



User Guide

Installation Guide for the LuxTrust Middleware under Windows

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I. Installation

I.1 Conditions

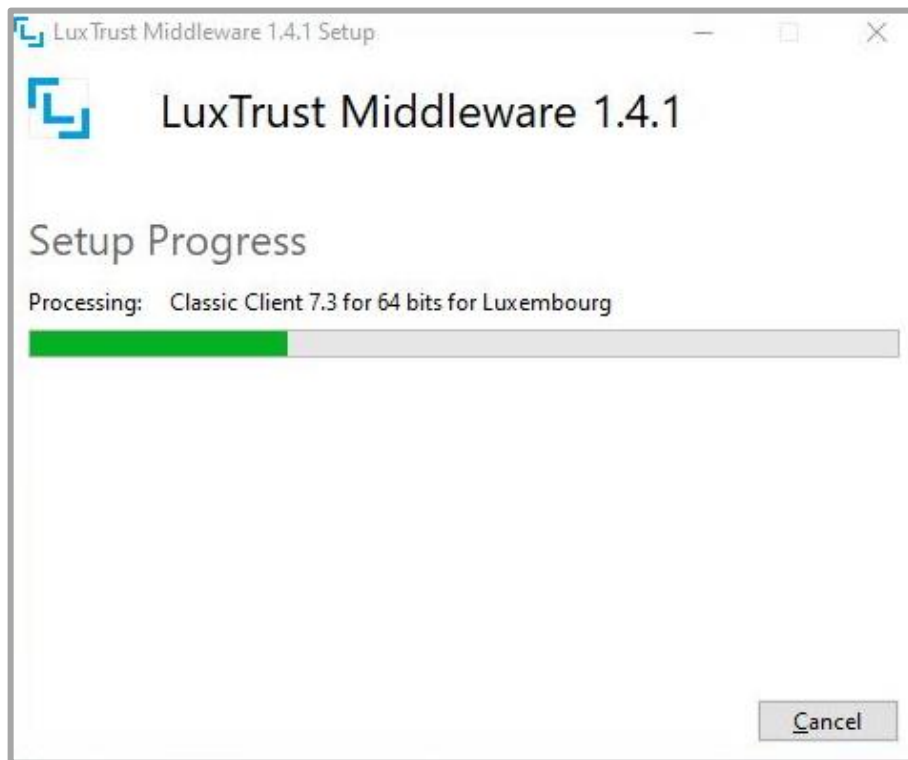
In order to use the LuxTrust Middleware, you need to have met the following system conditions:

- Windows 32/64bit

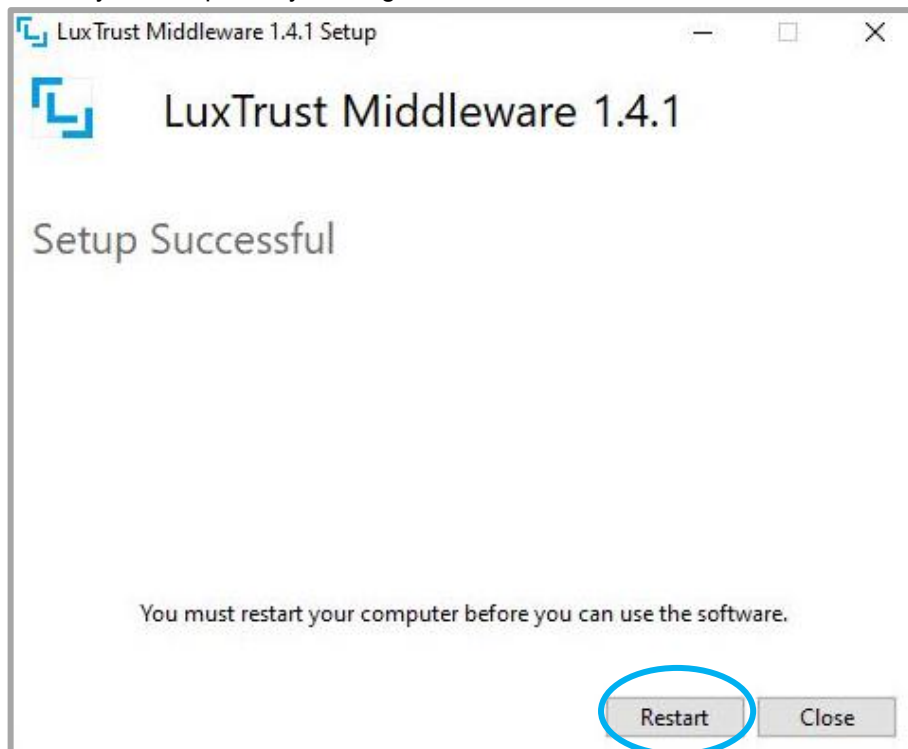
I.2 Installation of the LuxTrust Middleware

