User Manual:

LUXTRUST CERTIFICATE RENEWAL FOR SOFiE-S.O.R.T. CLIENT

V1.57
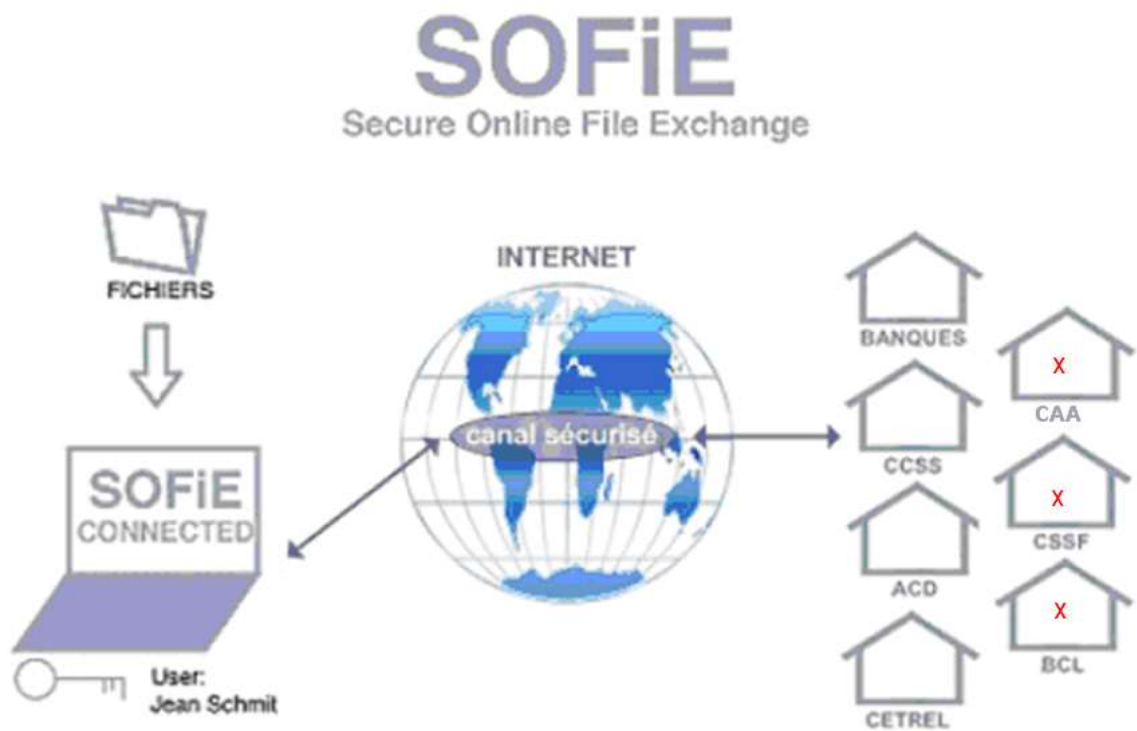
WORLDLINE 〰〰

Table of contents

1. INTRODUCTION

1.1   Purpose of the document

This document is intended for users who already have a functional SOFiE installation, and who wish to renew their expiring or expired certificate and who have a SOFiE-SORT (CRYPT/TRANSPORT) type contract "who carry out the Legal Reporting with one of the following entities (CSSF, BCL, CAA)".

