

Workstation configuration for Canadian (CDA) eClaims, Itrans 1.0. Any TDO Version 12 up to version 12.405g

624 [TDO KB](#) September 2, 2025 [Insurance](#), [Site Configuration](#) 10.81K

Overview

Use these instructions to set up your TDO workstation to submit Canadian (CDA) eClaims for TDO Version 12 or higher.

TDO versions 12.416 & above - Contact support for Itrans 2.0 install.

TDO versions 12.88c or 12.205 - Contact support to apply the proper fix depending on the version, then do Autofix.

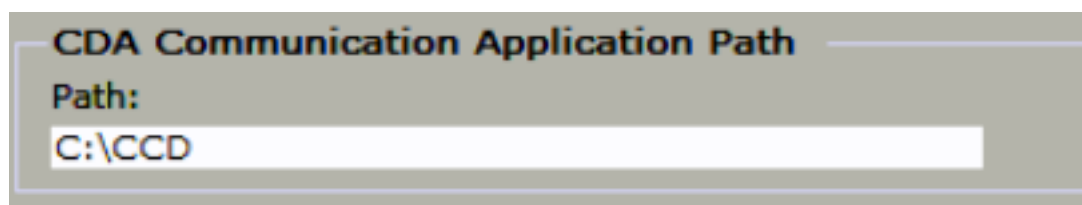
If your office is still using TDO Version 11 - Please follow the setup instructions listed [HERE](#)

Set the CDA Communication Application Path

1. Open Administrative > Edit Control Table

2. Open the Workstation Settings tab

3. Enter 'C:\CCD' in the CDA Communication Application Path



To set up your office to use ITRANS to submit ABC eClaims:

Make sure the certificate is installed

Make sure the computer is added to Setup>Program Setup>Canadian Claim Workstation

Make sure the CDAssetupcommtools.exe is installed on the computer (only for iTrans 1)

Make sure “iTRANS (Internet)” is selected in Setup>Site Configuration>Electronic Claims setup

4. Uninstall CCD and CCDWS

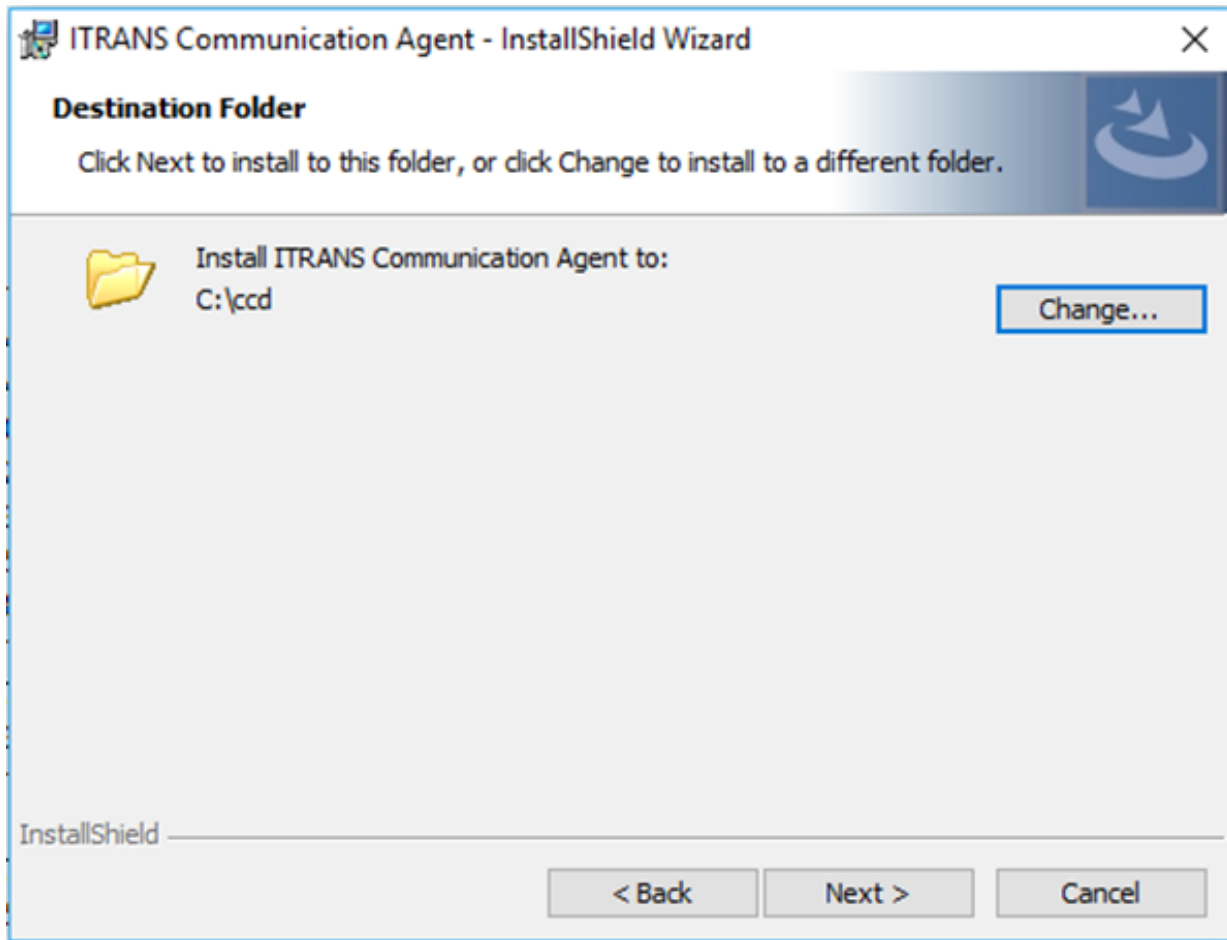
- a. Open the Task Manager (by hitting Ctrl Alt Delete and selecting Start Task Manager) and go to the Details tab.
 - b. Look for the name “ccd.exe” or “ccd32.exe”. Select it and click on the End Task button.
 - c. Go to C:\CCD folder and make sure the file “ccdws.exe” no longer exists. Please delete if it exists.
 - d. Check if this is in the Startup folder; if it is, remove it. In Windows 10, you can find the Startup folder by holding down the Windows key, and typing R. Type shell:startup and click ok
 - e. Check if CCDWS is installed in Control Panel>Programs and Features. If so, please uninstall.
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5. Uninstall iCA

