

User Manual:

INSTALLATION OF THE SOFIE APPLICATION

V1.61

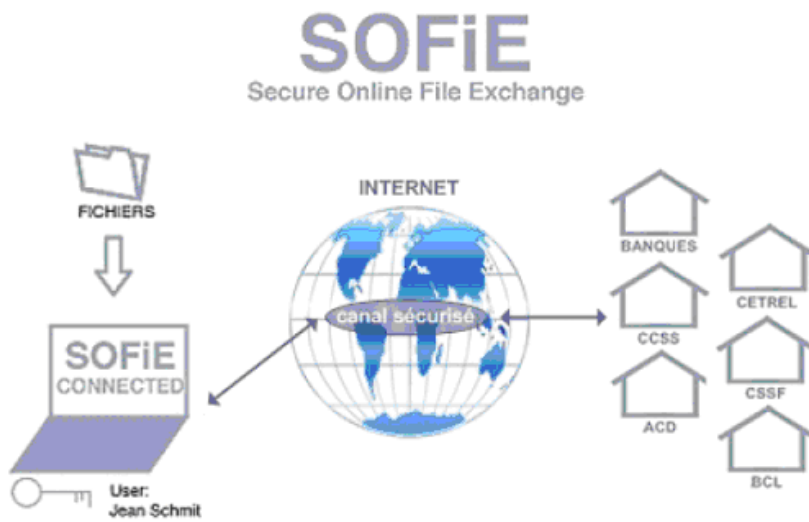


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1. INTRODUCTION

1.1 Purpose of the document

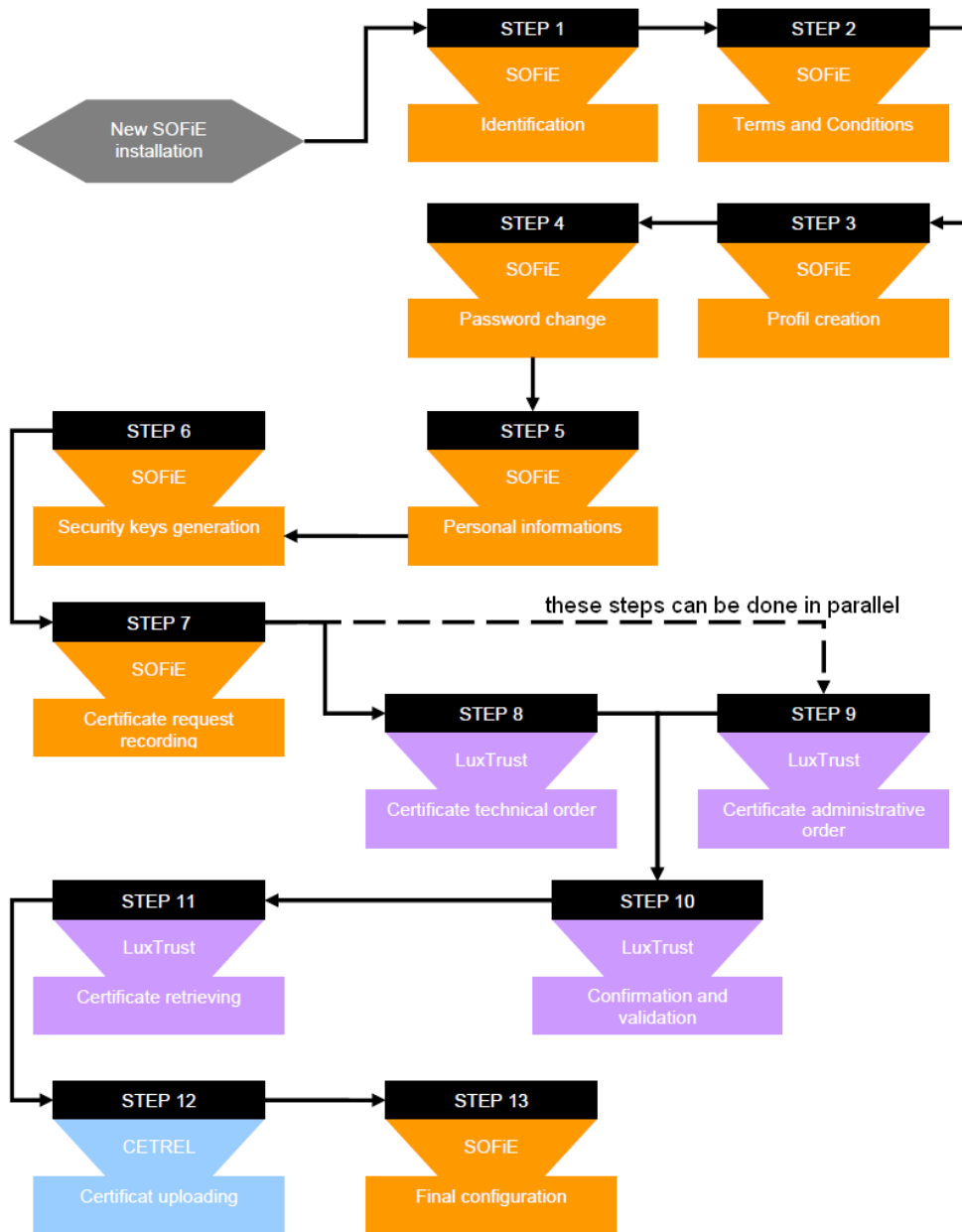
This document is intended for new users (i.e. whose profile has not yet been defined), who wish to perform a SOFiE installation.