As a SOFiE-S.O.R.T. client you have 2 distinct user accounts (SOFIE-CRYPT and SOFIE- TRANSPORT). Each user account uses a separate dedicated certificate that must be renewed. The steps described below therefore apply to the 2 user accounts, which will therefore have to carry out the same procedure.
For your information, it is possible to see the user account as well as its role in the user interface after connection, for example:
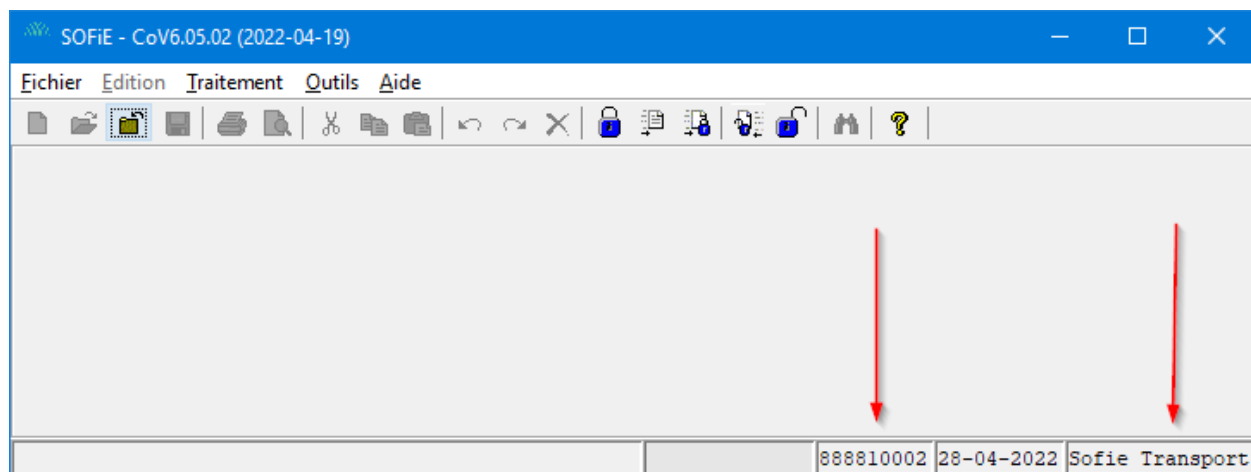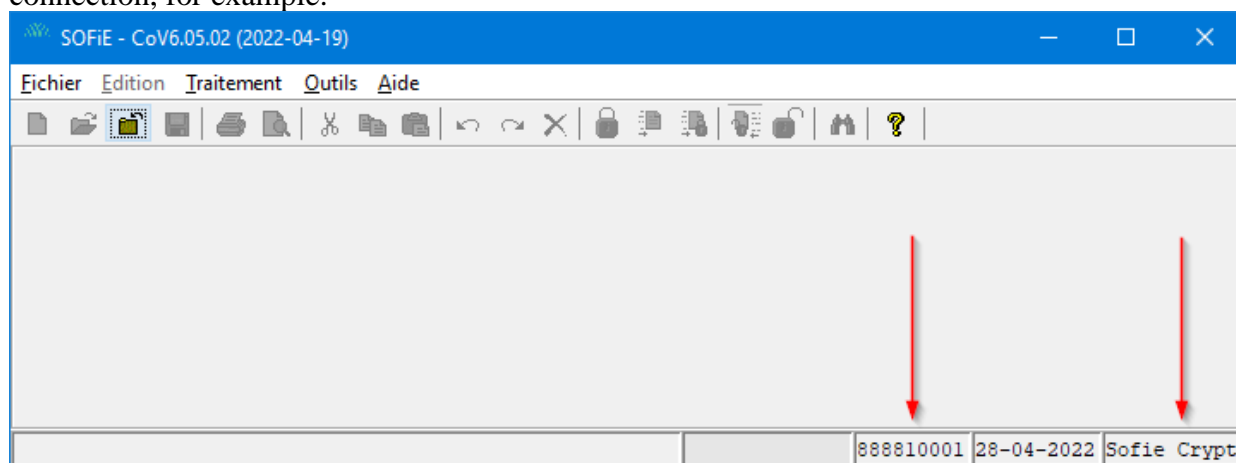
For new users, please refer to *SOFIE_Installation_Manual* document.

Special case:
For users wishing to renew only one of the two user accounts at a time (for example if the expiration date of the 2 accounts is different), please refer to the document "Certificate Renewal for SOFiE-Business/Seculine". The procedure is almost identical and will allow you to order only one certificate, which corresponds to your needs.

2. CERTIFICATE RENEWAL SUMMARY

2.1 Step summary

- Question window: is performed on SOFiE in the interactive mode only.
- ID3 to ID6 window: are done sequentially in SOFiE in interactive mode only. This must be done with the 2 user accounts to be renewed (Sofie-crypt and Sofie-transport)*.
- Steps in purple are to be performed by the customer on the Luxtrust website (see forward for the details).
- Step in green is to be done by the customer on the SOFIE website.
- Step ID7: is done in SOFiE in interactive mode only.
- Note that steps in orange are sequential and recorded by the application automatically. Intermediate steps (other than orange) must be done before you can perform the last step (ID7). If these steps are not done, you will not be able to perform the last step.

