

Identity Agent

The identity agent is an installable component that resides on every device that acts as a point of access to Spine systems.

NHS Digital Identity Agent v2.3.2.0 is the preferred client as it compatible/warranted for support across the majority of current Operating Systems and components. See the [Warranted Environment Specification](#) for a comprehensive list.

Prior to installation, Trusts should check with their system suppliers to confirm that NHS Digital Identity Agent v2.3.2.0 is compatible with their products and services.

NHS Digital Identity Agent v2.3.2.0

Issues have been identified with versions of Identity Agents having Identity Agent Pin form default focus issue are advised to install Identity Agent v2.3.2.0 as soon as possible to resolve this issue. Windows Hello for Business service detection issue with Identity Agent on Virtual RDS environments like VDI and Citrix which, was causing the I.A to fail. Users experiencing this issue need to upgrade to Identity Agent v.2.3.2.0 to resolve this issue.

Fixing Identity Agent MSI upgrade code string update (GUID value). This means that installation of latest IA v 2.3.2.0 (and future releases) can done directly without uninstalling the previous IA versions. Issues have been identified with versions of Identity Agent from v2.2 onwards having a memory leak and all users of Win8.1 or Win10 are advised to install Identity Agent v2.3.2.0 as soon as possible to resolve this issue.

Identity Agent v.2.2.2.0 introduced a bug whereby on some operating systems the Smartcard reader was not correctly identified resulting in the PIN form not being presented when the Smartcard is inserted. Users experiencing this issue need to upgrade to Identity Agent v.2.3.2.0 to resolve this issue.

NHS Digital Identity Agent v2.3.2.0 (NHS Digital IA v2.3.2.0) is now on general release and available for download

Note: NHS Digital IA v2.3.2.0 requires middleware to be installed separately.

- - [NHS Digital IA v2.x FAQ](#)
Answers to common questions on installation and user experience
- - [NHS Digital Identity Agent TLS 1.0 Configuration guide](#)
Answers to questions on TLS 1.0 configuration
- - [NHS Digital RA System Configuration Guide](#)
Answers to common questions related RA machine setup
- - [NHS Digital IA v2.3.2.0 \(msi\)](#)
The NHS Digital IA v2.3.2.0 installer file
- - [NHS Digital IA v2.3.2.0 Supporting Documentation \(ZIP\)](#)
Installation and User Guides
Release Notes (inc. 'Known Issues')
Administrators Guide (inc. 'Troubleshooting')

Previous Versions of Identity Agent

Due to issues identified with previous versions of Identity Agent, no other versions of Identity Agent are available for downloading or recommended for deployment.

Contact dir@nhs.net should this cause issues. dir@nhs.net.

Other supporting components for Identity Agents

- - [Identity Agent Supporting Components \(ZIP\)](#)
Only required for those experiencing 'device installation' messages during use of Series 4 smart cards
- - [GenericSC \(ZIP\)](#)
Digitally signed version of the generic card driver

If you experience any problems with the application, you can raise an incident with the National Service Desk by emailing ssd.nationalservicedesk@nhs.net

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Middleware

Middleware is the communications link (e.g., translator) between applications on your computer and the specialized computer code located on the Smartcard chip.

Gemalto Middleware

All Identity Agents require at least Gemalto Middleware.

Gemalto Middleware requires installing separately if installing HSCIC IA v1 or NHS Digital IA v2. Gemalto Middleware is installed by default through installation of BT Identity Agents. **This also means it is uninstalled if the BT Identity Agent is uninstalled.**

- - [Gemalto Middleware Components \(ZIP\)](#)
Installer files for 32-bit and 64-bit versions of Gemalto Middleware

Oberthur Middleware

****UPDATED VERSION****

If you are upgrading from SR1 to SR8, please ensure you use the new installer as there have been problems when upgrading from SR1 with the previous version. The new version is available from the link below, which has a digital signature of 09 November 2018. Users upgrading from SR5 are not affected by this issue.

Oberthur Middleware is **only** currently required by those performing Card Management Services (CMS) such as Smartcard issuance / repair / renewal / cancel, on the Care Identity Service (CIS) application, on Oberthur Smartcards. Typically this would only be used by the RA community. Non-RA users wishing to self-renew Oberthur Smartcards can do so without needing to download and install Oberthur middleware. Non-RA users who currently have SR1 installed will either need to remove SR1 using the SR8 installer which is the recommended option, or upgrade to SR8 to perform a self-renew.

- - [Installers for 32-bit and 64-bit SR8 Oberthur Middleware, and Installation Guide](#)
- All functionality available in SR5 for CMS activities is also in the SR8 release. SR8 also provides fixes to card issues seen using SR5 for CMS activities. This version has replaced SR5 for card management and users are recommended to upgrade to the latest version of middleware if they need to perform card management activities.
- **SR1 and SR5 are no longer available and have been withdrawn**