



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

Authored by: Netrust Customer Support



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1 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:

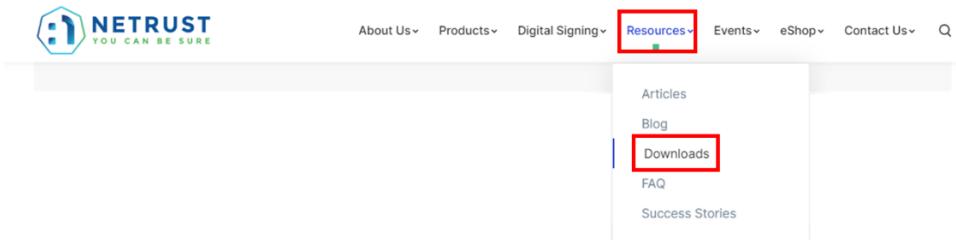
- Netrust Digital Signer
- SafeNet Authentication Client Tools
- Entrust Entelligence Security Provider

Step 2

Click Resources

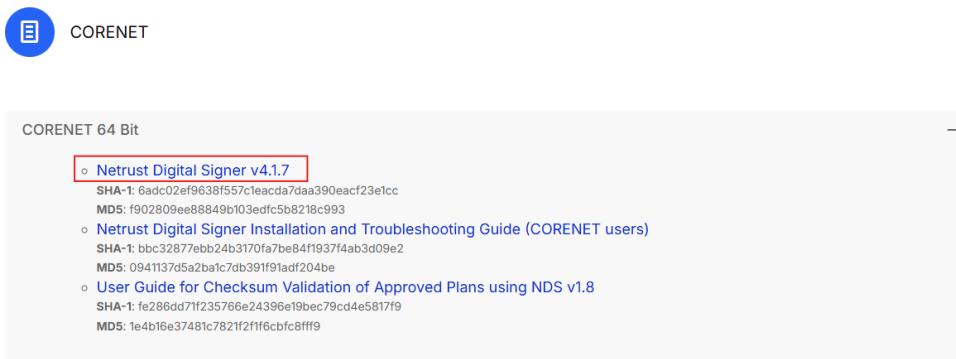
Step 3

Click Downloads



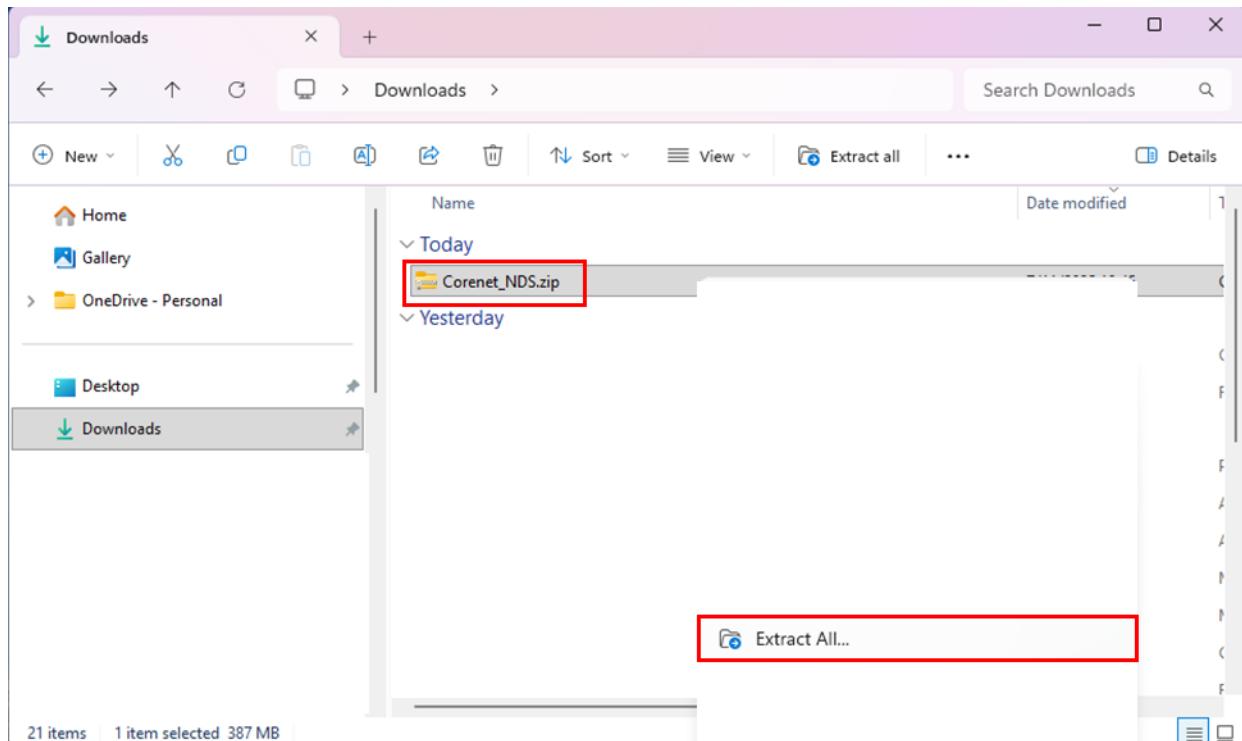
Step 4

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



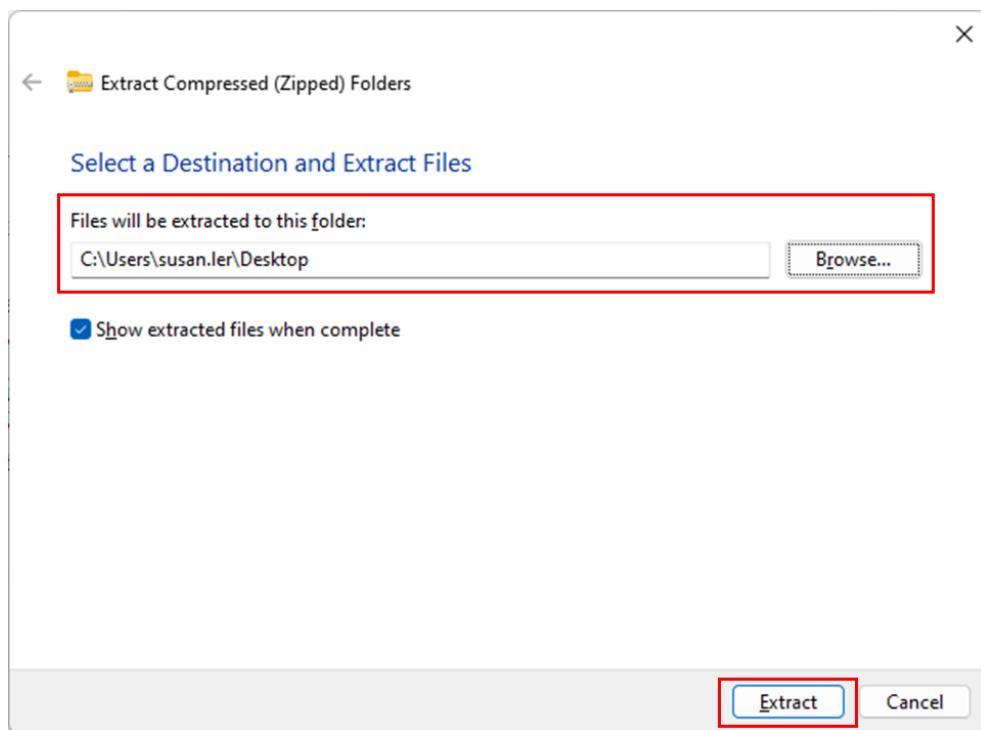
Step 5

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



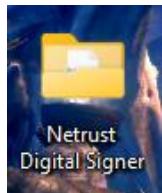
Step 6

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



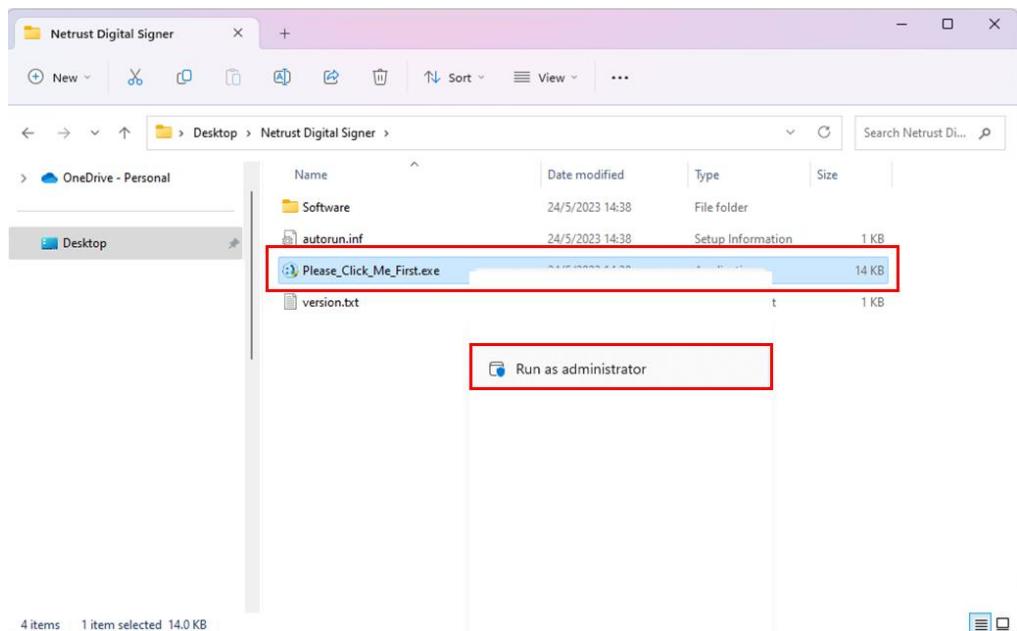
Step 7

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



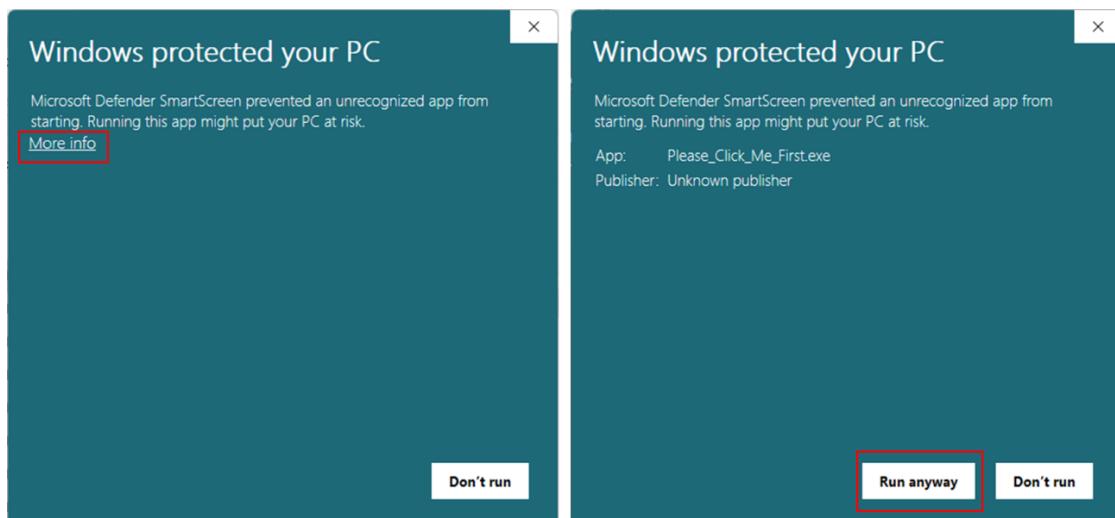
Step 8

Right click on Please_Click_Me_First.exe and select Run as administrator



Step 9

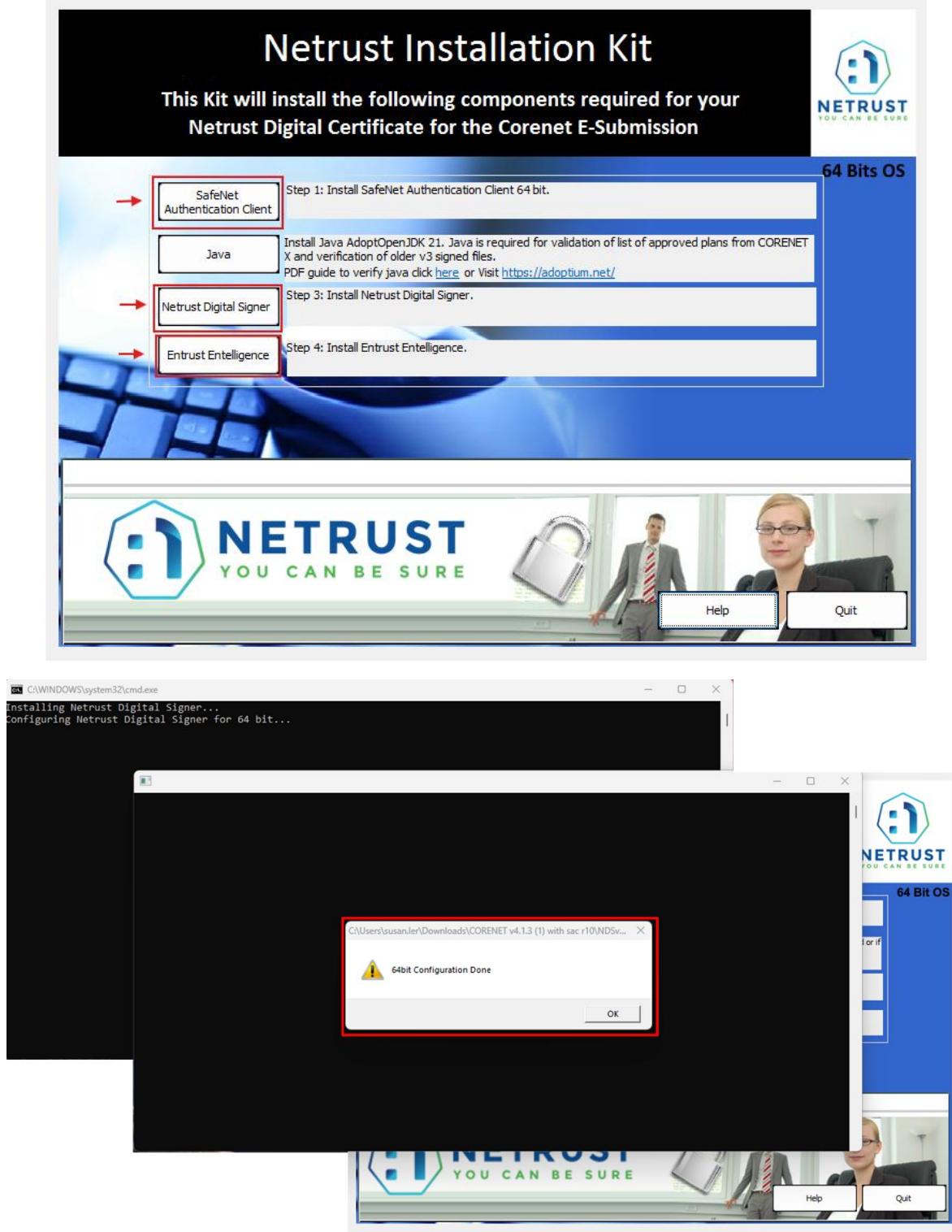
If you encounter this prompt, click on More Info and select Run anyway



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.



2 nSignBasic Cloud Signing

nSignBasic Cloud Signing is a token-less digital signing service that offers a modern alternative to traditional USB tokens. Instead of using a physical device, users can sign documents by simply logging in to the nSignBasic Cloud Signing platform through built-in authentication or Singpass, using applications such as the Netrust Digital Signer.

During authentication, users will verify their identity through their mobile device using the Singpass App or Microsoft Authenticator. Once authenticated, they can sign files securely without the need for any USB cryptographic token.

This service provides users with an additional, convenient signing option alongside existing USB cryptographic tokens.

