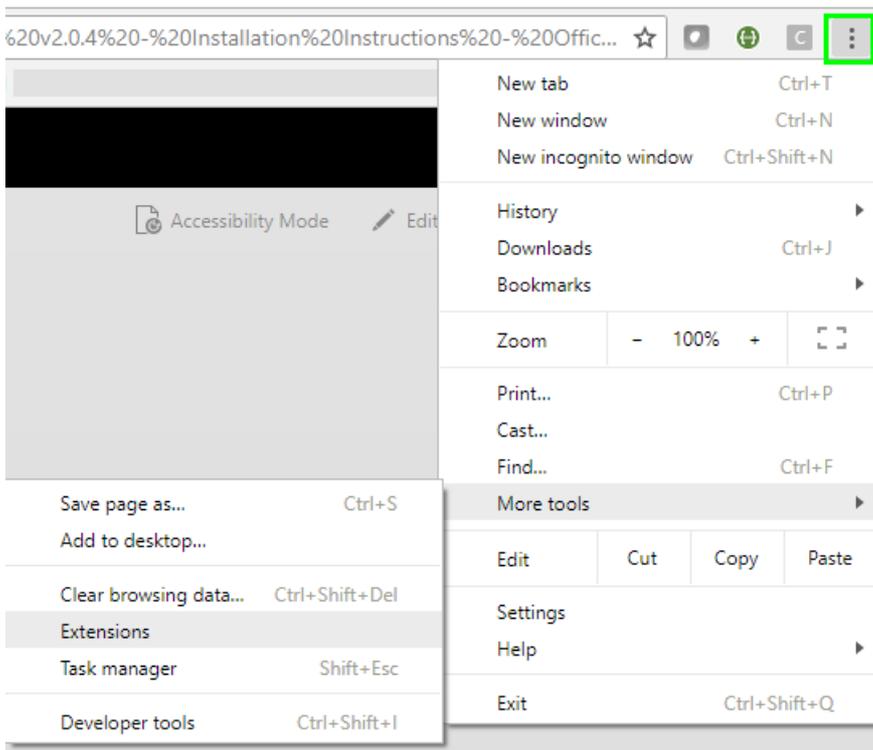
- Hover over **Connective Edge Extension** and click the settings icon.



- Click **Uninstall**.

Google Chrome extension

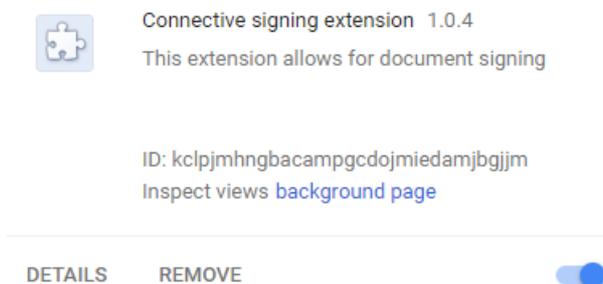
- Start Google Chrome.
- Click the menu icon on the right-hand side of the screen to customize and control Google Chrome.
- Click **More tools > Extensions**.



- Click **Remove** in the **Connective signing extension** tile.

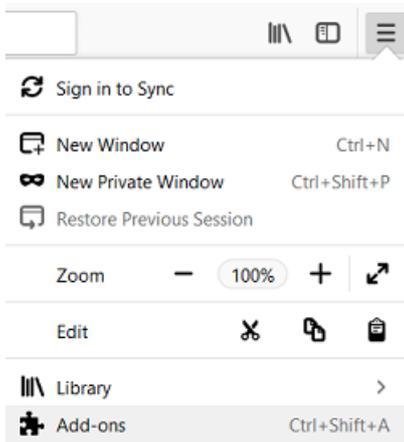
Important: it doesn't suffice to disable the extension, it must be removed.

- Click **Remove** to confirm.



Mozilla Firefox extension

- Start Mozilla Firefox.
- Click the menu icon on the right-hand side of the screen and click **Add-ons**.



