

# **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 <u>drivers.luxtrust.lu</u>.
- 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":

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IDDLEWARE END-USER	LICENCE AG	REEMENT		
License Agreement for nding agreement betw that applies to YOUR us are provided by LUXTRU <b>TWARE</b> ). YOU are a pe E. By downloading, inst dge, and will be conside und by its terms. If YOU ownload, install or use th	LUXTRUST s ween YOU a e of middlewa IST in connection rson or legal of talling and us red as having U do not agree to SOFWTARE.	oftware (E and LUXT re and oth ion with LU entity wish ing the SO read this to the ter	ULA) is RUST S er relat IXTRUST ing to u OFTWAR EULA au rms of th	a ed F's E, nd Nis
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• 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

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A Most Visited				
		LuxTrust Middleware		
		The LuxTrust Niddleware is running. If you have any questions or require		
		further information, please contact us by e-mail <u>helpdesk@huttrust.lu</u> or visit our website wave hotput he		
		Carl Con Pression <u>International Control Control</u>		

- Insert your LuxTrust Smartcard in the card reader or your Signing Stick in the USB port of your computer.
- Then click on the symbol <sup>1</sup> 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

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

#### 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 <sup>1</sup> in the task bar to start the LuxTrust Middleware.



• Open the configuration







• Choose logging settings an set the base level to debug

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LuxTrust Middleware	Logging			
Logging Settings	Base level	DEBUG		~
	lfyoune Service D ● t ● t	ERROR WARN INFO DEBUG by calling +352 24 550 550 by sending an email to <u>LuxTrust Helpdesk</u>		6.
	If the prot settings a the <u>LuxTru</u>	blem persists, you should temporarily increase the log level to "DEBUG" in and send the produced log file, which is available under \$user/.luxtrust/logs ast Helpdesk.	the s, to	

#### **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

L About Lux Trust Middleware	1		-	- 🗆
LuxTrust Middle	ware			
Version: 1.4.1				
	About Support	License		
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				Close

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

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$\leftrightarrow$ $\rightarrow$ $\checkmark$ $\uparrow$ $\square$ $\rightarrow$ testadmin $\rightarrow$ .luxtrust $\rightarrow$ logs $\checkmark$				Ō	🔎 Search logs		
	^ Name ^	Date modified	Type	Size			
Quick access	ChipGateway.log	12/17/2020 3:13 PM	Text Document	346 KB			
Desktop							