

**Netrust Digital Signer Troubleshooting Guide CORENET**

**Version 3.1**



**Netrust Digital Signer**

**Troubleshooting Guide**

Version: 2.0

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Revision History

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Version** | **Description** | **Author** |
| 07th October 2008 | 1.0 | First Issue | Lim Sheng Yong |
| 15th April 2013 | 3.1 | Second Issue | Marcus Cher |



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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 <https://www.netrust.net/downloads/public/NDS%20Installation%20Guide%20Corenet%20Ver3.3.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 <https://www.netrust.net/downloads/public/NDS%20User%20Guide%20Corenet%20Ver%203.1.pdf>

5.0 Error Message and Solution

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| **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. | 1. Select target folder from  {Folders Area}  2. Double-click on the required file(s) from the {Files Area}  \*Repeat Step 1-2 for files in different folders  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 |

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| **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. | \*1. Select target folder from  {Folders Area}  \*2. Double-click on the required file(s) from the {Files Area}  \*Repeat Step 1-2 for files in different folders  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 | 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 |  | 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 |

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| **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. |

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| **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

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| **Problem** | **Solution** |
| Netrust Digital Signer cannot be installed | Ensure your computer have Microsoft .Net Framework 2.0 installed.  For more details, refer to the Installation Guide found in the Netrust Digital Signer Installation CD or you can download from <https://www.netrust.net/downloads/public/NDS%20Installation%20Guide%20Corenet%20Ver3.3.pdf> |
| Microsoft .Net Framework 2.0 cannot be  installed | You need to install Windows Installer 3.1. The installer is provided in  the installation CD.  For more details, refer to the Installation Guide found in the Netrust Digital Signer Installation CD or you can download from <https://www.netrust.net/downloads/public/NDS%20Installation%20Guide%20Corenet%20Ver3.3.pdf> |
| Token cannot be detected | 1) Please make sure the token is inserted.  2) You need to install Safenet Borderless Security + ikey Driver v4.0.0.20. The installer is provided in the installation CD.  For more details, refer to the Installation Guide found in the Netrust Digital Signer Installation CD or you can download from <https://www.netrust.net/downloads/public/NDS%20Installation%20Guide%20Corenet%20Ver3.3.pdf> |
| Program cannot work in Windows 2000 | Ensure your Windows 2000 have Service Pack 4 installed. Service  Pack 4 is not provided. You have to download it from the Microsoft website.  You can download Windows 2000 SP4 at [http://www.microsoft.com/en-us/download/details.asp](http://www.microsoft.com/en-us/download/details.aspx)x?id=7506 |



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 <https://www.netrust.net/downloads/public/NDS%20Installation%20Guide%20Corenet%20Ver3.3.pdf>

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

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