- Click **Extensions** in the left-hand column.
- Click **Remove** next to the Connective signing extension.

Important: it doesn't suffice to disable the extension, it must be removed.



11. How do I uninstall the Connective browser package (macOS)

11.1 Removal of a system-wide installation

11.2 Removal of a local installation

11.1 Removal of a system-wide installation on macOS

These instructions apply when the plugin had been installed for all users of the system.

11.1.1 Remove the Connective Plugin

- In **Finder**, go to **Macintosh HD > Library > Internet Plug-Ins**.
- Drag **ConnectiveSigner.plugin** to the Trash.

11.1.2 Remove the NativeMessagingHosts from the browser

Mozilla

- In **Finder**, go to **Macintosh HD > Library > Mozilla > NativeMessagingHosts**.
- Drag **com.connective.signer.json** to the Trash.

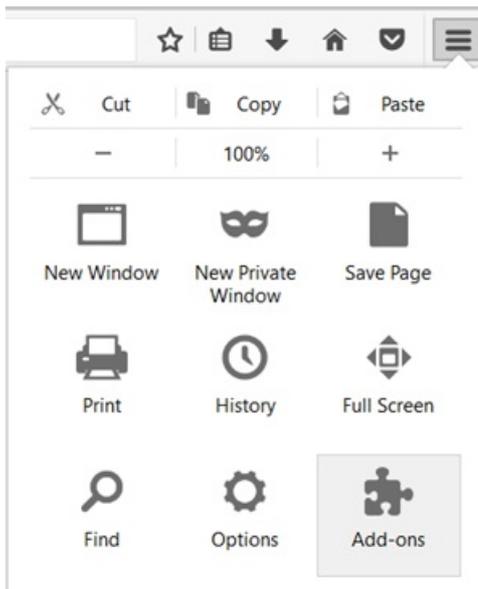
Google Chrome

- In **Finder**, go to **Macintosh HD > Library > Google > Chrome > NativeMessagingHosts**.
- Drag **com.connective.signer.json** to the Trash.

11.1.3 Remove the Connective signing extension

Mozilla

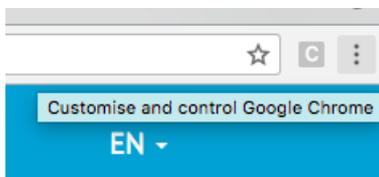
- Start Mozilla Firefox.
- Click the menu icon on the right-hand side of the screen and click **Add-ons**.



- Click **Extensions** in the left-hand column.
- Click **Remove** next to the Connective signing extension.

Google Chrome

- Start Google Chrome.
- Click the menu icon on the right-hand side of the screen to customize and control Google Chrome.



- Click **More tools > Extensions**.

- Click **Remove** in the **Connective signing extension** tile.
- Click **Remove** to confirm.



Connective signing extension 1.0.4

This extension allows for document signing

ID: kclpjmhnghbacampgdcdojmiedamjbgjjm

Inspect views [background page](#)

DETAILS

REMOVE



11.2 Removal of a local installation on macOS

11.2.1 Remove the Connective plugin

- In **Finder**, go to **Macintosh HD > Users > > Library > Internet Plug-Ins**.
- Drag **ConnectiveSigner.plugin** to the Trash.

11.2.2 Remove the NativeMessagingHosts from your browser

Mozilla

- In **Finder**, go to **Macintosh HD > Users > > Library > Application Support > Mozilla > NativeMessagingHosts**.
- Drag **com.connective.signer.json** to the Trash.

