



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

Authored by: Netrust Customer Support

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How to install Netrust Digital Signer

Step 1

Please uninstall any existing Netrust software. *(If none of the following software is in the list of programs, you may proceed to <https://www.netrust.net/download/> to download and install the latest software – Go to Step 2)*

How to uninstall old software:

Go to Start  (bottom left hand corner) > Type Control Panel > Select Programs > Select Programs and Features > Right click on the software to uninstall

Below are the list of software to uninstall from the computer:

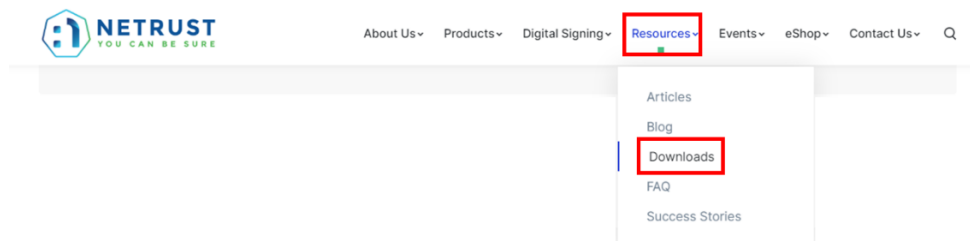
- Netrust Digital Signer
- SafeNet Authentication Client Tools
- Entrust Entelligence Security Provider

Step 2

Click Resources

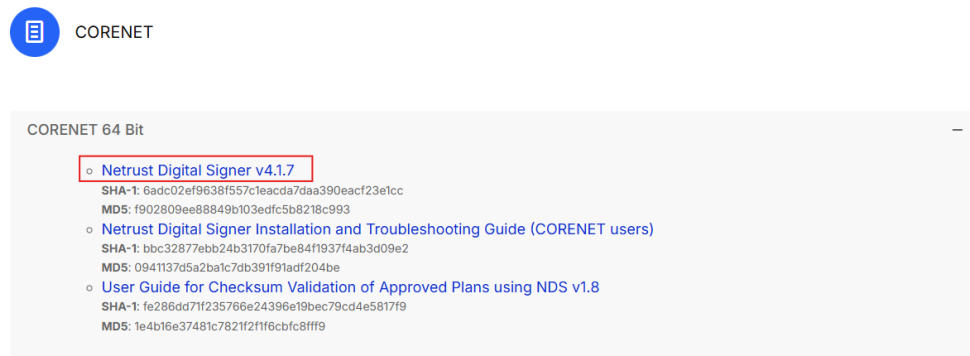
Step 3

Click Downloads



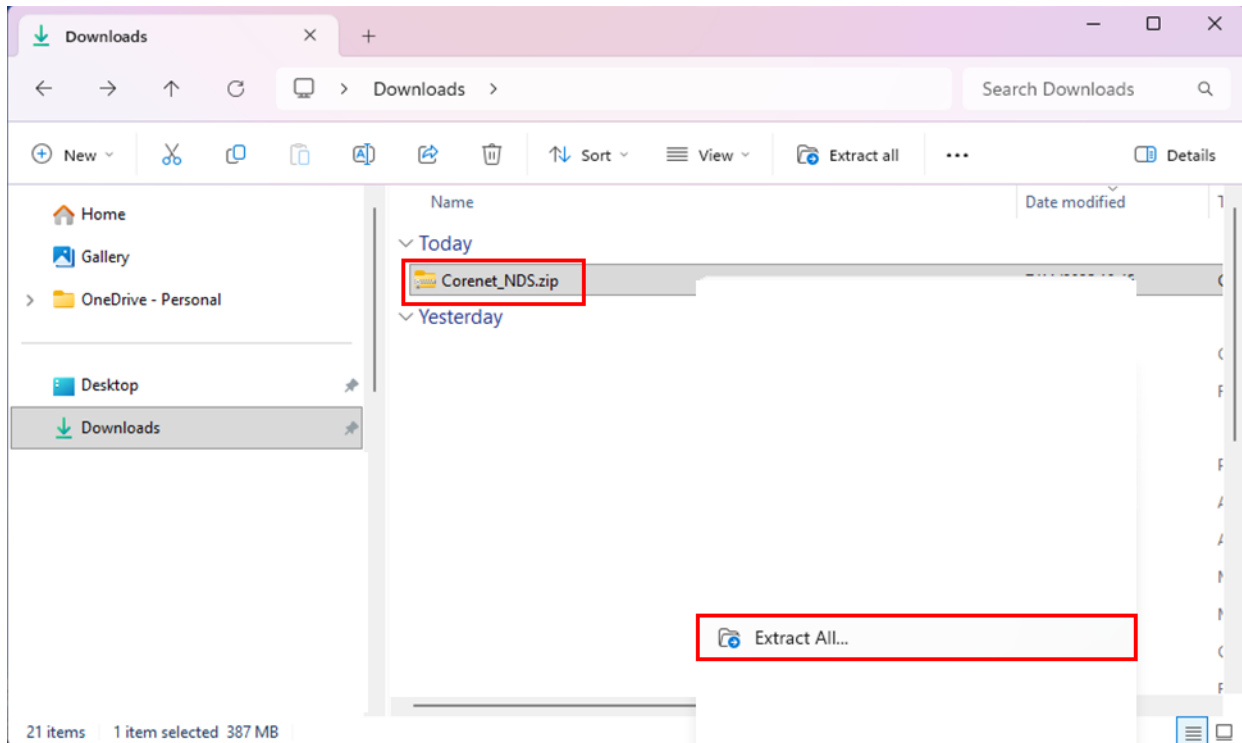
Step 4

Scroll down until you see the CORENET category. Select the 1st bullet point and download the package



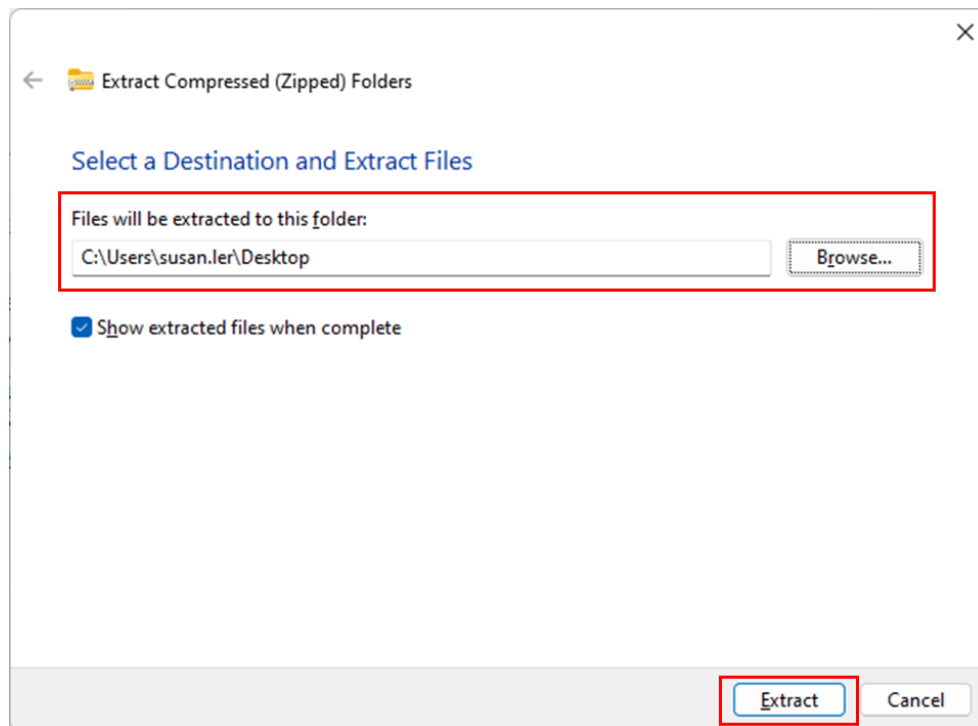
Step 5

Open the downloaded folder, **right click** and select Extract All...



