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

- 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.

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

- Validly ordered a Smartcard (also see http://orders.luxtrust.lu) and the reader, https://readers.luxtrust.lu

- Received your LuxTrust Smartcard by post (see image opposite)

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

- 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.

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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.

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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.
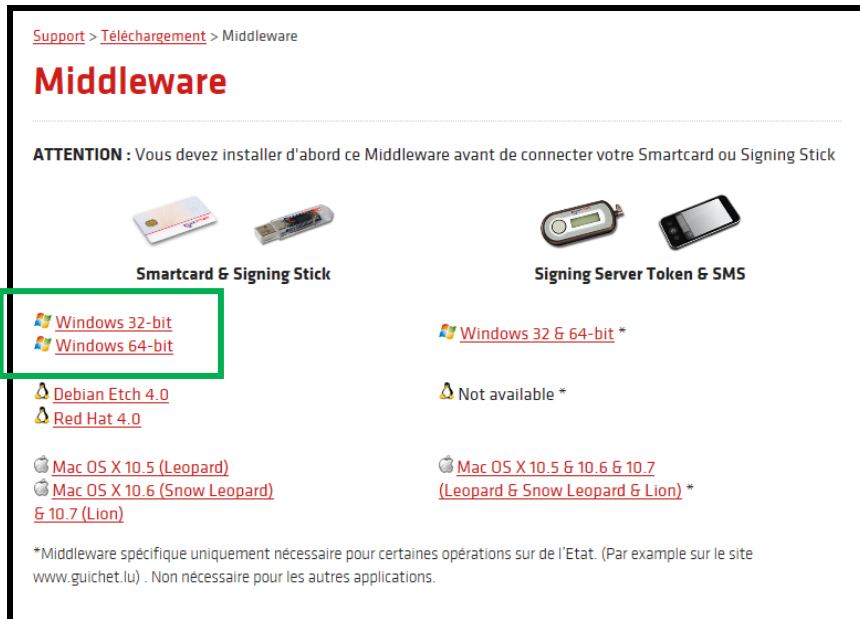
Figure 3

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.

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III.3   Downloading and running the MiddleWare

Click on the "Run" button *(see red arrow in figure4).*

Figure 4

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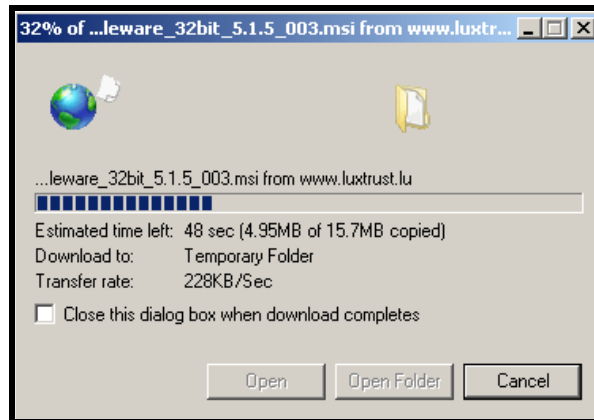
Figure 5

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).*

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Figure 6

III.4 Beginning installation

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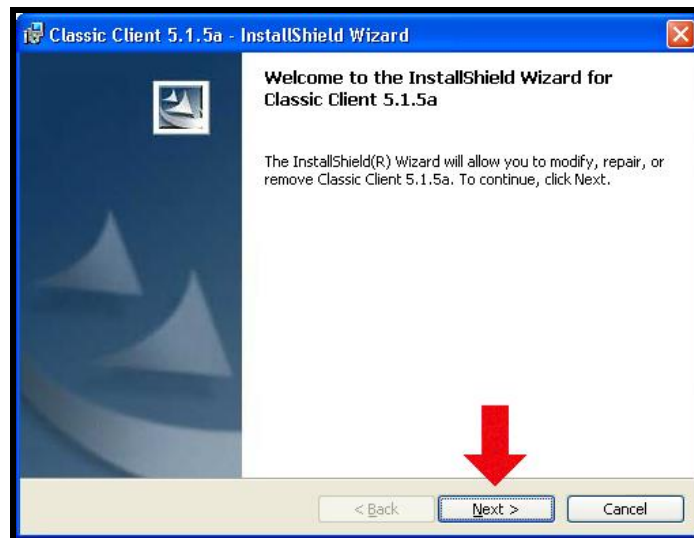
Figure 7

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).*
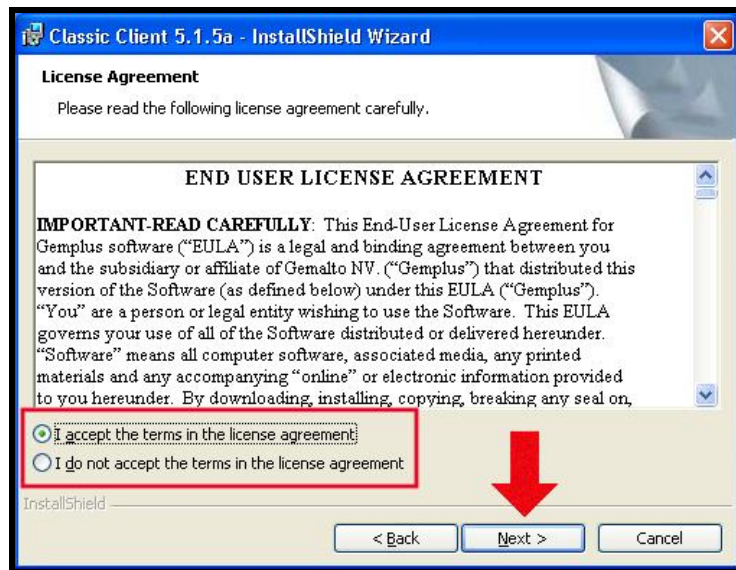
Figure 8

