UG-0224



Activation procedure for LuxTrust Signing Stick/Smartcard on the Microsoft Windows operating system

V 1.1

17/06/2013 English



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I Before getting started: pre-requisites

I.1 Coverage of this guide

This document covers the stages required for the activation of your Signng Stick/Smartcard product.

This document is applicable for the following **operating systems**:

- Microsoft Windows XP
- Microsoft Windows Vista 32 bit
- Microsoft Windows Vista 64 bit
- Microsoft Windows 7 32 bit
- Microsoft Windows 7 64 bit

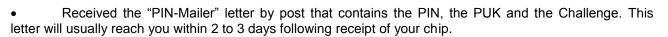
As well as the following Internet browsers:

- Microsoft Internet Explorer
- Google Chrome
- Mozilla Firefox

I.2 Elements required before executing the activation procedure

This procedure can only be executed if beforehand you have:

- Validly ordered a Signing Stick (also see http://orders.luxtrust.lu).
- Received your LuxTrust Signing Stick by post (see image opposite)
- Received the chip for your LuxTrust Signing Stick by post



Customers, who have ordered a Smartcard please check these elements:

- Validly ordered a Smartcard (also see <u>http://orders.luxtrust.lu</u>) and the reader, <u>https://readers.luxtrust.lu</u>
- Received your LuxTrust Smartcard by post (see image opposite)
- Gummar

A Smartcard Reader connected to your Computer(<u>https://readers.luxtrust.lu</u>)

• Received the "PIN-Mailer" letter by post that contains the PIN, the PUK and the Challenge. This letter will usually reach you within 2 to 3 days following receipt of your Smartcard.

I.3 The purpose of the activation procedure

As your product is a personal product that provides you with the ability to create a legally binding electronic signature, it is important that this product is not used by a third party. Indeed for your convenience, given that the product is sent to you by post, it is issued in "suspended" mode, i.e. it cannot be used before it is sent to you. Once you are in receipt of it, you must then activate it by using the personal data that you have sent in a separate mail as well as other personal data that you have selected during the ordering procedure (the activation code). This activation is carried out in line with the procedure indicated hereafter. As a result, you are assured that even if a third party intercepts your mail, he/she will not be able to activate or use your product.



II Stage 1: Inserting the chip into the Signing Stick

II.1 Inserting the chip into the Signing Stick cover

Smartcard Users can move on to Stage 2 Downloading and Installing the Middleware

Detach the plastic chip holding base from the plastic card and insert it into the Signing Stick cover as shown in point 1 in figure 1.

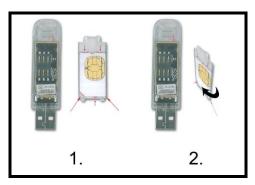


Figure 1

The plastic "corner cut" chip holding base and the cover have a white design showing the contours of the plastic chip holding base and the direction in which the plastic chip holding base must be inserted into the cover. A white arrow on the cover indicates that the plastic chip holding base must be pushed under the small plastic tip so that the plastic chip holding base is firmly attached to the cover.

If small pieces of plastic remain attached to the plastic chip holding base and are preventing you from inserting it into the cover, remove them carefully using a nail file, for example. Be careful not to touch the chip contacts with the tool you use to do this.

NEVER use scissors to cut out the chip!

A faulty chip cannot be replaced for security reasons. In this case a new order must be placed at the customer's cost.

It is not possible to order the chip without the Signing Stick for logistical reasons.

II.2 Attaching the cover with the chip to the Signing Stick

Affix the cover with the plastic chip holding base to the Signing Stick making sure that the Signing Stick contacts are touching the chip contacts. Refer to point 2 in figure 1.

The cover's two plastic tips may be bent in such a way that the cover can no longer be attached to the Signing Stick. Straighten them carefully using your fingers back to a perpendicular position with the cover.

The Signing stick may look as if it is bulging out a little when the cover and chip are attached to it. This is not a problem but ensures on the contrary that the contacts have been pushed against each other correctly.



III Stage 2: Downloading and installing the Middleware

III.1 Accessing the page for downloading the Middleware

Enter the address http://drivers.luxtrust.lu into the address bar (see red arrow in figure 2.



Figure 2

III.2 Choosing the correct Middleware

The Middleware is free.

Click on the Windows Link 32 bit or 64 bit depending on the operation system you are using.

Support > <u>Téléchargement</u> > Middleware Middleware		
ATTENTION : Vous devez i	nstaller d'abord ce Middlewa	are avant de connecter votre Smartcard ou Signing Stick
•		
Smartcard & Signing Stick Signing Server Token & SMS		
 Windows 32-bit Windows 64-bit 		Mindows 32 & 64-bit *
${\Delta} { ext{Debian Etch 4.0} \over \Delta} { ext{Red Hat 4.0} \over ext{Ped Hat 4.0}}$		∆ Not available *
Mac OS X 10.5 (Leopard) Mac OS X 10.6 (Snow Le Hore 10.7 (Lion)		<u>Mac OS X 10.5 & 10.6 & 10.7</u> (Leopard & Snow Leopard & Lion) *
	ement nécessaire pour certaine aire pour les autres applications	s opérations sur de l'Etat. (Par example sur le site 5.

Figure 3

If you don't know what operating system you are using, right click on the "my computer" icon on your desktop and select "properties". The window displayed indicates the operating system you are using.



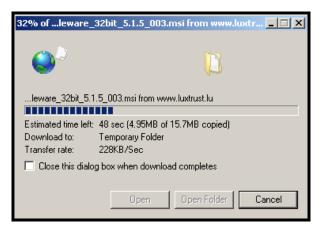
III.3 Downloading and running the MiddleWare

Click on the "Run" button (see red arrow in figure 4).