Step 6

Select Browse... to save the folder in the Desktop and click Extract



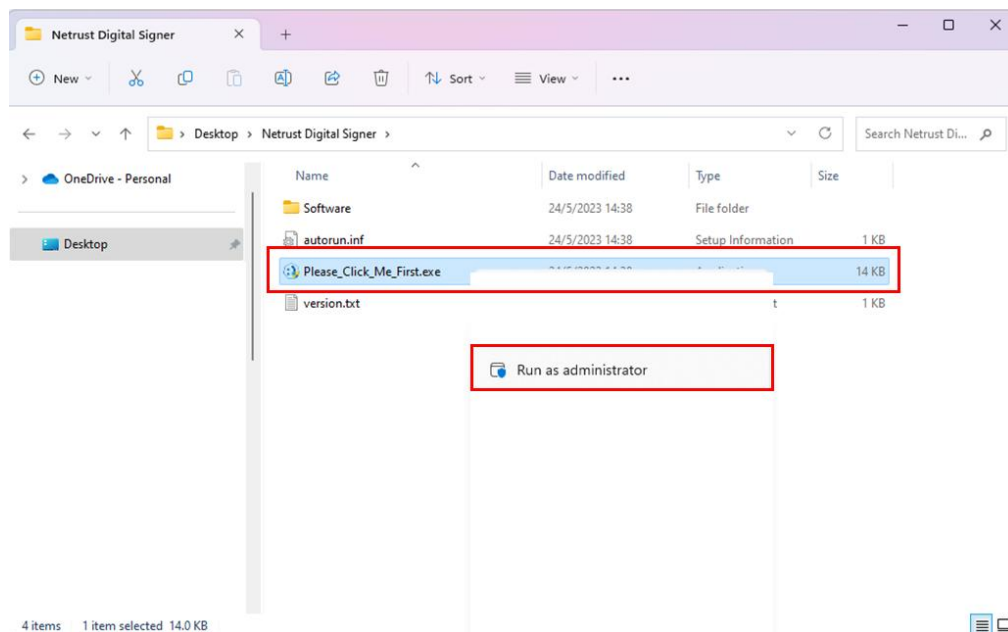
Step 7

Go to your Desktop, locate and open the Netrust Digital Signer folder



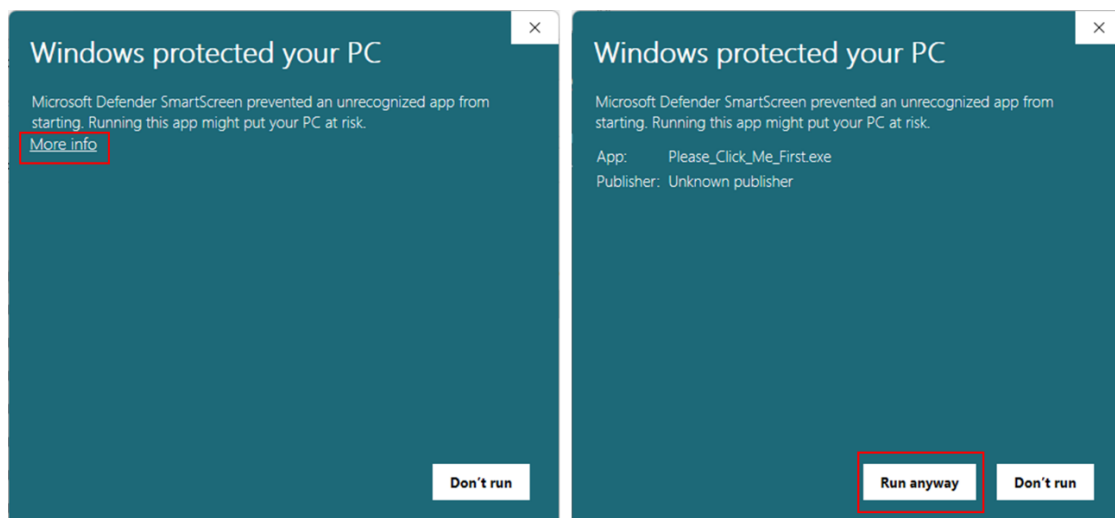
Step 8

Right click on Please_Click_Me_First.exe and select Run as administrator



Step 9

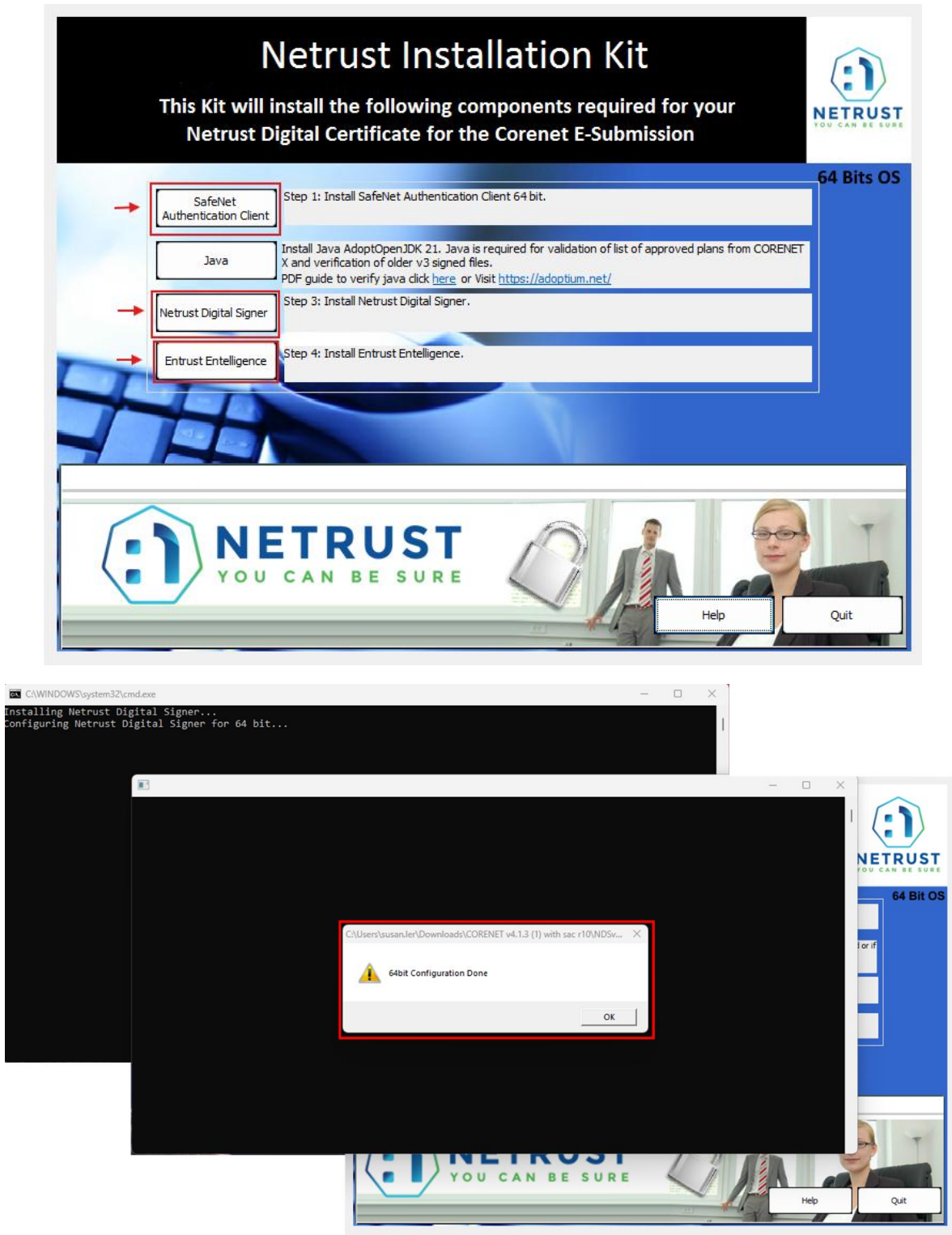
If you encounter this prompt, click on More Info and select Run anyway