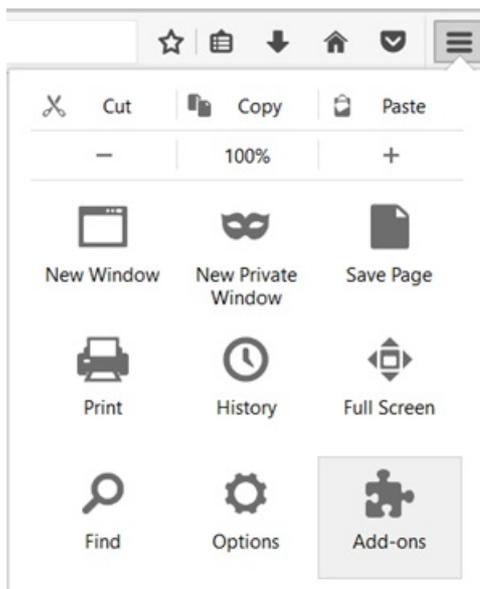
Google Chrome

- In **Finder**, go to **Macintosh HD > Users > > Library > Application Support > Google > Chrome > NativeMessagingHosts**.
- Drag **com.connective.signer.json** to the Trash.

11.2.3 Remove the Connective signing extension

Mozilla

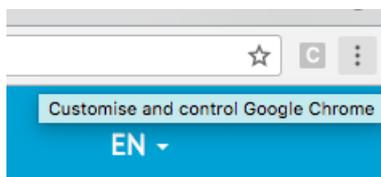
- Start Mozilla Firefox.
- Click the menu icon on the right-hand side of the screen and click **Add-ons**.



- Click **Extensions** in the left-hand column.
- Click **Remove** next to the Connective signing extension.

Google Chrome

- Start Google Chrome.
- Click the menu icon on the right-hand side of the screen to customize and control Google Chrome.



- Click **More tools > Extensions**.
- Click **Remove** in the **Connective signing extension** tile.

- Click **Remove** to confirm.



Connective signing extension 1.0.4

This extension allows for document signing

ID: kclpjmhngbacampgdcdojmiedamjbgjjm

Inspect views [background page](#)

DETAILS

REMOVE



12. How do I uninstall the Connective browser package from Safari v12? (macOS)

Attention: the instructions on this page only apply if you're using Safari v12 (or higher).

Removal of a system-wide installation

These instructions apply when the plugin had been installed for all users of the system.

Remove the Connective Plugin

- In **Finder**, go to **Macintosh HD > Applications**.
- Drag **Connective.app** to the Trash. This will remove both the plugin and the signing extension.

Removal of a local installation

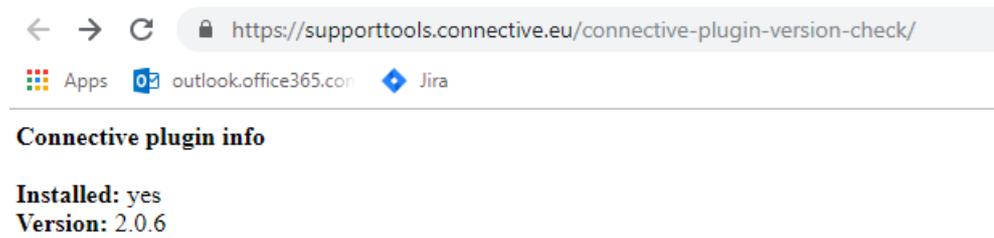
These instructions apply when the plugin had been installed for a specific user of the system.

Remove the Connective plugin

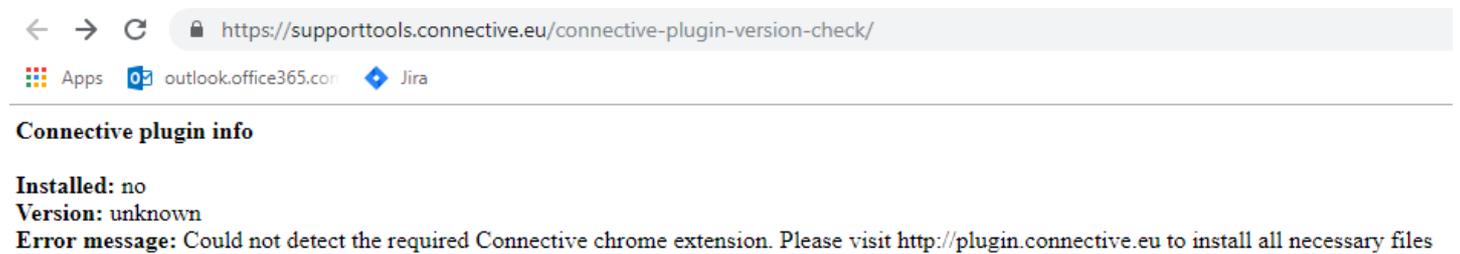
- In **Finder**, go to **Macintosh HD > Users > UserName > Applications**.
- Drag **Connective.app** to the Trash. This will remove both the plugin and the signing extension.

