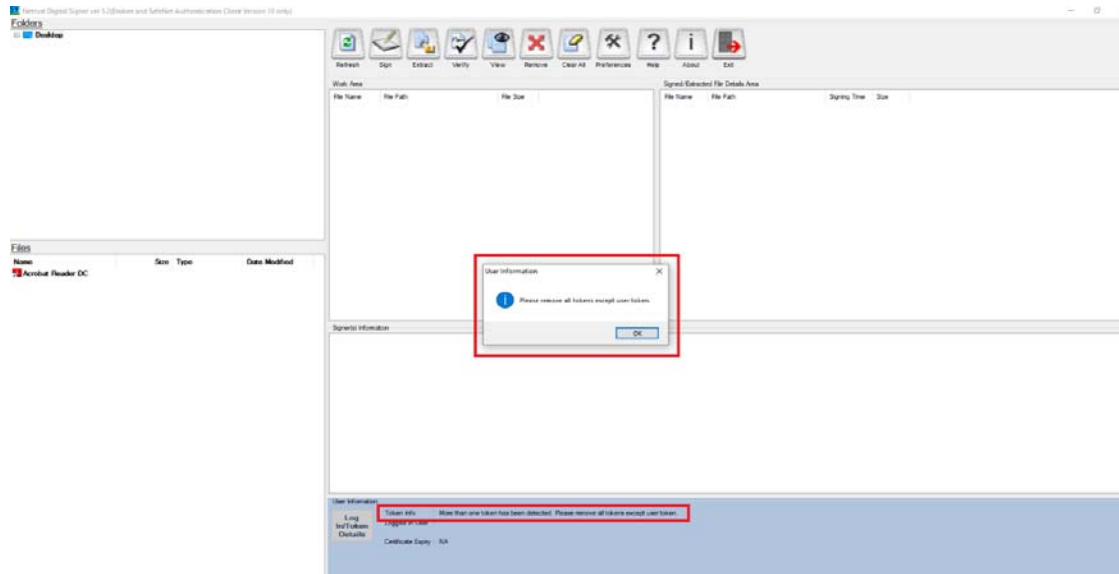


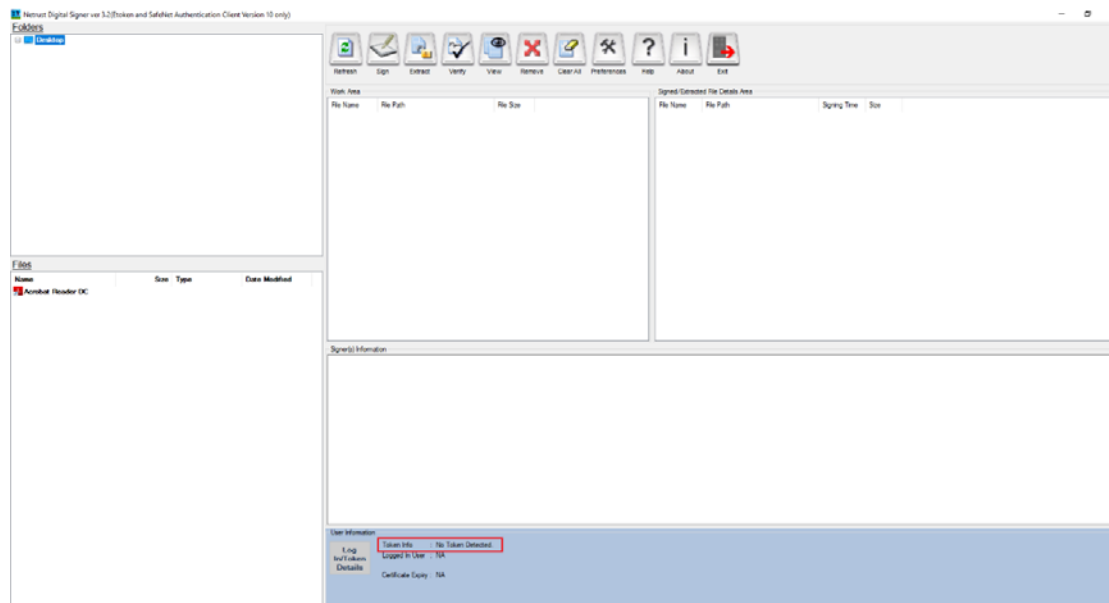
Netrust Digital Signer Installation and Troubleshooting Guide (For CORENET users)

FAQ

- I can't sign from the Netrust Digital Signer, it is showing this error from the pop up message and token info.