Step 10

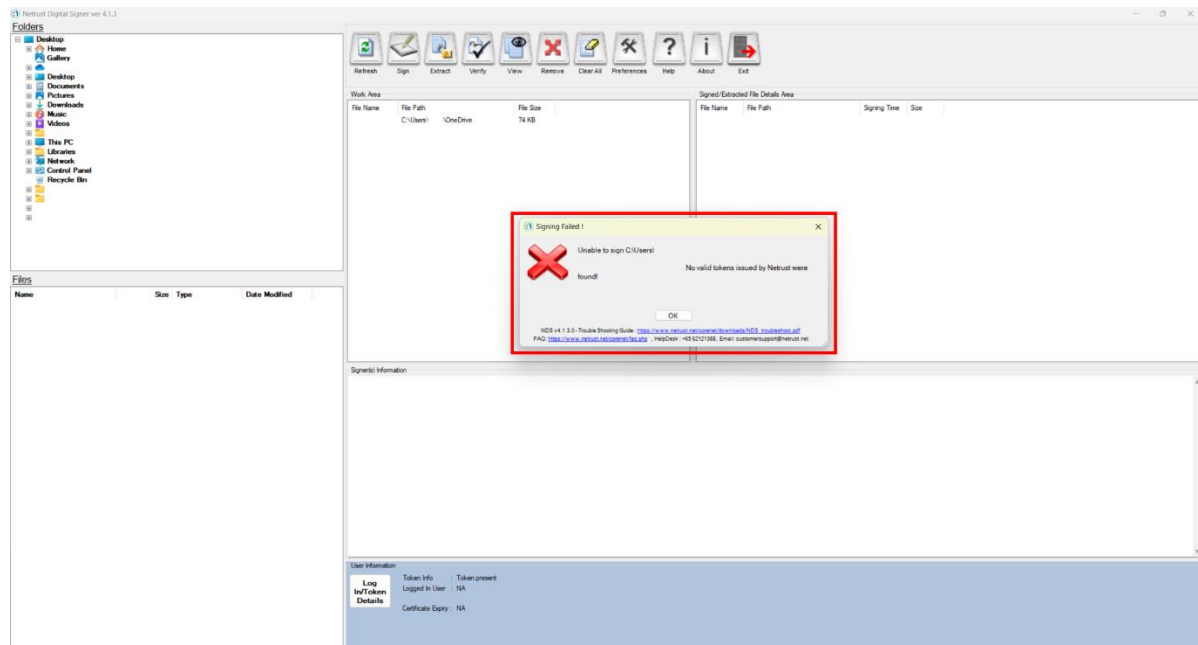
Select SafeNet Authentication Client (**Step 1**), Netrust Digital Signer (**Step 3**) and Entrust Entelligence (**Step 4**) and install it

While installing the Netrust Digital Signer (Step 3), the 64bit configuration will also be automatically configured.



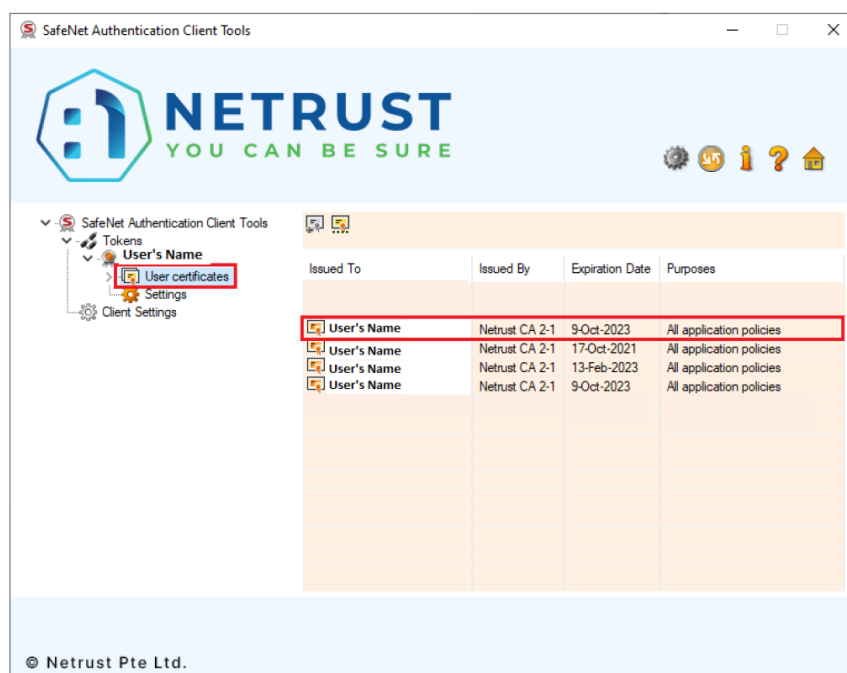
Error 1 – No valid tokens issued by Netrust were found

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



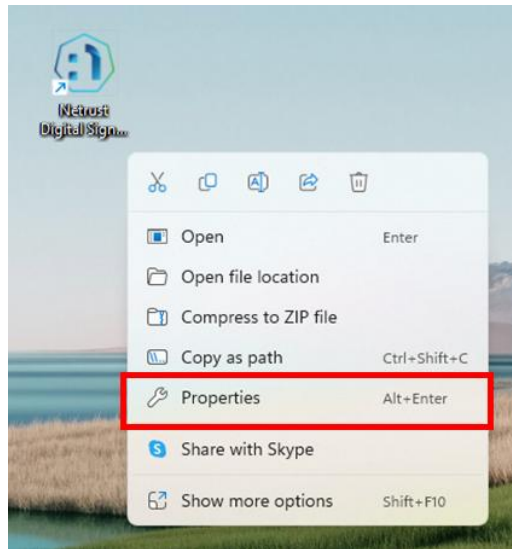
Please verify the validity of your certificate using the Safenet Authentication Client tools to ensure that it has not expired. If the certificate has not expired, please follow the steps on page 3 to uninstall the existing software and install the latest version.

Please contact Customer Support at 62121388 if the certificate has expired.

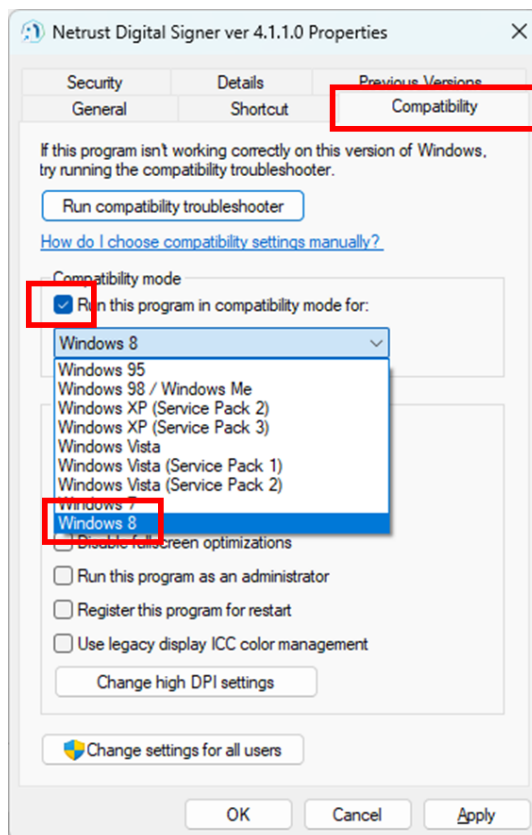


Error 2 – I am unable to access the Netrust Digital Signer as it auto closes after opening

Step 1: Please right click on the icon for Netrust Digital Signer, and click properties.

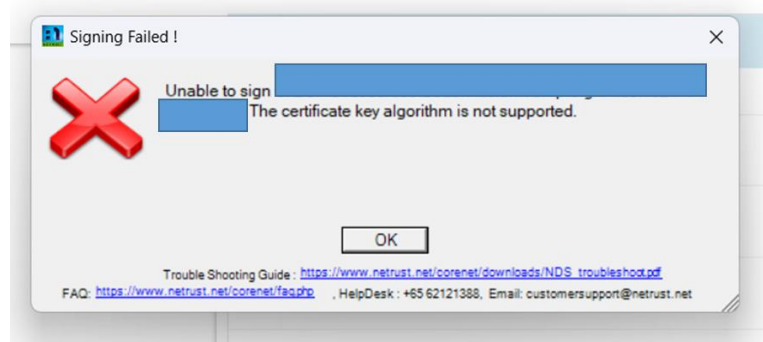


Step 2: Click on Compatibility and set to Windows 8



Step 3: Click Apply and try to open Netrust Digital Signer again.

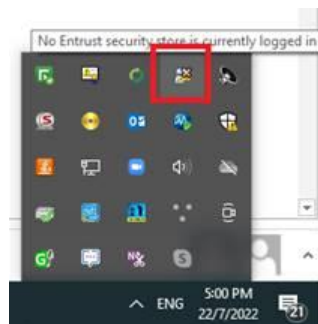
Error 3 – Certificate Key Algorithm is not supported



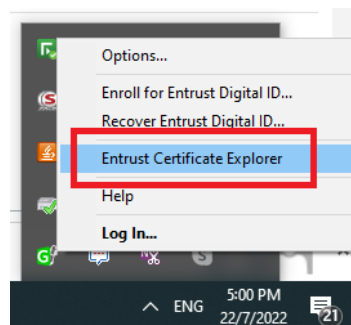
Please ensure the following software is installed: [Entrust Certificate Agent](#)

Remove your token.

