



# User Guide

## Installation Guide for the LuxTrust Middleware under Mac OS

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# I. Installation

## I.1 Conditions

In order to use the LuxTrust Middleware, you need to verify that your Mac OS version meets the requirements indicated by the LuxTrust Middleware setup file:

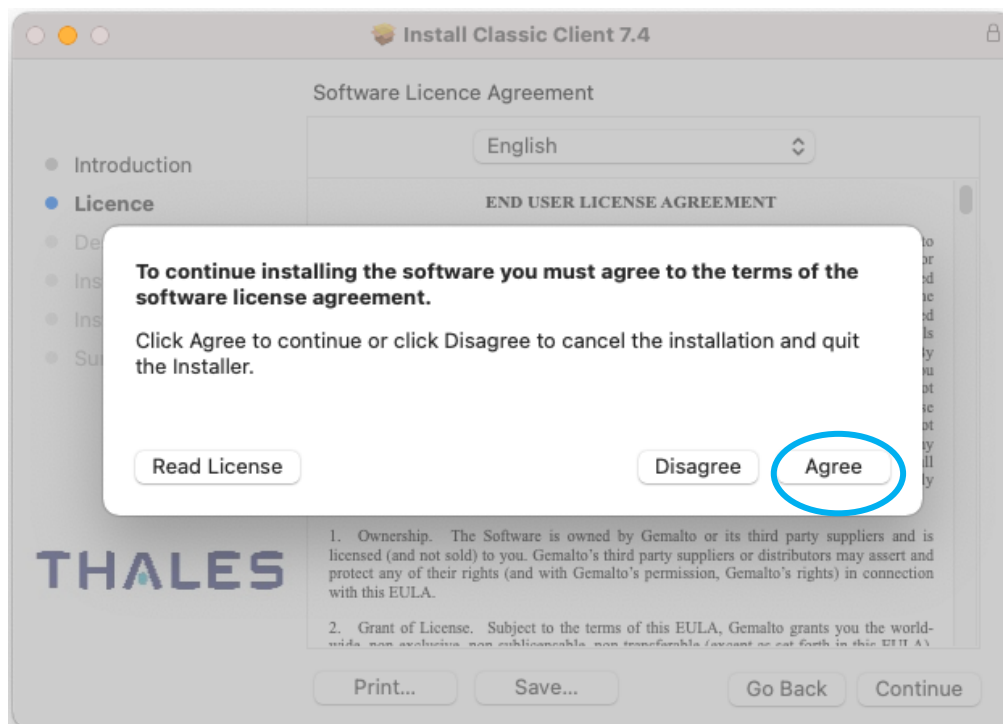
🍏 Mac OS X 10.14+ for example means that you need at least MAC OS X v. 10.14.

## I.2 Installation of the LuxTrust Middleware

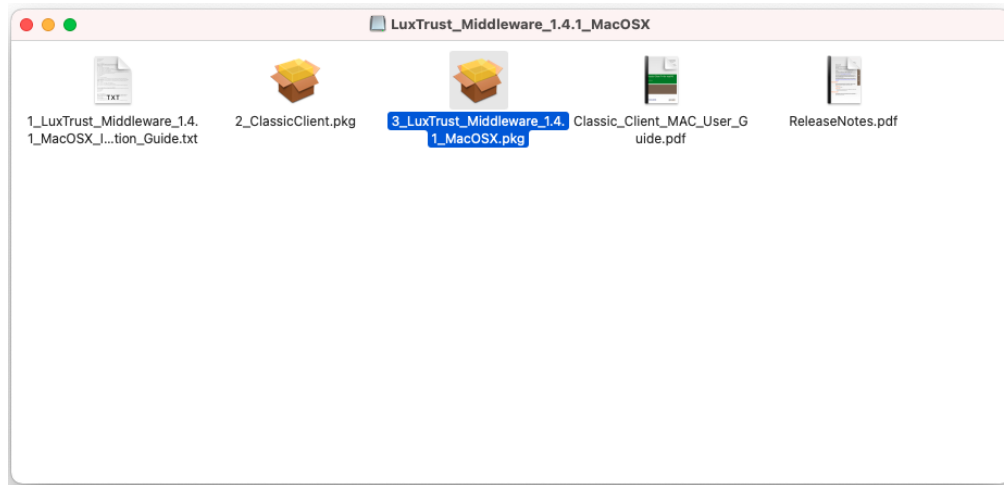
- Download the LuxTrust Middleware from [drivers.luxtrust.lu](https://drivers.luxtrust.lu).
- Go to your download folder and double-click the downloaded middleware, then open the included DMG file. First install the 2\_ClassicClient.pkg file