Figure 4

Wait until the download is completed (see figure 5).





The message below is a security message by which the Microsoft Internet Explorer web browser warns users that the source of the software is unknown. It is safe to go ahead and select "Run".

Click on the "Run" button (see red arrow in figure 6).

activation SST - WinOS/IE





Figure 6

III.4 Beginning installation

Click on the "Next" button (see red arrow in figure 7).

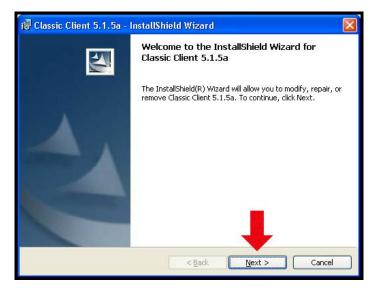


Figure 7

III.5 Accepting the general licence conditions

Click on "I accept the terms in the license agreement" (see red frame in figure 8).

Then, click on "Next" (see red arrow in figure 8).

activation SST - WinOS/IE



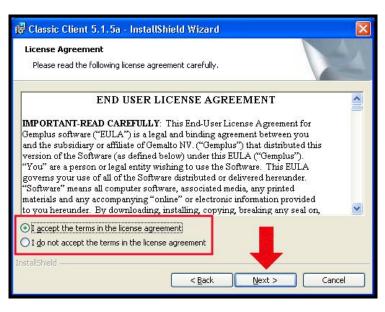


Figure 8

Users must accept the general licence conditions in order to use the MiddleWare.

III.6 Installation

Click on the "Next" button (see red arrow in figure 9).

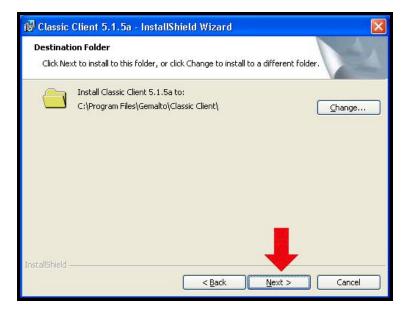


Figure 9

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Click on the "Install" button (see red arrow in figure 10).

👹 Classic Client 5.1.5a - InstallShield Wizard	$\mathbf{\times}$
Ready to Install the Program The wizard is ready to begin installation.	
Click Install to begin the installation.	
If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.	
InstallShield	

Figure 10

Wait until the installation is complete. The window shown in figure 11 will be displayed on the screen and will disappear automatically after a few seconds.

🙀 Classic	Client 5.1.5a - InstallShield Wizard
051275	ram features you selected are being installed.
1¢	Please wait while the InstallShield Wizard installs Classic Client 5.1.5a. This may take several minutes. Status:
InstallShield –	< Back Next > Cancel

Figure 11



III.7 Finishing the installation

Click on the "Finish" (see red arrow in figure 12).





Restart Microsoft Windows by pressing the "Yes" (see red arrow in figure 13).





Important:

You must restart your computer to allow the MiddleWare to operate.

It is not sufficient for users to log off and back on again.



IV Changing the initial PIN

Plug the Signing Stick into a free USB port or the Smartcard into the reader an plugin this one in.

The MiddleWare opens up automatically after approximately 20 seconds. Refer to figure 14.

PIN Current PIN: New PIN: Confirm New PIN: Change PIN Cancel	×
Change PIN Cancel	

Figure 14

You may not be able to view the window displayed in figure III.1 due to it being concealed under one or a number of other open windows. In this case please move or minimise the open window(s) so that you can view the MiddleWare window.

Enter the initial PIN in the box entitled "Current PIN" as shown by the first red arrow in figure IV.1.a. The current PIN can be found in the scratch-off box of the PIN-Mailer, on the first line to the right of word "PIN".

Enter a new PIN in the box entitled "New PIN" as indicated by the second red arrow in figure IV.1.a. You can select the new PIN in line with the instructions provided in the right-hand section (see blue arrows) of figure IV.1a:

- "must be at least 6 characters long" see the first blue arrow in figure 14;
- "must be less than or equal to 8 characters long" see the second blue arrow in figure 14;
- "must contain only numeric characters" see the third blue arrow in figure 14;
- "must not reuse last PIN code"- see the fourth blue arrow in figure 14;
- "must not be in the weak PIN list" see the fifth blue arrow in figure 14.

The weak PIN list contains PINs that may be guessed easily. Such PINs are refused by the application.

Some advice on choosing a suitable PIN:

- the more characters you use in the PIN, the more secure it will be;
- avoid using a combination of numbers that can be easily guessed, for example, your date of birth, telephone number etc.



- avoid using logical sequences such as for example 123456, 12131415, 102030 etc.
- avoid repeating the same number several times such as for example 222888, 55555555 etc.
- avoid using repetitive or symmetrical number patterns such as for example 01010101, 45674567, 8091908, etc.
- avoid using well-known character sequences such as for example 112112, 925925, etc.

Some security advice:

- never write the PIN on the Signing Stick. Anyone who finds the Signing Stick could use it straight away.
- never store the PIN with the Signing Stick. Anyone who finds the Signing Stick will also find the PIN to use it.
- never write the PIN down anywhere. An unauthorised individual may find this note and use it with the Signing Stick.
- never disclose the PIN to any other individual. The Signing Stick is for your personal use and should not be passed on to any other individual.

Memorise the new PIN!!!

In the future, the new PIN that you have chosen yourself must be used to activate the Signing Stick and to enable you to log into an application (for example: web banking, ccp connect, s-net, dexiaplus, guichet.lu, etc.).