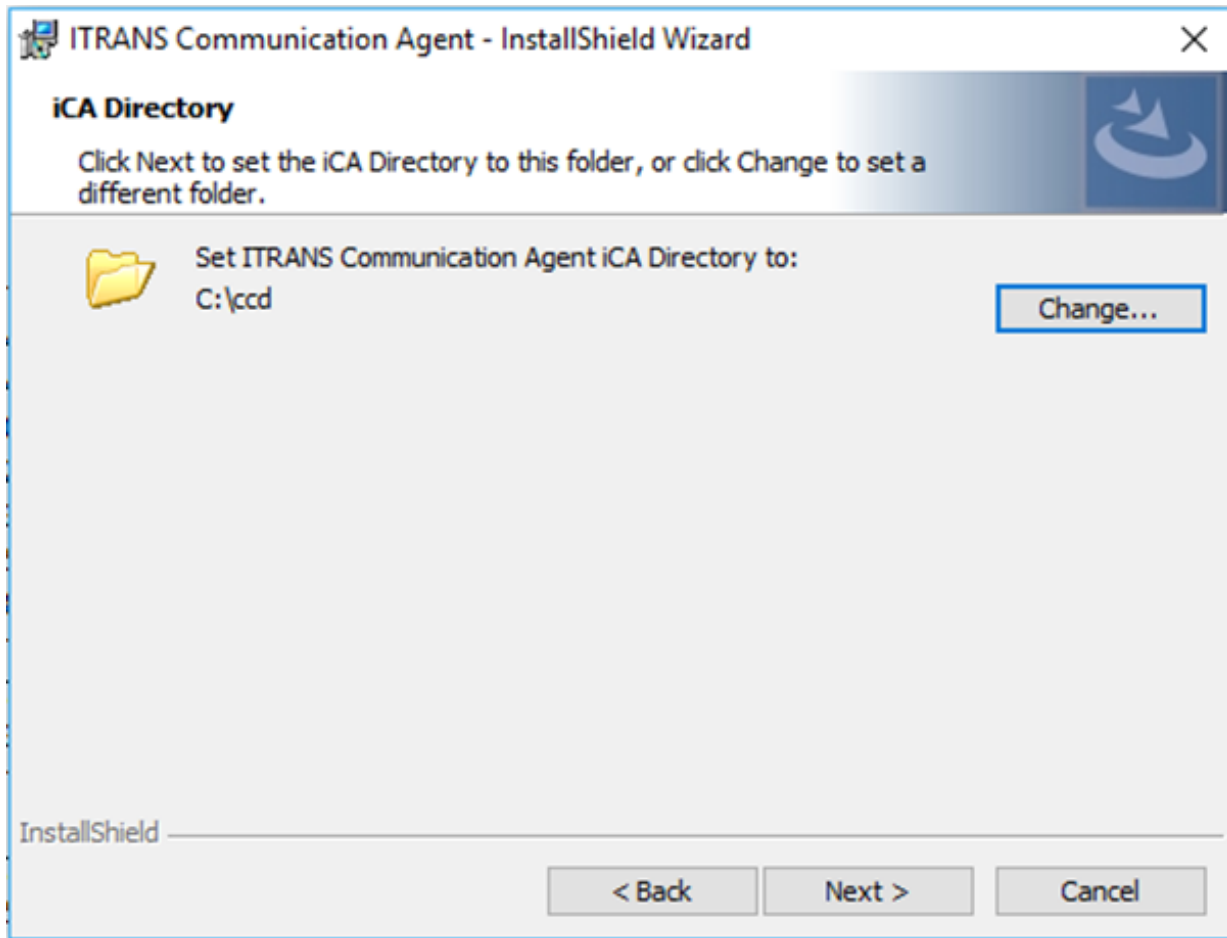
- a. Go to Control Panel->Programs and Features. Uninstall iTRANS Communication Agent.
 - b. Manually delete the files iCA.ini and iCA.exe from the C:/ccd folder
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6. Download the new iCA and install

