

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

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Contents

How to install Netrust Digital Signer	3
Error 1 – No valid tokens issued by Netrust were found	7
Error 2 – I am unable to access the Netrust Digital Signer as it auto closes after opening	8
Error 3 – Certificate Key Algorithm is not supported	9
Error 4 – A required configuration file (Nconfig.ini) cannot be located	10
Error 5 – There is an error when I click on "Log In/Token Details"	11
Error 6 – String not recognised as valid date/time	11

How to install Netrust Digital Signer

<u>Step 1</u>

Please uninstall any existing Netrust software. (If none of the following software is in the list of programs, you may proceed to <u>https://www.netrust.net/download/</u> 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

<u>Step 3</u>

Click Downloads



Step 4

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



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Page 3 of 11

<u>Step 5</u>

Open the downloaded folder, **<u>right click</u>** and select Extract All...

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+ New - K	(i)	📑 Details
A Home	Name	Size
 Gallery OneDrive - Personal 	CORENET v4.1.3.zip	267,231 KB
📒 Desktop	* Extract All	
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_		
		ж.
54 items 1 item selected 260 MB		

<u>Step 6</u>

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

Select a Destination and Extract mes	
Files will be extracted to this folder:	
C:\Users\susan.Ier\Desktop	Browse
Show extracted files when complete	
show extracted files when complete	



<u>Step 7</u>

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



<u>Step 8</u>

Right click on Please_Click_Me_First.exe and select Run as administrator

Netrust Digital Signer ×	+			- 🗆 ×
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$\leftarrow \rightarrow \checkmark \uparrow$ Desktop	> Netrust Digital Signer >		~ (Search Netrust Di 🔎
> 📥 OneDrive - Personal	Name	Date modified	Type Si	ze
	Software	24/5/2023 14:38	File folder	
🛄 Desktop 🔹 🖈	autorun.inf	24/5/2023 14:38	Setup Information	1 KB
	Please_Click_Me_First.exe	A 1 15 10000 4 1 00	1 10 10 I	14 KB
	version.txt		t	1 KB
		🕞 Run as administrator		
4 items 1 item selected 14.0 KB				

Step 9

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



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Page 5 of $1\overline{1}$

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<u>Step 10</u>

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.

	Netrust Installation Kit This Kit will install the following components required for your Netrust Digital Certificate for the Corenet E-Submission	
⇔ 	SafeNet Authentication Client Step 1: Install SafeNet Authentication Client 64 bit. Java Step 2: Install AdoptOpenJDK 8. Skip this step if there is a higher version of AdoptOpenJDK installed or if you do not need to verify v3 signed files. PDF guide to verify java click here or Visit http://adoptopenidk.net/ Netrust Digital Signer	64 Bit OS
4	Entrust Entelligence	
NETRU	YOU CAN BE SURE	Quit



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Page 6 of 11

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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

Netrust Digital Signer ver 4.1.3		0 X
Folders Delko Delko Delko Delko Delko De	Image: Second	
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	Boverij Mondon Uzer Handon Voger Handon Voger Databil Databil Databil	

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.

You	CAN BE SUR	E		@ 💁 i ? 🔒
SafeNet Authentication Client	Tools 🗊 🛄			
User's Name	Issued To	Issued By	Expiration Date	Purposes
্ট্টু Client Settings	User's Name	Netrust CA 2-1	9-Oct-2023	All application policies
	User's Name User's Name User's Name	Netrust CA 2-1 Netrust CA 2-1 Netrust CA 2-1	17-Oct-2021 13-Feb-2023 9-Oct-2023	All application policies All application policies All application policies

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).

🗊 Entrust Certificate Explorer					
File Edit View Help					
<i>"</i>					
Personal Trusted People Other People	Name	Delete all certificates not required.		Email	lssued by

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



Please go to the NDSv4.1.3 folder and open the Software folder > NDS > double-click to run Nconfig64Bit.exe.



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Page 10 of 11

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