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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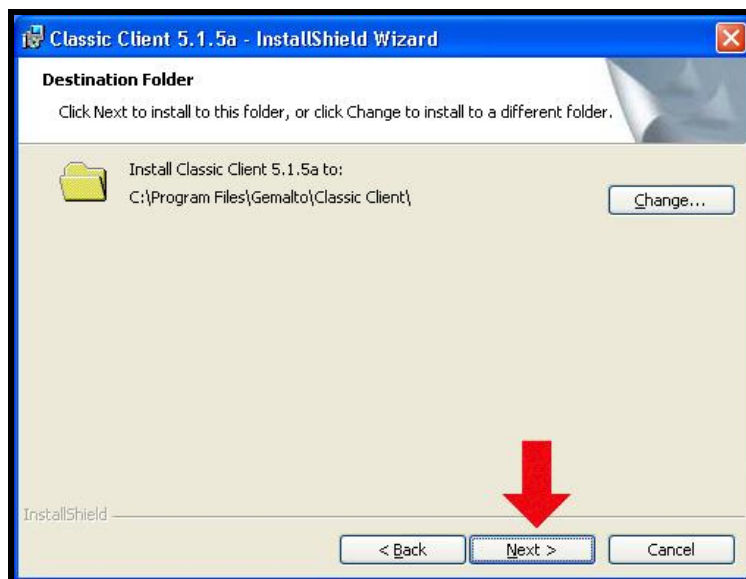
Click on the "Install" button *(see red arrow in figure10).*
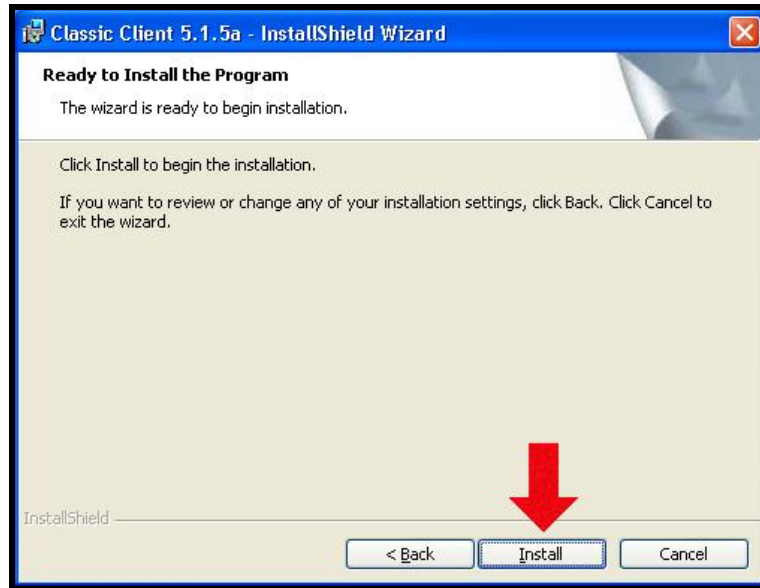
Figure 10

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.

Figure 11

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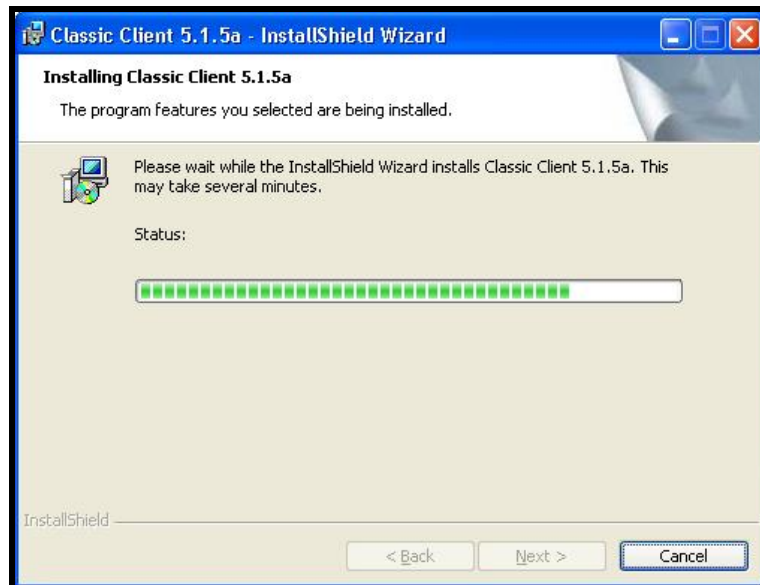
III.7 Finishing the installation

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

Figure 12

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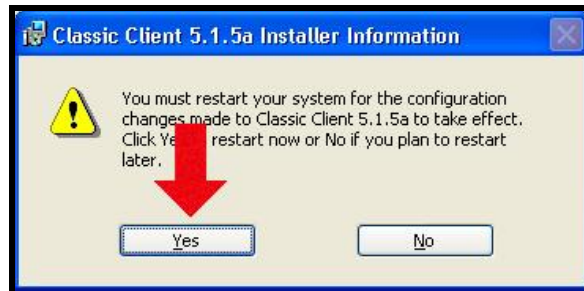
Figure 13

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.