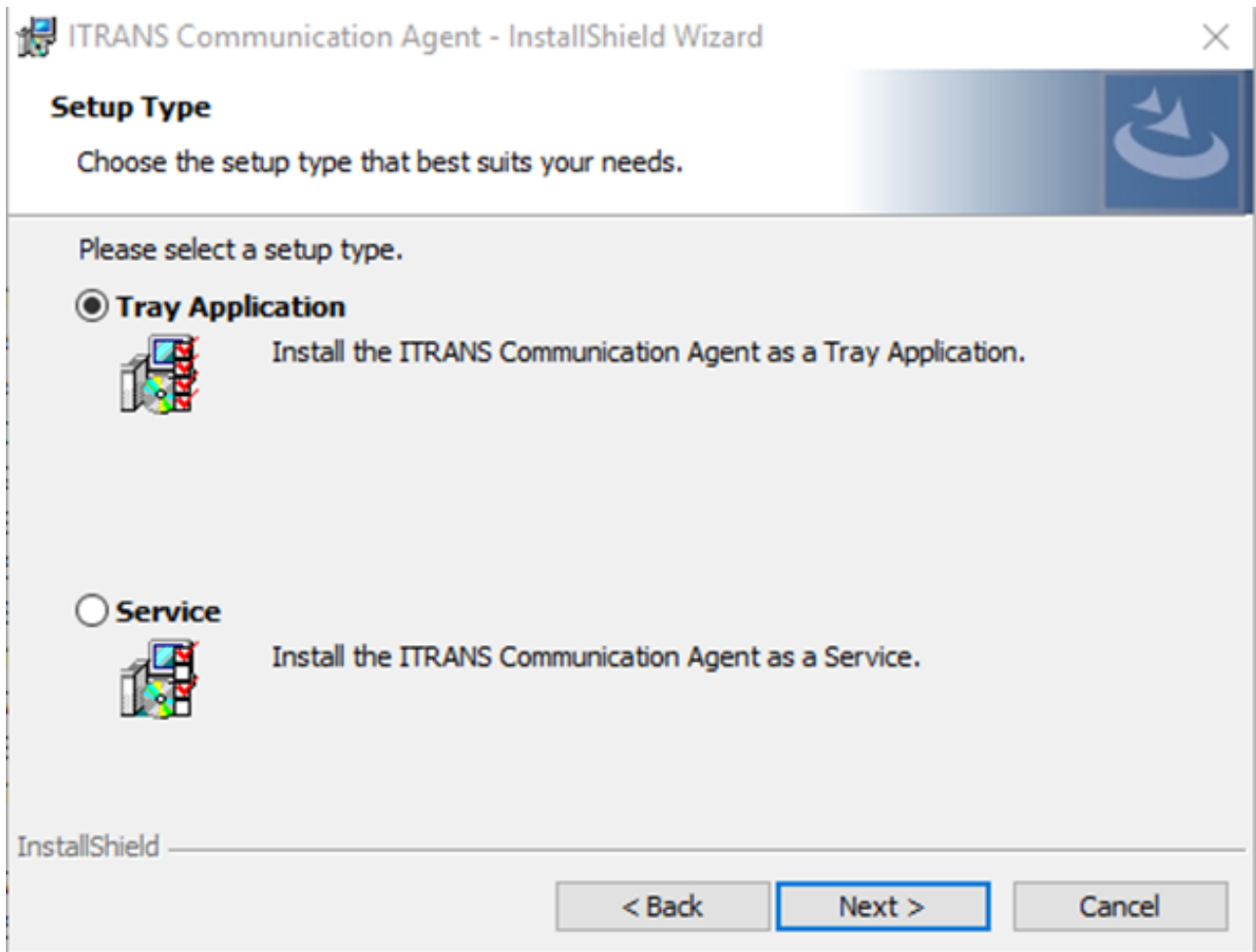
- a. 1. Go to www.goitrans.com to download iCA. Run the iCA setup and follow the prompts below:
- b. 2. Make sure you change the destination folder to point to C:\CCD