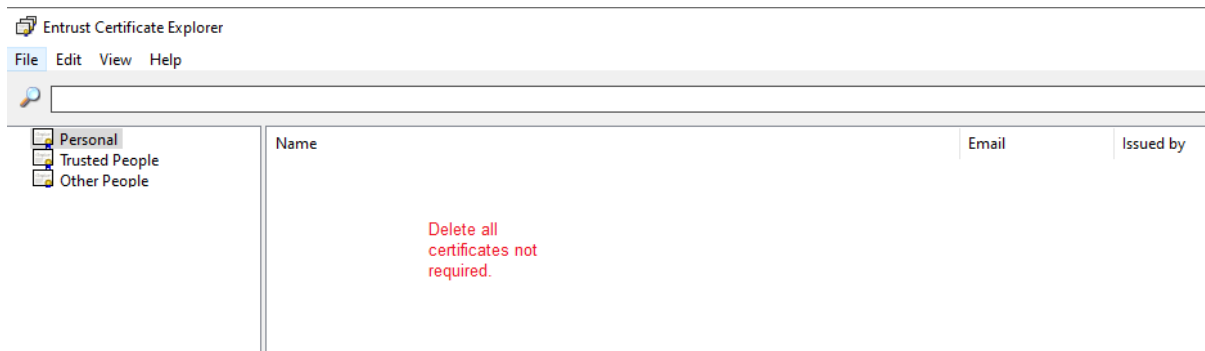
Right-click on the following icon:



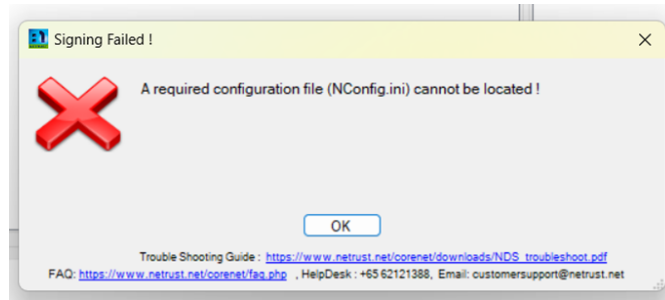
Click on Entrust Certificate Explorer



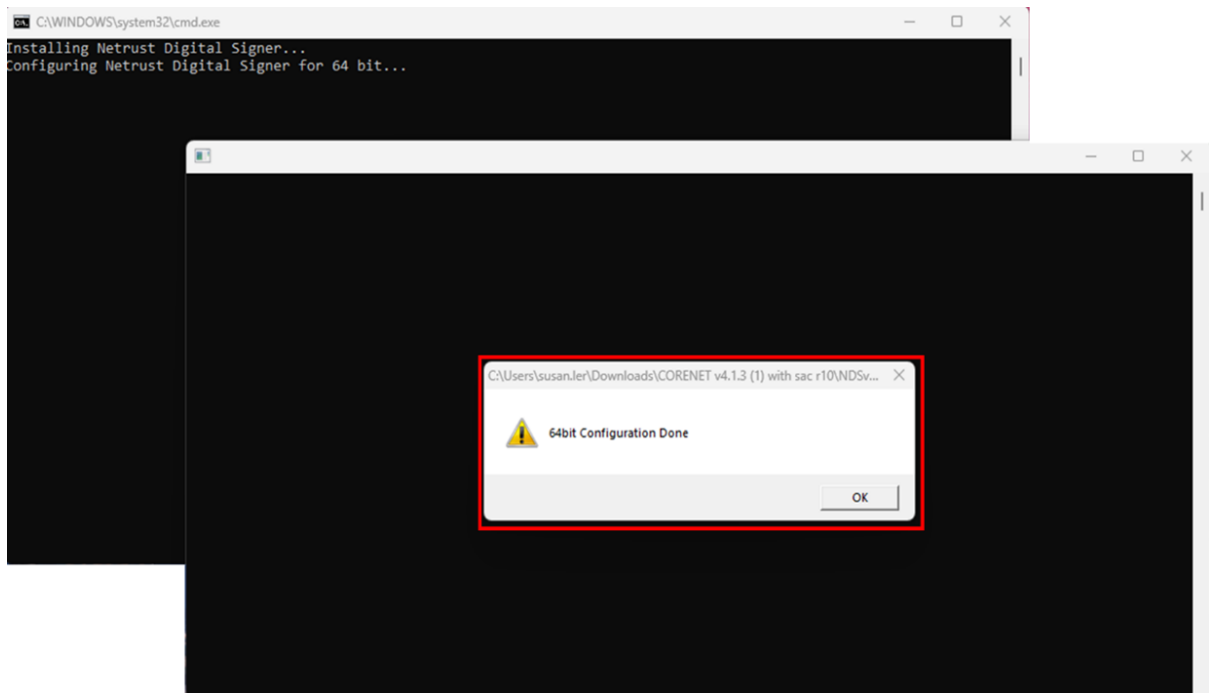
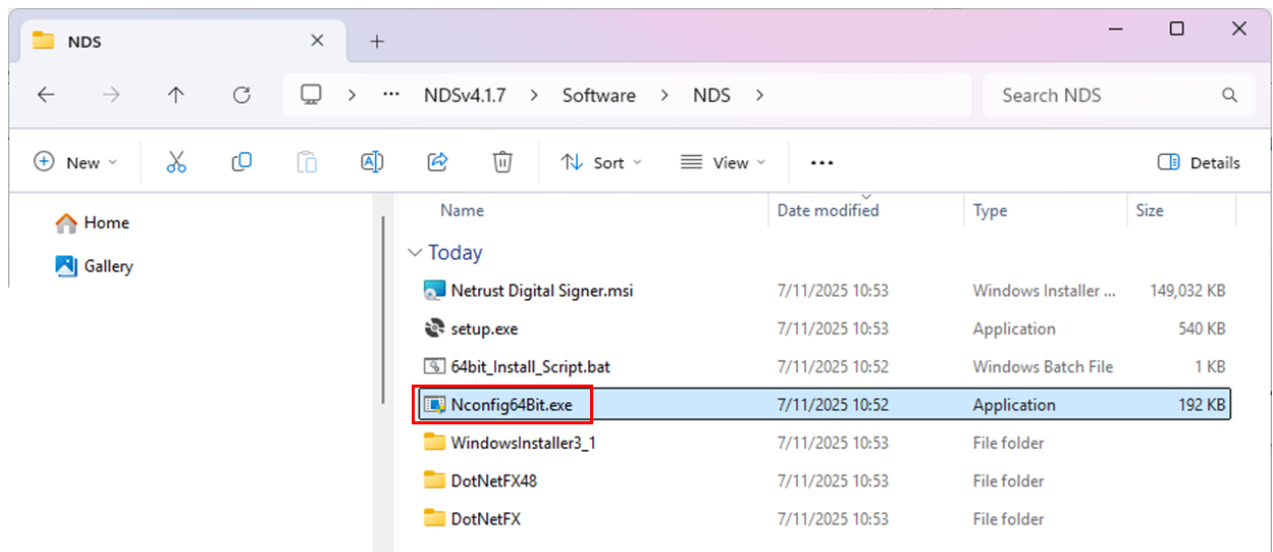
Delete the certificates that are not required, usually it will be issued by Microsoft (after Windows update).



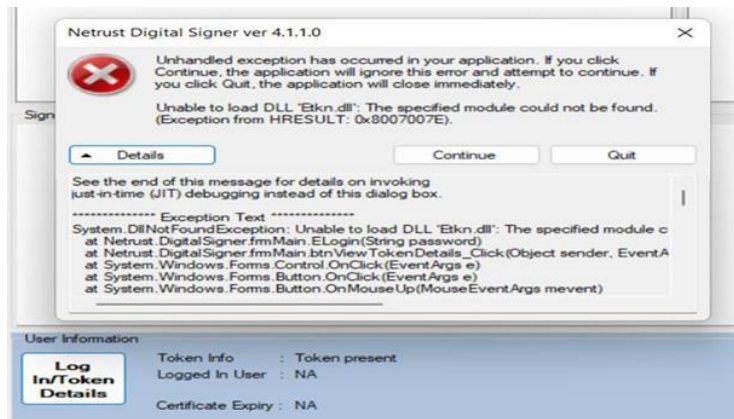
Error 4 – A required configuration file (Nconfig.ini) cannot be located



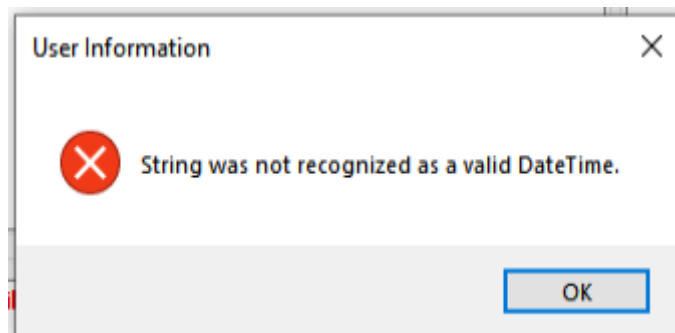
Please go to the NDSv4.1.7 folder and open the Software folder > NDS > double-click to run Nconfig64Bit.exe.