*In some cases it is not necessary to renew the certificate of the 2 SOFIE-SORT accounts at the same time (example: the validity of the 2 certificates is different and the automatic notification does not appear when you log on your 2 accounts). If you are in such a case, it will be necessary to carry out the renewal only for the concerned account and select the type of SOFIE-Business/Isagate when ordering the SSL certificate from Luxtrust (easyssl) (see step 4).
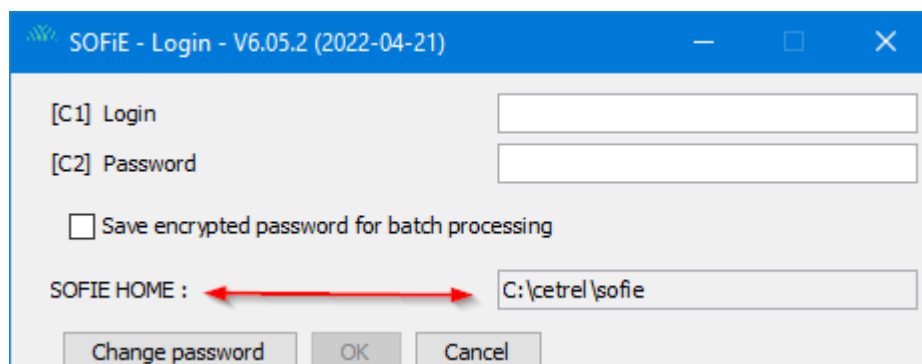
WORLDLINE ⠿⠿⠿
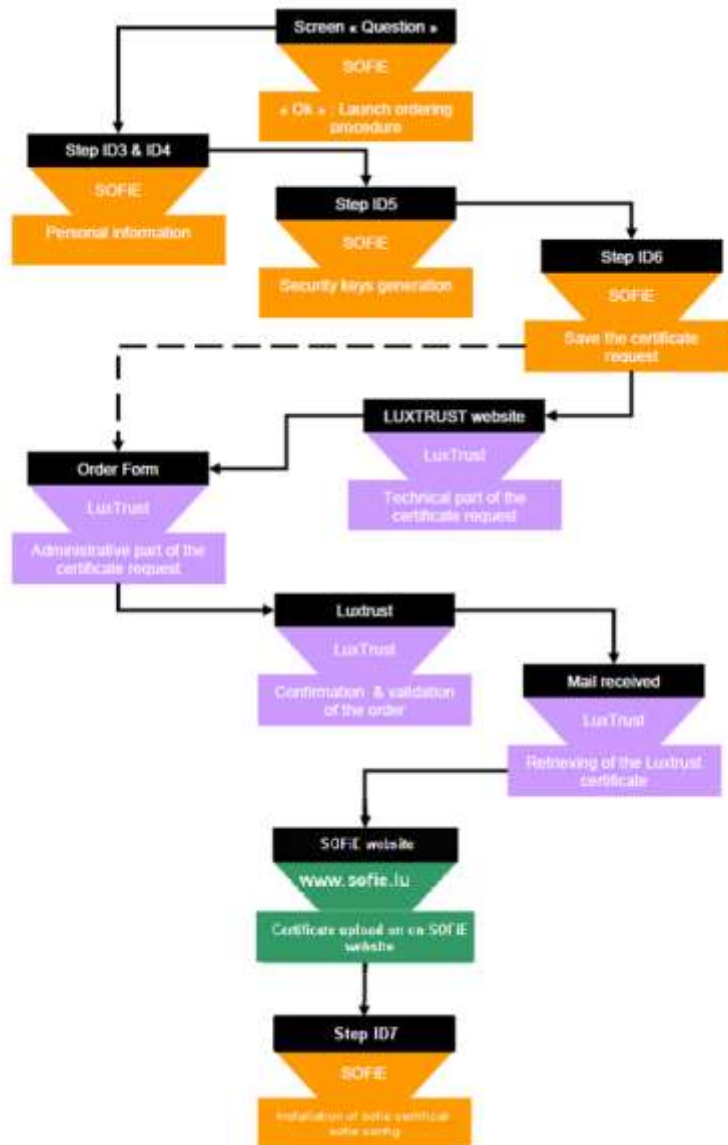
3.   EXPIRATION NOTIFICATION

### 3.1   SOFiE startup

A. Login into the application

➢ To be warned about the expiration of your certificate, it is necessary to start the SOFiE application in **graphical** mode. Use the icon on your desktop and login into the application:

➢ Depending on whether or not the certificate is close to expiry, several scenarios are possible:

- For a certificate expiring in more than one month, no notification is given. To renew such a certificate, you have to use the manual procedure i.e. log in to the application and use the menu *Tools->Keys renewal.* (Then continue the reading at paragraph *Keys renewal*).

