

## Lifespan of Netrust certificate

The certificate has a lifespan of 3 years from the date of issue. Netrust Certificate renewal is automatic as long as Electronic Service Agents continue to use and pay for the certificate subscription annually.

Online certificate renewal will occur much earlier before the actual expiry; between the 11<sup>th</sup> and 14<sup>th</sup> month from the date of expiry.

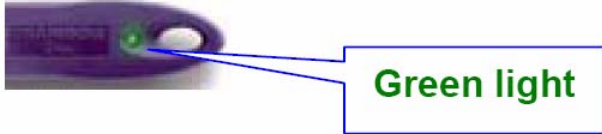
Should your certificate become invalid due to failure to renew certificate, please submit the Certificate Management Request Form (Annex C) to Netrust to carry out a certificate recovery. This service is chargeable as stated in the Netrust FAQ attached.

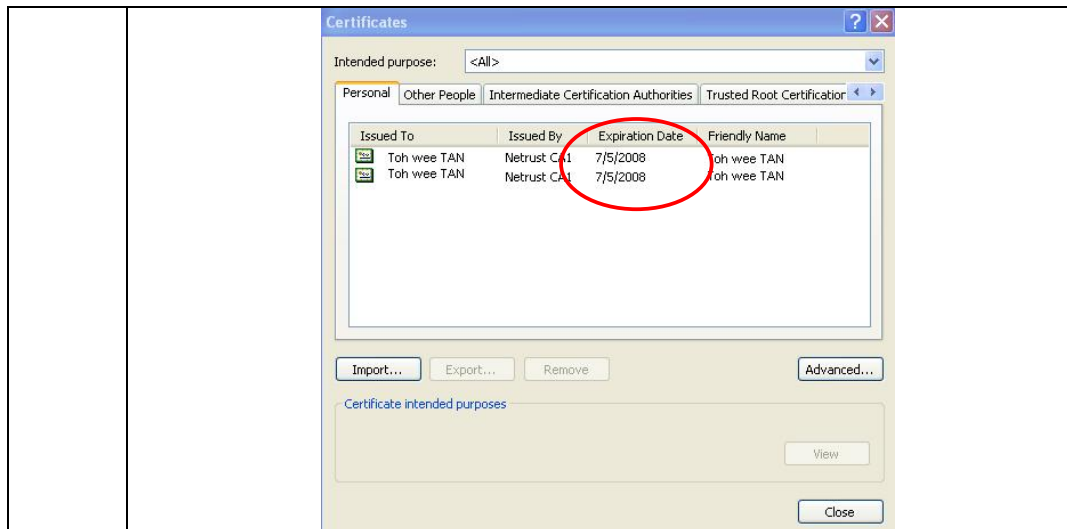
To facilitate the online renewal of the Netrust certificate, the user has to login to the certificate client software - **Entelligence**. Entelligence will then connect to Netrust PKI servers over the Internet to update the ESA agent's certificate.

Internet access is required for Entelligence to update the certificate. In addition, if you are using a corporate firewall, firewall ports 829 and 389 must be open. It is through those two ports that Entelligence communicate with the Netrust PKI servers to update the user certificate.

## Checking the expiry date of Netrust certificate

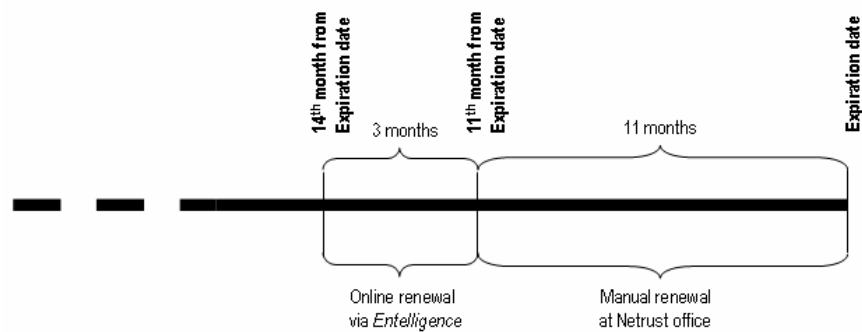
Please perform the following steps to determine the expiry date of your Netrust certificate.