Error 5 – There is an error when I click on “Log In/Token Details”

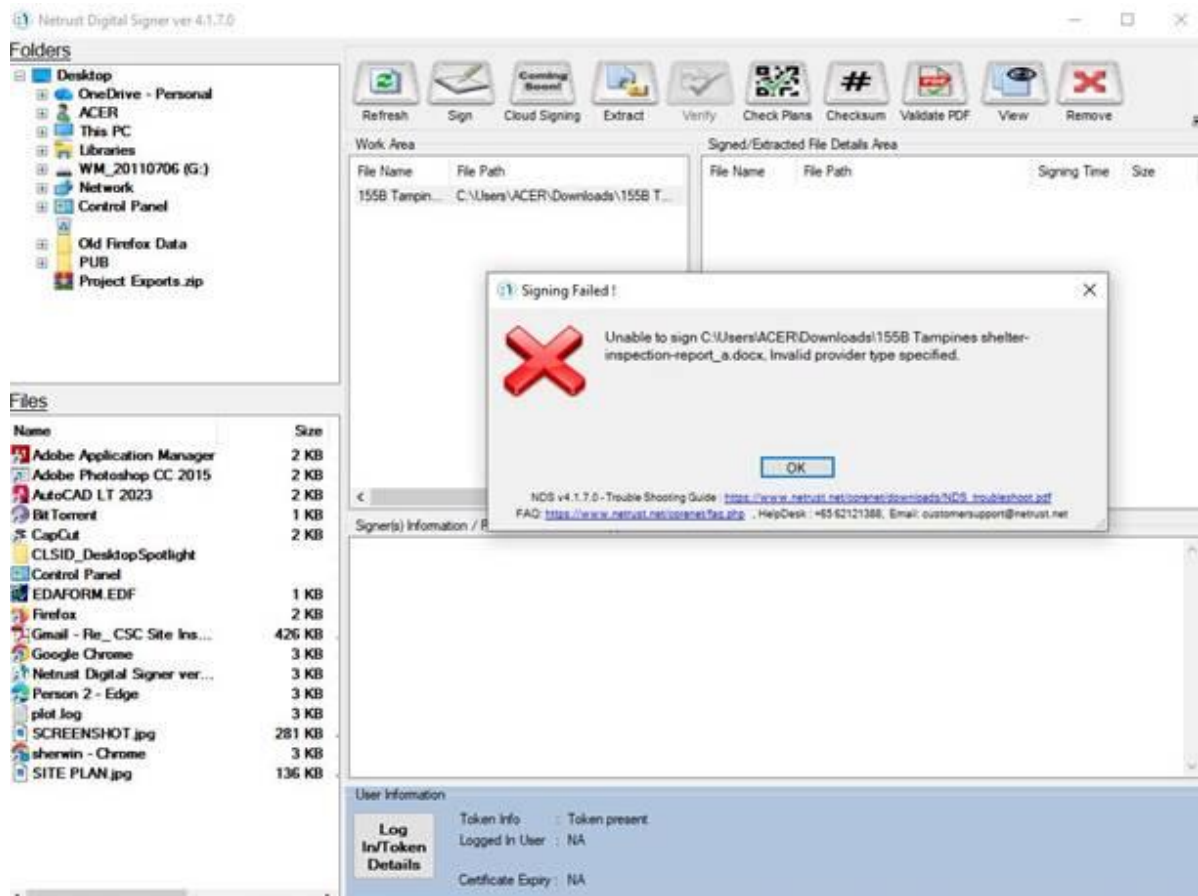


Error 6 – String not recognised as valid date/time



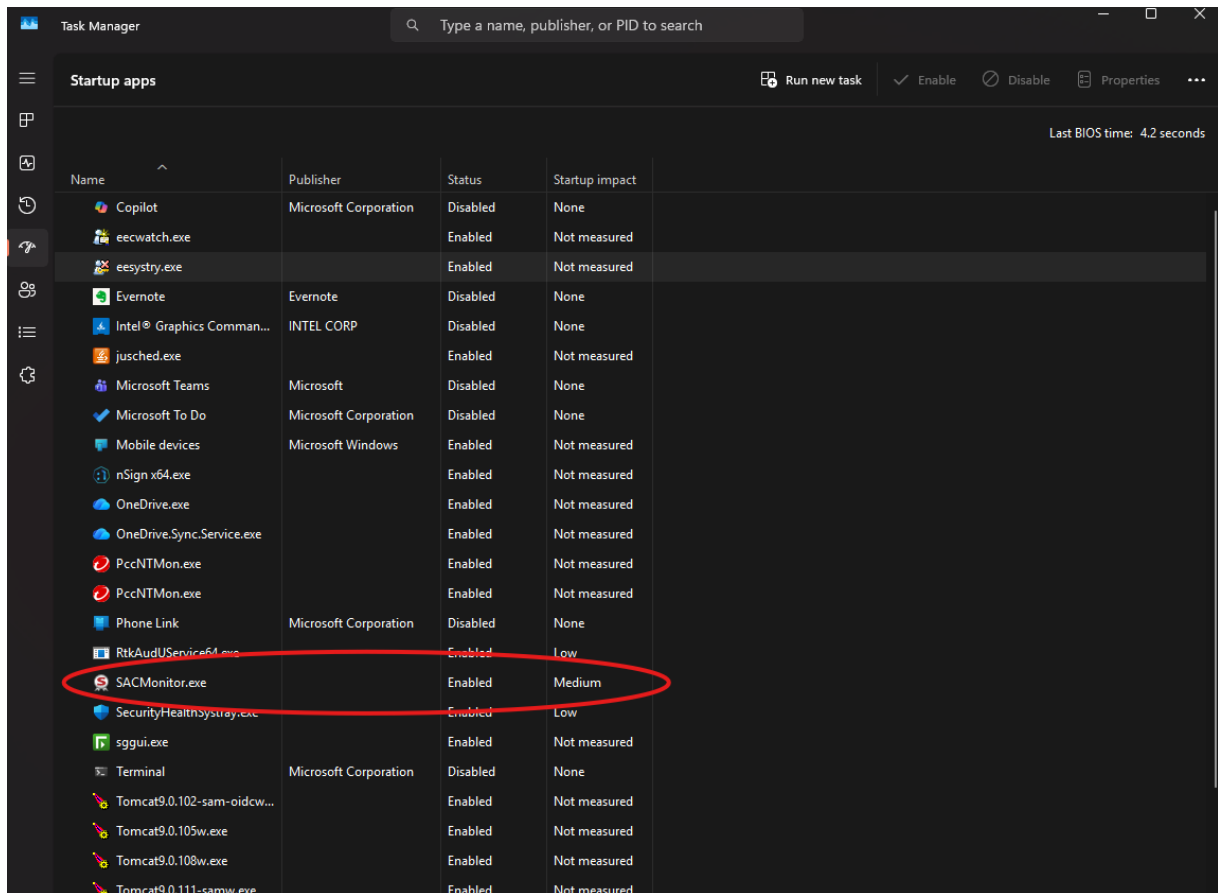
For errors 5 and 6, please follow the steps on page 3 to uninstall the existing software and install the latest version.