If you already have a working installation and want to create a new user, start reading directly from section 6.2 - Creating the profile.

For existing users who wish to renew their certificate, refer to the document *SOFIE_Certificate_Renewal* available on the web pages dedicated to the [Sofie documentation](http://www.sofie.lu/en/documentation): <http://www.sofie.lu/en/documentation> .

2. INSTALLATION SUMMARY

2.1 Step diagram



CETREL = Six Payment Services (Europe) SA = Worldline Financial Services (Europe) SA

(We will refer to it as “Worldline” in the remaining document.)

3. INSTALLATION PREREQUISITES

3.1 Network configuration

- Before installing SOFiE, be sure you have the administrator rights. If you use a Firewall or Proxy, the following ports have to be opened:

Port	Fonction	Accessed URL	IP Address
443	SLL transfer for file exchange, password change and contextual online help	sofie.cetrel.lu	217.117.195.161

3.2 User and password

- Ensure you have a *user* and a *password* at your disposal. These data should have been sent to you by mail, after you have subscribed to SOFiE. They are contained in the following letter:

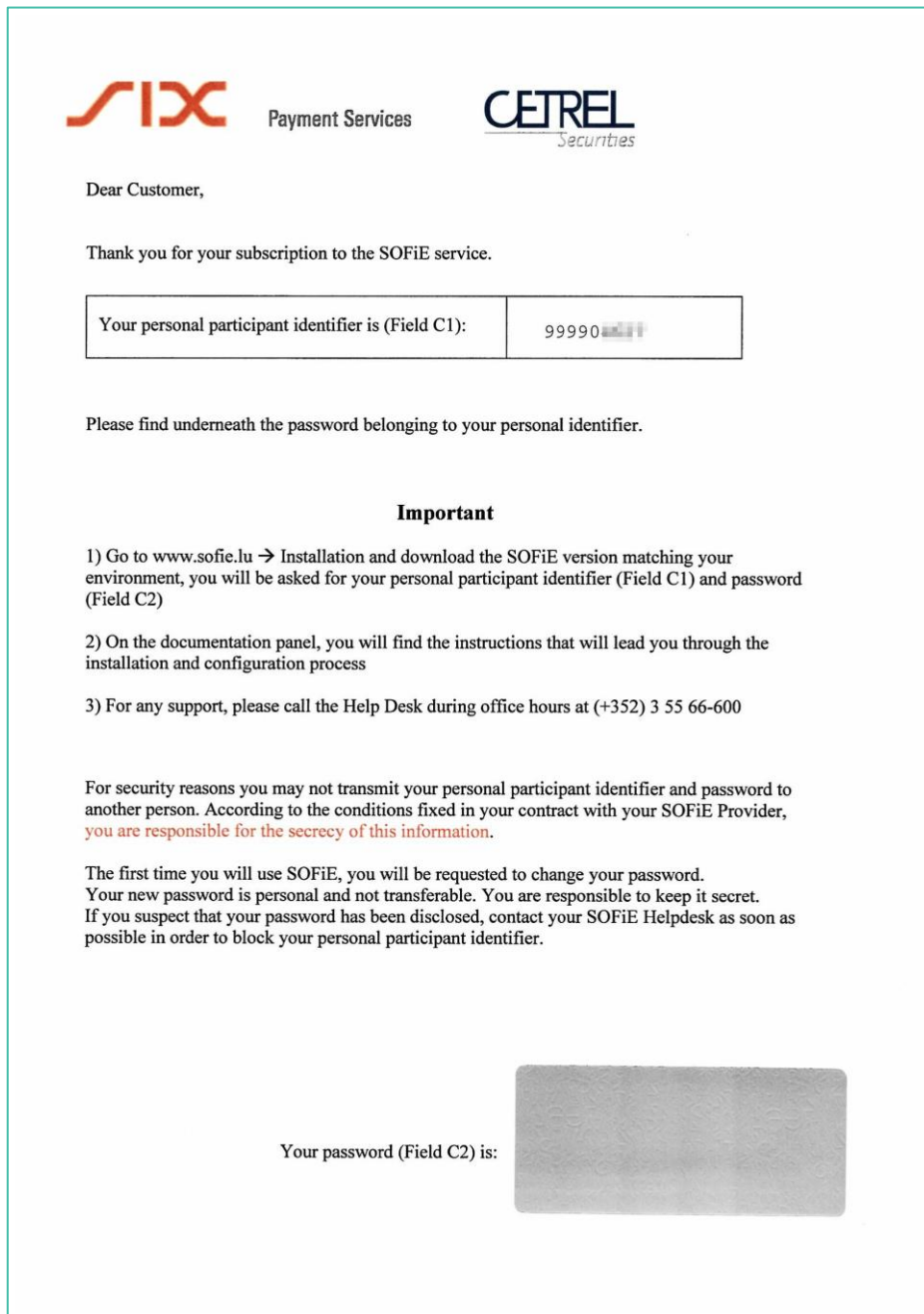
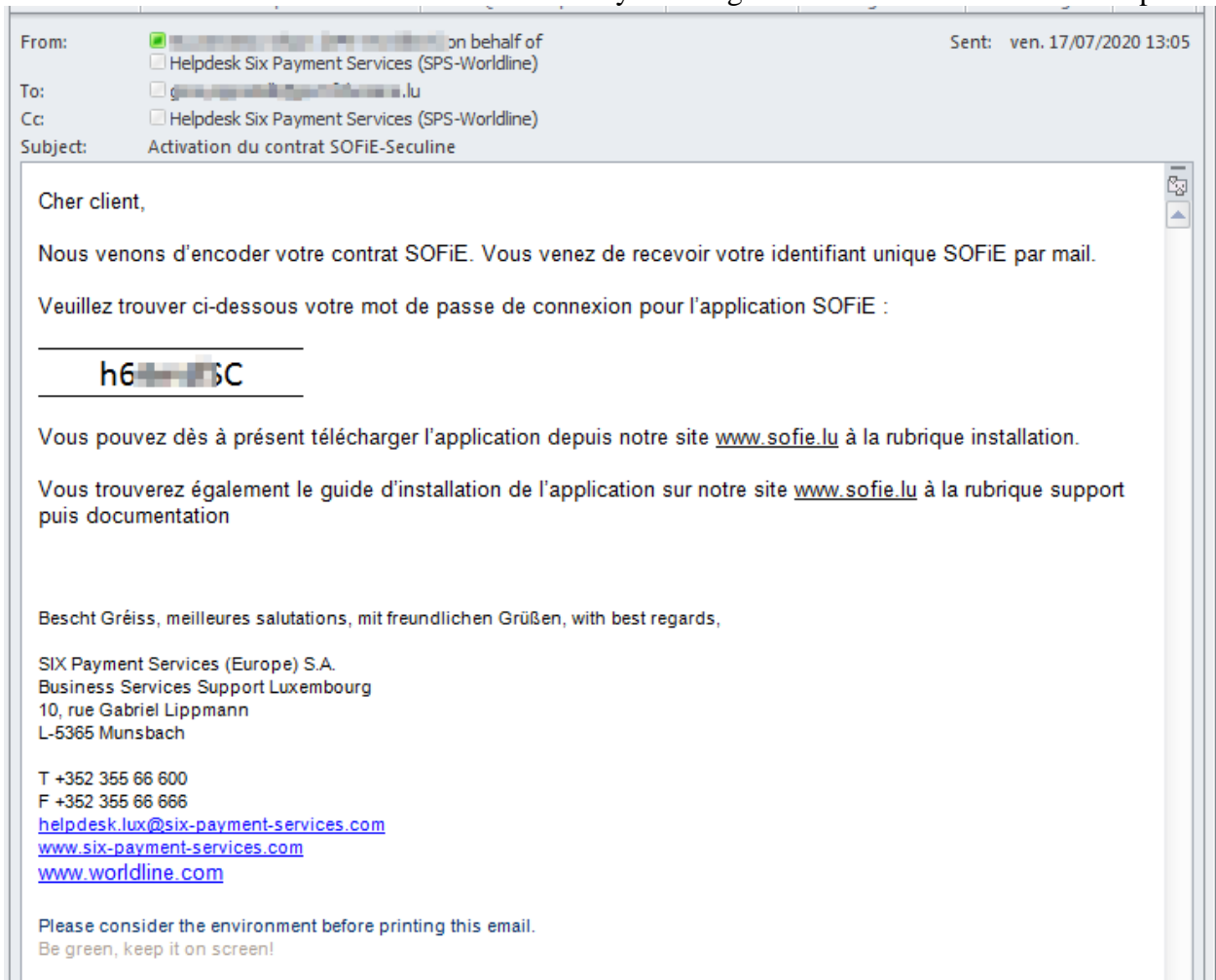