<p><b>Step 1</b></p>	<p>Insert the USB token into the computer, and ensure that the green light on the token is lighted.</p> 
<p><b>Step 2</b></p>	<p>Launch the Internet Explorer.</p> <ul style="list-style-type: none"> <li>• Click on "Tools" &gt; "Internet Options" &gt; "Content" tab&gt; "Certificates" &gt; "Personal" tab.</li> <li>• Check the certificate present under the "<b>Personal</b>" tab.</li> </ul>



- “Expiration Date” will show the expiry date of the Netrust certificate.
- Online renewal of the Netrust certificate via Entelligence is possible only :
  - During the 3-month window, between the 11<sup>th</sup> and 14<sup>th</sup> month from the Expiration date of the certificate.

*NOTE: If the above 3-month online renewal window was missed, please proceed to the Netrust office with the USB token and login password to have the certificates manually renewed.*

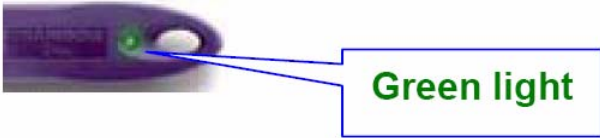




## **Online Renewal of the Netrust certificate**

Online renewal of the Netrust certificate via Entelligence is possible only during the 3-month window, between the 11<sup>th</sup> and 14<sup>th</sup> month from the Expiration date of the certificate.

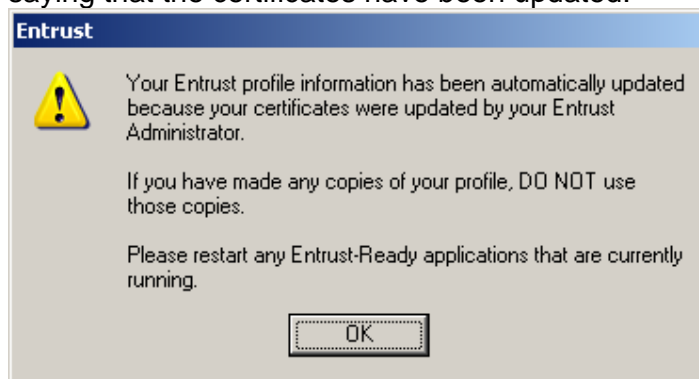
*NOTE: If the above 3-month online renewal window was missed, please proceed to the Netrust office with the USB token and login password to have the certificates manually renewed.*


- Please ensure that you have installed the “Entelligence7” software found in the Netrust installation CD.
  - Please refer to the “Troubleshooting Installation of Entelligence7 and Datakey” further below to confirm that the software is installed.
- Once the necessary software is installed, please refer to the following steps to renew the Netrust certificate.

<b>Step 1</b>	Insert the USB token into the computer, and ensure that the green light on the token is lighted. 
<b>Step 2</b>	Right-click on the icon with a yellow-key and a red-cross to login to the token. 
<b>Step 3</b>	Click “Log In to Entrust”. 
<b>Step 4</b>	<ul style="list-style-type: none"> <li>• Your user profile with your name should appear in the “Profile name” box, type in your corresponding password in the “Password” box.</li> </ul>