Enter the new PIN again in the box entitled "confirm new PIN" and shown by the third red arrow in figure 14.

Click on the "change PIN" button to the right of the fourth red arrow in figure 14 to confirm the change of your PIN code.

The message shown in figure 15 confirms that the PIN has been changed. Click on the "OK" button as shown by the red arrow in figure 15 to complete the PIN change process.



Figure 15



V Activating the Signing Stick/Smartcard

V.1 Accessing the activation page

Enter the address <u>https://activate.luxtrust.lu</u> in the Microsoft Internet Explorer or Mozilla Firefox Internet browser's address bar (see red arrow in figure 16)



Figure 16

V.2 Choosing the product

Click on the Smartcard, (see red arrow in figure 17) if you have a Smartcard, if you have a Signing Stick click on the Signing Stick, (see green arrow in figure 17).



Figure 17

V.3 Configuration test

The LuxTrust page conducts a configuration test of your computer system (see figure 18). As a result, you will receive a message when a required installation has not been completed or when the operating system or Internet browser are not officially supported by LuxTrust.

Figure 18

V.3.a Test result: OK - Green

If your system is OK, i.e. if your configuration meets the requirements for the use of your Signing Server Certificate on this computer, you will be guided automatically to the next screen in the activation process after 5 seconds.

This type of message is displayed in green (see red arrows in figure 19). You may continue immediately with the activation procedure by pressing on "Continue the procedure" (see blue arrow in figure 19).

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Setup test	
Your actual setup	
🗐 Operating system	✓Microsoft Windows XP
Browser	Mozilla Firefox 3
S JAVASCRIPT	✓Activated
🚢 JAVA plugin	✓Activated
🍰 JAVA	VJAVA 6
👼 Middleware LuxTrust	Gemalto 5.1.5 Middleware
Your setup is a	correct. You can use your product.

Figure 19

V.3.b Test result: Not OK - Yellow

If one of your system's configuration elements does not correspond with the elements officially supported by LuxTrust, whether this is your operating system, the Internet browser that you are using or another element of your configuration, this will be displayed. This screen will indicate the element(s) in question together with an explanation as to why this component is problematic. If possible, the screen will indicate the options for resolving the problem and an entire list of all supported setups (see green arrow in figure 20).

This type of message is displayed in yellow (see blue arrow in figure 20). You have the option of continuing despite the activation procedure message by pressing on "Continue the procedure" (see red arrow in figure 20). However, LuxTrust cannot guarantee that this will operate and in such cases cannot provide technical help.

'our actual setup		
🗐 Operating system	✓Microsoft Windows XP	
Browser	? Opera 9	
JAVASCRIPT	Activated	
🖥 JAVA plugin	Activated	
🕹 JAVA	✓JAVA 6	
Middleware LuxTrust	Gemalto 5.1.5 Middleware	



V.3.c Test result: Not OK - Red

The configuration test has revealed that your system configuration does not meet the requirements for activating and using your LuxTrust product. One or a number of your configuration elements do not meet the requirements. A set of explanatory elements indicate why it isn't operating and, if possible, indicate what you need to do to resolve the problem.

This type of message is displayed in red *(see red arrow in figure 21)*. You have the option of continuing despite the activation procedure message by pressing on "Continue the procedure" as shown by the blue arrow in figure 21). However, LuxTrust cannot guarantee that this will operate and in such cases cannot provide technical help.

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Test de votre configuration	
Votre configuration actuelle	
💷 Système d'exploitation	✓ Microsoft Windows XP
Navigateur internet	✓Mozilla Firefox 3
📓 JavaScript	✓Activé
🚢 Plugin Java	× Désactivé
🍰 Java	Non testé
	système ne permet pas d'effectuer l'action demandée. ction, mais n'est pas installé (ou est désactivé) sur votre poste.
@ LuxTru	Continuer la procédure.

Figure 21

V.4 Choosing the product to be activated

Check if your product is displayed in the list of LuxTrust products to be activated (see red arrow in figure 22).

hoose product
w please connect your product tour computer.
sert your Smartcard in your card reader
sert your chip in your USB Stick and insert the Signing Stick in a free USB port of your computer
select the certificate that you want to activate in the list below.
RNING : If you have not yet proceeded to the first change of your initial PIN, please refer to the following procedure : [à rer ilen vers la FAQ correspondante]
roduct to be activated :
igning Stick TEST PRIVATE - Majeur SST 14 - 5000 0447 4605 🛛 💌 😰
Next

Figure 22

If it is not included in the list, please check that your Signing Stick is correctly connected to the computer and that the chip is inserted correctly into the Signing Stick.

If it is not included in the list, please check if the Smartcard is correctly plugin in the reader and if the reader is correctly connected to the Pc.

Click on the "Next" button (see blue arrow in figure 22).

If you have connected several Signing Sticks with inactivated chips to your computer, the list contains all of these cards and you must select one of these.

V.5 Entering the PIN

On your computer screen, enter the PIN in the box entitled "PIN Code" as shown by the first red arrow in figure 23.



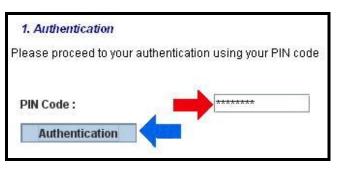


Figure 23

Click on the "Authentication" button (see red arrow in figure 23).

V.6 Inputting the Challenge questions

The "Challenge questions" and the answers that you provide at this stage will enable you to subsequently, and throughout your product's lifetime, suspend, reactivate and revoke the product by telephone. This may be necessary if for example your Token is stolen. You can thus cancel your Certificate 24 hours a day, 7 days a week by telephone, thereby ensuring that the person who has stolen your Token cannot access your bank accounts or any other electronic applications.