Users may also continue using their USB cryptographic token if they prefer, as nSignBasic Cloud Signing serves as an additional signing option.

2.1 On-boarding of nSignBasic Cloud Signing

To on-board to nSignBasic Cloud Signing, users can begin by registering their interest to apply by emailing to customersupport@netrust.net, Netrust customer support team will follow up with the necessary information and next steps. The high-level on boarding process is as follows:

1. User expresses interest by emailing customersupport@netrust.net
2. Netrust provides the required application forms for the user to complete.

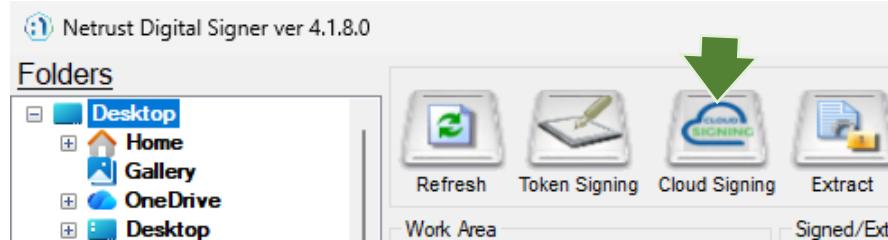


3. Once the forms are submitted, Netrust will arrange a facial verification session with the user. This verification step is similar to the current process for applying for a Netrust certificate and is part of the IMDA audited Certificate Authority procedures.
4. After verification is completed, Netrust will assist the user remotely to set up their nSignBasic Cloud Signing account.

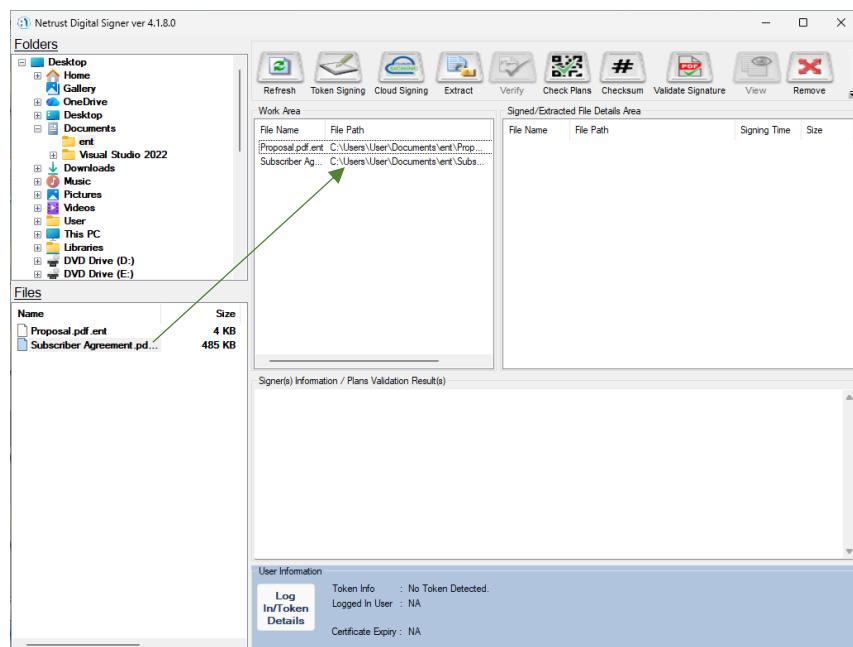
Additional details such as payment, software to be installed will be provided after the user sends the initial email.

2.2 nSignBasic Cloud Signing with Netrust Digital Signer (NDS)

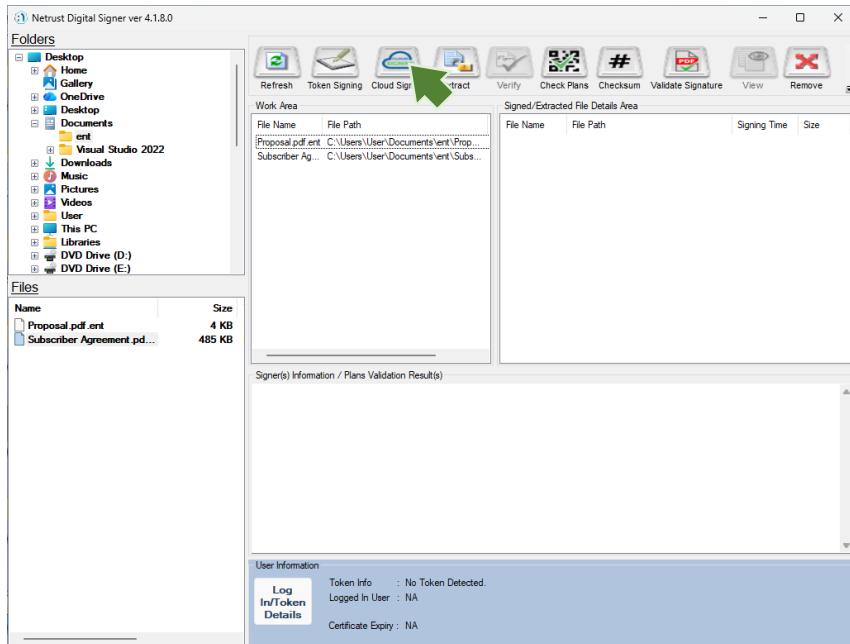
nSignBasic Cloud Signing feature is available in NDS v4.1.8 and above.



1. Drag/Double click on the files to be digitally signed to the Work Area.

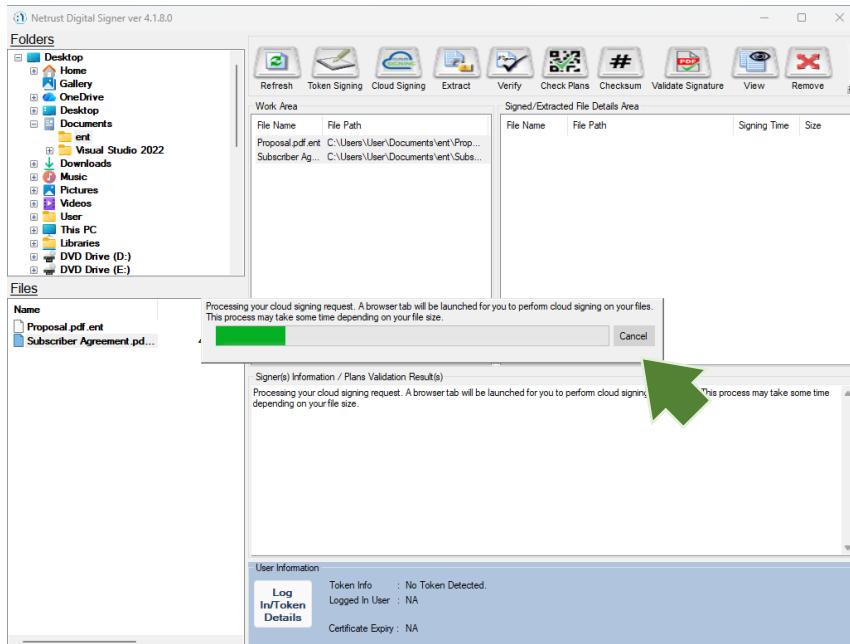


2. Click on “Cloud Signing”.

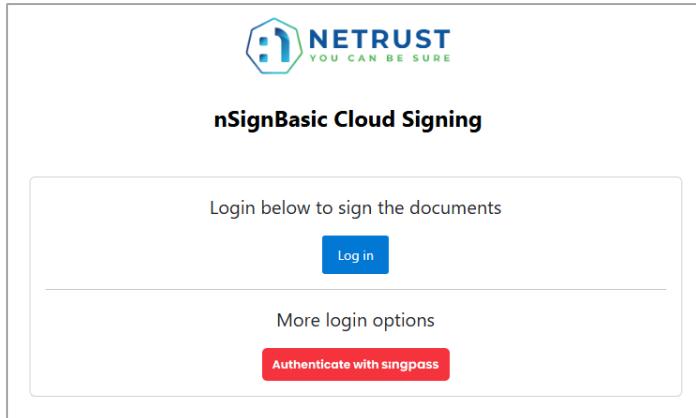


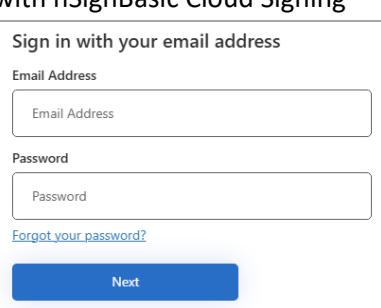
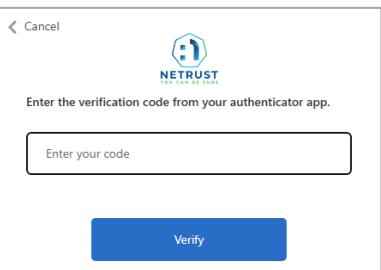
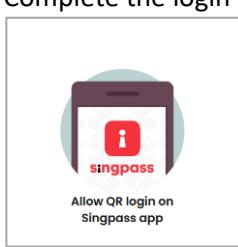
3. A popup will appear with a cancel button. The default browser will open with nSignBasic Cloud Signing authentication page.

