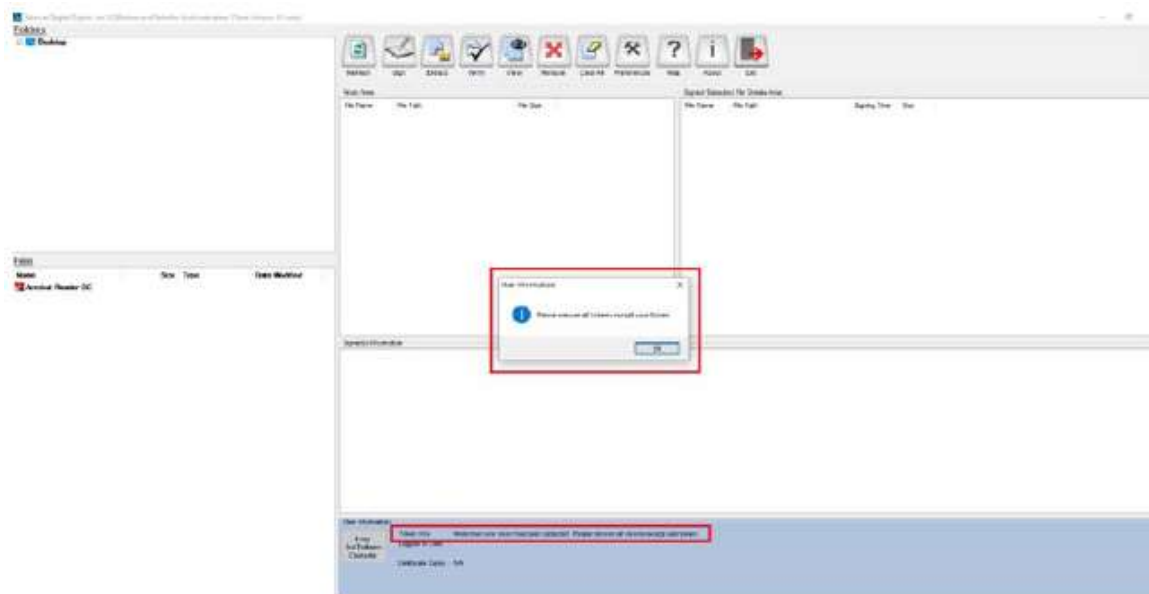


## Netrust Digital Signer Installation and Troubleshooting Guide (For CORENET users)

### FAQ

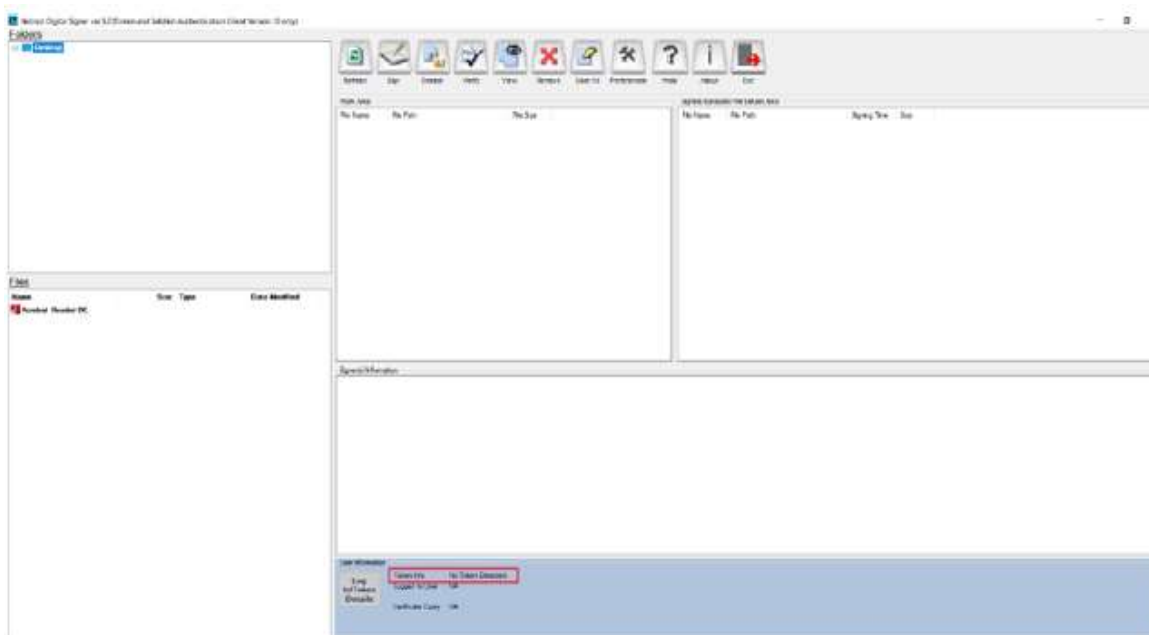
I can't sign from the Netrust Digital Signer, it is showing this error from the pop up message and token info