Select a question by clicking on the box (see first red arrow in figure 24) and provide the answer to this question by typing in the box below (see first blue arrow in figure 24). Proceed in the same way for the two other question-answer sets as shown respectively by the other red and green arrows.

	g your certificate you might want to contact our He , please select three questions and your persona	
Question 1 :		~
Answer 1 :		
Question 2 :		~
Answer 2 :		
Question 3 :		×
Answer 3 :		



Important: Select question-answer sets that only you will know the answer to and that only you will know the answer to in the future.

After you have selected three different questions and have provided three answers, click on the "Next" button (see blue arrow in figure 24).

V.7 Entering the activation code

Enter the activation code in the box indicated (see red arrow in figure 25).

The activation code was chosen by yourself upon ordering.

The activation code is a code that LuxTrust has recommended its customer to use, for example, the last five numbers of their identity card.



• If you have placed your order via the LuxTrust web site, the activation code is indicated in the order form that you have filled out on the LuxTrust web site. The order form is also sent to you by e-mail if you have indicated a valid e-mail address when placing your order.

If you have placed your order via an Internet Banking application, the activation code is sent to you by e-mail to your Internet banking application inbox.

Status of signature certificate :	Suspended
Status of authentication certificate :	? Suspended
Activation code	
The activation code depends on your order	ring option :
 If you have ordered your certificate through have received via e-mail. 	h LuxTrust's website, you will find your activation code on the order form that you
 If you have ordered your certificate throug personal access. 	h your bank's web-banking system you will probably find it in the webmail of your

Figure 25

Once the activation code has been entered, click on the "Activate" button (see blue arrow in figure 25).

V.8 The certificate is activated

The certificate is now activated. The final screen (figure 26) is displayed.

Status of signature certificate :	Activated
Status of authentication certificate :	Activated
Your certificate has been activated. ATTENTION: Please note that a delay of	4 hours may be needed for your certificate to be recognized in all online
	4 hours may be needed for your certificate to be recognized in all online
ATTENTION: Please note that a delay of	



The activation is effective immediately. However it may take up to four hours for the activation to be recognised by an application that you wish to connect to (for example: web banking, ccp connect, s-net, bilnet, guichet.lu, etc.).

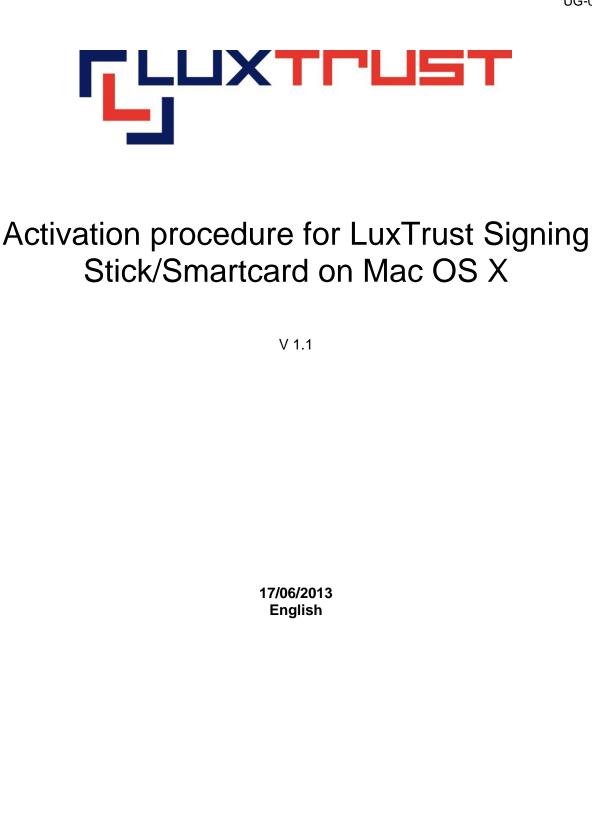
The information on a given application as well as any problems relating to a given application is outside the scope of LuxTrust's mandate. Please contact the application supplier for any questions that you may have.

If you are not sure whether your LuxTrust product has been activated or if you wish to check whether activation has been successful, you can consult the <u>http://test.luxtrust.lu</u> page. You can gain direct access to this page by clicking on the above link if you are viewing this document online.

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I Before getting started: pre-requisites

I.1 Coverage of this guide

This document covers the stages required for the **activation** of your **Signng Stick** and your **Smartcard** product.

This document is applicable for the following **operating systems**:

- Mac OS X 10.6
- Mac OS X 10.7
- Mac OS X 10.8

As well as the following Internet browser:

- Safari
- Firefox

I.2 Elements required before executing the activation procedure

This procedure can only be executed if beforehand you have:

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- Received your LuxTrust Signing Stick by post (see image opposite)
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• Received the "PIN-Mailer" letter by post that contains the PIN, the PUK and the Challenge. This letter will usually reach you within 2 to 3 days following receipt of your chip.

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- Received your LuxTrust Smartcard by post (see image opposite)
- A Smartcard Reader connected to your Computer(<u>https://readers.luxtrust.lu</u>)

• Received the "PIN-Mailer" letter by post that contains the PIN, the PUK and the Challenge. This letter will usually reach you within 2 to 3 days following receipt of your Smartcard.

I.3 The purpose of the activation procedure

As your product is a personal product that provides you with the ability to create a legally binding electronic signature, it is important that this product is not used by a third party. Indeed for your convenience, given that the product is sent to you by post, it is issued in "suspended" mode, i.e. it cannot be used before it is sent to you. Once you are in receipt of it, you must then activate it by using the personal data that you have sent in a separate mail as well as other personal data that you have selected during the ordering procedure (the activation code). This activation is carried out in line with the procedure indicated hereafter. As a result, you are assured that even if a third party intercepts your mail, he/she will not be able to activate or use your product.