Error 7 – Unable to sign due to error “Invalid provider type specified”

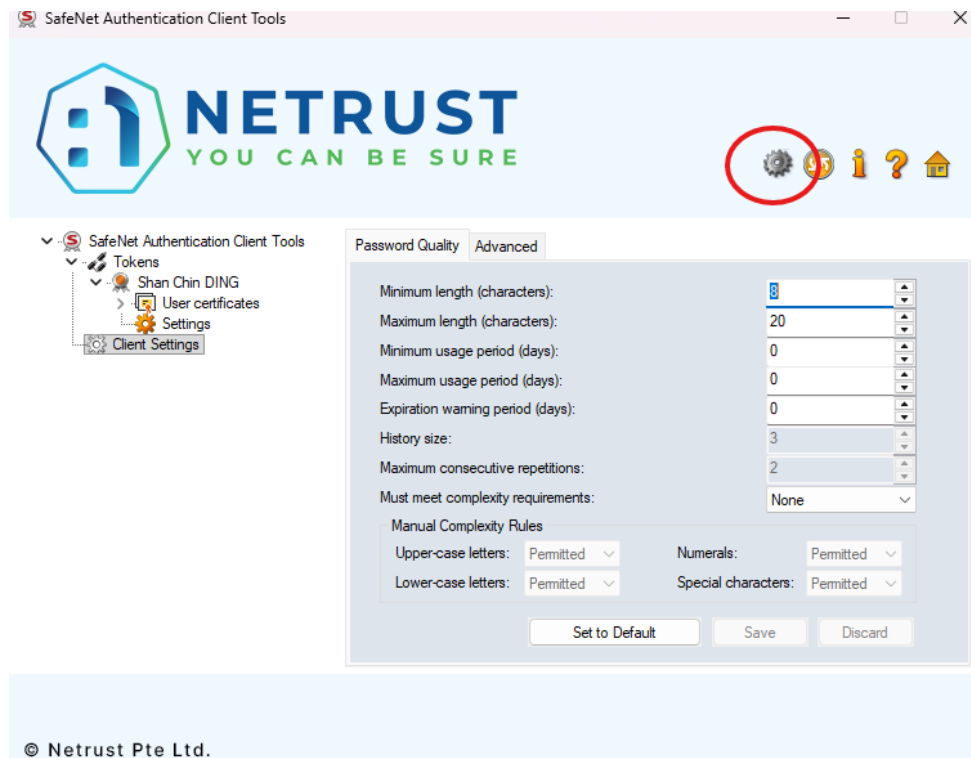


First, ensure SAC is optimised to run properly.

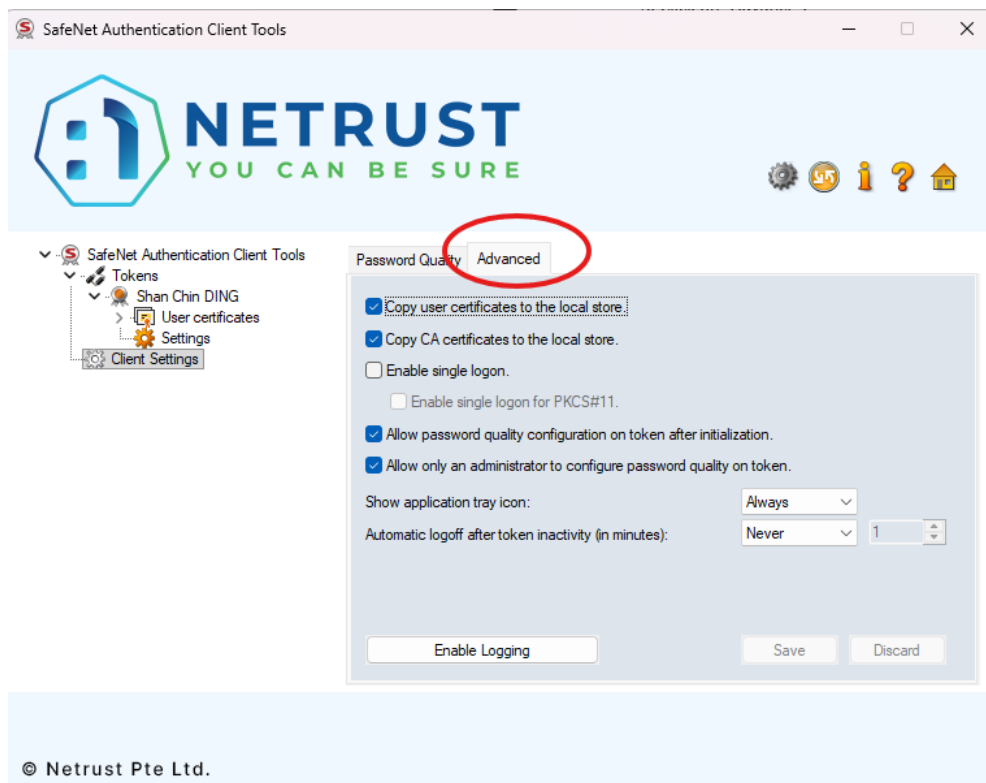
1. Go to Task manager and under Startup apps > Ensure that the SACmonitor.exe is “Enabled”.



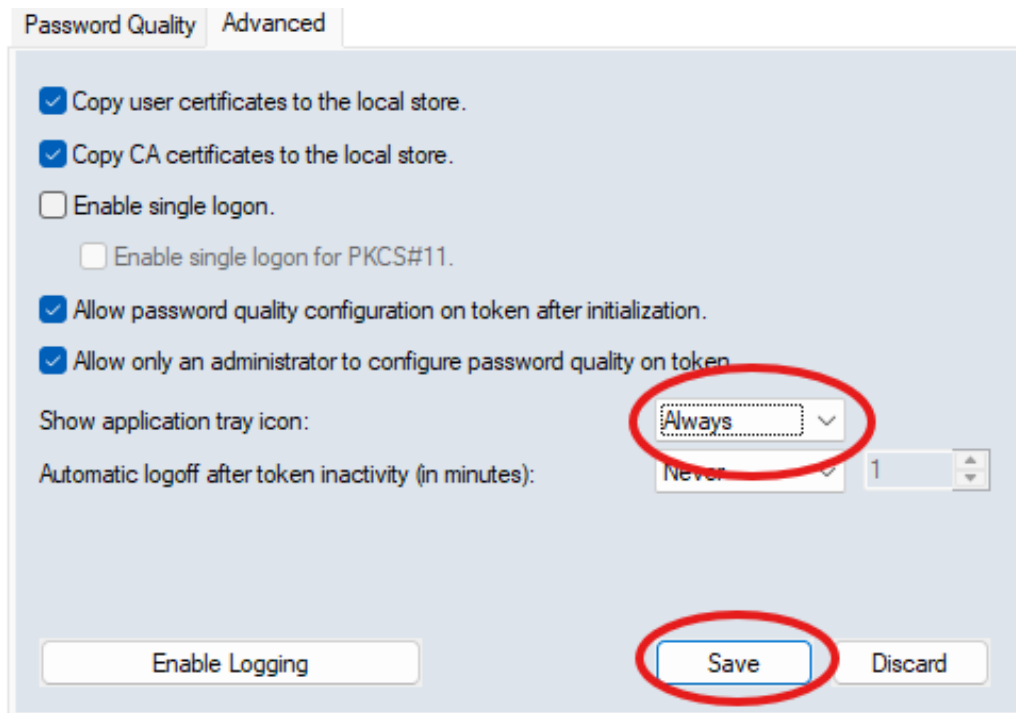
2. Open SafeNet Authentication Client Tools. Click on “Client Settings”



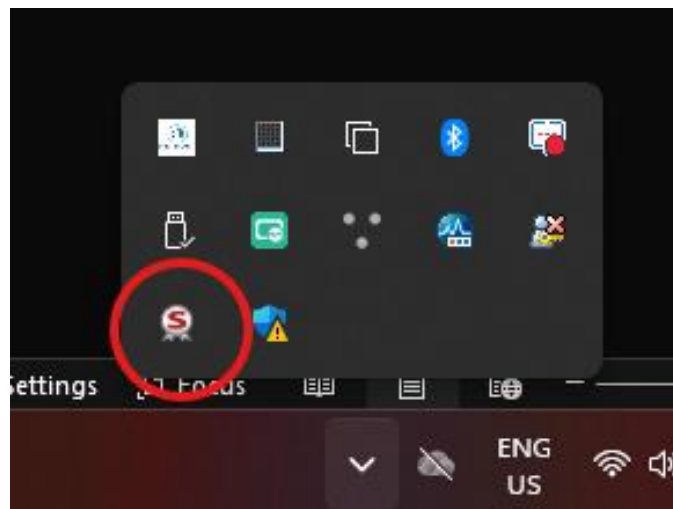
3. Click on “Advanced” tab. Ensure that the option “Show application tray icon” is set at “Always”.