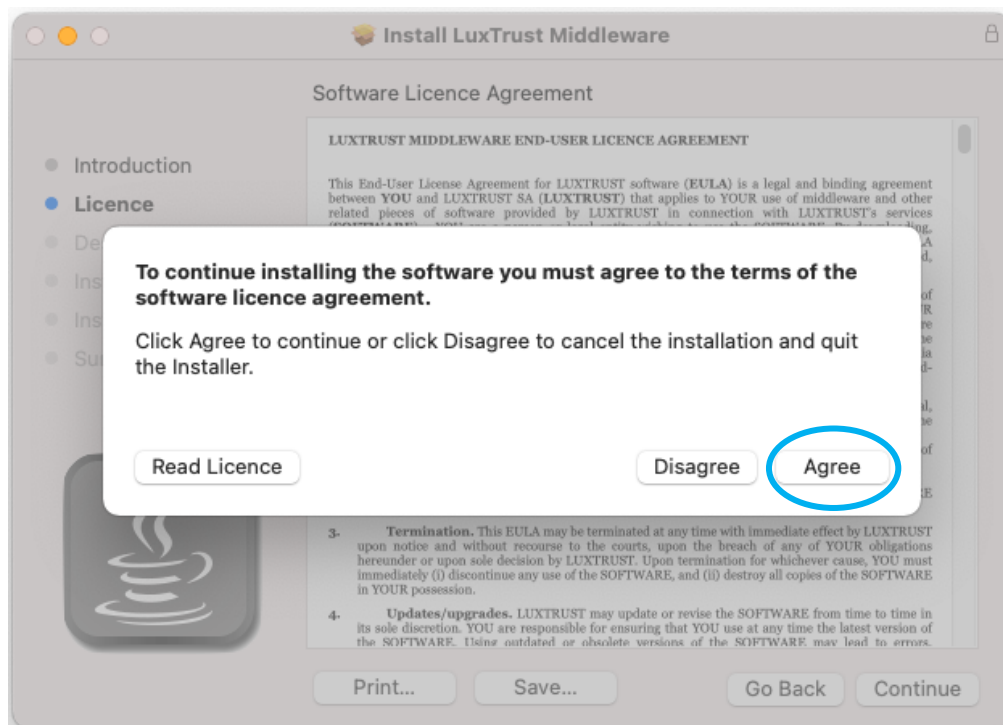
- Accept the license agreement and start the installation



- After the installation has been successfully finished install the 3\_LuxTrust\_Middeware\_x.x.x\_MacOSX.pkg file.