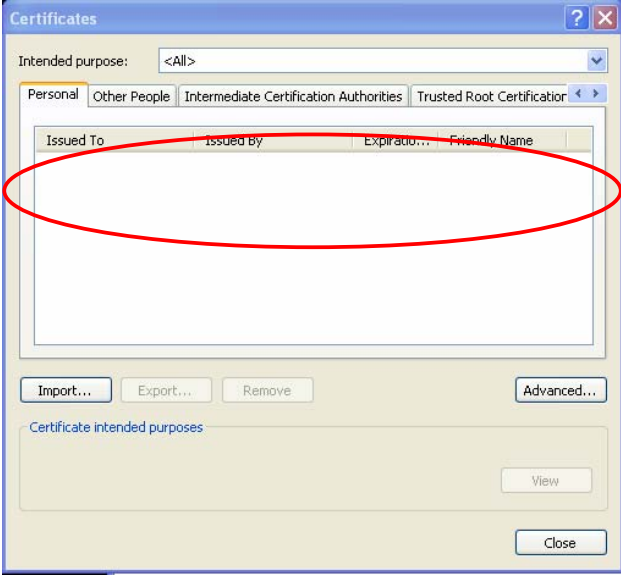
- After you have entered the password successfully, the Entrust client will begin performing the key update in the background. This will take about 3 mins. **DO NOT REMOVE THE TOKEN DURING THIS PERIOD.**
- At the end of the update, the following window will appear saying that the certificates have been updated.



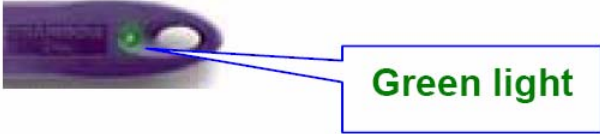

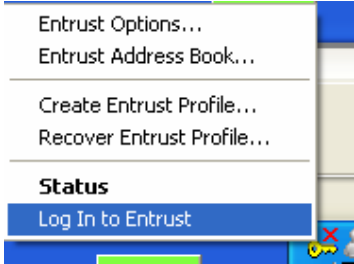
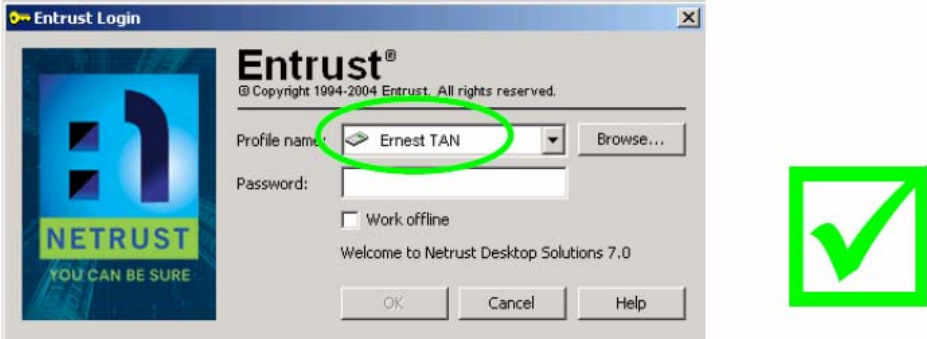

- Click "OK", and the red-cross at the bottom right corner should also disappear, leaving the yellow-key. 