If you wish to cancel the signing operation, close the browser that is opened by NDS, and click on the “Cancel” button in the NDS pop up to continue operating in NDS.



4. There are two options to authenticate in nSignBasic Cloud Signing
 - a. Built-in nSignBasic Cloud Signing authentication
 - b. Authenticate with Singpass

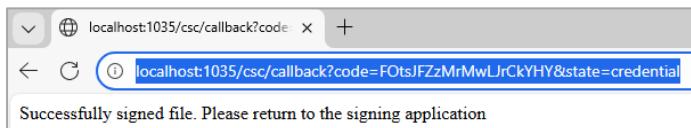


Built-in nSignBasic Cloud Signing authentication	Authenticate with Singpass Login
<p>1. Click on “Login”</p> 	<p>1. Click on “Authenticate with Singpass”</p> 
<p>2. Login with the email address that is registered with nSignBasic Cloud Signing</p> 	<p>2. Scan the QR code on Singpass page with Singpass App that is link with nSignBasic Cloud Signing account that is used for signing</p> 
<p>3. Enter the OTP from the nSignBasic Cloud Signing account in Microsoft Authenticator App*</p> 	<p>3. Complete the login process on Singpass App</p> 
<p><i>*Created during the first digital signing using nSignBasic Cloud Signing</i></p>	<p>4. Singpass will redirect to nSignBasic Cloud Signing after successful authentication</p> 

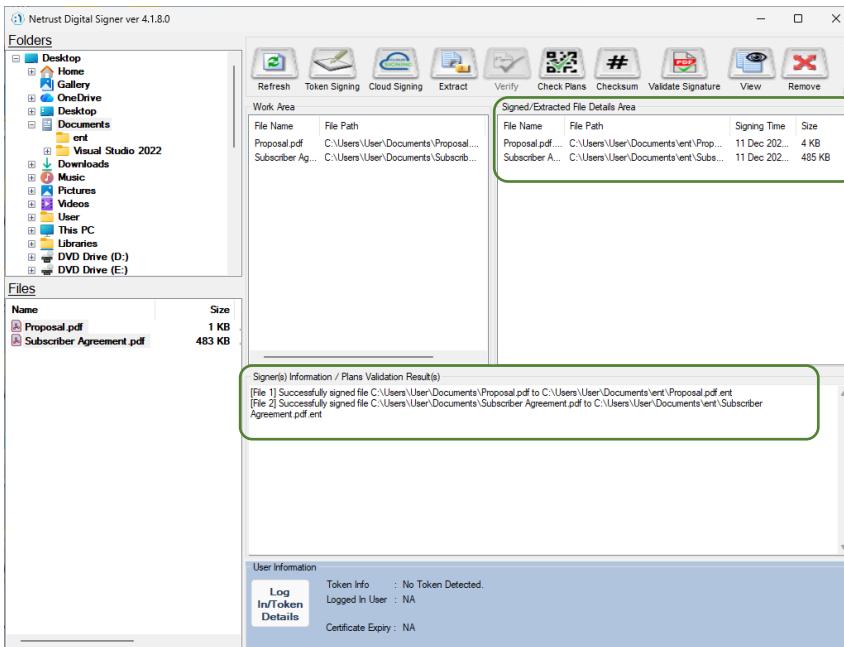
5. The browser will get redirected back to nSignBasic Cloud Signing after successful authentication. nSignBasic Cloud Signing will display the files that will be digitally signed. Click “Confirm” if the files are correct.



6. After digital signing of files is successful, the browser will display the following. Go back to NDS.



7. The signed files will appear in “Signed/Extracted File Details Area” area. NDS will also display the successful message in “Signer(s) Information / Plans Validation Result(s)” area.

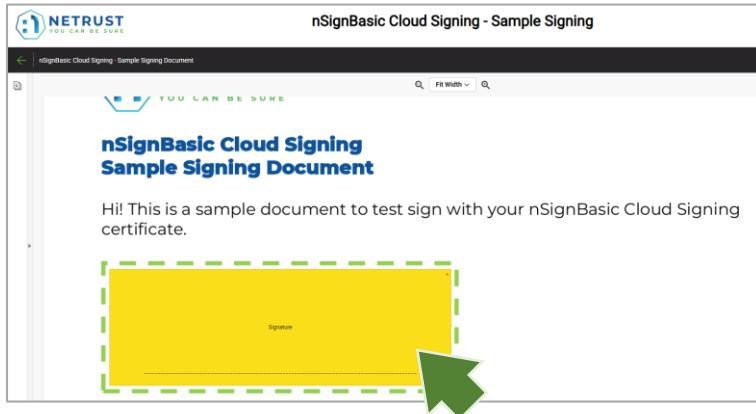


2.3 Reset Password for Built-in nSignBasic Cloud Signing authentication

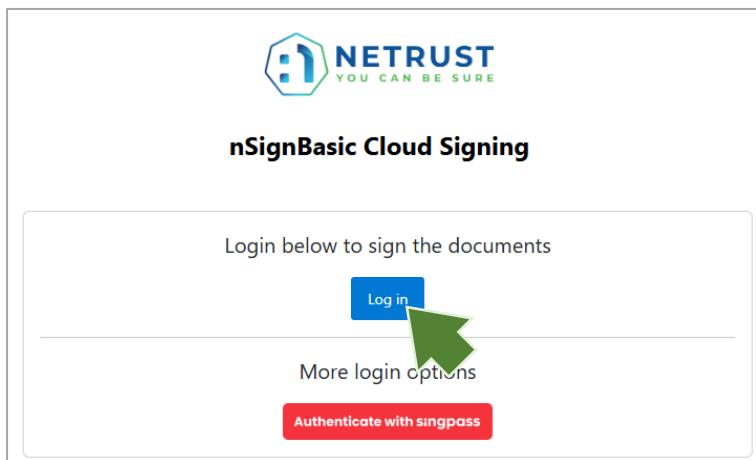
1. Using a browser to browse:

<https://form.nsignhub.com/signing.aspx?key=85259351-bd16-44a8-a68c-28ab7c09a9f2>

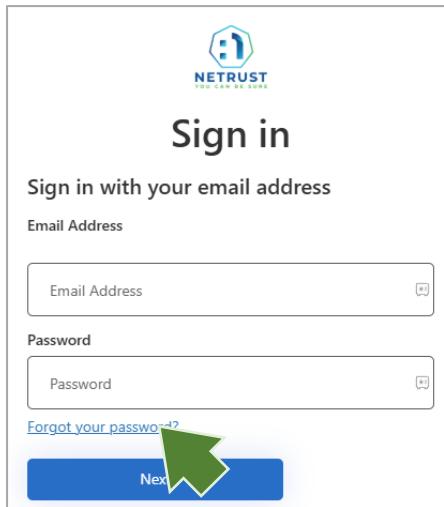
2. Click on “Signature” box.



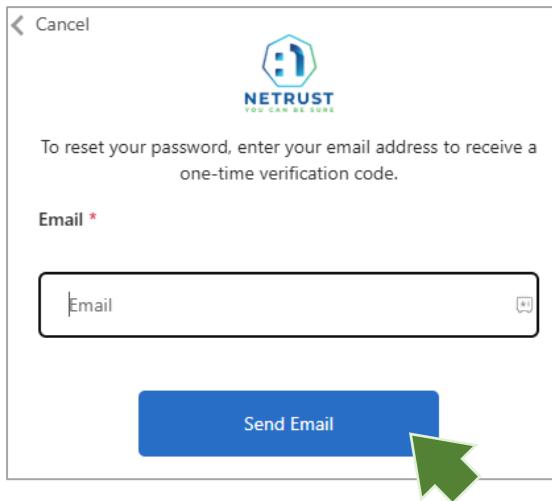
3. Click on “Log in”



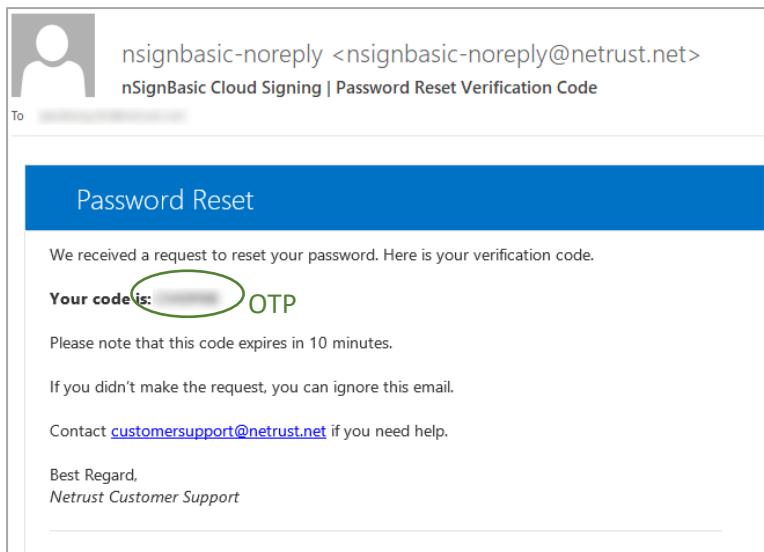
4. Click on “Forgot your password?”



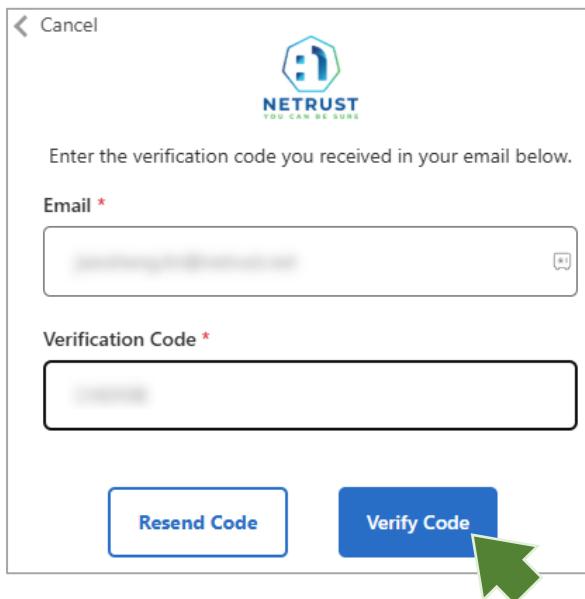
5. Enter the email address that is registered with nSignBasic Cloud Signing and click on “Send Email”.



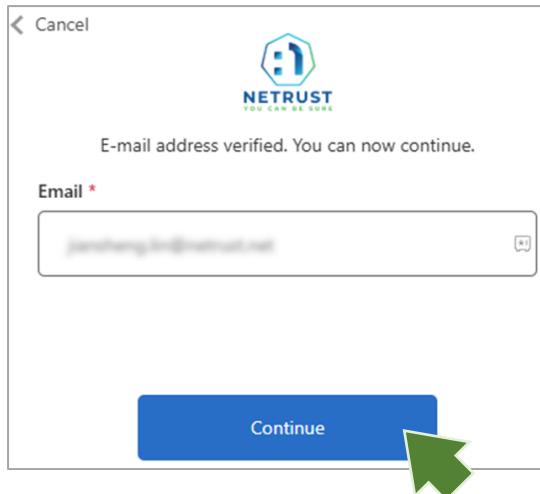
6. An OTP will be sent to the email address that was entered.