- Accept the license agreement and start the installation

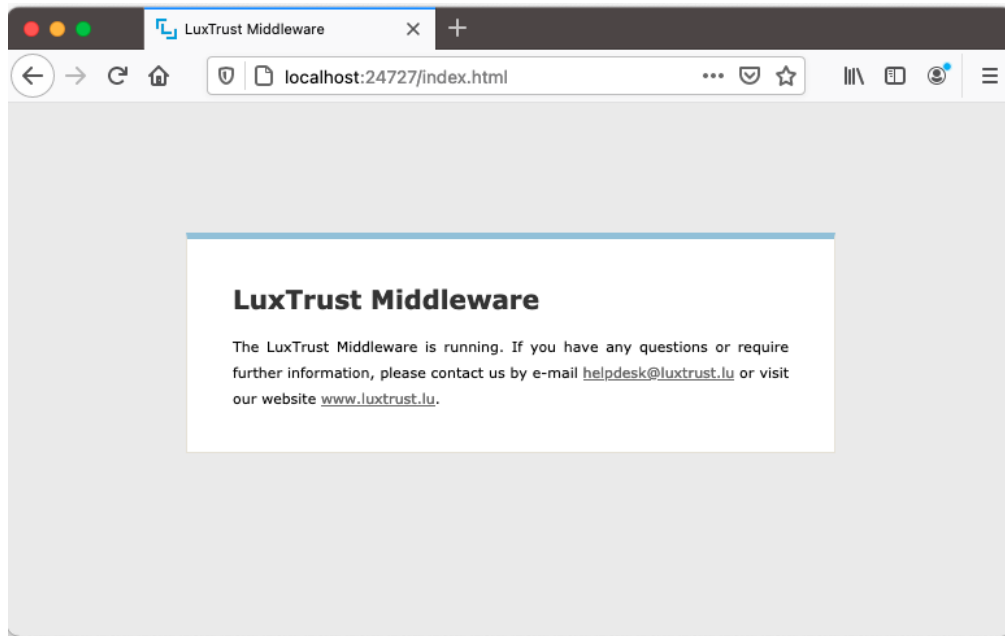



- Restart your computer after the installation has ended.

### I.3 Detection of a Smartcard / Signing stick

- Check if the LuxTrust middleware is running by typing in your internet browser

<http://localhost:24727/index.html>



- Insert your LuxTrust Smartcard in the card reader or your Signing Stick in the USB port of your computer.
- Then click on the symbol  in the dock to open the LuxTrust Middleware.



## I.4 Proxy servers


If you are using a proxy server, please have a look with your IT department to whitelist the following URLs:

ocsp.entrust.net  
crl.entrust.net  
ca.luxtrust.lu  
ltgroot.ocsp.luxtrust.lu  
crl.luxtrust.lu  
ssl.ocsp.luxtrust.lu  
orely.luxtrust.com

## III. Troubleshooting

### III.1 Log file configuration

If errors occur please first set the logging base level to debug. To do so open the LuxTrust Middleware:

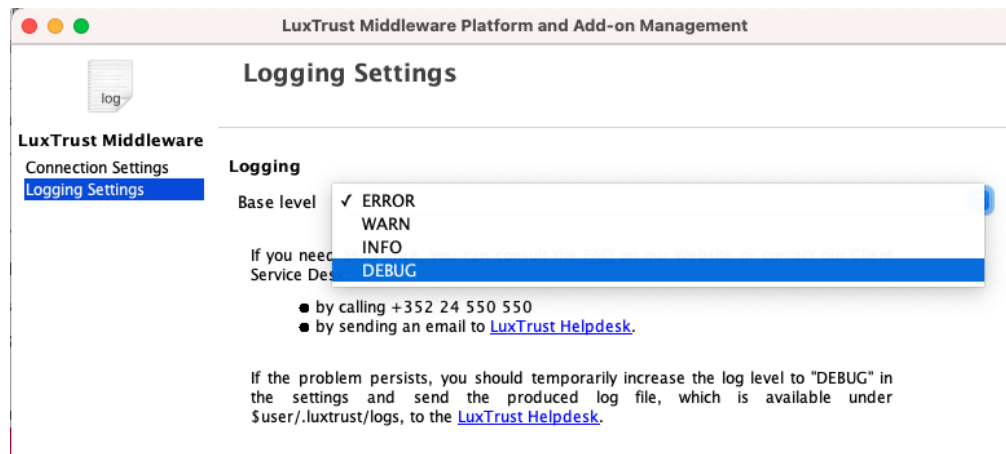
- Click on the symbol  in the task bar to start the LuxTrust Middleware.



- Open the configuration



- Choose logging settings and set the base level to debug



## III.2 Log file creation

Before creating and sending a log file, open the LuxTrust Middleware as explained before and click on “Exit”, then restart the LuxTrust Middleware out of the Windows start menu.

- Do the test of the certificate on <https://www.luxtrust.lu/en/management/status>

## III.3 Requested data

If you need assistance, please send us an e-mail to the address [questions@luxtrust.lu](mailto:questions@luxtrust.lu), containing the following information:

- Operating system
- Processor
- Internet browser
- LuxTrust Middleware version
- LuxTrust serial number
- Screenshot of the error
- Screenshot of the LuxTrust Middleware
- Log file

### Log file location

- Open the LuxTrust Middleware and click on “About”
- Go to the support tab and click the “View Log Files” button



- Paste the file “ChipGateway.log” in your e-mail to [questions@luxtrust.lu](mailto:questions@luxtrust.lu)