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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.
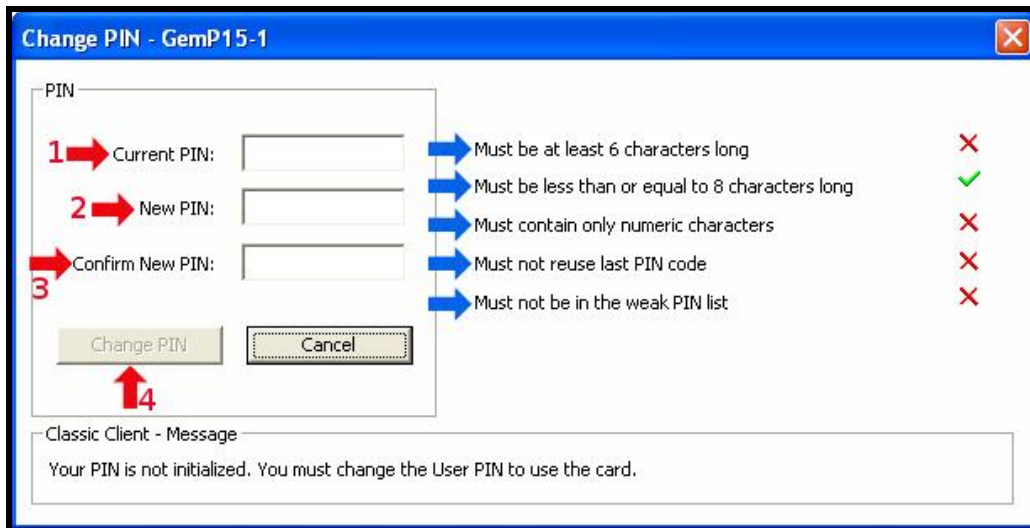
Figure 14

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.

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- 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

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V   Activating the Signing Stick/Smartcard

V.1   Accessing the activation page

Enter the address https://activate.luxtrust.lu 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.
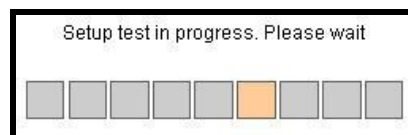
Figure 18

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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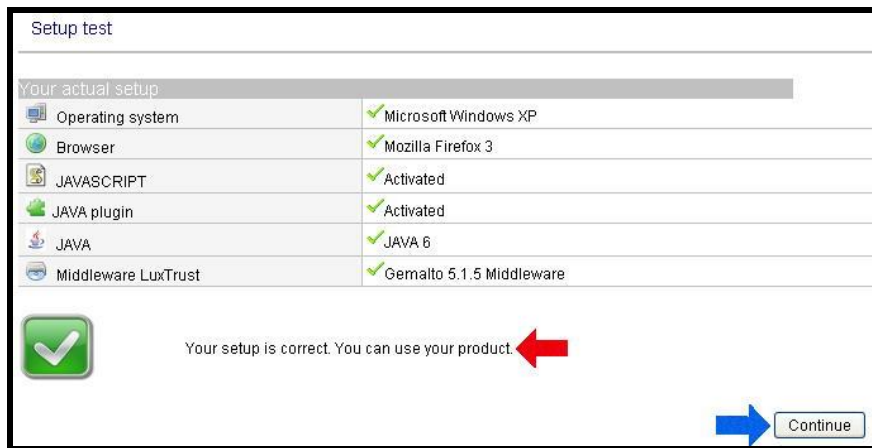
Figure 19

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.
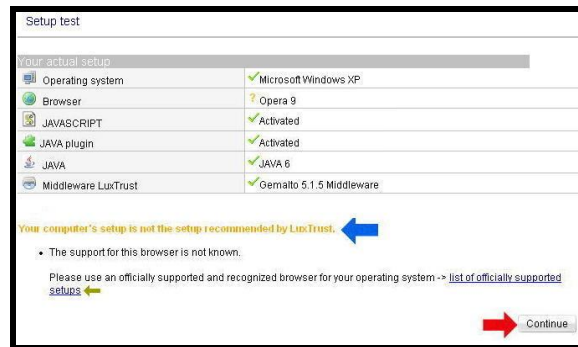
Figure 20

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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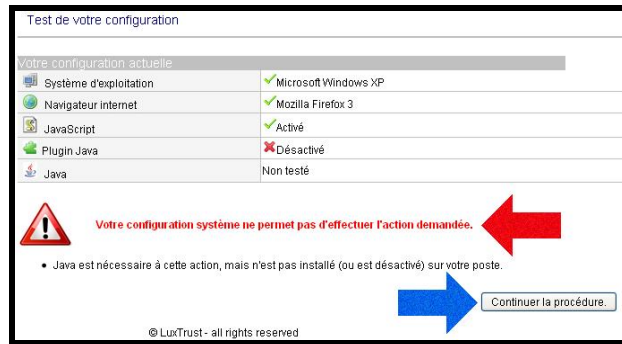
Figure 21

