
Netrust Pte Ltd



Netrust Digital Signer

FAQ

CORENET

Version 1.02



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Prepared By: Alexander Kong
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1.0 Introduction

This document will assist to answer most of the frequently asked questions about Netrust Digital Signer.

2.0 Questions on how to do the installation

Please refer to the Installation Guide for instructions.

3.0 Questions on how to use Netrust Digital Signer

Please refer to the Netrust User Manual Guide for information/steps.

4.0 Questions on Registration of a Certificate

You may travel down to Netrust to register for a Digital Certificate

Netrust Pte Ltd

Address : 70 Bendemeer Road, #05-03, Singapore 339940
Telephone : (65) 62121388
Fax : (65) 62121366
Web : <http://www.netrust.net>

The prices of the certificate are as follow:

Item	Price(SGD)
V7 Netrust Digital Certificate	50
Registration Fee	10
SafeNet Token	100

You will require the following documents

- NRIC / Passport / Work Permit / Employment Pass
- Netrust Application Form (From Netrust Website)
- Letter of Authorization (Corporate Application)/Successful Application for Builder License (AP Builders)
- QP Professional Certificate (For qualified Professionals only)

5.0 Frequently Asked Question

Question : What do I do when my Token certificate has expired?

Answer : You can renew your certificate using EESP or travel down to Netrust and the customer service officer will renew it for you.

Note: A payment of \$10.70 is required

Question : What is EESP

Answer : EESP is the short form for Entrust Entelligence Security Provider. It is a integral program provided with Netrust Digital Signer. The main use of the EESP is to renew your certificate

Question : What do I do if I forget my Token password?

Answer : You may travel down to Netrust with and the customer service officer will assist to recover the certificate for you.

Question : Do I need internet connection to use Netrust Digital Signer?

Answer : No, all authentication process is done offline through the Safenet Token issued to you

Question : Where/Whom can I get help from if I encounter any problems?

Answer : The [HELP] function of Netrust Digital Signer shows a list of site to download all the documentation. Alternatively you can call Netrust Customer Service at (65) 62121388

Question : I have exceeded the number of tries for my Token password, what do I do?

Answer : You may travel down to Netrust with and the customer service officer will assist to unlock it for you.

Question : Can I sign using my Netrust Smartcard v3 on the Netrust Digital Signer?

Answer : No, you need a Safenet Token issued by Netrust to perform signing on the Netrust Digital Signer.

Question : Can I save my Token password to a specify computer, so I do not have to retype it every time?

Answer : Due to security purposes, it is not advisable to do so.

Question : What is the System Requirement to use Netrust Digital Signer

Answer : Hardware:

1. Pentium IV & above with 512 RAM. Software installation requires up to 400MB.

Operating Systems Supported

1. Microsoft Windows 2000 SP4 / Windows XP / Windows Vista / Windows 7 and 8

Software Installation Requirement

1. SAC Driver, Netrust Digital Signer, Microsoft .Net Framework 2.0, Entrust Entelligence Security Provider(Optional)

Question : What are the IPs and Ports required by Netrust Digital Signer

Answer : V7 Certificate – 67.205.119.196:80; 203.116.162.138:829; 203.116.162.138:709;
203.116.162.168:389

Note: Netrust Digital Signer can work without any internet connection

Question : What are my responsibilities for using the Netrust (NetID) digital Certificate?

Answer : The Crypto-card/USB token with the Netrust (NetID) digital Certificate (certificate) is like an identity card. The onus is on the Applicant to safeguard his/her card/token. If the card/token is stolen or lost, it must be reported to Netrust Pte Ltd immediately so that Netrust can revoke it. The password must always be kept private and confidential. There will be legal implications if the card/token is transferred or used by another person for unauthorized activities. The Applicant shall be held liable in the event of any breach of trust.