Figure 1

- The **user ID**, also known as *Personal Participant Identifier*, can be found at the top of the letter. It is the digit starting by 99990
- The **password** is the word hidden by the silver scratch-off (right below the letter)

- Since the beginning of 2020, the information usually sent by mail in the above-mentioned document is sent in e-mails after you register with SOFiE. Example:



3.3 Windows version used

Sofie is distributed once with a version for 32-bit systems of Windows and another one for 64-bit types of Windows.

The 32-bit version runs on both 32-bit and 64-bit Windows operating systems, but the 64-bit version is more suitable.

It is therefore useful to know the exact version of the operating system on which the Sofie client will be installed. Please refer to the user manual of this operating system. An indirect and rather simple way to determine what type of OS it is, is to check if a directory named "C:\Program Files (x86)" exists in addition to another one called "C:\Program Files". If so, it is a 64-bit version of Windows. Otherwise, it is almost certainly a 32-bit version.

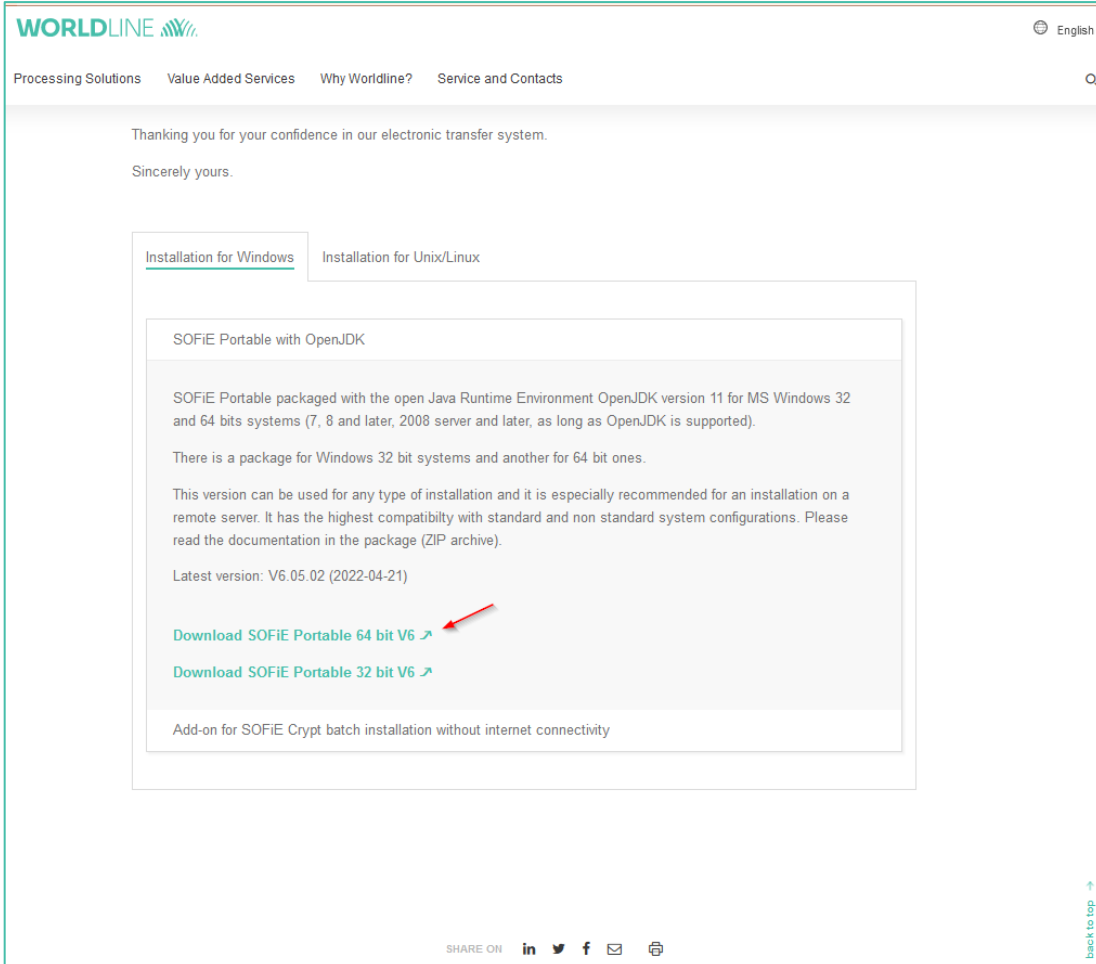
4. SOFIE INSTALLATION (WINDOWS)

4.1 Preliminary remark

For an installation on UNIX, please refer to chapter 5.

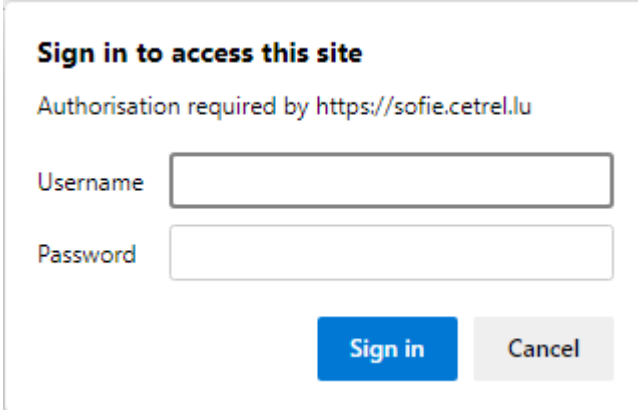
4.2 Download

- Visit www.sofie.lu
- Under the *SOFIE* section, click on *Installation*.
- Click on the link "Download SOFiE Portable 64 bit V6.01" if you have a 64-bit version of Windows or "Download SOFiE Portable 32 bit V6.01" if you have the 32-bit version.