- **Error: Please remove all token except user token**



**OR**

- **Error: No token detected**




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

## **Step 1**

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 if it is a new installation***)

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 – 2.0, 3.0, 3.1 or 3.2
- SafeNet Authentication Client Tools – 8.3 or 9.0
- SafeNet iKey Driver
- SafeNet Borderless
- Entrust Entelligence Security Provider

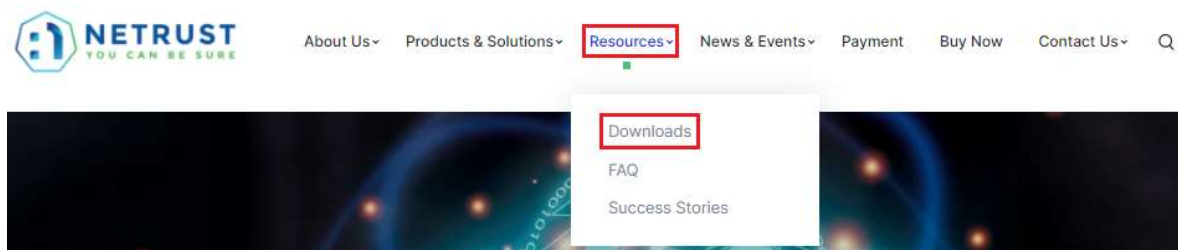
Please go to <https://www.netrust.net/download/> to retrieve the new software