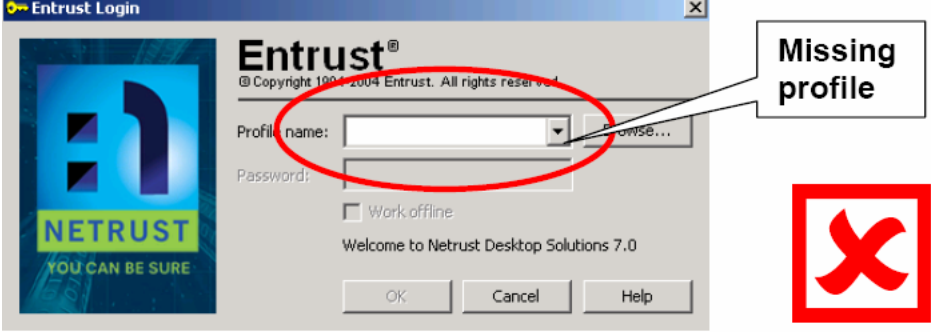

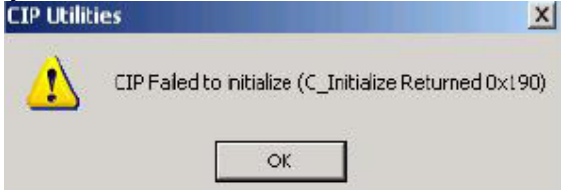
**Step 5**

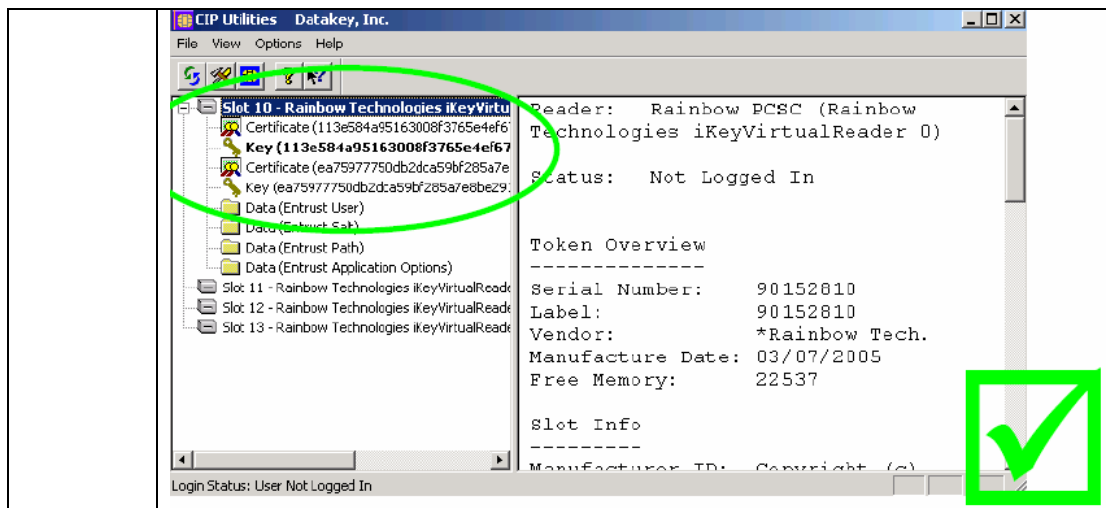
Proceed to using the Internet Explorer browser to confirm that the "Expiration date" has been extended.

<p><b>Step 6</b></p>	<p>At this step, remove the USB token from the computer, and close the Internet Explorer browser.</p> <p>WITHOUT the token inserted, re-launch the Internet Explorer.</p> <ul style="list-style-type: none"> <li>Click on “Tools” &gt; “Internet Options” &gt; “Content” tab&gt; “Certificates” &gt; “Personal” tab.</li> </ul>  <ul style="list-style-type: none"> <li>Ensure that there are no certificates located in the “Personal” tab window. If there are, click on the certificates and select “Remove”. Repeat this until all certificates have been removed.</li> <li>Close the Internet Explorer browser</li> </ul>
<p><b>Step 7</b></p>	<p>Insert the USB token, re-launch the Internet Explorer browser, and attempt to login to LTALink.</p>

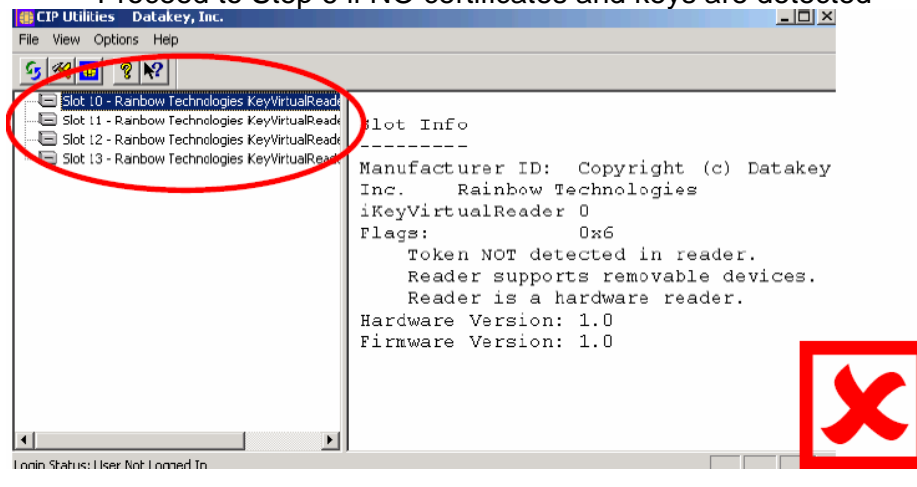
## Troubleshooting Installation of Entelligence7 and Datakey