The screenshot shows the Worldline website's SOFIE installation page. At the top, there is a navigation menu with links for 'Processing Solutions', 'Value Added Services', 'Why Worldline?', and 'Service and Contacts'. Below the menu, a message reads: 'Thanking you for your confidence in our electronic transfer system. Sincerely yours.' The main content area has two tabs: 'Installation for Windows' (selected) and 'Installation for Unix/Linux'. Under the 'Installation for Windows' tab, there is a section titled 'SOFIE Portable with OpenJDK'. The text in this section states: 'SOFIE Portable packaged with the open Java Runtime Environment OpenJDK version 11 for MS Windows 32 and 64 bits systems (7, 8 and later, 2008 server and later, as long as OpenJDK is supported). There is a package for Windows 32 bit systems and another for 64 bit ones. This version can be used for any type of installation and it is especially recommended for an installation on a remote server. It has the highest compatibility with standard and non standard system configurations. Please read the documentation in the package (ZIP archive). Latest version: V6.05.02 (2022-04-21)'. Below this text are two links: 'Download SOFiE Portable 64 bit V6' and 'Download SOFiE Portable 32 bit V6'. A red arrow points to the 64-bit link. At the bottom of the page, there are social media sharing icons and a 'back to top' link.

- Enter your login and password and click on *OK* :



Sign in to access this site
Authorisation required by <https://sofie.cetrel.lu>

Username

Password

- Please save the file in a place where you can find it easily!

4.3 Installation

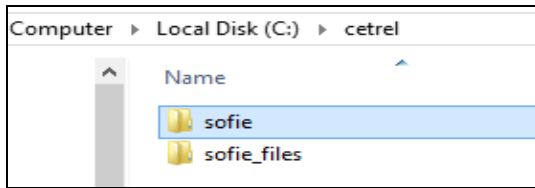
Choose the directory in which you want to install your "Sofie client"¹. This can be a directory on the local disk of your computer or on a network disk.

This directory is often called "SOFiE HOME"² in the documentation. Its default value is "C:\cetrel\sofie" but you may choose another one, depending on your needs. You can, for example, install the "SOFiE profile"³ in another directory to allow multiple users from different computers to start the same SOFiE installation, or you can simply have the "SOFiE profile"³ on a central network server whose data is backed up automatically every day.

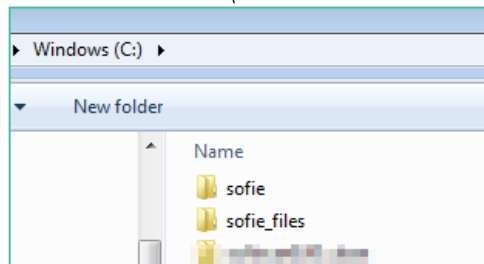
- SOFiE Client¹ - This term refers to the installation package distributed on the website. It is composed of different packages and generic files interacting together and allowing the application to start. The downloaded package does not contain any personal or user account data.
 - SOFiE HOME² - This term designates the main directory of the SOFiE application where the application elements and the elements of the "SOFiE3 profile" are located.
 - SOFiE Profile³ - This term refers to all the elements (folders and files) that are or were created when the application is first started. Warning! Do not recreate your "SOFiE profile" if you already have one on another computer or in another location. In case of doubt, please contact the Helpdesk.
- Create the directory in which you want to install the Sofie client, also called "SOFiE HOME".
 - Unzip the contents of the previously downloaded file into the root folder of "SOFiE HOME". You will then have the folder "sofie_files" in the same sub-folder as the "sofie" folder.