B. Screen "Question"

➢ Click on *OK* to start the renewal procedure
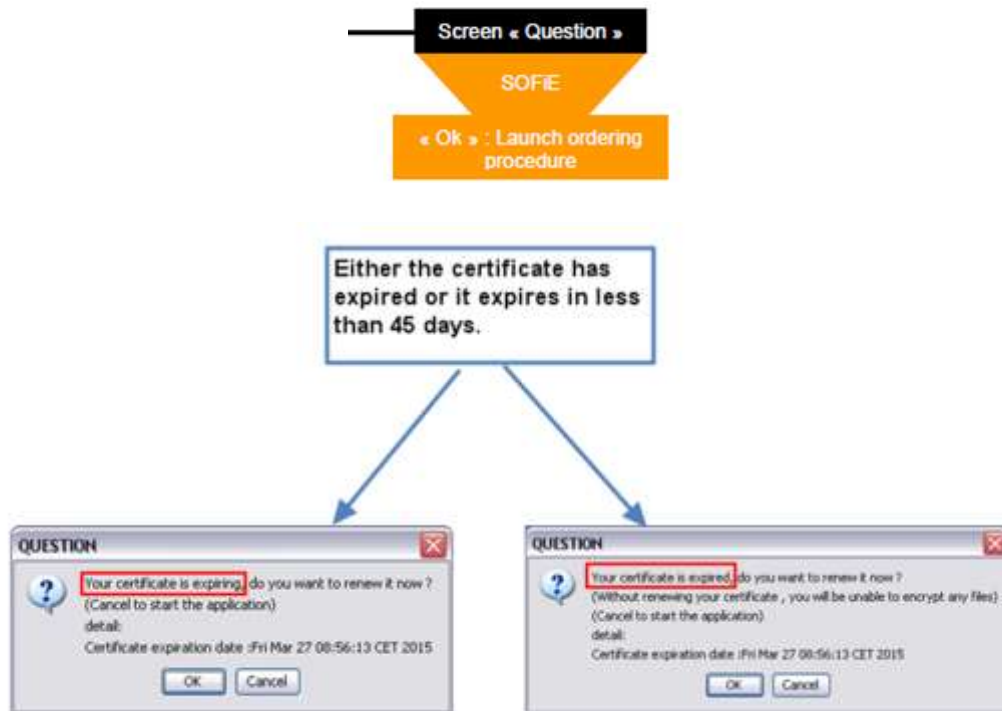
⚠	When the expiry date is overdue, it is still possible to run SOFiE. Encrypt and send functions are disabled however (error code returned if used). Considering that the order process of a new certificate may take several days, it is strongly recommended to not wait the last minute to start the renewal process.

3.2 Validation of personal data

C. Step "ID3" personal information

➢ Check, and correct if necessary, your personal data then click on *Next* **two times**:
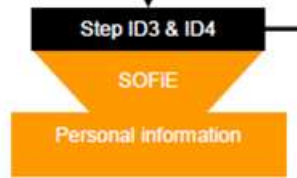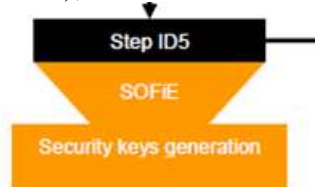

D. Step "ID4" personal information verification

## 3.3   Keys renewal

E. Step "ID5" keys generation

➢ You are now asked to generate your new key pair (private/public). To activate the generating process, you have to move your mouse around the window till the progress bar is completed.
➢ Once the progress bar is complete (100 %), click *Next >>*:

WORLDLINE ⣾⣷⡆
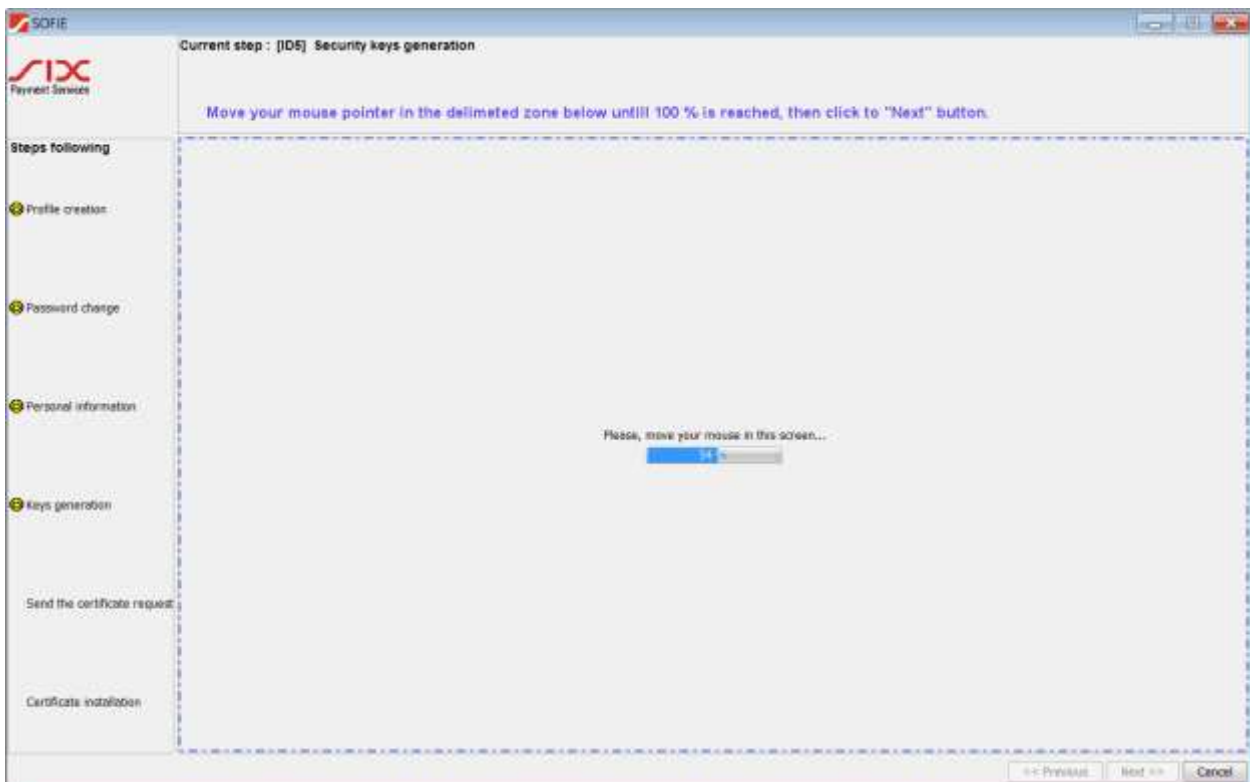
F. Step "ID6 1/2" save the certificate request (PEM/CSR) file