II Stage 1: Inserting the chip into the Signing Stick

II.1 Inserting the chip into the Signing Stick cover

Smartcard Users can move on to Stage 2 Downloading and Installing the Middleware

Detach the plastic chip holding base from the plastic card and insert it into the Signing Stick cover as shown in point 1 in figure 1.

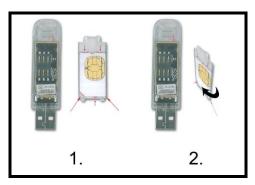


Figure 1

The plastic "corner cut" chip holding base and the cover have a white design showing the contours of the plastic chip holding base and the direction in which the plastic chip holding base must be inserted into the cover. A white arrow on the cover indicates that the plastic chip holding base must be pushed under the small plastic tip so that the plastic chip holding base is firmly attached to the cover.

If small pieces of plastic remain attached to the plastic chip holding base and are preventing you from inserting it into the cover, remove them carefully using a nail file, for example. Be careful not to touch the chip contacts with the tool you use to do this.

NEVER use scissors to cut out the chip!

A faulty chip cannot be replaced for security reasons. In this case a new order must be placed at the customer's cost.

It is not possible to order the chip without the Signing Stick for logistical reasons.

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Affix the cover with the plastic chip holding base to the Signing Stick making sure that the Signing Stick contacts are touching the chip contacts. Refer to point 2 in figure 1.

The cover's two plastic tips may be bent in such a way that the cover can no longer be attached to the Signing Stick. Straighten them carefully using your fingers back to a perpendicular position with the cover.

The Signing stick may look as if it is bulging out a little when the cover and chip are attached to it. This is not a problem but ensures on the contrary that the contacts have been pushed against each other correctly.



III Stage 2: Downloading and installing the Middleware

III.1 Accessing the page for downloading the Middleware

Enter the address https://drivers.luxtrust.lu into the address bar (see red arrow in figure 2).



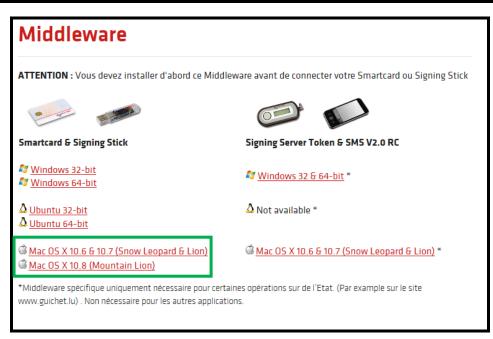
Figure 2

III.2 Downloading the Middleware

The Middleware is for free.

Click on the correct version of the Middleware for the operating system you are using (see green square figure 3).

The OS X versions are also known as follows: 10.1 (Puma), 10.2 (Jaguar), 10.3 (Panther), 10.4 (Tiger), 10.5 (Leopard) are no more supported by our supplier, 10.6 (Snow Leopard), 10.7. (Lion); 10.8 (Mountain Lion) are supported.





If you cannot see the entry « Mac OS X 10.5 » or « Mac OS X 10.6 », please scroll down the window to display the bottom of the list.

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If you don't know which version of MAC OS system you are using, please click on the « Apple » icon in the upper left corner of the screen and select « About this Mac ». The window displayed indicates the operating system you are using.

Wait until the download is completed (see figure 4).



Figure 4

III.3 Opening the folder « Downloads » and running the installer

Open the « Downloads » directory containing the folder « ClassicClient... »(see red arrow in figure 5).

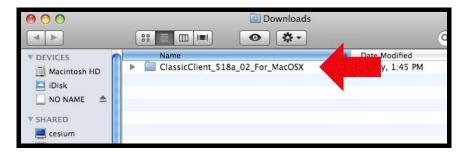


Figure 5

If the « Downloads » directory doesn't contain the folder « ClassicClient_518a_02_For_MacOSX ", please go to the folder where you downloaded it to.

Open the folder « ClassicClient... » (see red arrow in figure III.3.a) and double click the file with the extension « dmg » (see red arrow in figure 6).

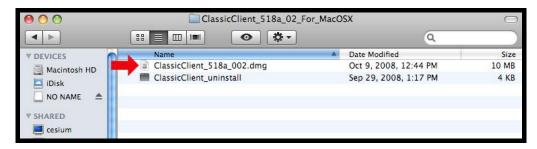


Figure 6



III.4 Running the « ClassicClient_Package »

Click on the « ClassicClient_Package » package (see red arrow in figure 7).





Click on the button « Continue » (see red arrow in figure 8).



Figure 8

III.5 Beginning the installation

Click on the button « Continue » (see red arrow in the figure 9).

	Welcome to the Classic Client 5.1.8a for Mac OS X Installer
Introduction	
Read Me	You will be guided through the steps necessary to install this software.
License	instant this software.
Destination Select	
Installation Type	
Installation	mar had made to
Summary	
gemalto [*]	Classic Client
security to be free	Security for the enterprise
	Go Back Continue

Figure 9

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Click on the button « Continue » (see red arrow in figure 10).

