



**Netrust Digital Signer
Troubleshooting Guide
CORENET
Version 3.1**



Netrust Digital Signer Troubleshooting Guide

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Revision History

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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

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

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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	<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 https://www.netrust.net/downloads/public/NDS%20Installation%20Guide%20Corenet%20Ver3.3.pdf</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 https://www.netrust.net/downloads/public/NDS%20Installation%20Guide%20Corenet%20Ver3.3.pdf</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 https://www.netrust.net/downloads/public/NDS%20Installation%20Guide%20Corenet%20Ver3.3.pdf</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	<p>1) Ensure your computer meet the minimum System Requirement.</p> <p>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</p> <p>2) Ensure that security setting does not block Netrust Digital Signer from accessing the internet.</p> <p>3) Ensure the following IPs/ports of your firewall are opened</p> <table border="1" data-bbox="668 1003 1315 1099"><thead><tr><th colspan="2">V7 Certificate</th></tr></thead><tbody><tr><td>67.205.119.196:80</td><td>203.116.162.138:829</td></tr><tr><td>203.116.162.138:709</td><td>203.116.162.168:389</td></tr></tbody></table>	V7 Certificate		67.205.119.196:80	203.116.162.138:829	203.116.162.138:709	203.116.162.168:389
V7 Certificate							
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