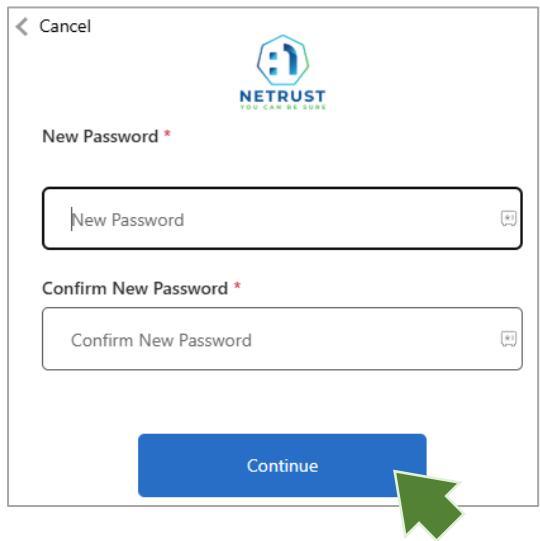
7. Enter the same email address that was used to reset password and also the verification code that is sent to the same email address. Click on “Verify Code”. If no OTP is received within 5 minutes, please click on “Resend Code”.



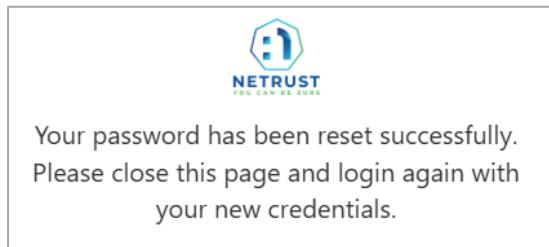
8. Click on “Continue”.



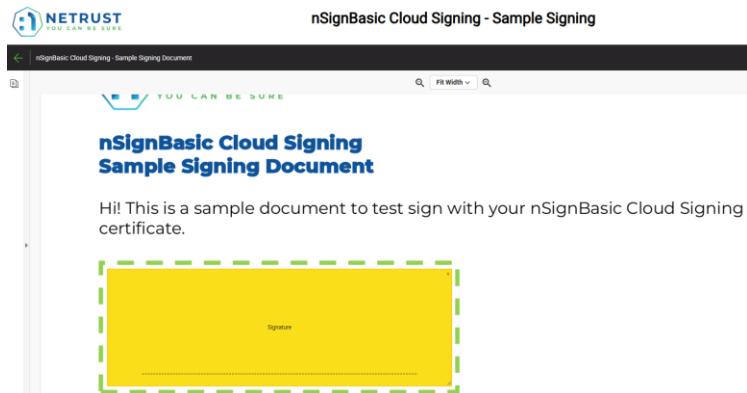
9. Enter the same desired password into the text boxes. Click on “Continue”.



10. Password reset completed. You can close this Window.



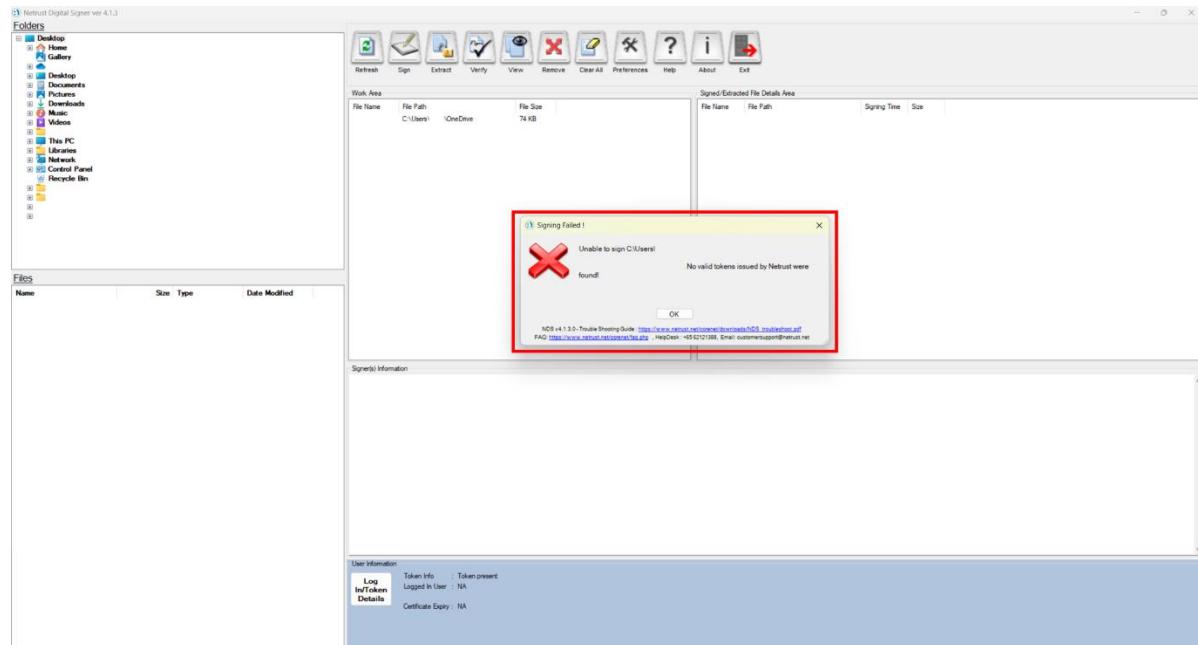
11. Testing of new password can be done by completing the nSignBasic Could Signing Sample Signing page.



3 Troubleshooting

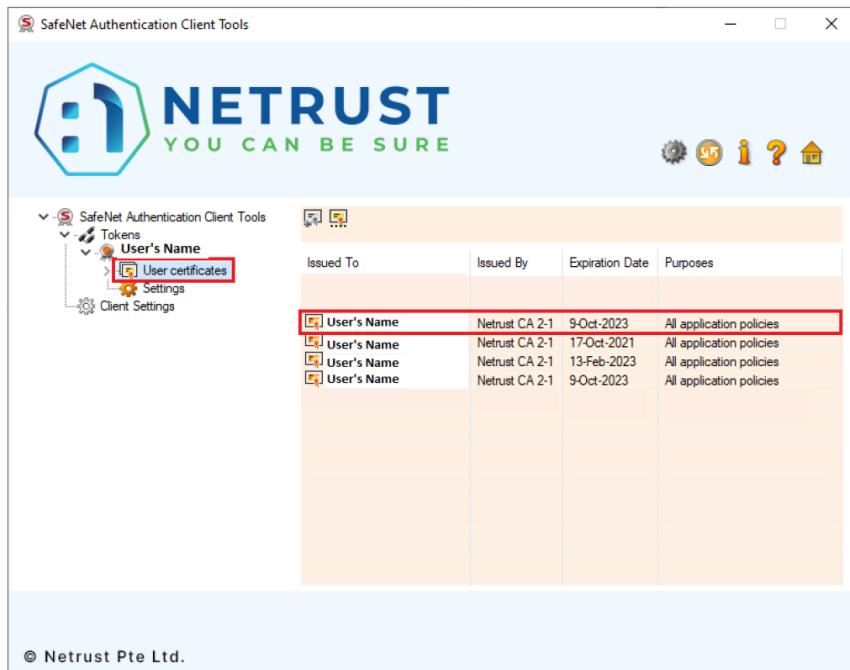
3.1 Error 1 – No valid tokens issued by Netrust were found

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



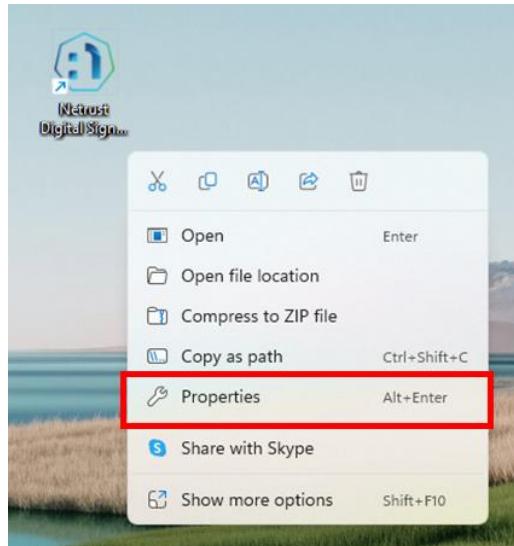
Please verify the validity of your certificate using the Safenet Authentication Client tools to ensure that it has not expired. If the certificate has not expired, please follow the steps on page 3 to uninstall the existing software and install the latest version.

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

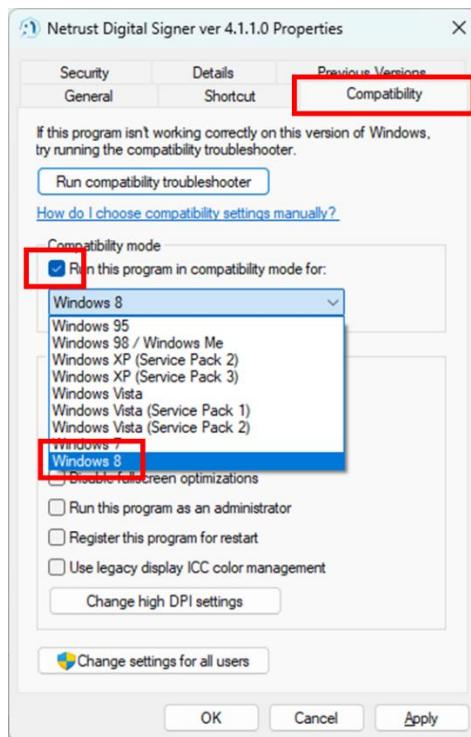


3.2 Error 2 – I am unable to access the Netrust Digital Signer as it auto closes after opening

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

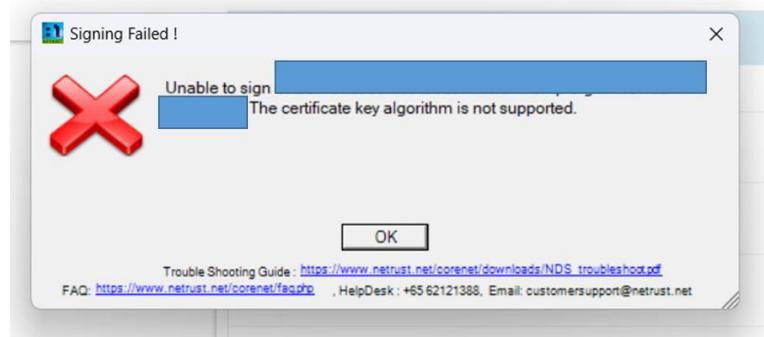


Step 2: Click on Compatibility and set to Windows 8



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

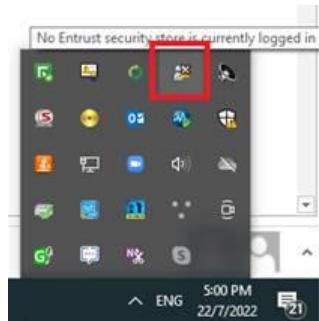
3.3 Error 3 – Certificate Key Algorithm is not supported



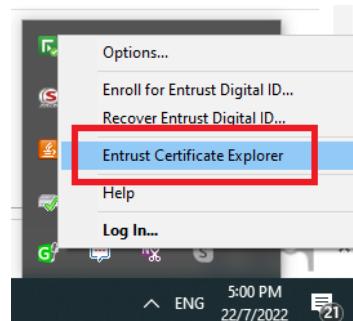
Please ensure the following software is installed: [Entrust Certificate Agent](#)

Remove your token.