- Download the LuxTrust Middleware from drivers.luxtrust.lu.
- Go to your download folder and double-click the downloaded middleware in order to launch the installation process.
- Tick the box “I agree to the licence terms and conditions” and then click on “Install”:





- Restart your computer by clicking on "Restart" to finish the installation:

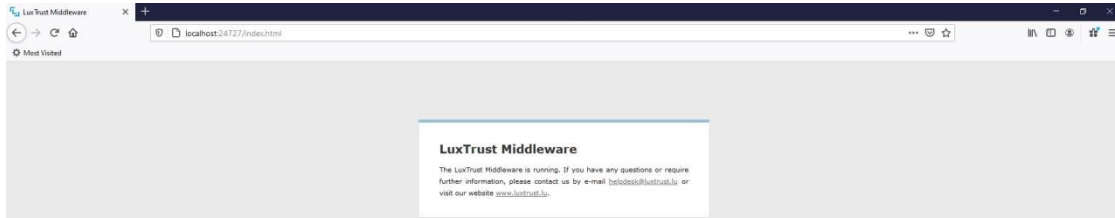



The installation has successfully been completed.

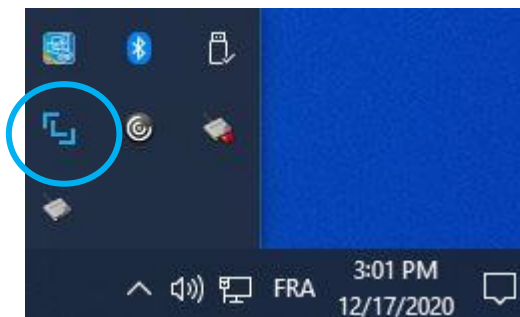
I.3 Detection of a Smartcard / Signing stick

- 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 task bar to start 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

II. Shared server configuration

II.1 Introduction

If you are using Windows applications on shared servers like Citrix, we kindly ask you to follow the Procedure below in order to continue using your LuxTrust Smartcard/Signing Stick/eID.

II.2 Procedure

The following steps will guide you through the installation procedure.

Check that Smartcard Service is running (Admin session required)

- Go to the Windows Services
- Check that the **Smart Card** service is running

Pay attention: A bug is known regarding the usage of the Smart Card Service under Windows Server 2012 R2 (<https://discussions.citrix.com/topic/361909-windows-2012-r2-smart-card-service/>)

Installation and Configuration (Admin session required)

- Install the LuxTrust Middleware
- Restart the shared Server

Go to the Windows Services and enable the service **LuxTrust Dispatcher**:

- Right click on LuxTrust Dispatcher > Start

Set the service LuxTrust Dispatcher to automatic start mode:

- Right click on LuxTrust Dispatcher > Properties
- Set “Startup type” to “Automatic”

Restart the LuxTrust Middleware:

- Click on the LuxTrust logo in the right bottom corner > Exit
- Launch the “LuxTrust Middleware.exe” file


Set registry entry HKLM/Software/LuxTrust > Dispatcher_Mode to True:

- Go to the Windows **Regedit**
- Go to HKEY_LOCAL_MACHINE > SOFTWARE > LuxTrust
- Right click on Dispatcher_Mode > Modify and set “Value data” to “True”

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:

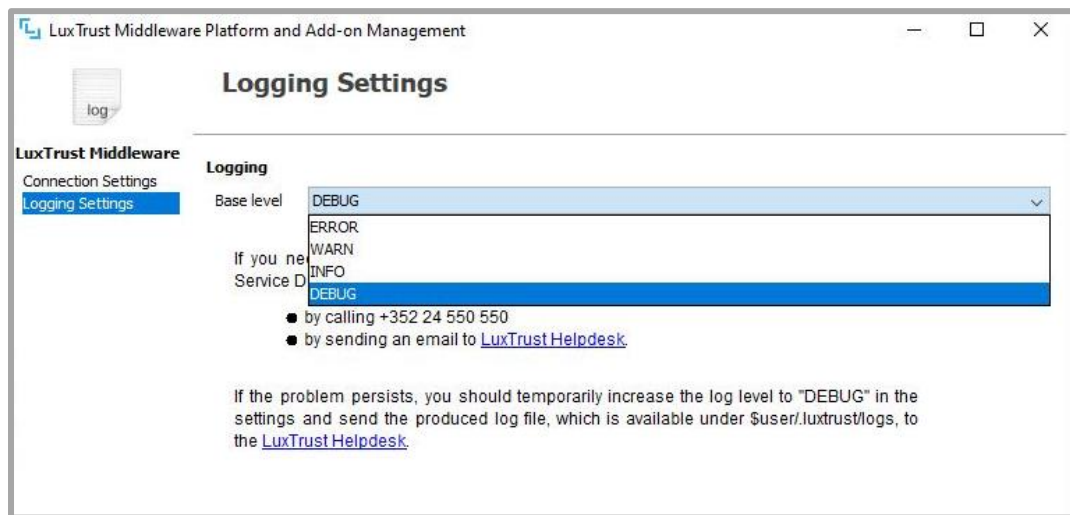
- Click on the symbol  in the task bar to start the LuxTrust Middleware.



- 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>

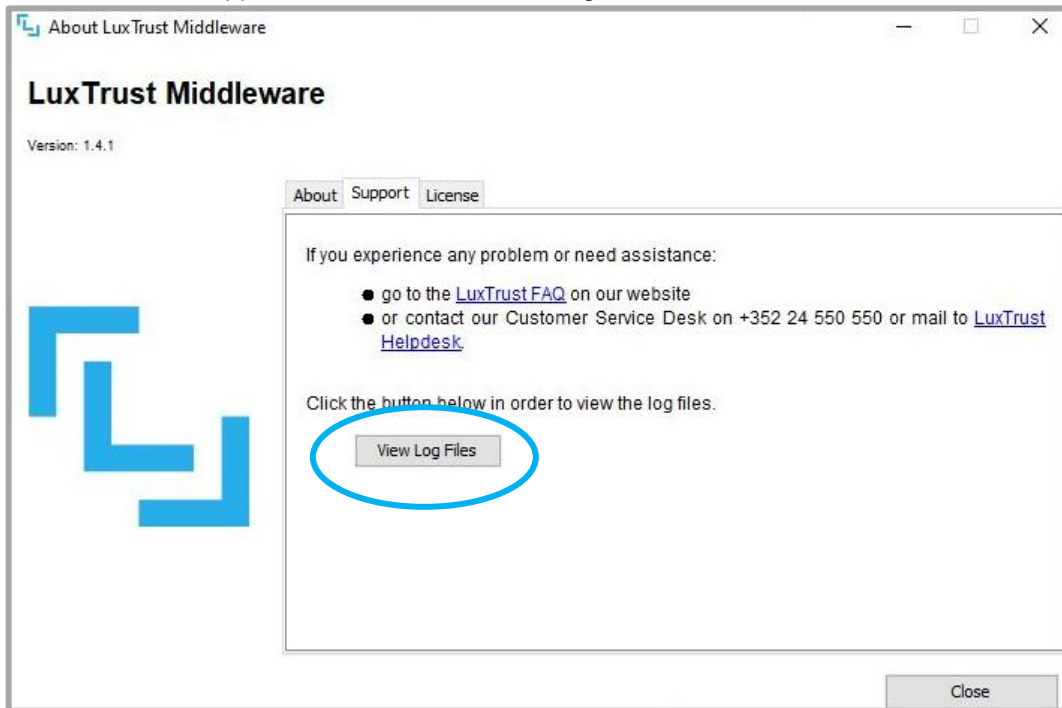
III.3 Requested data

If you need assistance, please send us an e-mail to the address questions@luxtrust.lu, 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