4. If not, set to “**Always**” and click “**Save**”.

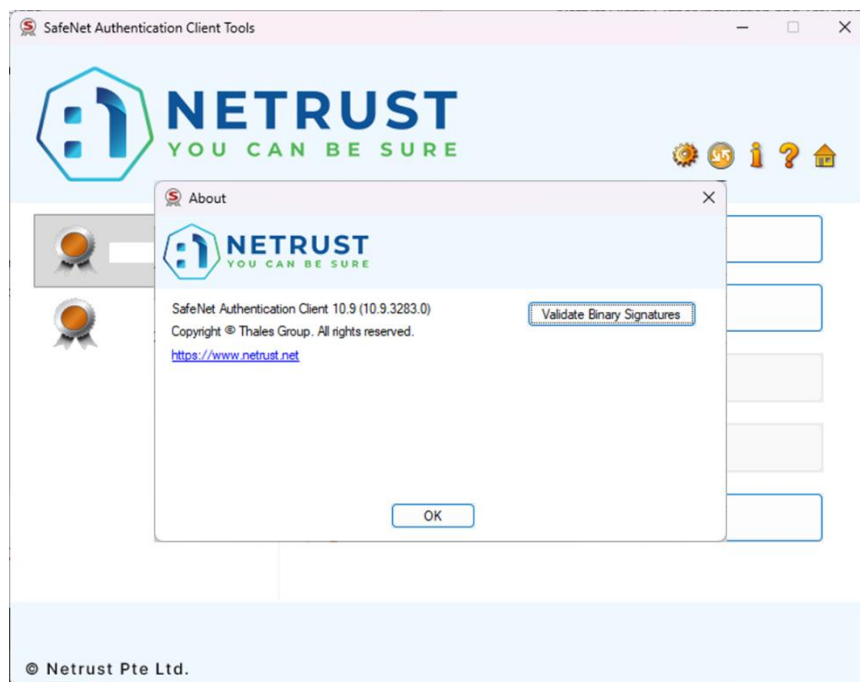
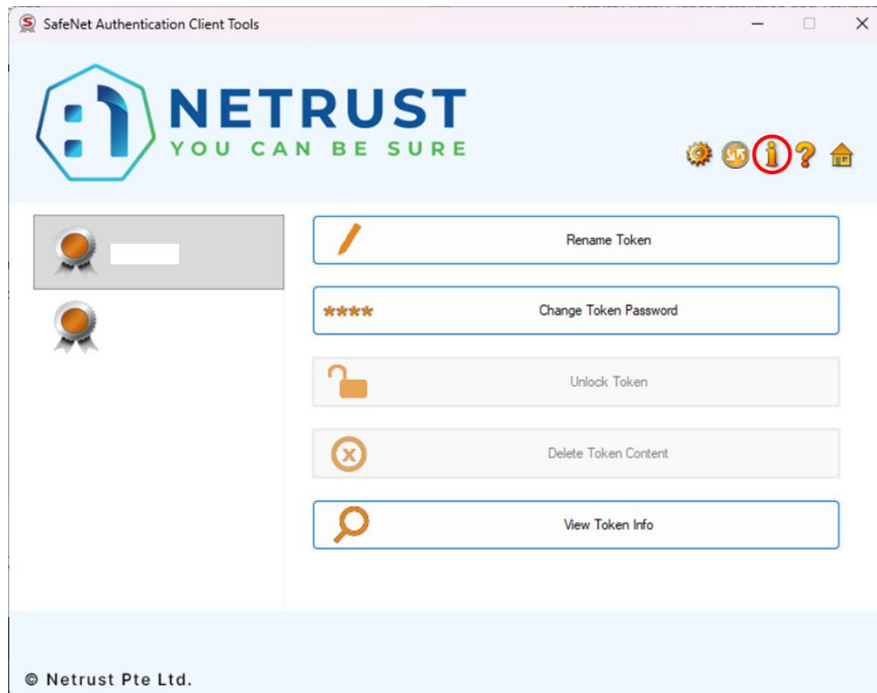


5. Check your tray on the taskbar if the Safenet Authentication Client icon is there.



To resolve the issued faced when signing, please check the following.

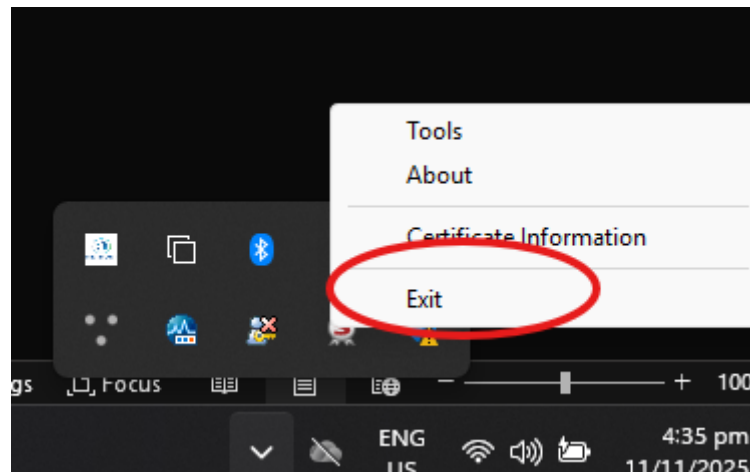
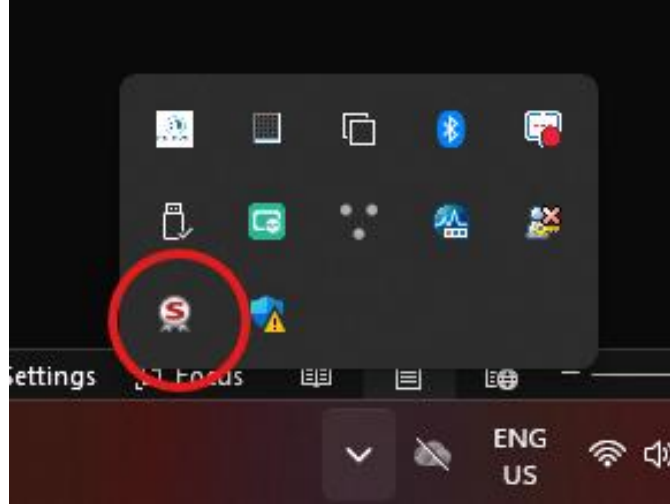
1. Please check if your Netrust Digital Signer is the latest version. Otherwise, do follow the steps on page 3 to uninstall the existing software and install the latest version.
2. Ensure that the **Safenet Authentication Client** is the latest version. To check, open Safenet Authentication Client tools and click “**About**”.



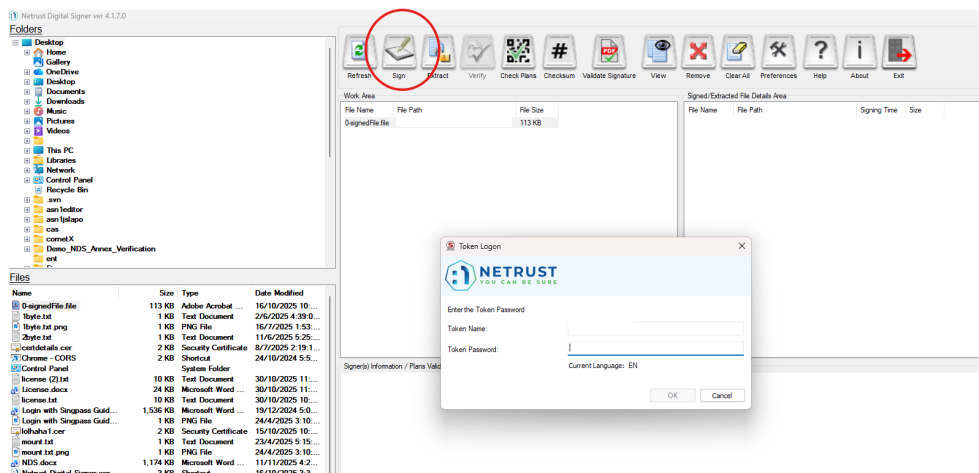
3. If any software is not up to date, follow the steps on page 3 to uninstall the current version, install the latest version, and restart your computer to verify if the issue persists.

To resolve the signing issue by restarting Safenet Authentication Client

1. If there are errors during signing, restarting the Safenet Authentication Client may resolve the issue.
2. Close the Safenet Authentication Client window, find the Safenet Authentication Client icon in the system tray, right-click on the icon and select “Exit”.