13. How do I check which version of the Connective browser package is installed?

To check which version is currently installed, go to <https://supporttools.connective.eu/connective-plugin-version-check/>



If the browser package is not installed on the web browser you're using, the following info is displayed:



If no version has been installed, see the following topics to learn how to install it:

- [How do I install the Connective browser package? \(Windows\)](#)
- [How do I install the Connective browser package \(macOS\) ?](#)
- [How do I system install the Connective browser package \(Windows\) ?](#)
- [How do I system install the Connective browser package \(macOS\) ?](#)
- [How do I system install the Connective browser package for Safari v12 \(macOS\)](#)
- [How do I install the Connective browser package in a Citrix environment / terminal server?](#)

Troubleshooting

The Troubleshooting section contains the following items about Connective Browser Package 2.0.6:

1. [I keep being prompted to install the Connective browser package](#)
2. [I'm unable to install the Connective browser package](#)
3. [I keep being prompted to download the Chrome/Firefox extension](#)
4. [I'm unable to upgrade the Connective browser package](#)
5. [I'm unable to uninstall the Connective browser package](#)
6. [When installing the browser package I get the error message: Windows SmartScreen can't be reached](#)

1. I keep being prompted to install the Connective browser package

(Note that these instructions don't apply to Microsoft Edge)

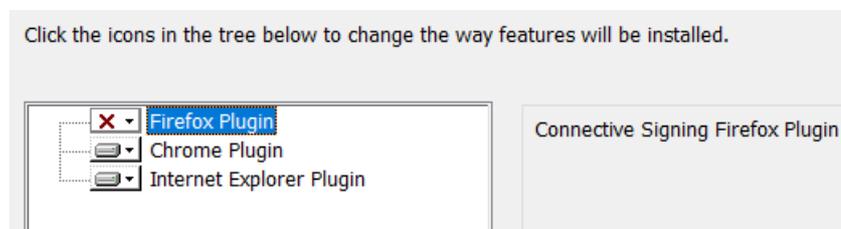
This may happen when you're using a browser version that is no longer supported. See [Which web browsers are supported?](#) to check if your browser is still supported.

If you choose to continue using a browser that is no longer officially supported, try the following steps:

- Start the installation of the Connective browser package again.

Attention: the installation file you've downloaded is a local installer. It is meant to be used for the current user only, and **not** to do a system-wide installation. Should you want to do a system-wide installation of the browser package, click [here](#) for Windows and [here](#) for macOS.

- Manually select the required web browser and continue the installation.



Note however that this procedure is not guaranteed to work and you're strongly recommended to keep your browsers up to date.

Google Chrome

If you're using an officially supported version of Google Chrome and this issue still occurs:

- Press **F5** on your keyboard to refresh.
- Or close the pop-up window and try again.

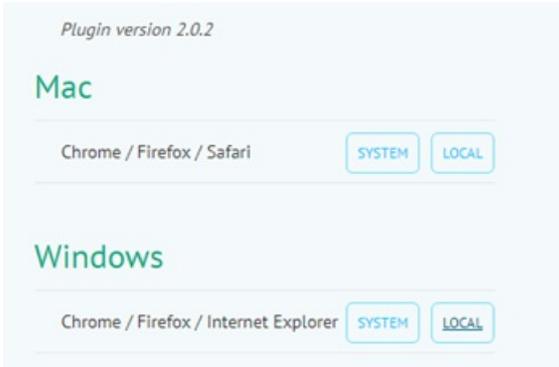
Mozilla Firefox (on a Mac)

If you're using an officially supported version of Mozilla Firefox on a Mac and this issue still occurs:

- Restart Mozilla Firefox.

