

User Guide

Installation Guide for the LuxTrust Middleware under Ubuntu

Document reference: UG-0255

Date issued: 20/01/2020

Version: 1.0

LuxTrust S.A IVY Building | 13-15, Parc d'activités | L-8308 Capellen Luxembourg | VAT LU 20976985 | RCS B112233 Business Number N°00135240/0 Phone: +352 26 68 15 – 1 Fax: +352 26 68 15 – 789



Disclaimer

This document may not be reproduced as a whole or parts of it without the prior written and explicit consent of LuxTrust S.A. Third party copyrights may exist for parts of this documentation. LuxTrust S.A. declines all responsibility for direct, indirect, special, incidental or consequential damages to hardware or other damages somehow related to or resulting from the execution of any advice given in this document. This document is provided "as is" and no provision is made in terms of fitness for a particular purpose or applicability. By making use of this document the user accepts using it to its own risk and understands that this document could not be provided without such limitations.



I. Installation

I.1 Conditions

In order to use the LuxTrust Middleware, you need to verify that your Ubuntu version is at least 18.04 LTS

I.2 Installation of the LuxTrust Middleware

- Download the LuxTrust Middleware from <u>drivers.luxtrust.lu</u>.
- Go to your download folder and double-click the downloaded middleware, then open the included Deb file. First install the Gemalto_Middleware_Ubuntu_64bit_x.x.x.deb file

Extract + LuxTrust_Middleware_1.4.1_Ubuntu	_ 64 Q	= - 🛛 😣
⟨ ⟩ ⟨₁⟩ Location: □//		
Name 👻	Size	Туре
Gemalto_Middleware_Ubuntu_64bit_7.3.0-b06.01.deb	8,8 MB	Debian package>
luxtrust-middleware-1.4.1-64.deb	43,9 MB	Debian package
LuxTrust Middleware-1.4.1 Installation Guide.txt	3,0 kB	plain text document

• Start the installation and wait until it is finished

<	libclassicclient	- 1		×
	libclassicclient Gemalto Classic Client for Linux			
Instal				
This packa	This package provides a PKCS#11 token for Classic cards			
The PKCS#	The PKCS#11 token filename is /usr/lib/pkcs11/libgclib.so			
Details				
Version	7.3.0-b06.01.Luxembourg			
Updated	Never			
License	Proprietary			
Source	Gemalto_Middleware_Ubuntu_64bit_7.3.0-b06.01.deb			
	ze 8,8 MB			
Download	Size 0 bytes			



• After the installation has been successfully finished install the luxtrustmiddleware_x.x.x-64.deb file.

	Extract + LuxTrust_Middleware_1.4.1_Ubuntu	_ 64 Q	= _ 0 😣	
✓ > ☐ Location: □ /./				
	Name 🔻	Size	Туре	
	Econolito_Middleware_Ubuntu_64bit_7.3.0-b06.01.deb	8,8 MB	Debian package	
4	luxtrust-middleware-1.4.1-64.deb	43,9 MB	Debian package	
	LuxTrust Middleware-1.4.1 Installation Guide.txt	3,0 kB	plain text document	

Start the installation and wait until it is finished

۲.	luxtrustmiddleware	-	8
	xtrustmiddleware KTrust Middleware for Linux		
Install LUXI received cert offers solutions ChipGateway is install classiccli Website	tification authority that issues and manages digital certificates with a high level of security. LuxTrust allowing you to identify your online partners and electronically sign your online transactions. The LuxTrust an application required for the use of a LuxTrust Smartcard / LuxTrust Signing Stick. For full usability, ent for your operating system.		
Details			
Version	1.4.1		
Updated	Never		
License	Proprietary		
Source	luxtrust-middleware-1.4.1-64.deb		
Installed Size	43,9 MB		
Download Size	0 bytes		

• 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 ¹ in the taskbar 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 an set the base level to debug

	LuxTrust Midd	leware Platform and Add-on Management _	. (×
log	Logging S	ettings		
LuxTrust Middleware			 	
Connection Settings	Logging			
Logging Settings	Base level	ERROR) ~	-
		ERROR]
	If you need our Client Se	WARN		
	• by c	INFO		
	• by s	DEBUG		
	If the probl "DEBUG" in under \$user	em persists, you should temporarily increase the log level to the settings and send the produced log file, which is available /.luxtrust/logs, to the <u>LuxTrust Helpdesk</u> .		

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 <u>questions@luxtrust.lu</u>, 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 an click the "View Log Files" button

	About LuxTrust Middleware –	×			
LuxTrust Middleware					
Version: 1.4.1					
۳.,	About Support License If you experience any problem or need assistance: • • go to the LuxTrust FAQ on our website • • or contact our Customer Service Desk on +352 24 550 550 or mail to LuxTrust Helpdesk. Click the button below in order to view the log files. View Log Files				

• Paste the file "ChipGateway.log" in your e-mail to questions@luxtrust.lu