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).*
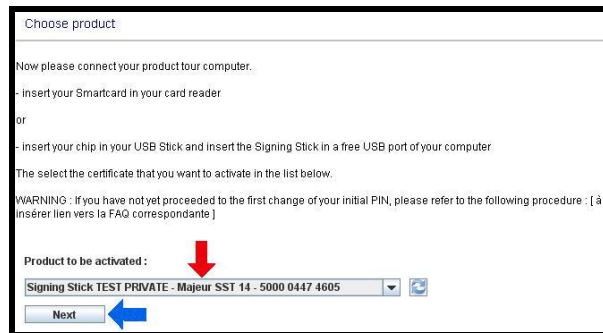
Figure 22

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.

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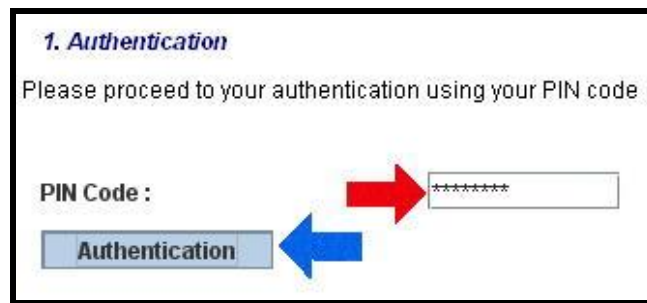
Figure 23

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.
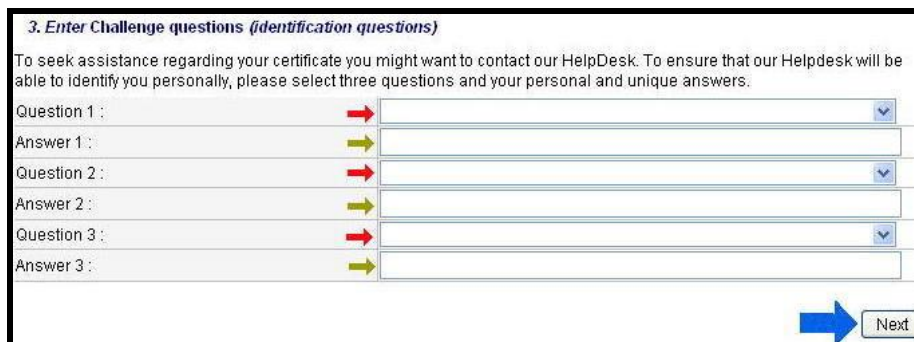
Figure 24

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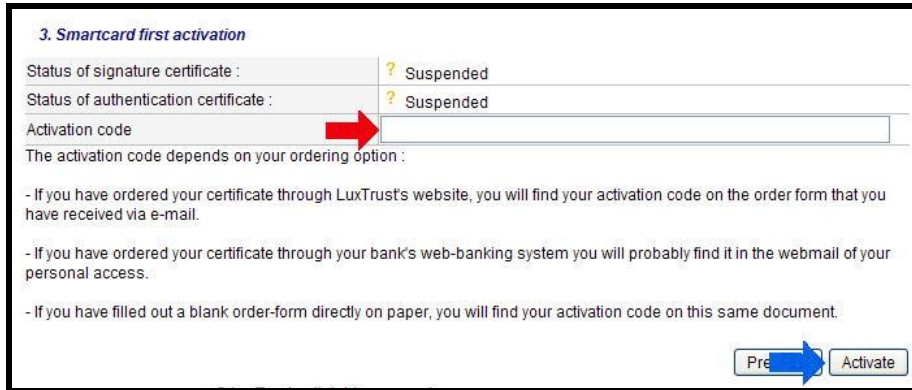
Enter the activation code in the box indicated *(see red arrow in figure 25).*

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.

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- 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.

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.

Figure 26

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 http://test.luxtrust.lu 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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Activation procedure for LuxTrust Signing Stick/Smartcard on Mac OS X

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** 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:

- 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

- 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.

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

- Validly ordered a Smartcard (also see http://orders.luxtrust.lu) and the reader: https://readers.luxtrust.lu

- Received your LuxTrust Smartcard by post (see image opposite)

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

- 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.

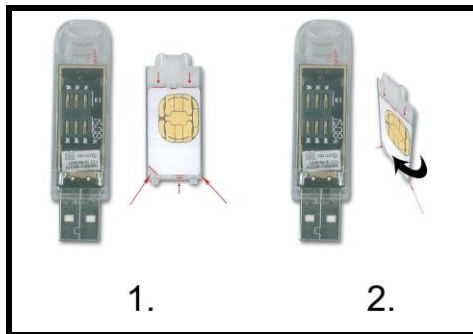## I.3   The purpose of the activation procedure

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.

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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).*
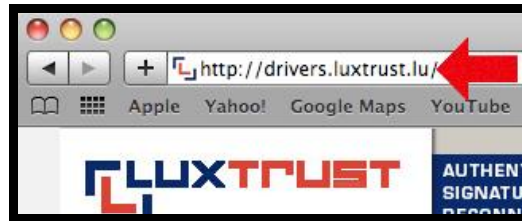

Figure 2

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.