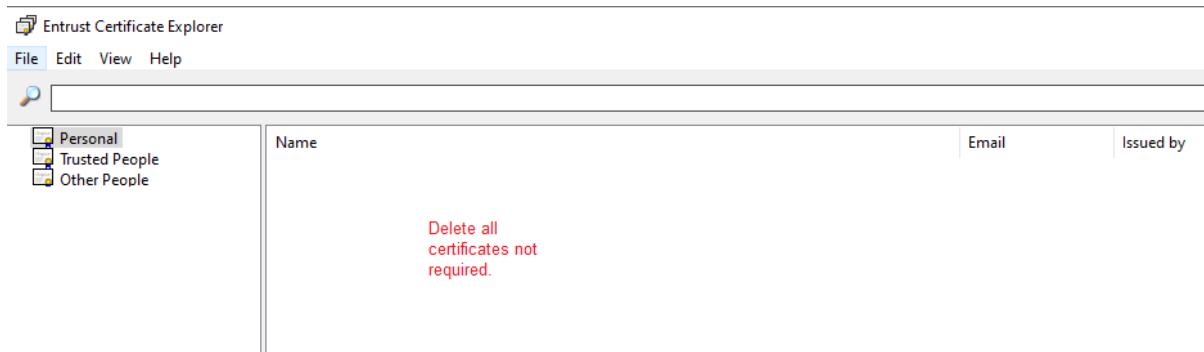
Right-click on the following icon:



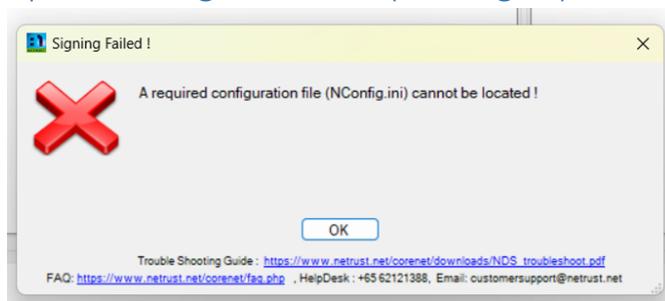
Click on Entrust Certificate Explorer



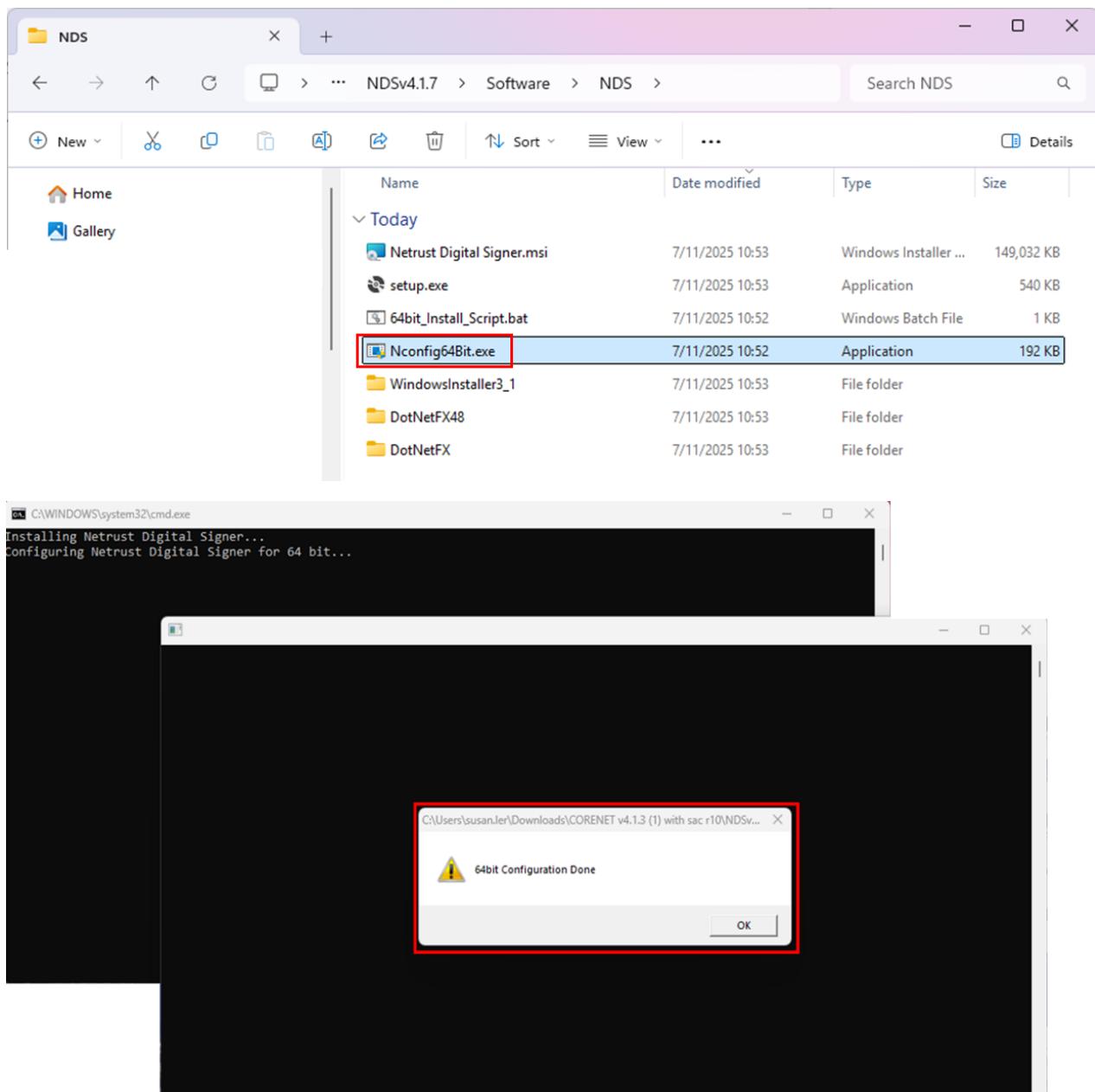
Delete the certificates that are not required, usually it will be issued by Microsoft (after Windows update).



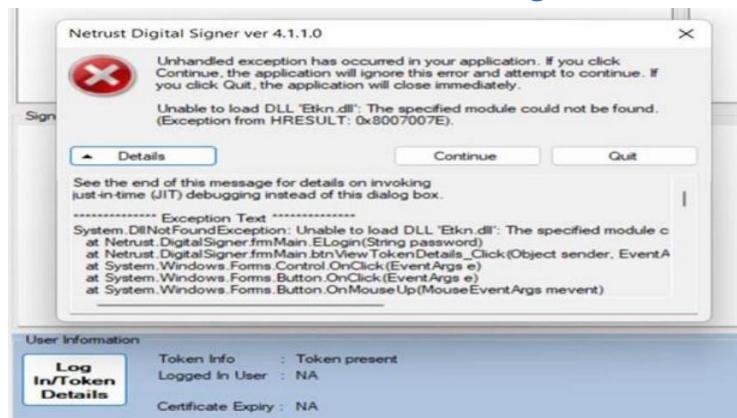
3.4 Error 4 – A required configuration file (Nconfig.ini) cannot be located



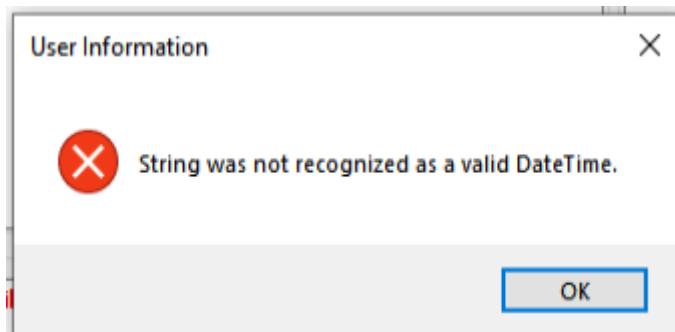
Please go to the NDSv4.1.7 folder and open the Software folder > NDS > double-click to run Nconfig64Bit.exe.