➢ You are asked to save the public key file *(PEM/CSR* file), click on *Next* to save it on your disk. You will need this file later for the order of your Luxtrust certificate. This file is also called *CSR* or *Certificate Signing Request*.
➢ Please read carefully the information on this screen, this is very important.
➢ Please check "I confirm that I have read the above" in order to be able to continue.
➢ Click "Next button" to go to the next step.

WORLDLINE ⟋⟍⟋⟍
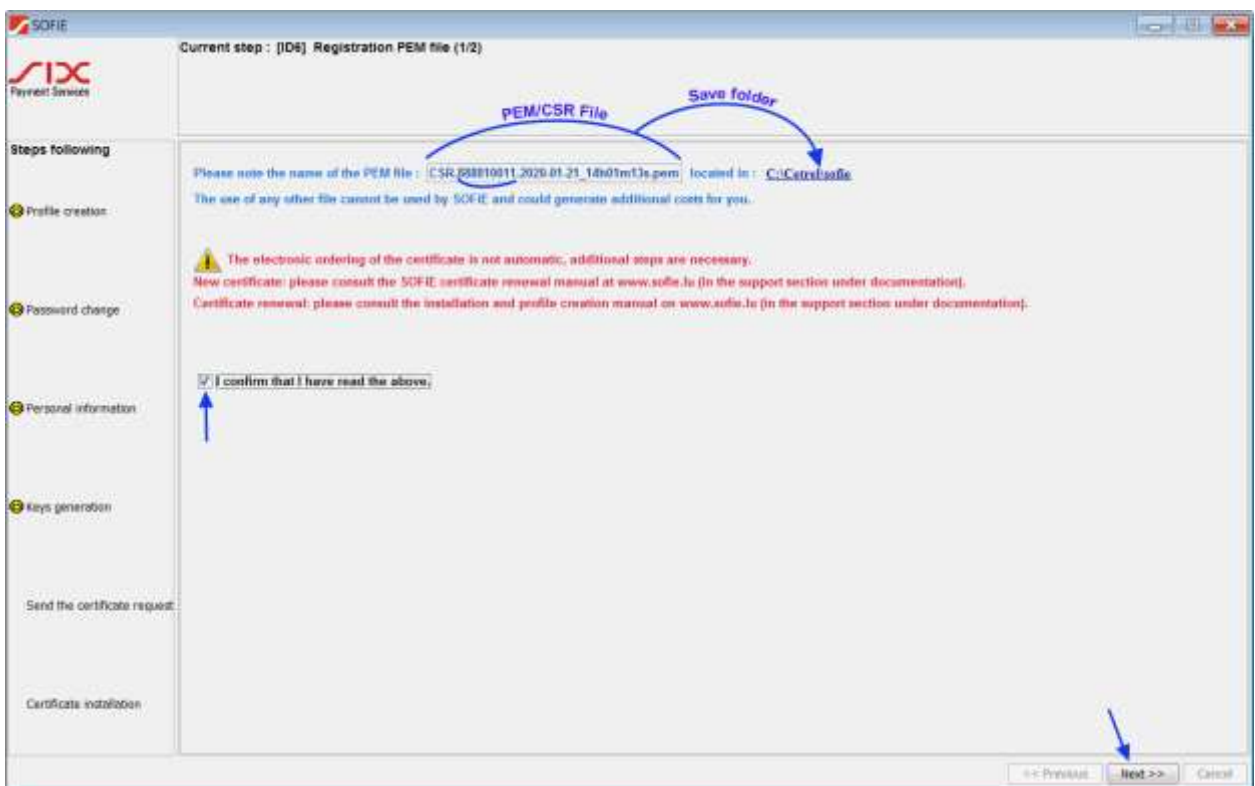
G. <u>Step "ID6 2/2" resume of the remaining steps</u>