Figure 3

> 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.

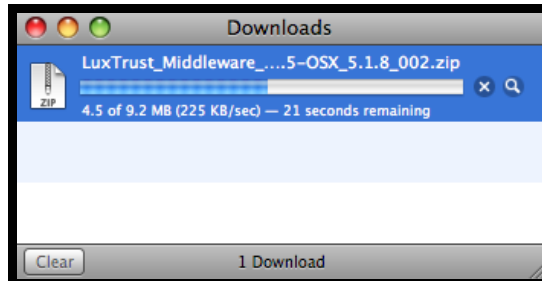Wait until the download is completed *(see figure 4).*

Figure 4

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

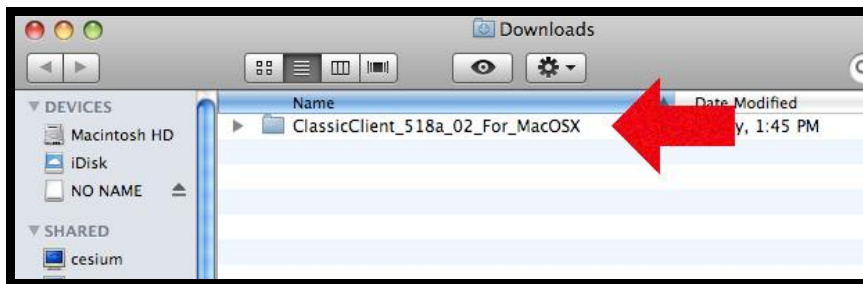Open the « Downloads » directory containing the folder « ClassicClient… »*(see red arrow in figure 5).*

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).*
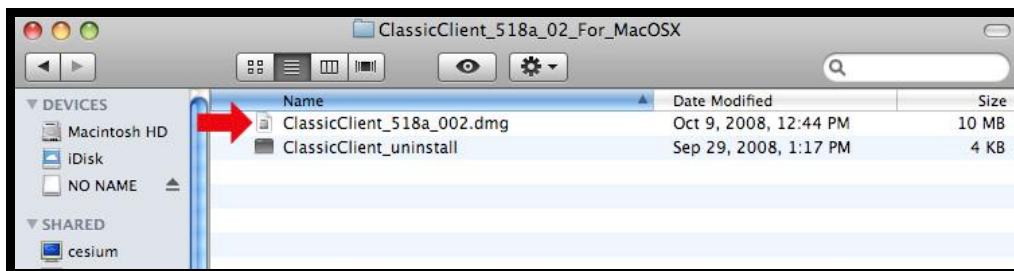

Figure 6

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III.4 Running the « ClassicClient_Package »

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

Figure 7.
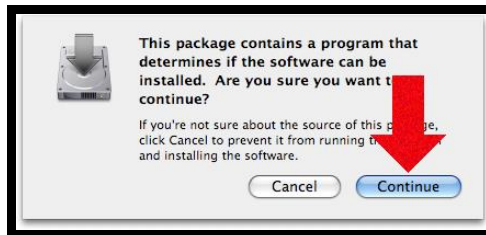
Click on the button « Continue » *(see red arrow in figure 8)*.

Figure 8

III.5 Beginning the installation

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

Figure 9

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

Figure 10

III.6 Accepting the general licence conditions

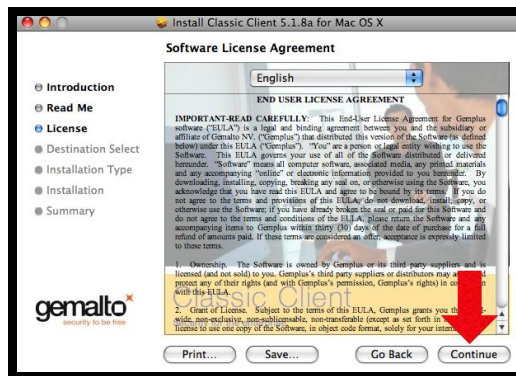Click on the button « Continue » *(see red arrow in figure 11).*

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).*
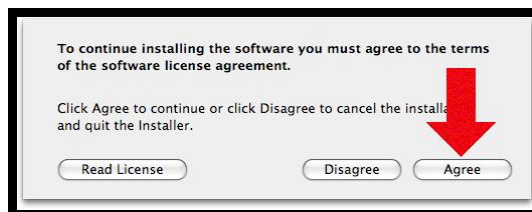

Figure 12

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).*

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).*
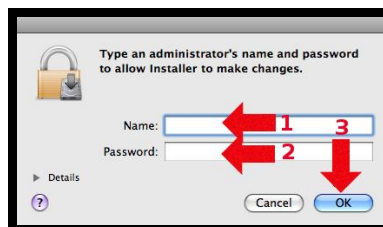

Figure 15

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III.9 Finishing the installation

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.
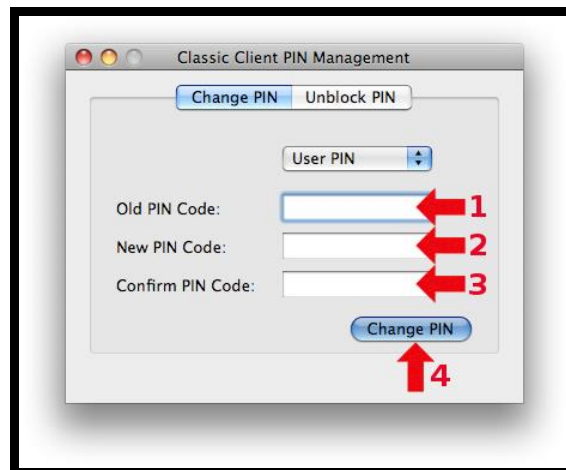

Figure 17

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.