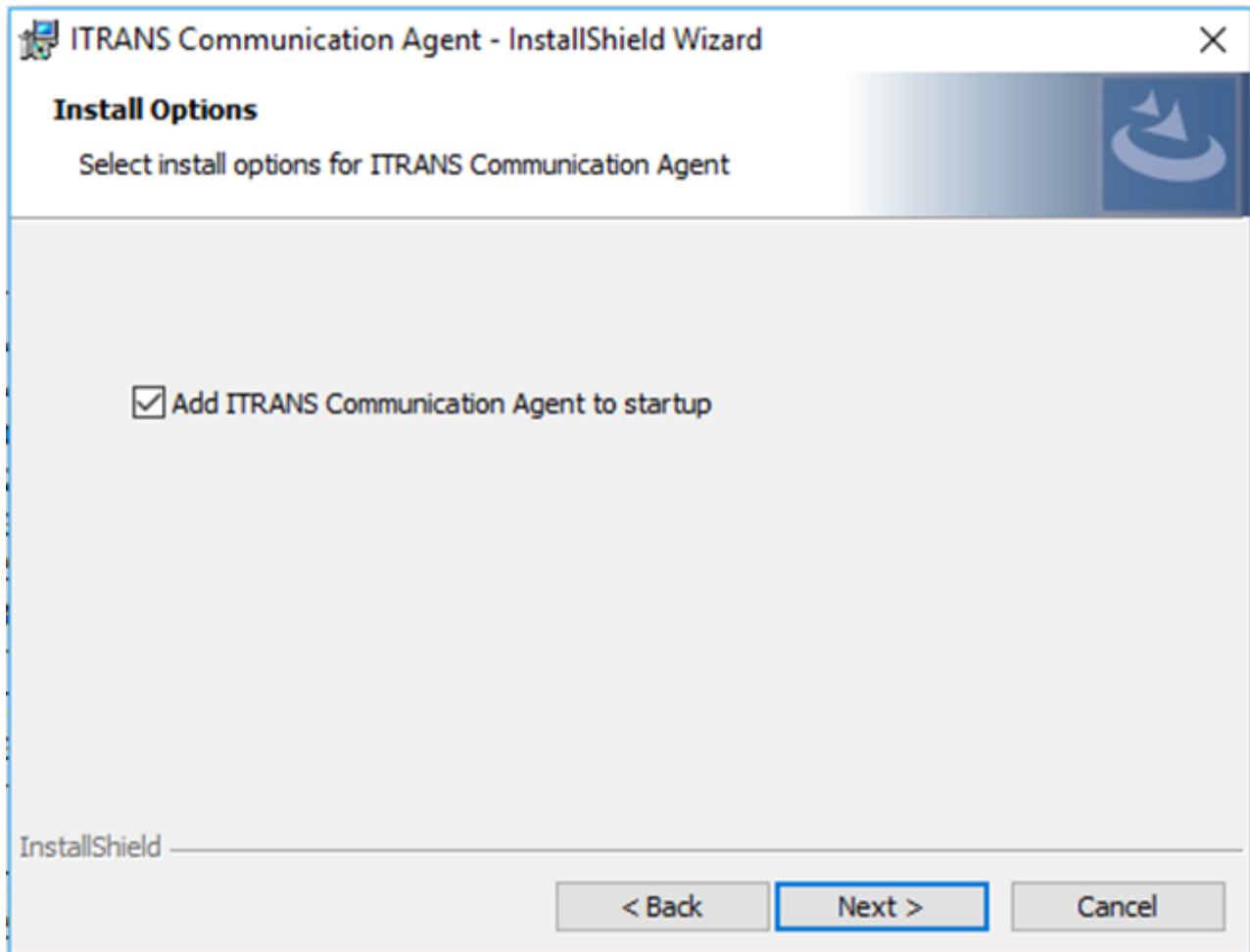
c. Make sure you also change the iCA directory to point to C:\CCD



d. Make sure you select "Tray Application" for Setup Type



e. Make sure to “Add ITRANS Communication Agent to startup” (**Note:** if “Enable CCDWS” shows as an option, make sure to leave the box **unchecked**)



f. Check the ica.ini in the CCD folder to make sure the following lines are as below.

UseAsync=No
UseCCDWS=No

7. Restart iCA

Online URL: <https://kb.tdo4endo.com/article.php?id=624>