➤ Please check "I have read the remaining steps of my order" to be able to continue.
➤ Click to "Finish" to complete the key generation process (PEM/CSR) and proceed to the next step (4).
➤ Warning: the next screen may have different appearance in case you have not at least version 5.22. We invite to continue clicking "Next" until the end and then making the update.


H. <u>Locate the (PEM/CSR) file for next step (4)</u>

➤ The PEM/CSR file to be used in your certificate order (see step 4) can be found in "SOFIE HOME".
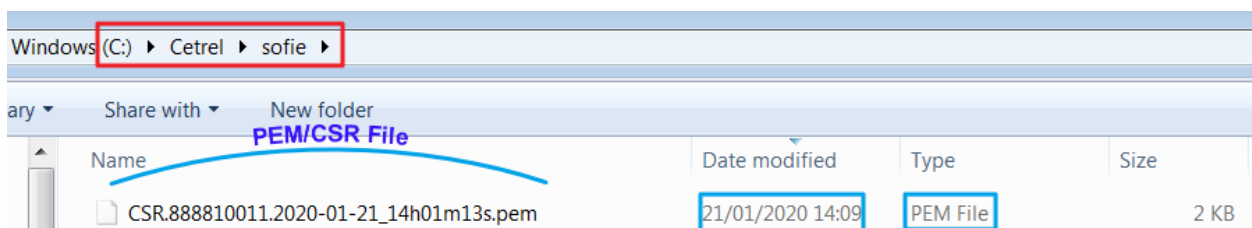
⚠️ When ordering your certificate at Luxtrust, your PEM/CSR file will be needed. If by mistake you have generated the PEM/CSR file for the **same** SOFiE account several times, ensure that you will use the **latest** PEM/CSR for the order (see filename). Using an older PEM/CSR will lead to a certificate incompatible with your SOFiE account!

3.4   Continue using SOFiE

➢ Once the keys renewal is done, the following message appears each time you attempt to log in to the application (the latter varies slightly depending on the current state of your certificate and the renewal process used) :
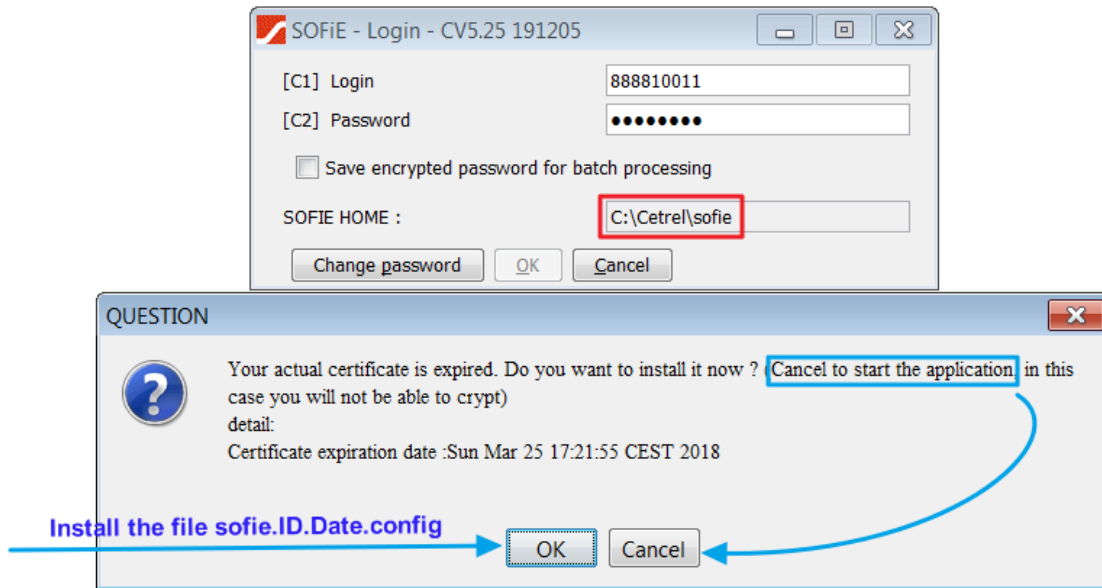

➢ As long as the order process of your new certificate is not complete (i.e. till you have not received the SOFIE.config file), you have to click on "*Cancel*" button to continue using SOFiE. Once you get the configuration file, click on "*OK*" to install it.