Figure 18

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

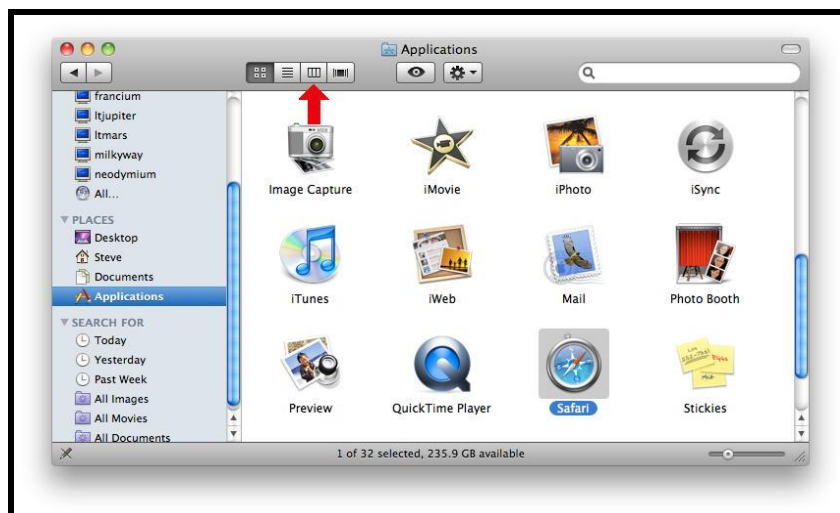Click on the icon showing three columns *(see red arrow in figure 20).*

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).*
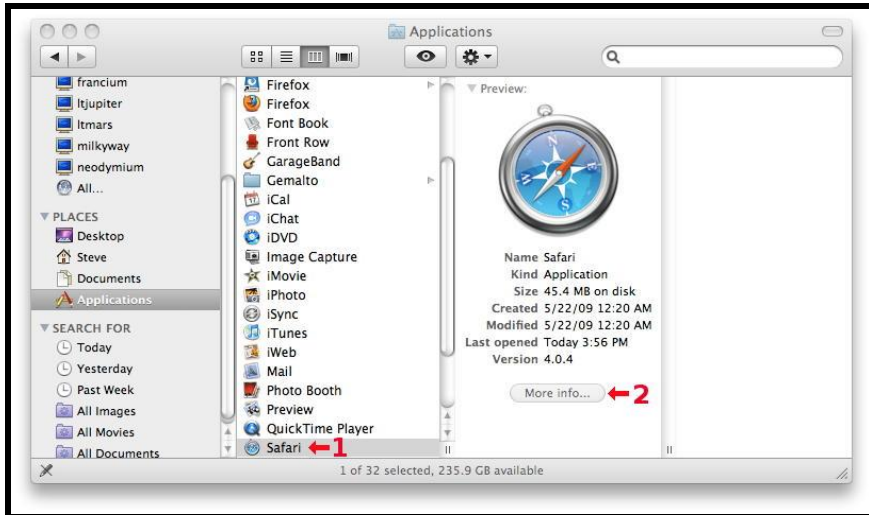

Figure 21

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.
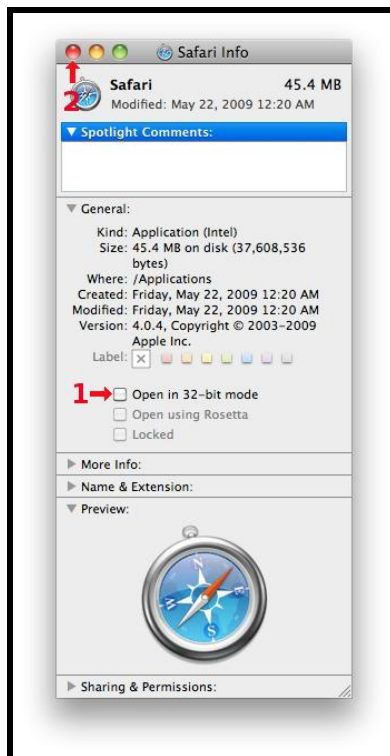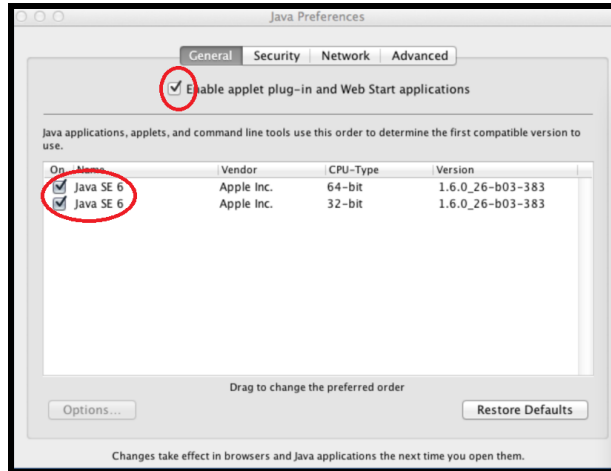