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

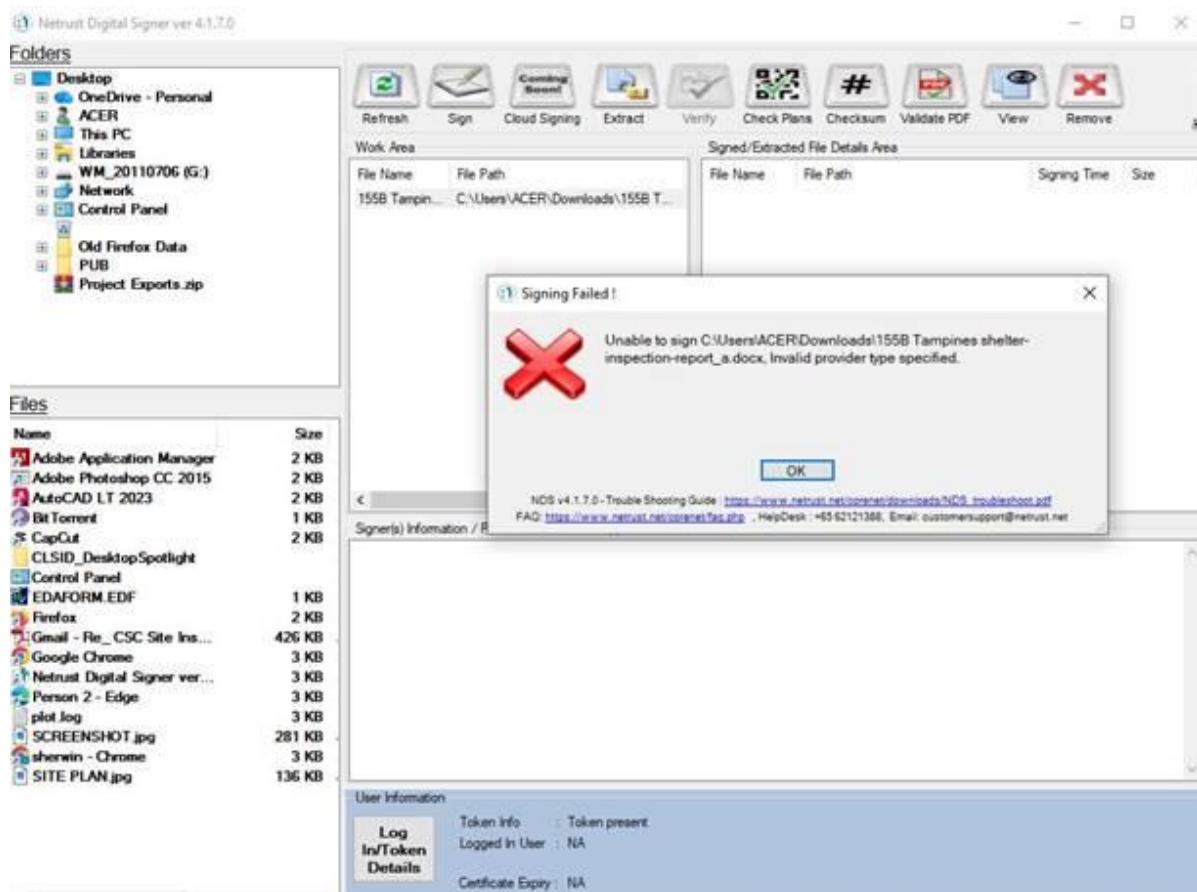


3.6 Error 6 – String not recognised as valid date/time



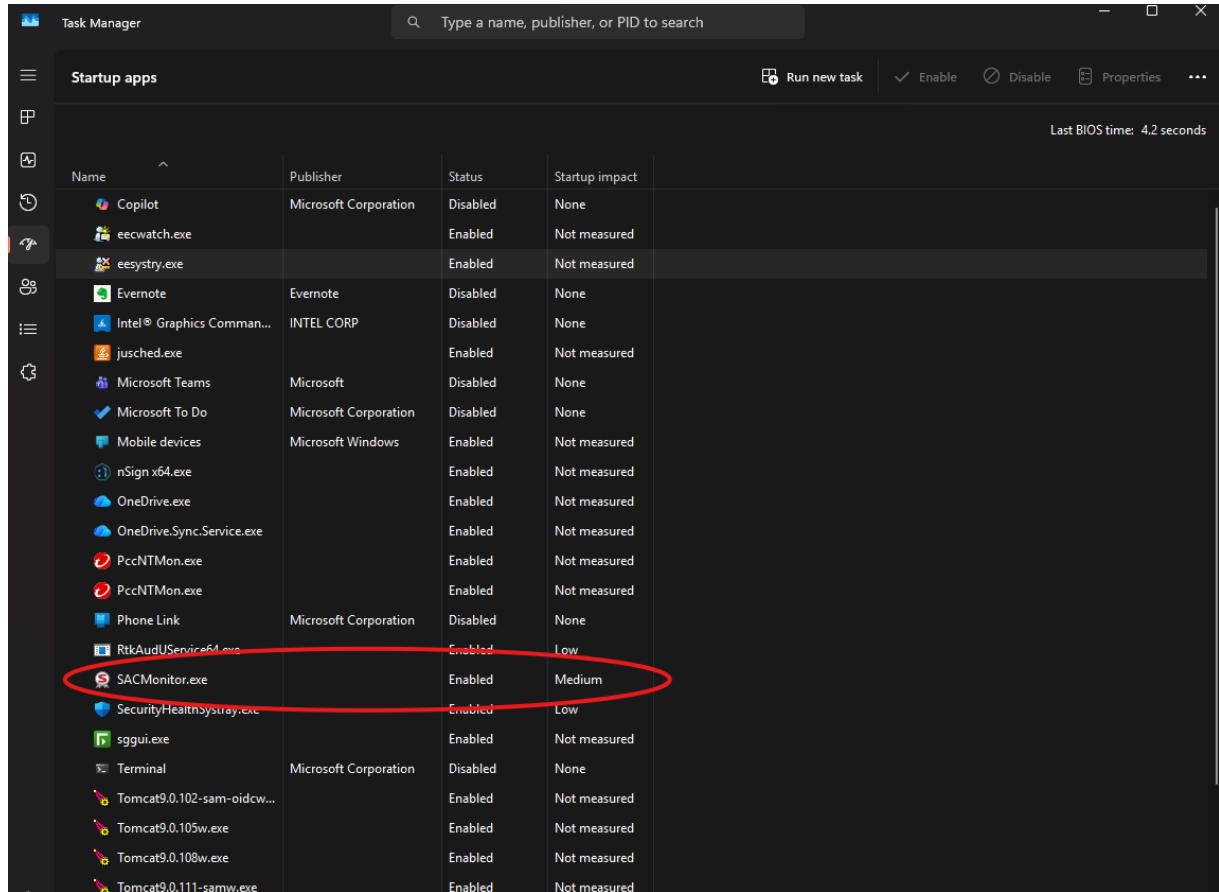
For errors 5 and 6, please follow the steps on page 3 to uninstall the existing software and install the latest version.

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



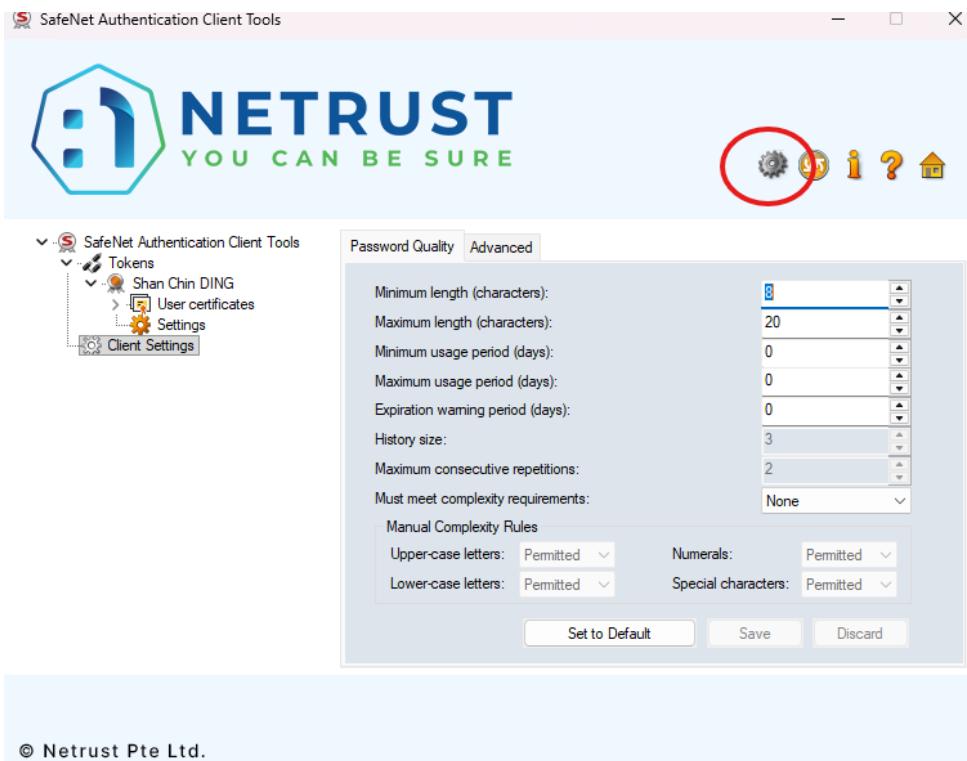
First, ensure SAC is optimised to run properly.

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

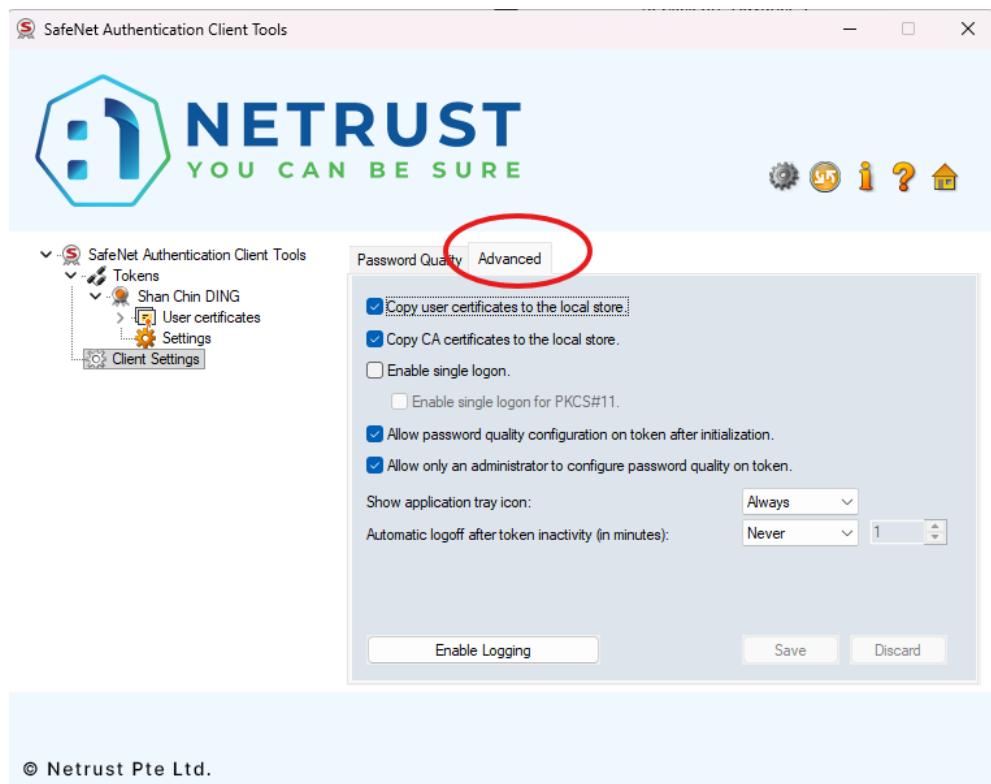


Name	Publisher	Status	Startup impact
Copilot	Microsoft Corporation	Disabled	None
ecwatch.exe		Enabled	Not measured
eesystry.exe		Enabled	Not measured
Evernote	Evernote	Disabled	None
Intel® Graphics Command...	INTEL CORP	Disabled	None
juched.exe		Enabled	Not measured
Microsoft Teams	Microsoft	Disabled	None
Microsoft To Do	Microsoft Corporation	Disabled	None
Mobile devices	Microsoft Windows	Enabled	Not measured
nSign x64.exe		Enabled	Not measured
OneDrive.exe		Enabled	Not measured
OneDrive.Sync.Service.exe		Enabled	Not measured
PccNTPMon.exe		Enabled	Not measured
PccNTPMon.exe		Enabled	Not measured
Phone Link	Microsoft Corporation	Disabled	None
RtkAudUService64.exe		Enabled	Low
SACMonitor.exe		Enabled	Medium
SecurityHealthSystem.exe		Enabled	Low
sggui.exe		Enabled	Not measured
Terminal	Microsoft Corporation	Disabled	None
Tomcat9.0.102-sam-oidcw...		Enabled	Not measured
Tomcat9.0.105w.exe		Enabled	Not measured
Tomcat9.0.108w.exe		Enabled	Not measured
Tomcat9.0.111-samw.exe		Enabled	Not measured

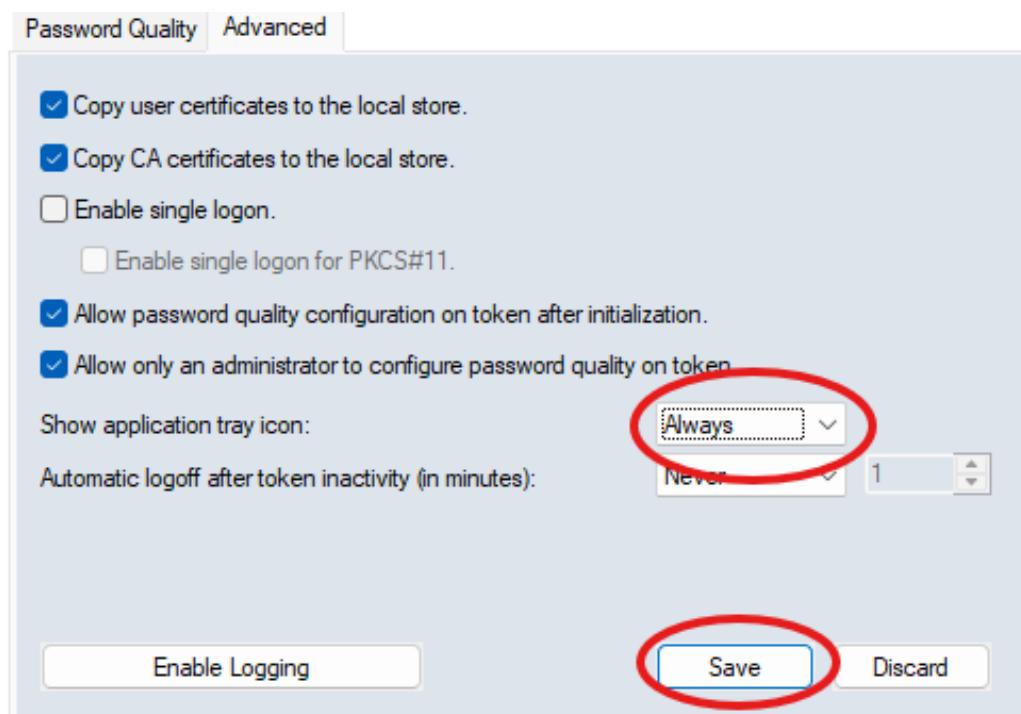
2. Open SafeNet Authentication Client Tools. Click on “Client Settings”



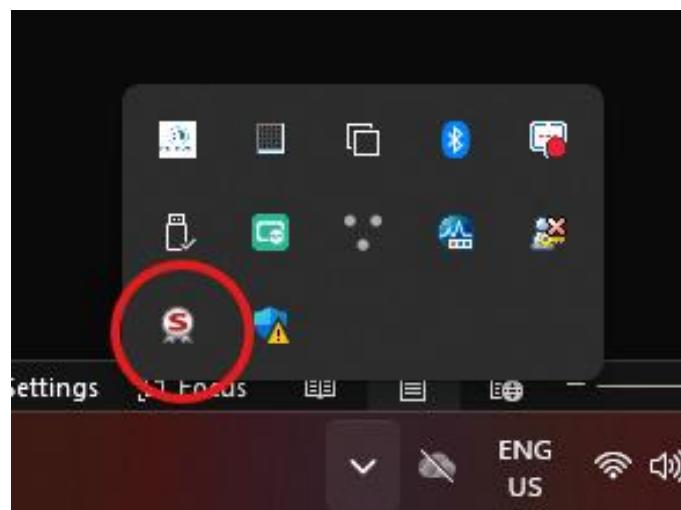
3. Click on “Advanced” tab. Ensure that the option “Show application tray icon” is set at “Always”.