4. CERTIFICATE ORDER

4.1 Electronic and administrative order at Luxtrust

I. Electronic/administrative order of SSL certificate for SOFiE-S.O.R.T.
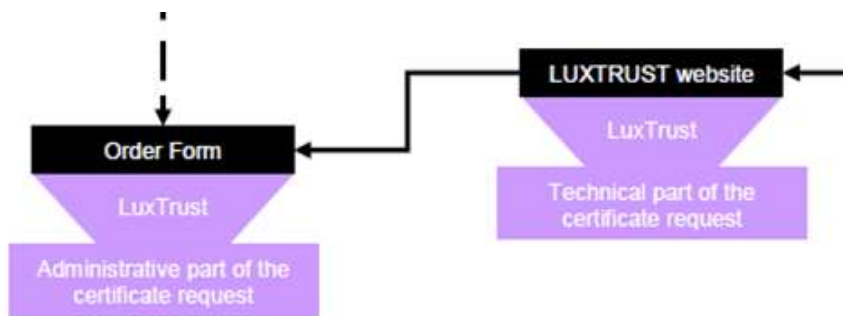
➢ To order your SSL certificate, visit www.easyssl.lu , section *SSL CERTIFICATE* or check our documentation www.sofie.lu > Support > Documentation > "*Order SSL Certificate for SOFiE-S.O.R.T. on easySSL*"

Once the order has been placed, the new SOFiE certificate (in txt format) will be sent to you by the "House of entrepreneurship".

WORLDLINE 〰〰

5. CERTIFICATE INSTALL

5.1 Certificate download

J. Reception of new certificate in txt format

➢ Save on your hard disk the certificate "<file name>.txt" attached in the e-mail of "House of entrepreneurship".

5.2 Send the certificate to SOFiE website

K. Upload of new certificate at SOFiE website(crypt and transport)

➢ After the retrieval of your certificate, visit again https://www.sofie.lu(section *SOFIE*, menu *Luxtrust*).
➢ With the "*Browse*" button, select your certificate from your hard disk.

➢ Finally, click on "*OK*" to send the certificate to SOFiE LDAP:

➢ Insert the **username** and **password** related to your SOFiE contract (the same one used to open SOFiE on your computer):

⚠ If a valid connection was specified during your profile creation (in network configuration pane), only the new defined password is allowed on the SOFiE webpage. Conversely, use the password received with the envelope if no network connection was selected.

➢ If authentication is successful, the following message is displayed in your browser:

➢ In the next 48 hours, you get an e-mail from Six Payment Services which contains a **configuration file** (*sofie.<user_ID>.<timestamp>.config*) . This file is required to finalize the set-up of your SOFIE.

5.3 Configuration file install

L. Step ID7" Installing the new certificate with the configuration file (sofie*config)

➢ First read carefully the download/installation directions specified in the e-mail.
➢ To install the configuration file, start the SOFiE GUI using the application desktop icon.
➢ In the login window, enter your **user** and **password** and log on.
➢ A window inviting you to install a new certificate opens (the message displayed varies depending on the current state of your certificate). Click on *OK* button.
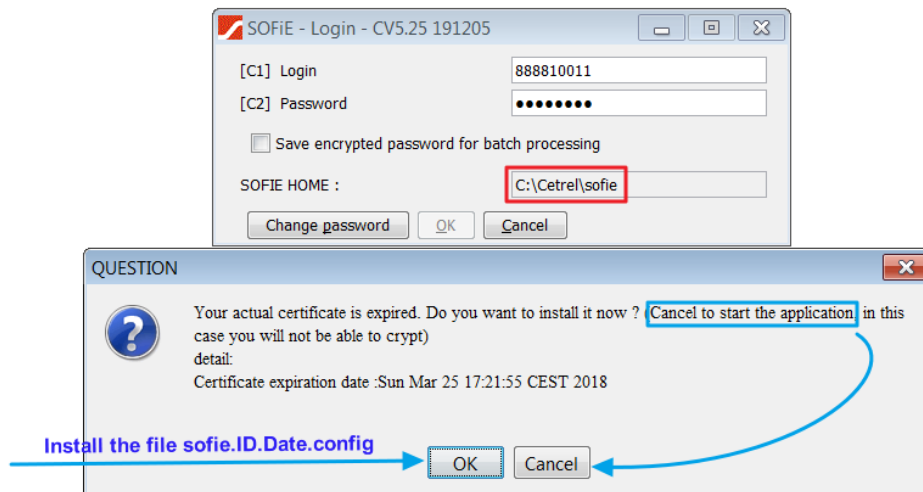

M. Selection of new sofie*configuration file

➢ You are invited to select the *sofie…config* file. Once selected, click on *Next* button to install it.