2. I'm unable to install the Connective browser package

All OS

POSSIBLE CAUSE	SOLUTION
You're using an operating system that is not or no longer supported.	Use an officially supported operating system.
You're using a web browser that is not or no longer supported.	Use an officially supported web browser .
You may not be allowed to install plugins via your browser.	<p>Download a local installer:</p> <p>Note that these instructions don't apply to Microsoft Edge. Go to the link that is configured for your environment. In our standard demo environment this link is: http://plugin.connective.eu/#plugin-overview.</p> <p>Select your Operating System: Mac or Windows.</p> <p>Click Local to download the local installer.</p> <p>Click the downloaded file in the bottom left corner or top of your screen to start the installation.</p> 
There might be an issue with the eSignatures extension version.	Uninstall any previously installed Connective browser package version and retry the installation (Windows , macOS).

Mozilla Firefox (macOS)

POSSIBLE CAUSE	SOLUTION
Your Mac is configured in such a way that extensions can't be installed for Mozilla Firefox.	Temporarily allow extensions and try installing the browser package again

Google Chrome

POSSIBLE CAUSE	SOLUTION
Extensions are disabled on Google Chrome	<p>In Google Chrome go to: https://chrome.google.com/webstore/detail/connective-signing-extens/kclpjmhnbgacampgdcdojmiedamjbgjjm?utm_source=chrome-app-launcher-info-dialog Click Add to Chrome.</p> <p>Attention: searching the Chrome Web Store for the Connective signing extension currently doesn't work. Copy the link above and paste it in the Chrome address bar</p>

Safari

POSSIBLE CAUSE	SOLUTION
<p>You've downloaded an installation file from http://plugin.connective.eu/#plugin-overview but you don't have the necessary admin rights on the computer you're trying to install it on.</p>	<p>Go to System Preferences. Open Security and Privacy. On the General tab, tap the lock at the bottom left of the screen. Enter your password to unlock Security and Privacy. Allow Connective software to be installed.</p>

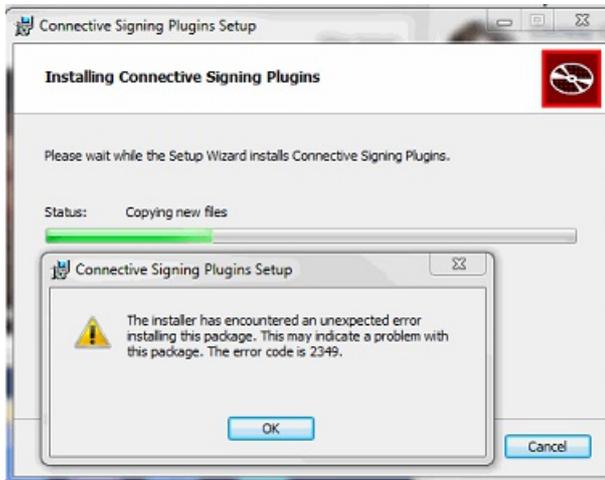
3. I keep being prompted to download the Chrome/Firefox extension

POSSIBLE CAUSE	SOLUTION
An older version of the Chrome/Firefox extension is still added to your browser.	Remove the old extensions from the browser. See How do I uninstall the Connective browser package? (Windows and macOS) to learn how to do so, or contact your administrator if necessary. Important: it doesn't suffice to disable the extension, you need to remove it.