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

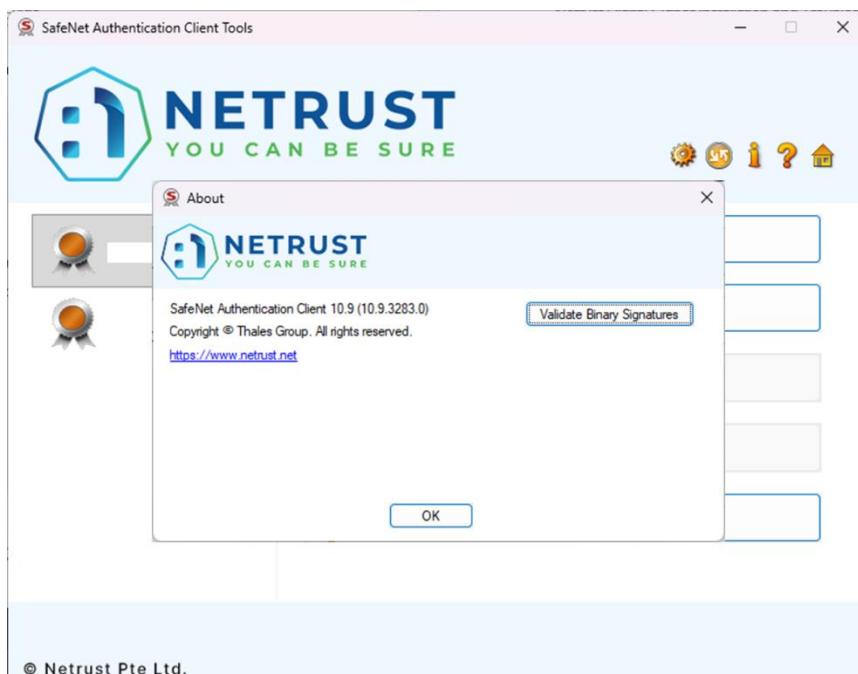
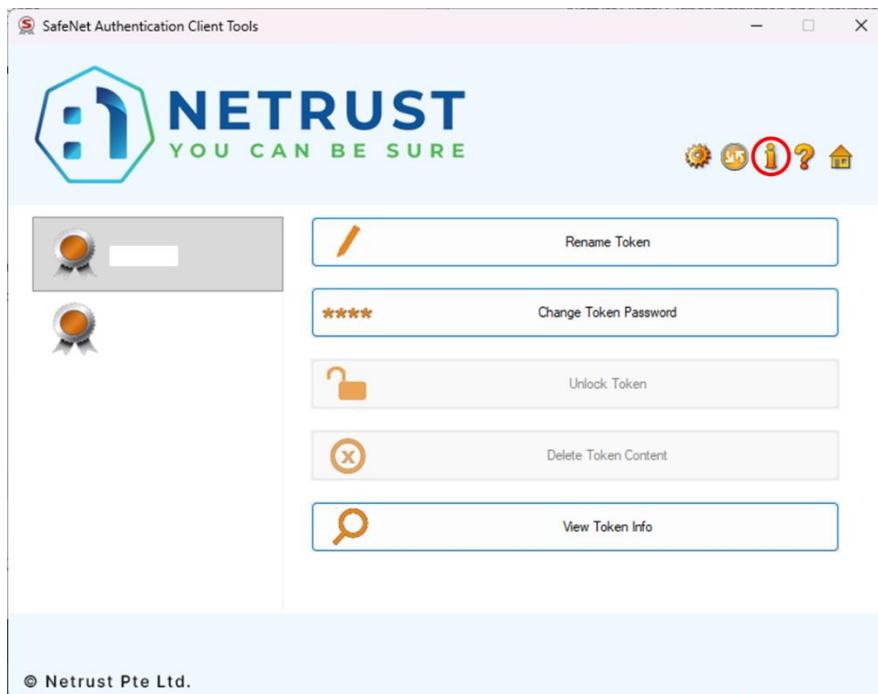


5. Check your tray on the taskbar if the Safenet Authentication Client icon is there.



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

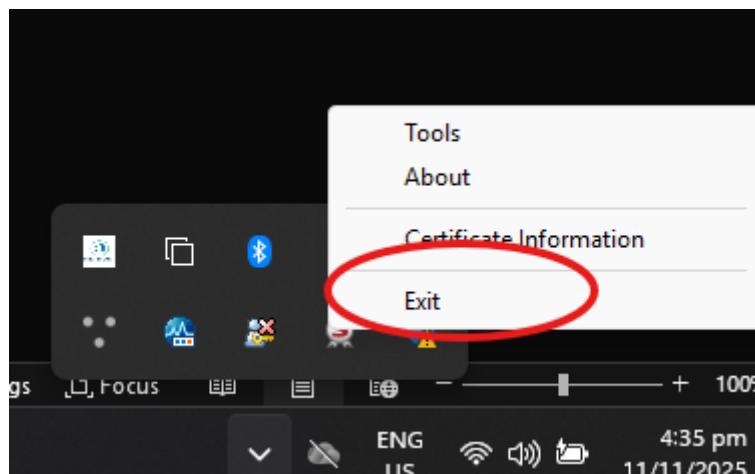
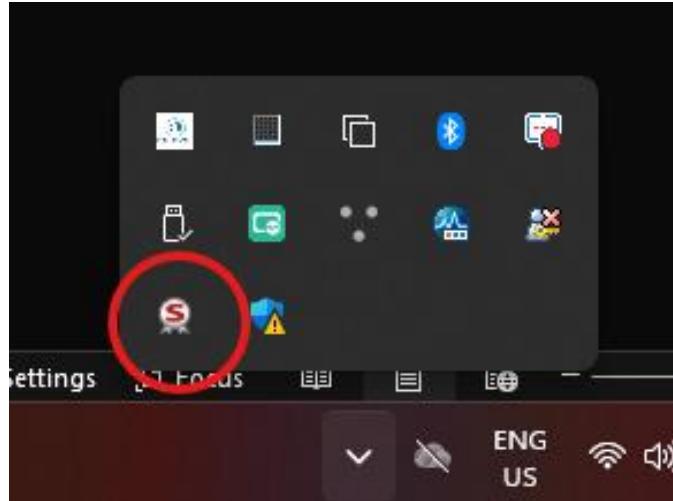
1. Please check if your Netrust Digital Signer is the latest version. Otherwise, do follow the steps on page 3 to uninstall the existing software and install the latest version.
2. Ensure that the **Safenet Authentication Client** is the latest version. To check, open Safenet Authentication Client tools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



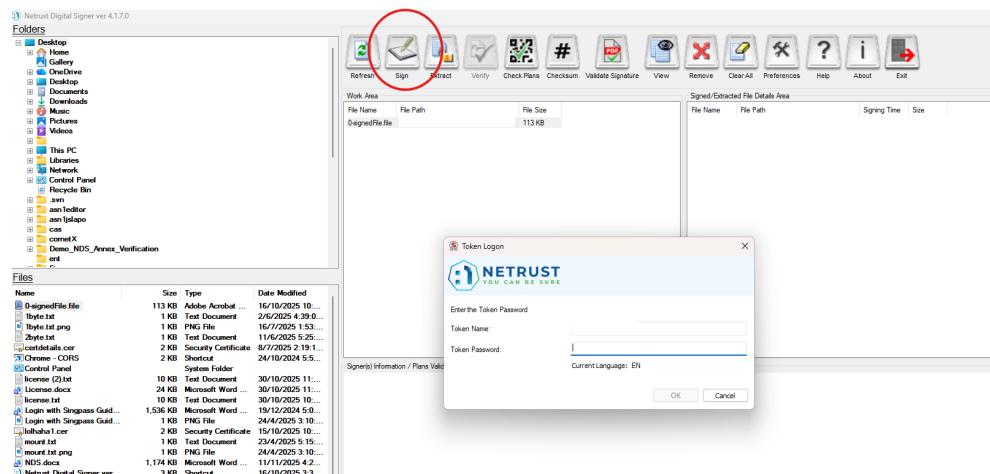
3. If any software is not up to date, follow the steps on page 3 to uninstall the current version, install the latest version, and restart your computer to verify if the issue persists.

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”.

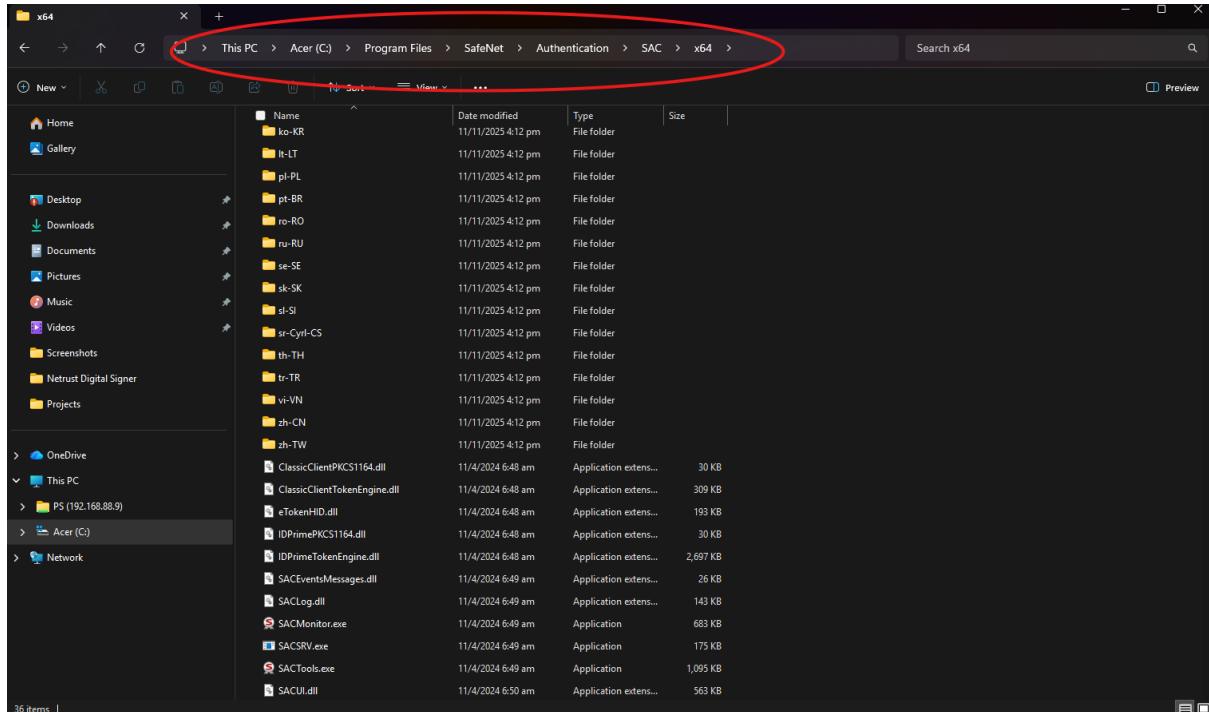


3. Open the Netrust Digital Signer and try signing your file and check if the prompt for password appears. Enter the password and if the .ent file is generated, the signing issue is resolved.