Some examples:

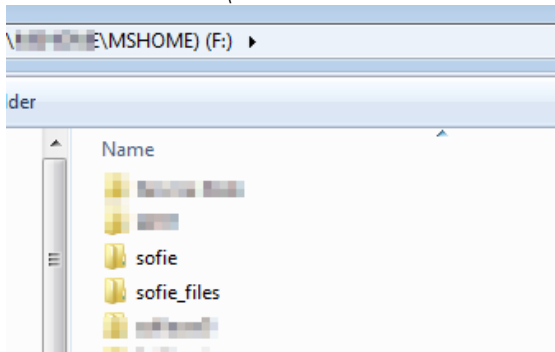
In the folder: "C:\Cetrel>:"



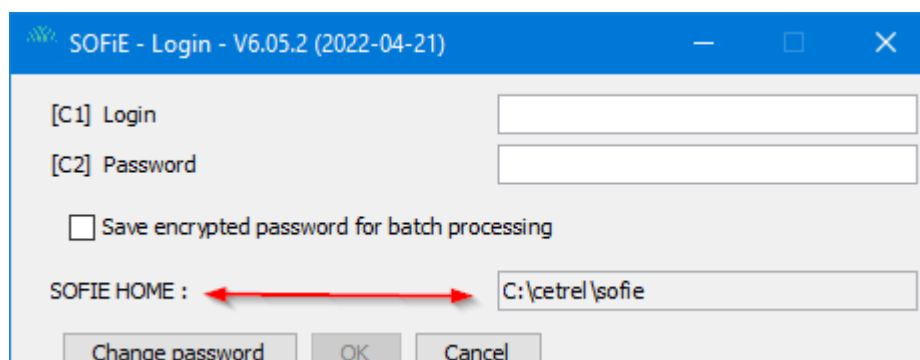
In the folder: “C:\”.



In the folder: “F:\”.



- Copy all files and directories from sofie_files* to the folder "SOFIE HOME".
- Note: folder “sofie_files” has the same structure as the folder "SOFIE HOME".
- Run the "start_sofie_GUI.bat" script in your "SOFIE HOME" to test that the SOFIE interface starts.
- Create a shortcut on your desktop for "start_sofie_GUI.bat".
- Modify the icon of your shortcut (right mouse click > Properties > Modify Icon > Browse to "SOFIE HOME"\Six.ico).
- Launch this shortcut. If everything is ok, you should see a window that opens and looks like the one below.



It is in this window that you enter your Sofie identifier and the corresponding password. The path in which the Sofie client is installed is displayed in the field "SOFIE HOME":

In the "C1" field, called either "Login", you have to put your Sofie identifier. It typically starts with "99990".

The corresponding password is to be filled in the field "C2".

The box "Save encrypted password for batch processing" is to be ticked only if you use this mode. For the moment, it should not be ticked. This operating mode is described in another document.

The "SOFIE HOME" box displays the directory in which the Sofie client expects to find the files relating to the Sofie profile used. It is in this directory that there is (or will be) the Sofie certificate and the associated private key.

The button "Change password" allows to initiate the procedure of password change.

The "OK" button allows you to validate the information entered in the boxes.

The "Cancel" button cancels the authentication procedure and stops the SOFiE client.