## **Step 2**

Click Resources

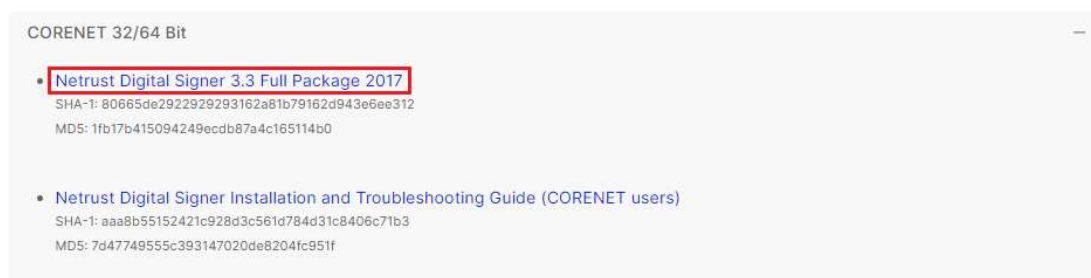
## **Step 3**

Click Downloads



## **Step 4**

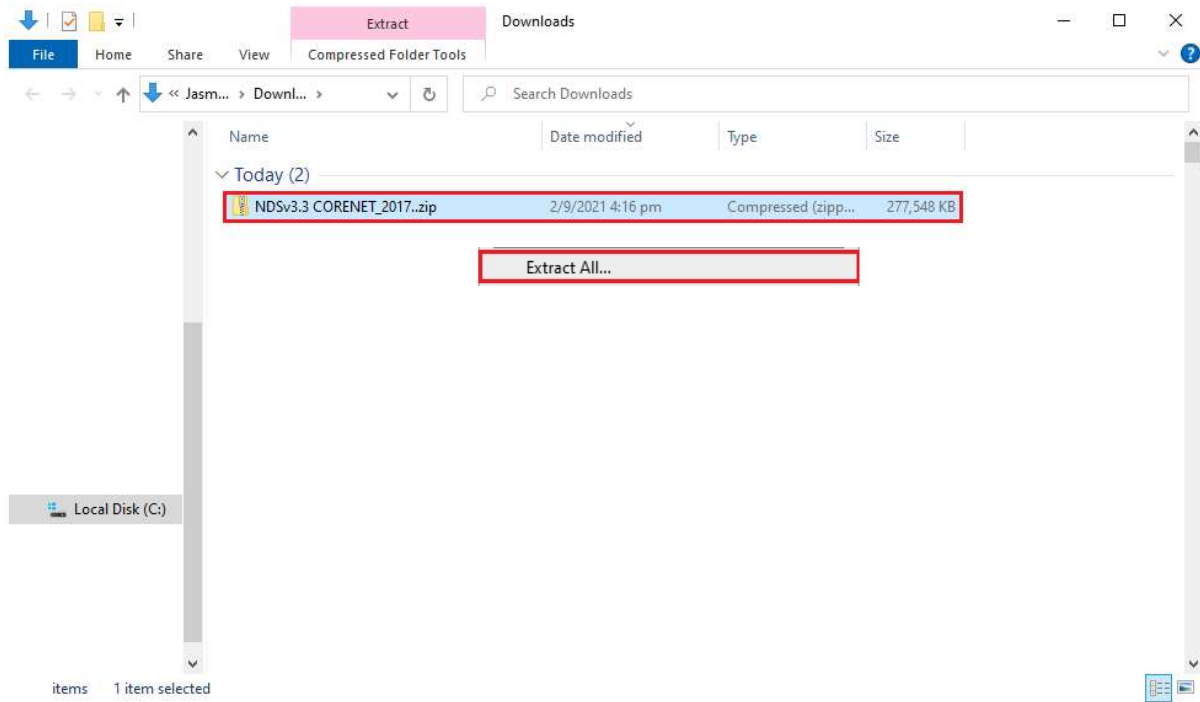
Scroll down until you see the CORENET category. Select the 1<sup>st</sup> bullet point and download the package



**Please email us if you require further clarifications**  
**Email : [customersupport@netrust.net](mailto:customersupport@netrust.net)**