OR

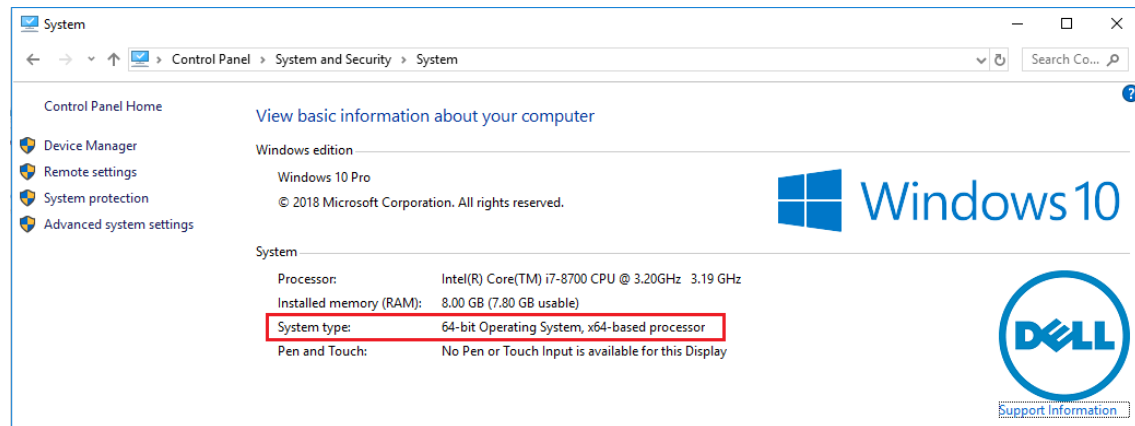


Please email us if you require further clarifications.
Email : customersupport@netrust.net

If you encounter any of this error from Netrust Digital Signer (as per below), please follow the guide below to reinstall the new version of the software.

1 - Check what the operating system of the computer is.

How to check: Go to Start (bottom left hand corner) > Control Panel > System



(Example as above, PC is on Window 10 and is running on 64 Bit Operating System)

Step 2 - Uninstall the old Netrust software (If none of the following software is in the list of programs, you may proceed to download the new software of it is a new installation)

How to uninstall old software – Go to Start (bottom left hand corner) > Control Panel > Programs > Programs and Features

Kindly uninstall the following software:

1. Netrust Digital Signer – 2.0, 3.0, 3.1 or 3.2
2. Safenet Authentication Client Tools – 8.3 or 9.0
3. SafeNet iKey Driver
4. SafeNet Borderless
5. Entrust Entelligence Security Provider

Please go to: <https://www.netrust.net/download/> for retrieving the new software

CORENET 32 Bit

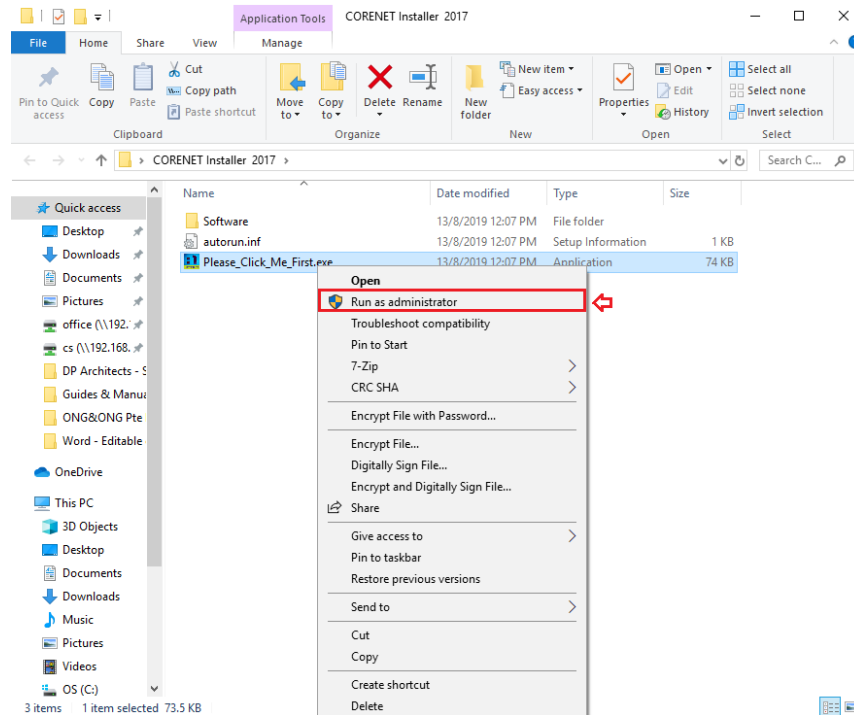
Netrust Digital Signer 3.3 Full Package 2017

OR

CORENET 64 Bit

Netrust Digital Signer 3.3 Full Package 2017

Step 3 – Right click on Please_Click_Me_First.exe and run the following as an administrator.




The installation Kit will be launched. Install the software one by one as per the screenshot below.

(You may not need to install JAVA if you already have the latest version in your computer)


Netrust Installation Kit

This Kit will install the following components required for your Netrust Digital Certificate for the Corenet E-Submission




64 Bit OS

| | |
|-------------------------------------|--|
| SafeNet Authentication Client | Step 1: Install SafeNet Authentication Client 64 bit. |
| Java version 6 update 18 | Step 2: Install Java version 6 update 18. Skip this step if there is a higher version of java installed. PDF guide to verify java click here or Visit www.java.com |
| Netrust Digital Signer | Step 3: Install Netrust Digital Signer. |
| Configure 64 bit Configuration File | Step 4: Click to Configure 64 Bit. Please complete this Configuration after installing Netrust Digital Signer from step 3. |
| Entrust Entelligence | Step 5: Install Entrust Entelligence. ** Please click here to install this critical patch after installing EESP (button on the left)** |



YOU CAN BE SURE



Help Quit

You may plug in the token into the computer once the above installation is completed.