	Important Information
Introduction	Classic Client 5.1.8a 002 For Mac OS X readme file
Read Me License	This document describes Classic Client 5.1 For Mac OS X and the current limitations Please read this document carefully.
 Destination Select 	Improvement since Classic Client 5.1.88 001 For Mac OS X
 Installation Type Installation Summary 	Keychain is now able to display cards with PIN not initialized It is no more necessary to logout/login the smart card between two CC signatures using a PINPad reader. Improvement since Classic Client 5.1.6 007 For Mac OS X:
gemalto*	Support of multi readers Support of multiple CC signatures in the same applicative session with transparent readers Support of PINPad reader with PIN Management Tool Improvement since Classic Client 5.1 005 Beta V2 For Mac QS V
security to be free	Security for the enterprise.
	Print Save Go Back Continue



III.6 Accepting the general licence conditions

Click on the button « Continue » (see red arrow in figure 11).



Figure 11

To continue installing the software you must accept the general licence conditions. Click on the "Agree" button (see red arrow in figure 12).

of the software license agre	ement.	
Click Agree to continue or cli and quit the Installer.	k Disagree to cancel the install:	Ļ
Read License	(Disagree) (A	aree

Figure 12

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III.7 Choosing a destination path for the installation

Choose a destination for the installation by clicking « Macintosh HD » disk(see first red arrow in figure 13) and then click on "Continue" (see second red arrow in figure 13).

	Select a Destination
B Introduction	Select the volume where you want to install the Classic Client 5.1.8a for Mac OS X software.
B Read Me	
0 License	1
Destination Select	install I and a second s
Installation Type	Macintosh HD 122 GB available
Installation	148 GB total
Summary	2
gemalto	Classic Client
	Go Back Continue

Figure 13

III.8 Installation

Click on the « Install » button (see red arrow in figure 14).



Figure 14

Enter the administration identification data to enable the installer to carry out the changes to your system. Enter the « Name » (see first red arrow in figure 15) and the « Password » (see second red arrow in figure 15) and click on « OK » (see third red arrow in figure 15).



Figure 15



III.9 Finishing the installation

	Installation completed successfully
 Introduction Read Me License Destination Select 	
 Installation Type Installation Summary 	Install Succeeded The software was successfully installed.
gemalto [*]	Classic Client

Click on the « Close » button to finish the installation (see red arrow in figure 16),

Figure 16

IV Stage 3: Changing the initial PIN

! New PIN =>only numeric characters!

Plug the Smartcard into your Smartcard reader and the Signing Stick users, plugin the Stick in your USB Port.

Launch the Middleware « Classic Client PIN Management » from the folder « Gemalto » inside the folder « Applications ». A window like the one displayed in figure 17 will appear.

Change P	PIN Unblock PIN
	User PIN
Old PIN Code:	
New PIN Code:	
Confirm PIN Code:	
	Change PIN
	14



If you do not find Middleware "Classic Client PIN Management" in the place indicated, use "Spotlight" by clicking on the symbol "Magnifying glass" at the top on the right of the screen and type in "classic". One of the first posted results is the Middleware «Classic Client PIN Management». Click above to find the window shown by the figure 17.

Enter the initial PIN in the box entitled "Current PIN" as shown by the first red arrow in figure 17. The current PIN can be found in the scratch-off box of the PIN-Mailer, on the first line to the right of the word "PIN".

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Enter a new numeric PIN in the box entitled "New PIN" as indicated by the second red arrow in figure 17. You can select the new PIN in line with the instructions provided in the right-hand section (see blue arrows) of figure 17:

- "must be at least 6 characters long" see the first blue arrow in figure 17;
- "must be less than or equal to 8 characters long" see the second blue arrow in figure 17;
- "must contain only numeric characters" see the third blue arrow in figure 17;
- "must not reuse last PIN code"- see the fourth blue arrow in figure 17;
- "must not be in the weak PIN list" see the fifth blue arrow in figure 17.

The weak PIN list contains PINs that may be guessed easily. Such PINs are refused by the application.

Some advice on choosing a suitable PIN:

- the more characters you use in the PIN, the more secure it will be;
- avoid using a combination of numbers that can be easily guessed, for example, your date of birth, telephone number etc.
- avoid using logical sequences such as for example 123456, 12131415, 102030 etc.
- avoid repeating the same number several times such as for example 222888, 55555555 etc.
- avoid using repetitive or symmetrical number patterns such as for example 01010101, 45674567, 8091908, etc.
- avoid using well-known character sequences such as for example 112112, 925925, etc.

Some security advice:

- never write the PIN on the Signing Stick. Anyone who finds the Signing Stick could use it straight away.
- never store the PIN with the Signing Stick. Anyone who finds the Signing Stick will also find the PIN to use it.
- never write the PIN down anywhere. An unauthorised individual may find this note and use it with the Signing Stick.
- never disclose the PIN to any other individual. The Signing Stick is for your personal use and should not be passed on to any other individual.

Memorise the new PIN!!!

In the future, the new PIN that you have chosen yourself must be used to activate the Signing Stick and to enable you to log into an application (for example: web banking, ccp connect, s-net, Bilnet, guichet.lu, etc.).

Enter the new PIN again in the box entitled "confirms new PIN" as shown by the third red arrow in figure 17.

Click on the "change PIN" button to the right of the fourth red arrow in figure 17 to confirm the change of your PIN code.

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The message shown in figure 18 confirms that the PIN has been changed. Click on the "OK" button as shown by the red arrow in figure 18 to complete the PIN change process.





V Configure the Internet Browser Safari for the 32-bit mode

V.1 Open the « Finder »

Launch the application « Finder » by clicking on the Finder-Icon left in your « Dock » (see red arrow in figure 19).



Figure 19

V.2 Presentation by columns

Click on the icon showing three columns (see red arrow in figure 20).



Figure 20

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V.3 Open « Safari Info »

Select « Safari » in the first column (see first red arrow in figure 21) and click on the button « More Info... » in the second column (see second red arrow in figure 21).