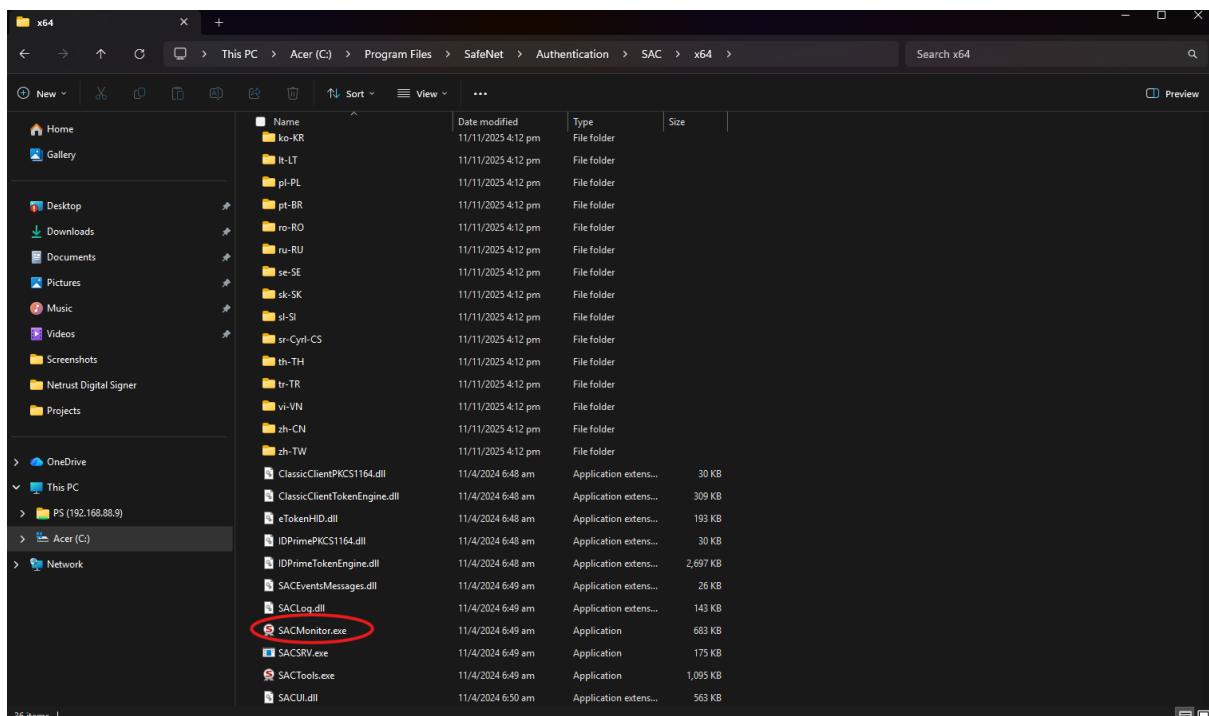


To restart Safenet Authentication Client if the icon is not appearing in the system tray

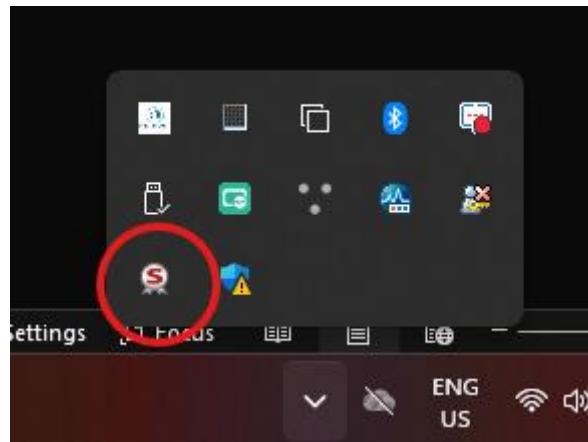
1. If the Safenet Authentication Client icon does not appear in the system tray. Close any Safenet Authentication Client windows and go to C:\Files\SafeNet\Authentication\SAC\x64



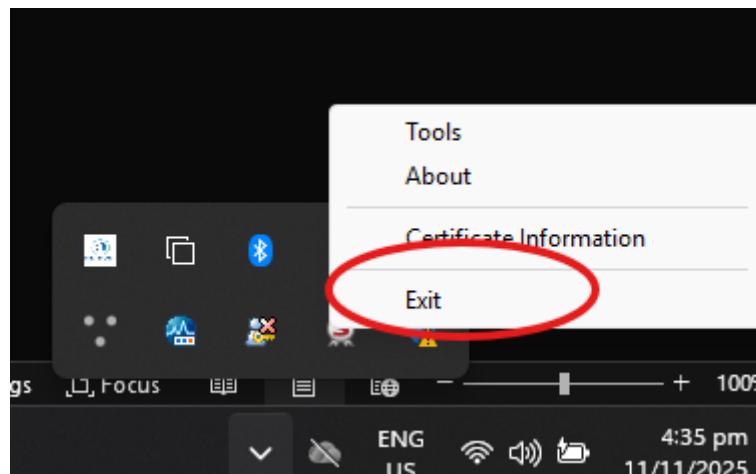
2. run "SAC monitor.exe".



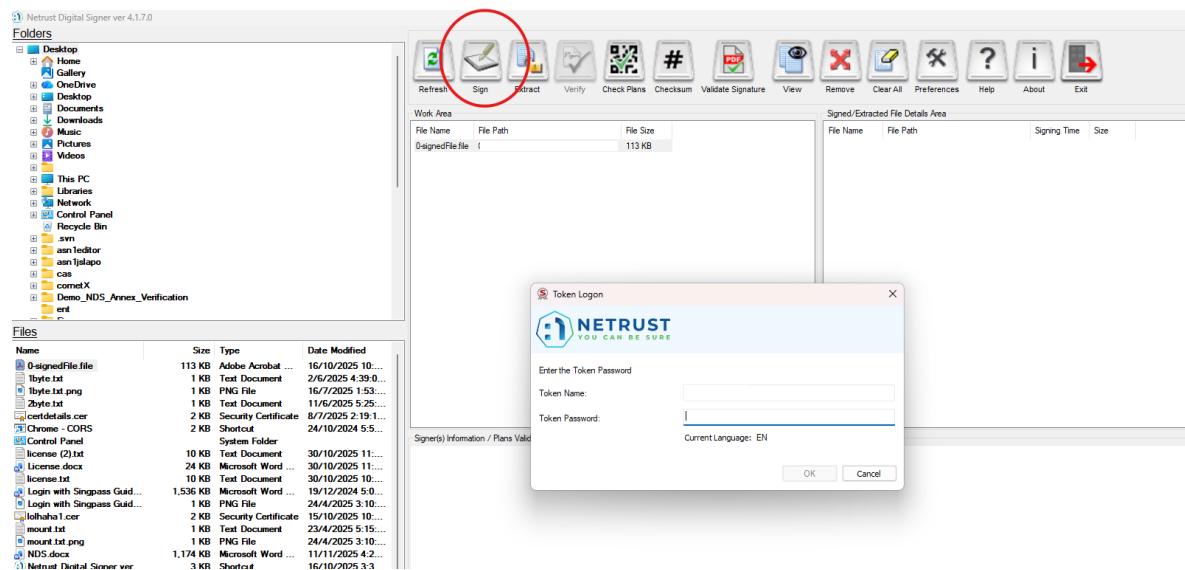
3. The Safenet Authentication Client icon will appear in the system tray.



4. Right click and select "Exit".

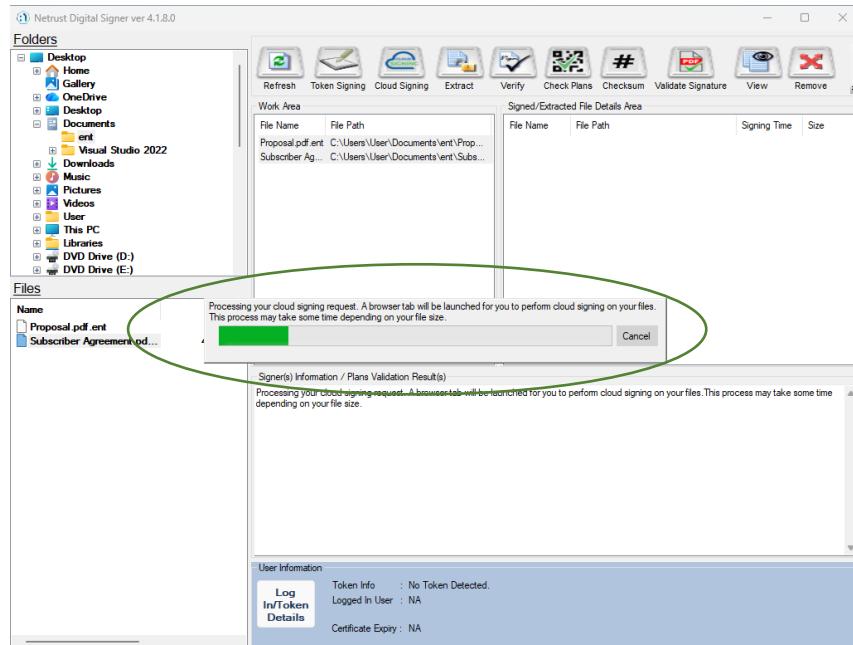


5. Open the Netrust Digital Signer and try signing your file and check if the prompt for password appears. Enter the password and if the .ent file is generated, the signing issue is resolved.

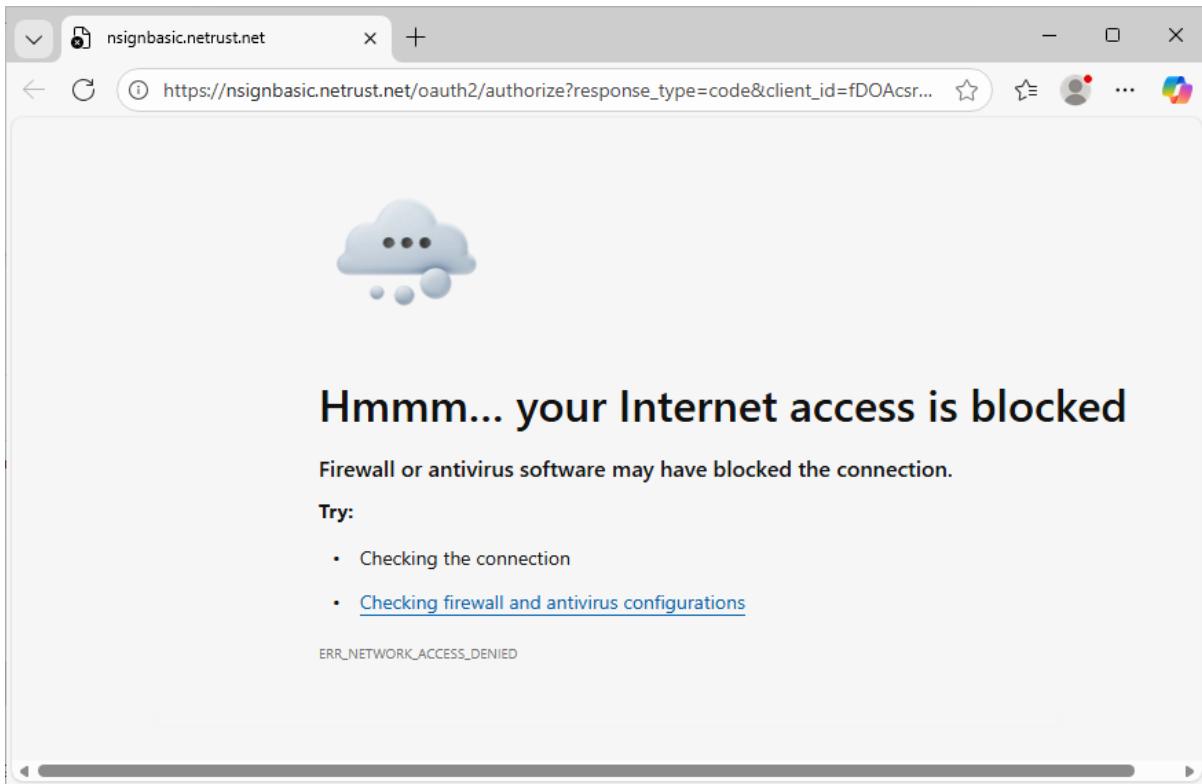


3.8 Error 8 – Unable to sign using Cloud Signing

If the pop up disappears shortly after “Cloud Signing” is clicked and nothing happens next, please close NDS and execute NDS with administrator permission.



3.9 Error 9 – Browser is not able to access to nSignBasic Cloud Platform



Please ensure that the following URL is accessible from user device where NDS is installed.

1. <https://nsignbasic.netrust.net/>
2. <https://nsignbasiccloudsigning.b2clogin.com/>
3. <http://crl.netrust.net>
4. <https://cloudsigning.netrust.net>
5. <http://localhost on port1024 – 1200>
6. <https://id.singpass.gov.sg/>