➢ Please select the last received sofie..config file, click the "Next" button.
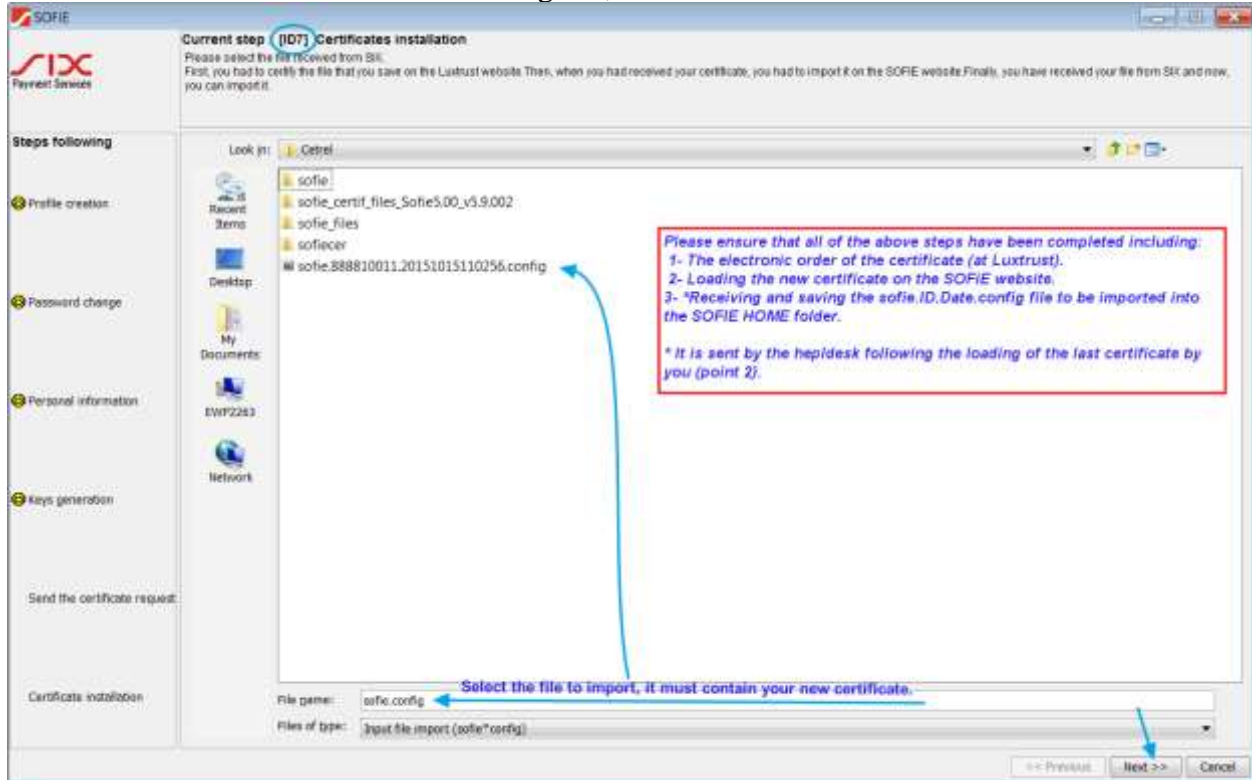
➢ If everything goes well, you are asked to send the installation report to our company. Select YES.
➢ A message indicating the successful import of the configuration file appears.
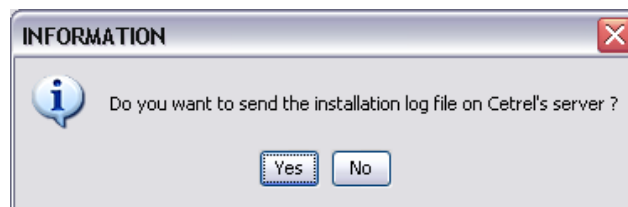
➢ Congratulations, the renewal process of your certificate is complete!

⚠ You are **strongly** advised to backup the SOFIE data folder (by default *C:\cetrel\sofie*).
In particular, the following folders and files are critical and need to be backed-up on a **regular** basis: data\9999XXXXX\passwords, data\9999XXXXX \loginhash, keys\private\, properties\
This backup will be useful to restore your configuration in case of troubles.

---

6. CONTACTS

6.1 SOFiE S.O.R.T. (leagl reportings)

- Contractual or sales questions :
    - Tel : (+352) 3 55 66 - 424
    - Email : sofie.lux@worldline.com

- Technical questions :
    - Tel : (+352) 3 55 66 - 600 (option 1)
    - Email : sofie.lux@worldline.com