		Ø #-	Q	
Itjupiter	Firefox Firefox Firefox	Preview:	3	
milkyway neodymium All	Front Row GarageBand Gemalto			
PLACES	 iChat iDVD Image Capture 	Name Saf		
Documents	☆ iMovie 図 iPhoto	Kind Ap Size 45.		
SEARCH FOR Today Sesterday	iSync iSync iTunes iWeb	Modified 5/2 Last opened Too Version 4.0		
Past Week All Images	Mail Photo Booth & Preview	More i	nfo) 🗕 2	
All Movies	QuickTime Player	elected, 235.9 GB available	Ш	

Figure 21

V.4 Open in 32-bit mode

Check the box « Open in 32-bit mode » (see first red arrow in figure 22) and close the window « Safari-Info » by clicking on « Close » (see second red arrow in figure 22). Restart your Internet browser Safari when done.

2	Safari 45.4 MB Modified: May 22, 2009 12:20 AM
▼ Spa	tlight Comments:
▼ Ger	ieral:
	(ind: Application (Intel)
1	Size: 45.4 MB on disk (37,608,536 bytes)
Wł	nere: /Applications
	ted: Friday, May 22, 2009 12:20 AM
	fied: Friday, May 22, 2009 12:20 AM sion: 4.0.4, Copyright © 2003–2009
vers	Apple Inc.
La	ibel: 🗙 🛄 🛄 🛄 🛄 🛄 🛄
1-	Open in 32-bit mode Open using Rosetta Locked
▶ Mor	e Info:
▶ Nan	ne & Extension:
▼ Prev	riew:
h. Cha	ring & Permissions:

Figure 22

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V.5 Additional modifications for Mac OSX 10.7

You have to open the Java Preferences on your Mac OSX 10.7 and check please if the Java Plug-in is activated:

0.0	Java I	Preferences	
	General Security		lvanced pplications
Java applications, applets, a use.	nd command line tools u Vendor	Se this order to deter	mine the first compatible version to
Java SE 6	Apple Inc.	64-bit	1.6.0_26-b03-383
Java SE 6	Apple Inc.	32-bit	1.6.0_26-b03-383
Options	Drag to chang	e the preferred order	Restore Defaults
Changes take	effect in browsers and Ja	ava applications the n	ext time you open them.

We advice you to clean the Java cache. To do this, please select « Network » in the Java Preferences.



Select « Delete Files » and validate with « ok »

General Security Network Advanced	
Network settings are used when making Internet connections. By default, Java applets ar applications use the network settings in the system network preferences. Only advance these settings.	
	twork Settings
☑ Keep temporary files for fast access:	
Select the location where temporary files are kept:	
/Users Library/Caches/Java/cache	Change
Select the compression level for JAR files: None \$	
Set the amount of disk space for storing temporary files:	
	1000 🔹 MB
View Cache Files Delete Files	Restore Defaults
Changes take effect in browsers and Java applications the next time you o	pen them.

After these checks you can close the Java Preferences.

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VI Stage 3: Activating the Signing Stick/Smartcard

VI.1 Accessing the activation page

Enter the address <u>http://activate.luxtrust.lu</u> in the Microsoft Internet Explorer or Mozilla Firefox Internet browser's address bar (see red arrow in figure 23)

••••	0 • C) 💌 (+ 🕜 http://	/activate.lu	xtrust.lu		LuxTrust S.A.
E	Apple	Yahoo!	Google Maps	YouTube	Wikipedia	News (116) 🔻	Popular
1	Ľ	UХ I	Trus	REC	THENTIFICAT NATURE ÉLE CONNAISSAN INTERNATIO	CTRONIQUE ICE LÉGALE	
	Accueil	LuxTrust	S.A. Produits	et solutions	Command	es de produits	Gestion Certificats

Figure 23

VI.2 Choosing the product

Click on the Smartcard image (see red arrow in figure 24) if have ordered a Smartcard, if you have ordered a Signing Stick click on the image of the Signing Stick (see second green arrow in figure 24).



Figure 24

VI.3 Configuration test

The LuxTrust page conducts a configuration test of your computer system *(see figure 25)*. As a result, you will receive a message when a required installation has not been completed or when the operating system or Internet browser are not officially supported by LuxTrust.

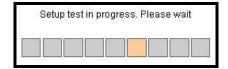


Figure 25

VI.3.a Test result: OK - Green

If your system is OK, i.e. if your configuration meets the requirements for the use of your Signing Stick on this computer, you will be guided automatically to the next screen in the activation process after 5 seconds.

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This type of message is displayed in green (see red arrows in figure 26). You may continue immediately with the activation procedure by pressing on "Continue the procedure" (see blue arrow in figure 26).

Setup test	
Your actual setup	
🗐 Operating system	✓Microsoft Windows XP
Browser	Mozilla Firefox 3
S JAVASCRIPT	Activated
🚢 JAVA plugin	Activated
🕹 JAVA	VJAVA 6
👼 Middleware LuxTrust	Gemalto 5.1,5 Middleware
Your setup is c	orrect. You can use your product.

Figure 26

VI.3.b Test result: Not OK - Yellow

If one of your system's configuration elements does not correspond with the elements officially supported by LuxTrust, whether this is your operating system, the Internet browser that you are using or another element of your configuration, this will be displayed. This screen will indicate the element(s) in question together with an explanation as to why this component is problematic. If possible, the screen will indicate the options for resolving the problem and an entire list of all supported setups (see green arrow in figure 27).

This type of message is displayed in yellow (see blue arrow in figure 27). You have the option of continuing despite the activation procedure message by pressing on "Continue the procedure" (see red arrow in figure 27). However, LuxTrust cannot guarantee that this will operate and in such cases cannot provide technical help.