Figure 22

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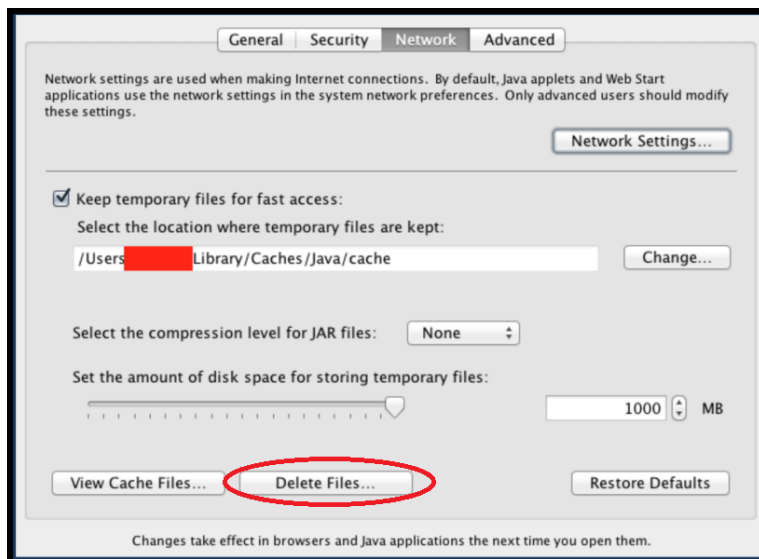## V.5 Additional modifications for Mac OSX 10.7

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

We advice you to clean the Java cache. To do this, please select « Network » in the Java Preferences.
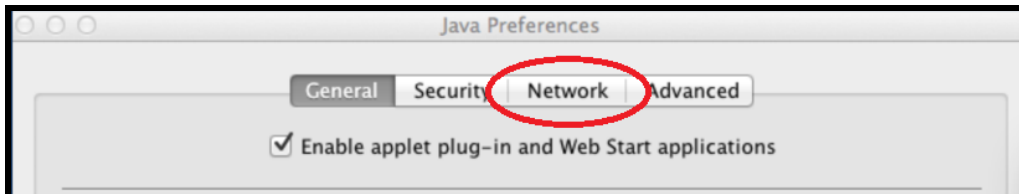
Select « Delete Files » and validate with « ok »

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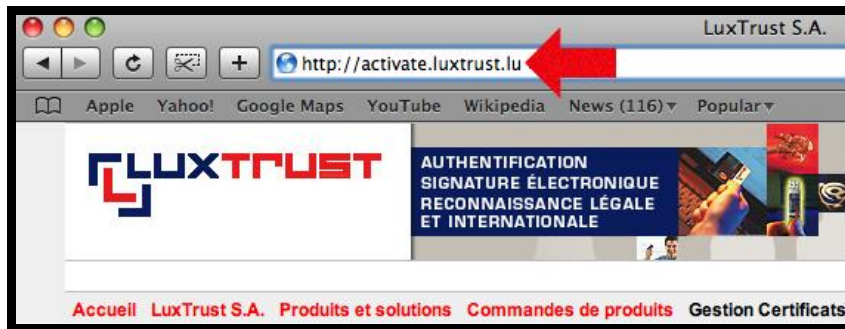

Figure 23

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.
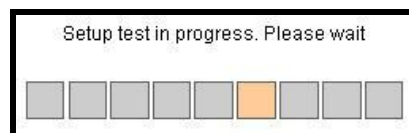

Figure 25

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).*
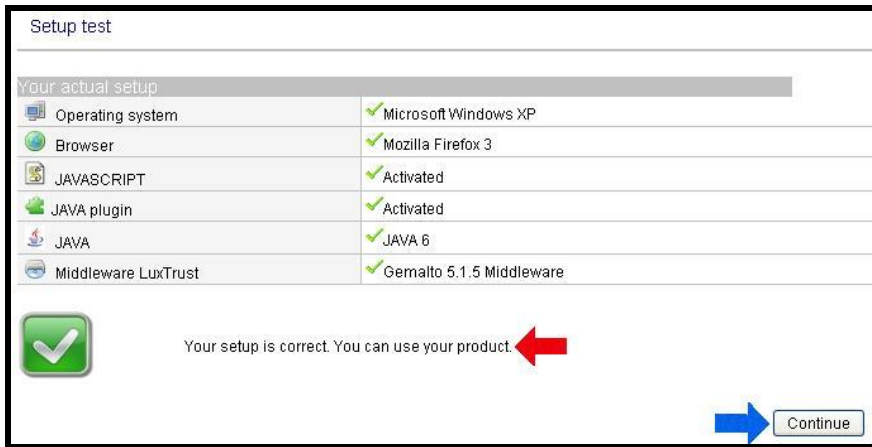