<b>Step 1</b>	<p>Insert the USB token into the computer, and ensure that the green light on the token is lighted.</p> 
<b>Step 2</b>	<p>Right-click on the icon with a yellow-key and a red-cross to login to the token. </p>
<b>Step 3</b>	<p>Click “Log In to Entrust”.</p> 
<b>Step 4</b>	<ul style="list-style-type: none"> <li>Your user profile with your name should appear in the “Profile name” box, type in your corresponding password in the “Password” box.</li> </ul>  <ul style="list-style-type: none"> <li>After you have logged on successfully, the red-cross should disappear, leaving the yellow-key. </li> <li>If your profile is not seen in the “Profile name” box, proceed to Step 5</li> </ul>

	
<p><b>Step 5</b></p>	<p><u>Check for certificates and keys</u></p> <ul style="list-style-type: none"> <li>To check if the USB token can be read by the computer, go to...</li> <li>“START” &gt; “All Programs” &gt; “Datakey CIP” &gt; “Crypt32” &gt; “CIP Utilities”</li> </ul>  <ul style="list-style-type: none"> <li>If the following message “CIP Failed to initialize” appears, Datakey CIP might not be compatible with the PC’s operating system. When this happens, proceed to <b>Step 6</b> to uninstall Datakey CIP.</li> </ul>  <ul style="list-style-type: none"> <li>If Datakey CIP is working correctly, the following certificates and keys can be seen from the CIP Utilities window</li> </ul>



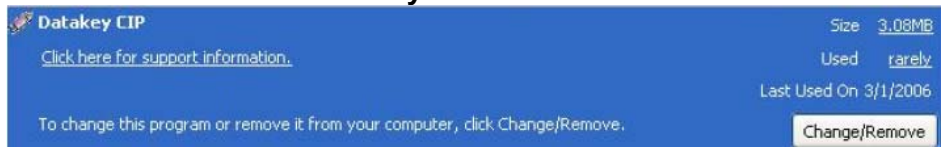
- Proceed to Step 6 if NO certificates and keys are detected



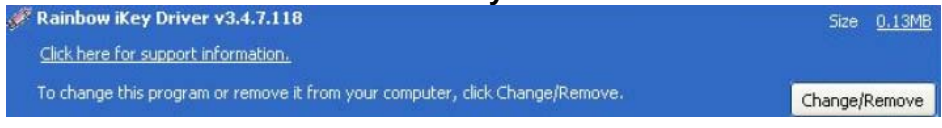
**Step 6**

**Uninstall & Reinstall Datakey**

- To uninstall Datakey CIP go to...
- “START” > “Control Panel” > “Add or Remove Programs”
  - Remove **Datakey CIP**



- Remove **Rainbow iKey Driver**



	<ul style="list-style-type: none"> <li>• For Windows 2000 and Windows XP users download             <ul style="list-style-type: none"> <li>○ Datakey (~22MB) from the following Internet link... <a href="https://ssl.netrust.net/ssl/download/Italink/datakey20.zip">https://ssl.netrust.net/ssl/download/Italink/datakey20.zip</a></li> <li>○ Entelligence7 (~11MB) from the following Internet link... <a href="https://ssl.netrust.net/ssl/download/Italink/entel7.zip">https://ssl.netrust.net/ssl/download/Italink/entel7.zip</a></li> </ul> </li> <li>• REBOOT/RESTART your computer after un-installation of the Datakey CIP and iKey drivers.</li> </ul>
<b>Step 7</b>	<p>Checks after re-installing Datakey and Entelligence</p> <p>Go to <b>Step 4</b> to check if certificate and keys are present Go to <b>Step 2</b> to log in to Entrust</p>



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