Your actual setup	
💷 Operating system	✓Microsoft Windows XP
Browser	? Opera 9
S JAVASCRIPT	✓Activated
🚢 JAVA plugin	Activated
🖆 JAVA	VJAVA 6
👼 Middleware LuxTrust	Gemalto 5.1.5 Middleware
Your computer's setup is not the s The support for this browser 	

Figure 27

VI.3.c Test result: Not OK - Red

The configuration test has revealed that your system configuration does not meet the requirements for activating and using your LuxTrust product. One or a number of your configuration elements do not meet the requirements. A set of explanatory elements indicate why it isn't operating and, if possible, indicate what you need to do to resolve the problem.

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This type of message is displayed in red (see red arrow in figure 28). You have the option of continuing despite the activation procedure message by pressing on "Continue the procedure" (see blue arrow in figure 28). However, LuxTrust cannot guarantee that this will operate and in such cases cannot provide technical help.

Test de votre configuration	
Votre configuration actuelle	
💷 Système d'exploitation	✓Microsoft Windows XP
🥥 Navigateur internet	✓Mozilla Firefox 3
📓 JavaScript	✓Activé
🚢 Plugin Java	×Désactivé
🖆 Java	Non testé
	stème ne permet pas d'effectuer l'action demandée.
© LuxTrust -	all rights reserved

Figure 28

VI.4 Choosing the product to be activated

Check if your Product is displayed in the list of LuxTrust products to be activated (see red arrow in figure 29).

Choose product	
Now please connect your product tour computer.	
- insert your Smartcard in your card reader	
or	
- insert your chip in your USB Stick and insert the Signing Stick in a free USB port of your computer	
The select the certificate that you want to activate in the list below.	
WARNING : If you have not yet proceeded to the first change of your initial PIN, please refer to the following pro insérer lien vers la FAQ correspondante])cedure : [à
Product to be activated :	
Signing Stick TEST PRIVATE - Majeur SST 14 - 5000 0447 4605 🛛 👻 🔁	
Next	

Figure 29

If it is not included in the list, please check that your Signing Stick is correctly connected to the computer and that the chip is inserted correctly into the Signing Stick.

If it is not included in the list, please check if the Smartcard is correctly plugin in the reader and if the reader is correctly connected to the Pc.

Click on the "Next" button (see blue arrow in figure 29).

If you have connected several Signing Sticks with inactivated chips to your computer, the list contains all of these cards and you must select one of these.

VI.5 Entering the PIN

On your computer screen, enter the PIN in the box entitled "PIN Code" as shown by the first red arrow in figure 30

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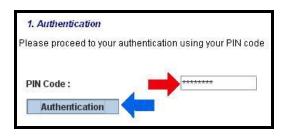


Figure 30

Click on the "Authentication" button (see red arrow in figure 30).

VI.6 Inputting the Challenge questions

The "Challenge questions" and the answers that you provide at this stage will enable you to subsequently, and throughout your product's lifetime, suspend, reactivate and revoke the product by telephone. This may be necessary if for example your Signing Stick is stolen. You can thus cancel your Certificate 24 hours a day, 7 days a week by telephone, thereby ensuring that the person who has stolen your Token cannot access your bank accounts or any other electronic applications.

Select a question by clicking on the box (see first red arrow in figure 31) and provide the answer to this question by typing in the box below (see first blue arrow in figure 31). Proceed in the same way for the two other question-answer sets as shown respectively by the other red and green arrows.

	g your certificate you might want to contact our Hel r, please select three questions and your persona	
Question 1 :	-	×
Answer 1 :		
Question 2 :		~
Answer 2 :	-	
Question 3 :		~
Answer 3 :		



Important: Select question-answer sets that only you will know the answer to and that only you will know the answer to in the future.

After you have selected three different questions and have provided three answers, click on the "Next" button (see blue arrow in figure 31).

VI.7 Entering the activation code

Enter the activation code in the box indicated (see red arrow in figure 32).

The activation code was chosen by yourself upon ordering.

The activation code is a code that LuxTrust has recommended its customer to use, for example, the last five numbers of their identity card.

• If you have placed your order via the LuxTrust web site, the activation code is indicated in the order form that you have filled out on the LuxTrust web site. The order form is also sent to you by e-mail if you have indicated a valid e-mail address when placing your order.

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• If you have placed your order via an Internet Banking application, the activation code is sent to you by e-mail to your Internet banking application inbox.

Status of signature certificate :	? Suspended
Status of authentication certificate :	? Suspended
Activation code	
	LuxTrust's website, you will find your activation code on the order form that you
have received via e-mail.	n LuxTrust's website, you will find your activation code on the order form that you

Figure 32

Once the activation code has been entered, click on the "Activate" button (see blue arrow in figure 32).

VI.8 The certificate is activated

The certificate is now activated. The final screen (figure 33) is displayed.

4. Summary of your activation	
Status of signature certificate :	✓ Activated
Status of authentication certificate :	✓ Activated
Your certificate has been activated. ATTENTION: Please note that a delay of applications.	4 hours may be needed for your certificate to be recognized in all online
Thank You for choosing LuxTrust produc	ts

Figure 33

The activation is effective immediately. However it may take up to four hours for the activation to be recognised by an application that you wish to connect to (for example: web banking, ccp connect, s-net, Bilnet, guichet.lu, etc.).

The information on a given application as well as any problems relating to a given application is outside the scope of LuxTrust's mandate. Please contact the application supplier for any questions that you may have.

If you are not sure whether your LuxTrust product has been activated or if you wish to check whether activation has been successful, you can consult the <u>http://test.luxtrust.lu</u> page. You can gain direct access to this page by clicking on the above link if you are viewing this document online.