Figure 26

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.
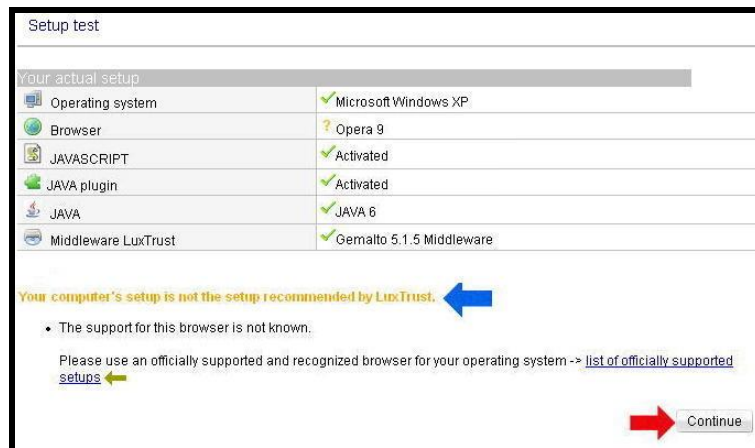

Figure 27

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.
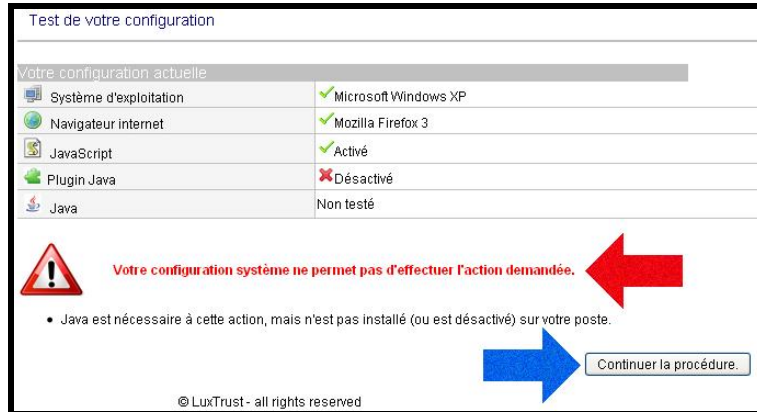

Figure 28

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).*
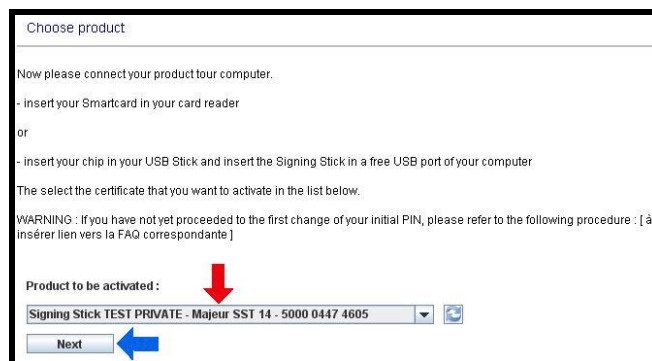

Figure 29

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.
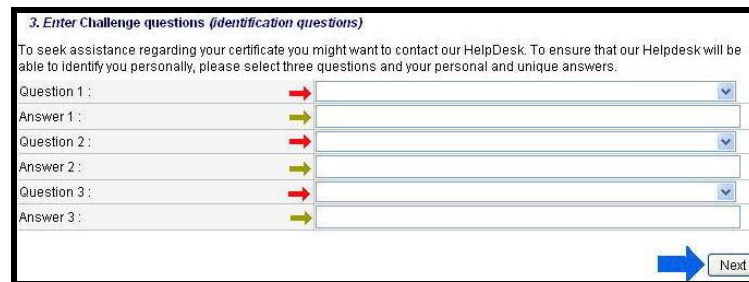

Figure 31

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.
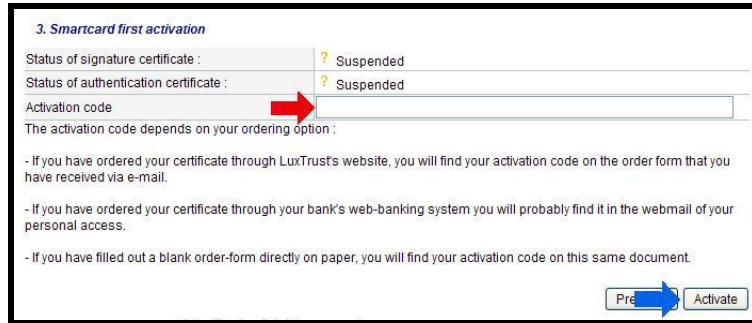

Figure 32

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

VI.8 The certificate is activated

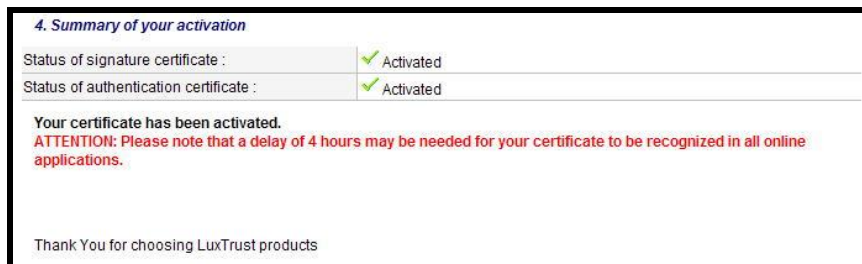The certificate is now activated. The final screen (figure 33) is displayed.

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 http://test.luxtrust.lu 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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