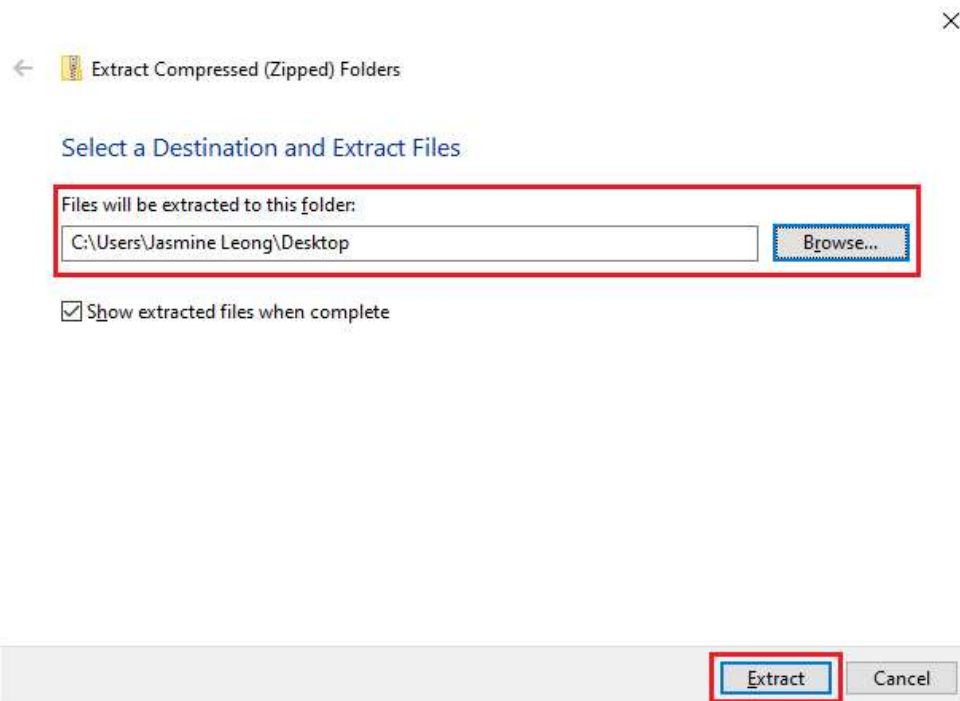
## Step 5

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



## Step 6

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



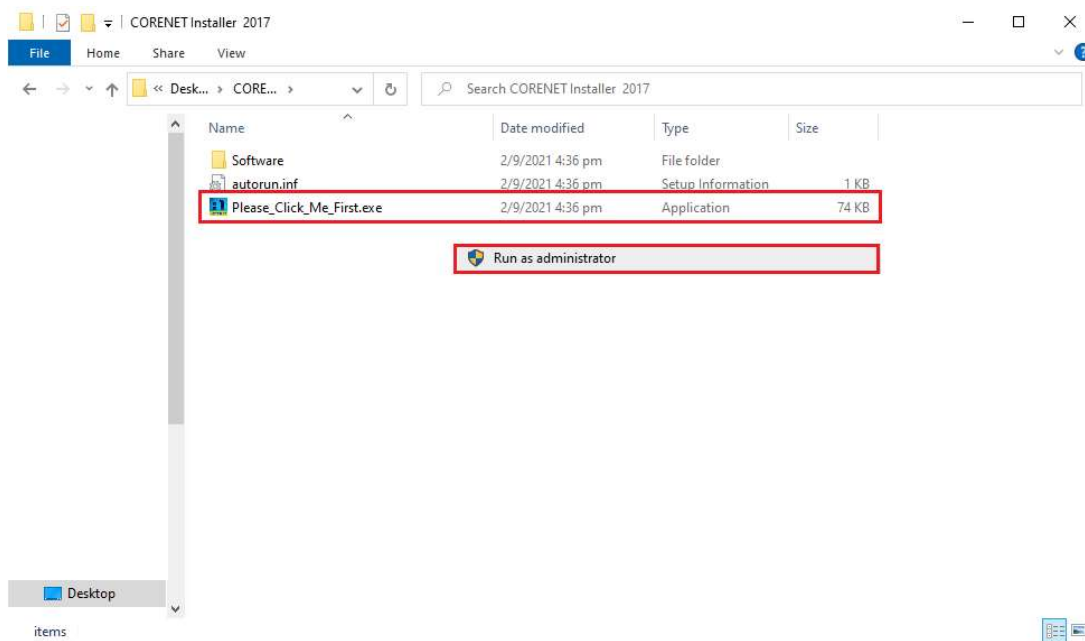
## Step 7

Go to your Desktop and open the CORENET Installer 2017 folder



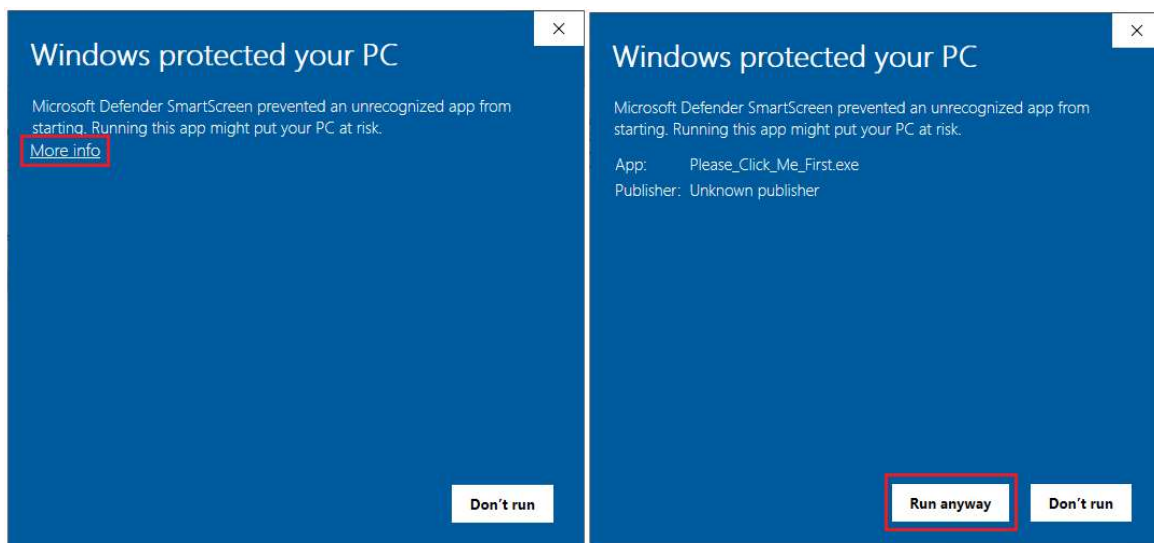
## Step 8

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



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

**Step 10**

Select SafeNet Authentication Client (**Step 1**), Netrust Digital Signer (**Step 3**) and Configure 64 Bit Configuration File (**Step 4**) and install it

**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 <a href="#">here</a> or Visit <a href="http://www.Java.com">www.Java.com</a>
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 <a href="#">here</a> to install this critical patch after installing EESP (button on the left)**

**NETRUST**

**YOU CAN BE SURE**

Help Quit