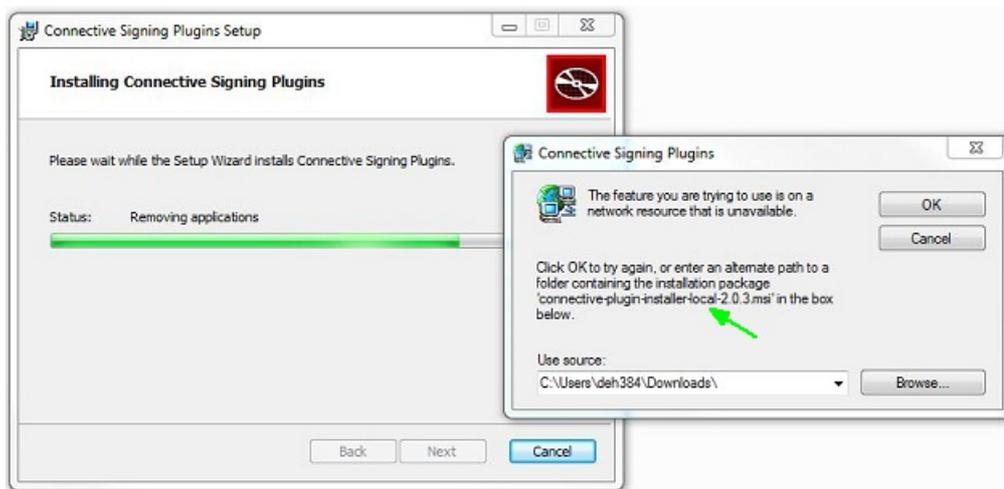
4. I'm unable to upgrade the Connective browser package

When upgrading from an older version of the browser package, errors may occur and you might be prompted to locate the old version's installation file.

If the following error occurs, contact your IT administrator since this is a Windows related issue.



If you keep being prompted to locate the old version's installation file, follow the instructions below.



- In the pop-up window, check which version must be downloaded.
- Click one of the links below to download the required version.
 - <https://cdn.connective.eu/support/connective-plugin-installer-local-2.0.2.msi>
 - <https://cdn.connective.eu/support/connective-plugin-installer-2.0.2.msi>
 - <https://cdn.connective.eu/support/connective-plugin-installer-local-2.0.3.msi>
 - <https://cdn.connective.eu/support/connective-plugin-installer-2.0.3.msi>
 - <https://cdn.connective.eu/support/connective-plugin-installer-local-2.0.4.msi>
 - <https://cdn.connective.eu/support/connective-plugin-installer-2.0.4.msi>
 - <https://cdn.connective.eu/support/connective-plugin-installer-local-2.0.5.msi>
 - <https://cdn.connective.eu/support/connective-plugin-installer-2.0.5.msi>
- Retry the upgrade.
- When prompted to locate the older version, click the **Browse** button and locate the version you just downloaded.
- Follow the on-screen instructions to complete the upgrade.

5. I'm unable to uninstall the Connective browser package

POSSIBLE CAUSE	SOLUTION
The version you are trying to uninstall is too old.	<p><i>If you are already a Connective customer:</i></p> <p>Log a ticket on the Connective support site.</p> <p>We will provide you with the required information.</p> <p><i>If you are not a Connective customer yet:</i></p> <p>Contact Connective at service@connective.eu</p>
The version you are trying to uninstall requires the original installer files.	Idem

6. When installing the browser package I get the error message: Windows SmartScreen can't be reached

You may ignore this message. Click **Run anyway** to install the Connective browser package.

Attention: only click **Run anyway** when downloading files from a trusted website, which is the case for Connective.

More information about SmartScreen

SmartScreen Filter helps you identify reported phishing and malware websites and also helps you make informed decisions about downloads. SmartScreen helps protect you in three ways:

- As you browse the web, it analyzes pages and determines if they might be suspicious. If it finds suspicious pages, SmartScreen will display a warning page, giving you an opportunity to provide feedback and advising you to continue with caution.
- SmartScreen checks the sites you visit against a dynamic list of reported phishing sites and malicious software sites. If it finds a match, SmartScreen will show you a warning letting you know that the site has been blocked for your safety.
- SmartScreen checks files that you download from the web against a list of reported malicious software sites and programs known to be unsafe. If it finds a match, SmartScreen will warn you that the download has been blocked for your safety. SmartScreen also checks the files you download against a list of files that are well known and downloaded by many people who use Internet Explorer. If the file that you're downloading isn't on that list, SmartScreen will warn you.

(Source: <https://support.microsoft.com>)