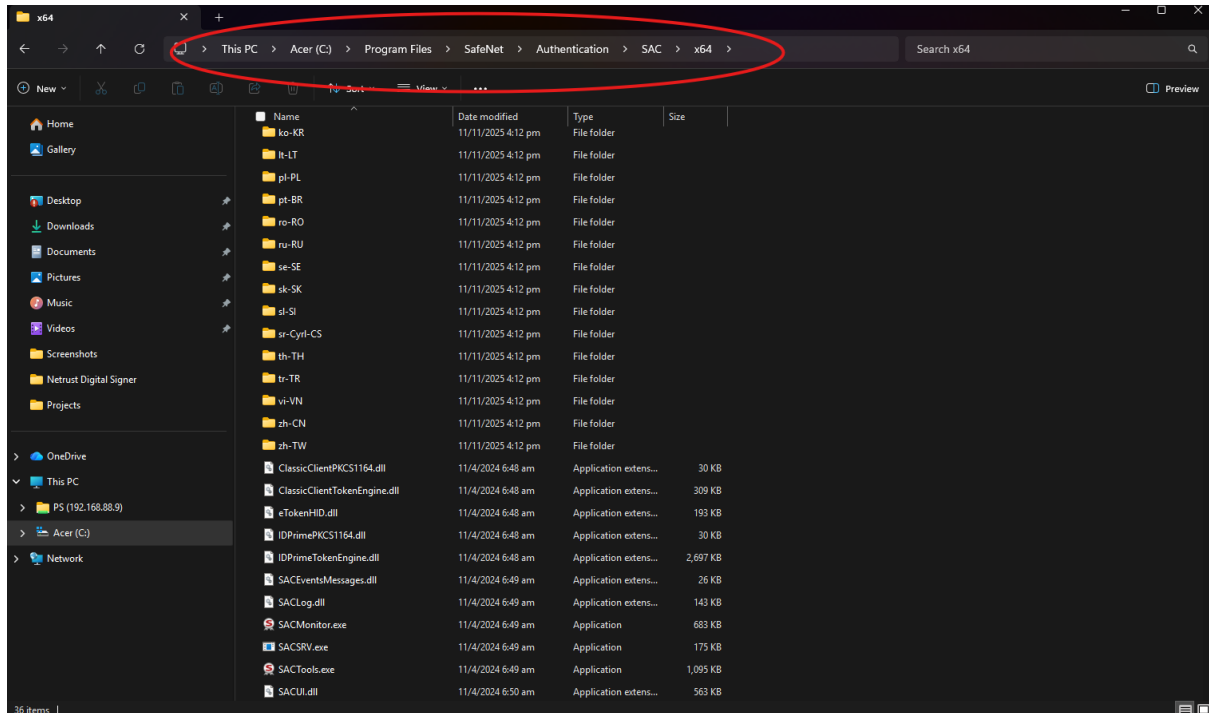


3. Open the Netrust Digital Signer and try signing your file and check if the prompt for password appears. Enter the password and if the .ent file is generated, the signing issue is resolved.

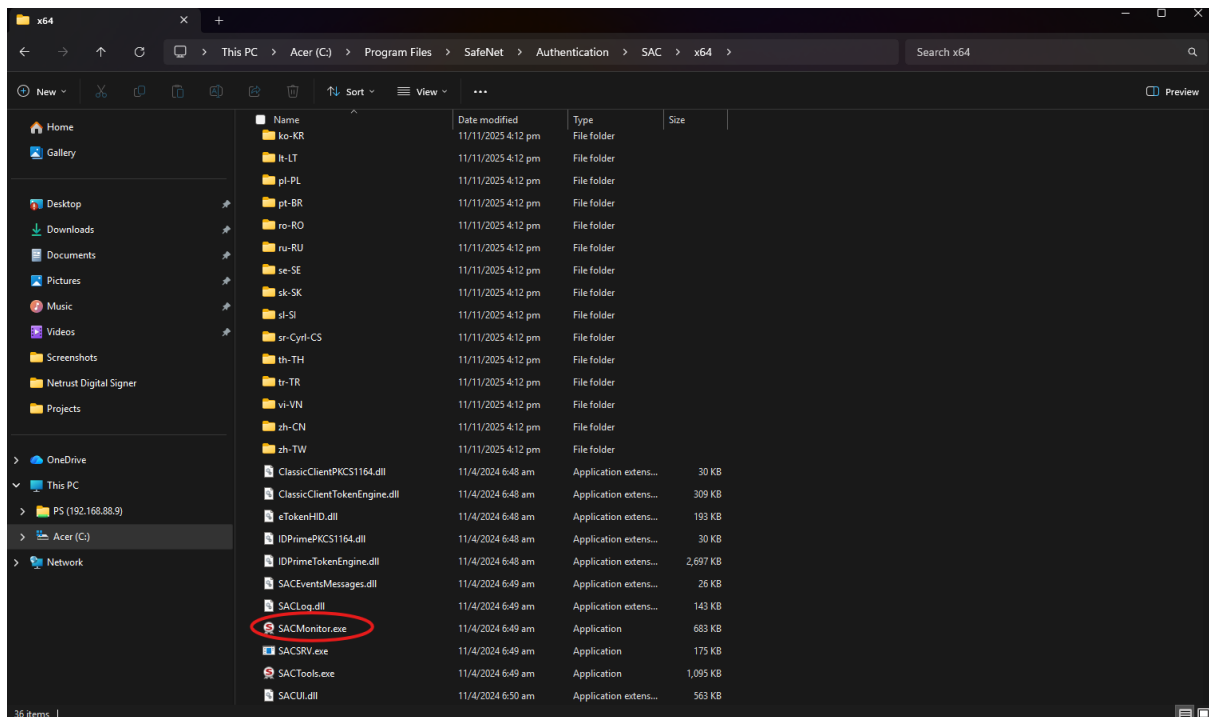


To restart Safenet Authentication Client if the icon is not appearing in the system tray

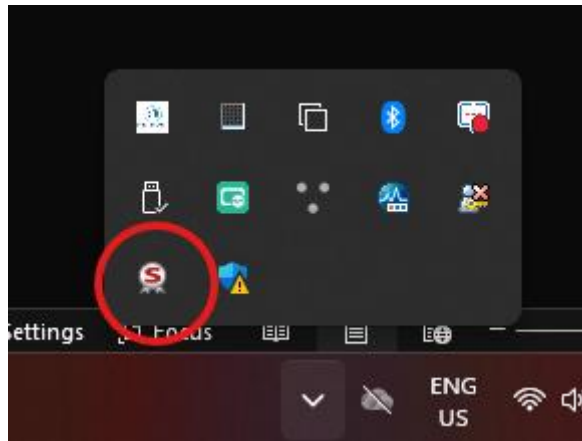
1. If the Safenet Authentication Client icon does not appear in the system tray. Close any Safenet Authentication Client windows and go to C:\Files\SafeNet\Authentication\SAC\x64



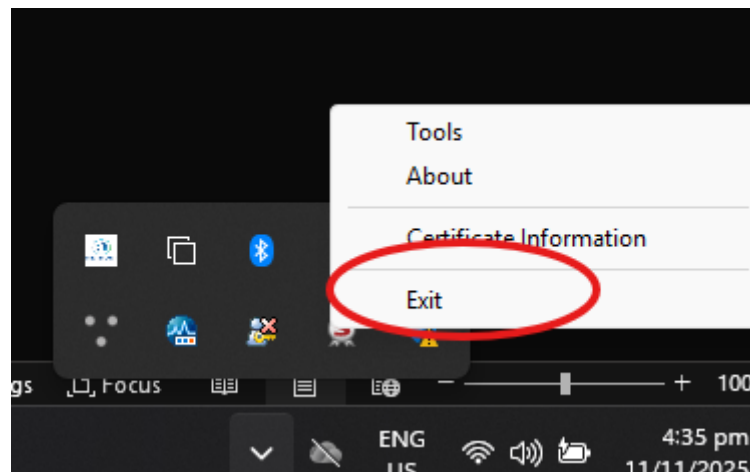
2. run "SAC monitor.exe".



3. The Safenet Authentication Client icon will appear in the system tray.



4. Right click and select "Exit".



5. Open the Netrust Digital Signer and try signing your file and check if the prompt for password appears. Enter the password and if the .ent file is generated, the signing issue is resolved.

