



**Netrust Digital Signer
Troubleshooting Guide
CORENET
Version 2.0**

Netrust Digital Signer Troubleshooting Guide

Version: 2.0
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Date Created: 15th April 2013

Revision History

Date	Version	Description	Author
07 th October 2008	1.0	First Issue	Lim Sheng Yong
15 th April 2013	2	Second Issue	Alexander Kong

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1.0 Introduction

This document is to provide user with solution(s) when an error occurred while using Netrust Digital Signer.

2.0 Notations

[Button Name] : Name of Button
{Area Name} : Name of Area
<Form Name> : Name of Form

3.0 Problems during Installation

Please refer to the Installation Guide found in the Netrust Digital Signer Installation CD or you can download from <http://www.netrust.net/corenet/installation.pdf>

4.0 Problems when using Netrust Digital Signer

Please refer to the Netrust Digital Signer User Manual Guide found in the Netrust Digital Signer Installation CD or you can download from <http://www.netrust.net/corenet/NDS User Guide.pdf>

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5.0 Error Message and Solution

Signing of file(s)		
Error Message	Occur when	Solution
No files have been selected for signing	There are no files listed in the {Work Area} when performing digital signing using the [Sign] button.	<ol style="list-style-type: none"> 1. Select target folder from {Folders Area} 2. Double-click on the required file(s) from the {Files Area} <p>*Repeat Step 1-2 for files in different folders</p> <ol style="list-style-type: none"> 3. Ensure it is listed in the {Work Area}
Please Remove All Token Except User Token	More than 1 token is inserted	Ensure all other token except your personal token is removed
Unable to sign C:\SAMPLE.doc. No valid tokens issued by Netrust were found	No token is inserted	Ensure that your token is inserted into the USB port

Extraction of file(s)		
Error Message	Occur when	Solution
No files have been selected for extraction	There are no files listed in the {Work Area} when performing extraction using the [Extract] button.	<ol style="list-style-type: none"> *1. Select target folder from {Folders Area} *2. Double-click on the required file(s) from the {Files Area} <p>*Repeat Step 1-2 for files in different folders</p> <ol style="list-style-type: none"> 3. Ensure it is listed in the {Work Area}

C:\SAMPLE.doc is not a valid ENT signed file	Extraction is done on an	Ensure the file is a valid ENT
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	invalid ENT file.	file with *.ent extension before extraction.
Error verifying V3 signed file, C:\SAMPLE.doc\ Unable to open V3 profile! Check whether full path to the profile location is provided in the NConfig.ini in your system folder	V3 profile is missing	<ol style="list-style-type: none"> 1. Open the file C:\WINDOWS\ system32\NConfig.ini 2. Check the location of the V3 profile. 3. Ensure that the V3 profile is in the location specify in NConfig.ini
Error verifying V3 signed file, C:\SAMPLE.doc\ Unable to open Entrust.ini! Check whether full path to the profile location is provided in the NConfig.ini in your system folder		<ol style="list-style-type: none"> 1. Open the file C:\WINDOWS\ system32\NConfig.ini 2. Check the location of the V3 *.ini file 3. Ensure that the *.ini file is in the location specify in NConfig.ini

Verification and Viewing of file(s)

Error Message	Occur when	Solution
Error processing file, C:\SAMPLE.ent. File is either corrupted or not a valid signed file.	Verifying or Viewing a corrupted or an invalid signed file.	Re-request the files from the appropriate sender.

Others

Error Message	Occur when	Solution
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Please specify a valid output folder. Reverting to original settings	[OK] button is pressed when a invalid output folder is selected.	Select a valid output folder using [...] button.

6.0 Troubleshooting

Problem	Solution
Netrust Digital Signer cannot be installed	<p>Ensure your computer have Microsoft .Net Framework 2.0 installed.</p> <p>For more details, refer to the Installation Guide found in the Netrust Digital Signer Installation CD or you can download from http://www.netrust.net/corenet/installation.pdf</p> <p>[PENDING UPDATE OF NEW LINK]</p>
Microsoft .Net Framework 2.0 cannot be installed	<p>You need to install Windows Installer 3.1. The installer is provided in the installation CD.</p> <p>For more details, refer to the Installation Guide found in the Netrust Digital Signer Installation CD or you can download from http://www.netrust.net/corenet/installation.pdf</p> <p>[PENDING UPDATE OF NEW LINK]</p>
Token cannot be detected	<p>1) Please make sure the token is inserted.</p> <p>2) You need to install Safenet Borderless Security + ikey Driver v4.0.0.20. The installer is provided in the installation CD.</p> <p>For more details, refer to the Installation Guide found in the Netrust Digital Signer Installation CD or you can download from http://www.netrust.net/corenet/installation.pdf</p> <p>[PENDING UPDATE OF NEW LINK]</p>
Program cannot work in Windows 2000	<p>Ensure your Windows 2000 have Service Pack 4 installed. Service Pack 4 is not provided. You have to download it from the Microsoft website.</p> <p>You can download Windows 2000 SP4 at http://www.microsoft.com/en-us/download/details.aspx?id=7506</p>

Signing/Extracting is slow

1) Ensure your computer meet the minimum System Requirement.

For more details, refer to the Installation Guide found in the Netrust Digital Signer Installation CD or you can download from <http://www.netrust.net/corenet/installation.pdf>

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2) Ensure that security setting does not block Netrust Digital Signer from accessing the internet.

3) Ensure the following IPs/ports of your firewall are opened

V7 Certificate	
67.205.119.196:80	203.116.162.138:829
203.116.162.138:709	203.116.162.168:389