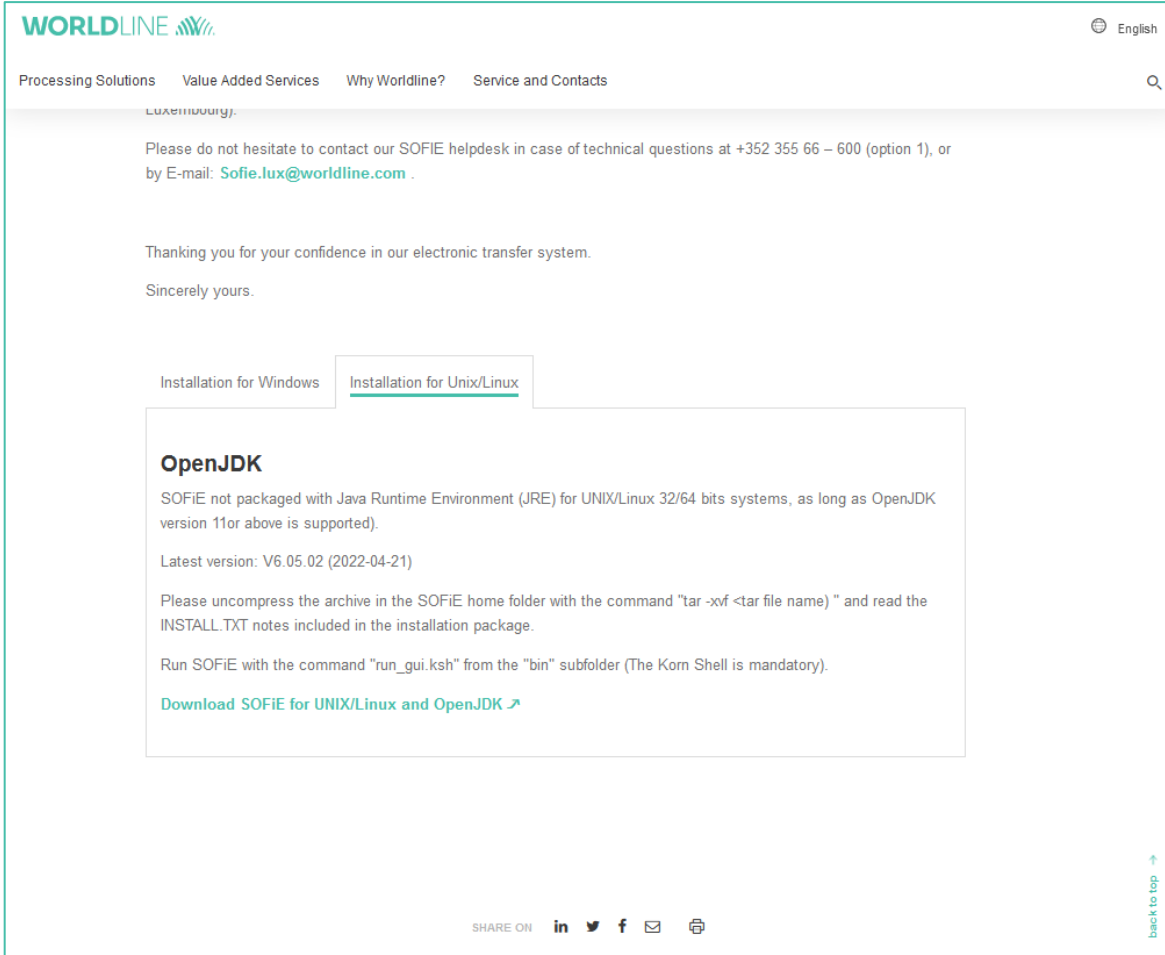
5. SOFIE INSTALLATION (UNIX)

5.1 Preliminary remark

For an installation on Windows, please refer to chapter 4.

5.2 Download

- Visit www.sofie.lu
- Under *SOFIE* section, click on *Installation*, then choose the tab “Installation for Unix/Linux”.
- Finally click on the link “Download SOFiE for UNIX/Linux and OpenJDK”.



The screenshot shows the Worldline website's SOFIE installation page for UNIX/Linux. The page includes the Worldline logo, navigation links, and contact information. The main content area is titled "Installation for Unix/Linux" and contains the following text:

OpenJDK

SOFIE not packaged with Java Runtime Environment (JRE) for UNIX/Linux 32/64 bits systems, as long as OpenJDK version 11 or above is supported).

Latest version: V6.05.02 (2022-04-21)

Please uncompress the archive in the SOFIE home folder with the command "tar -xvf <tar file name> " and read the INSTALL.TXT notes included in the installation package.

Run SOFIE with the command "run_gui.ksh" from the "bin" subfolder (The Korn Shell is mandatory).

[Download SOFiE for UNIX/Linux and OpenJDK ↗](#)

At the bottom of the page, there are social media sharing icons and a "back to top" link.

-
- Enter your username and password and click OK :
- Save the tar file to your computer.
- Unzip the tar file and then follow the instructions in the INSTALL.TXT file in the sofie folder.

6. APPLICATION SETUP

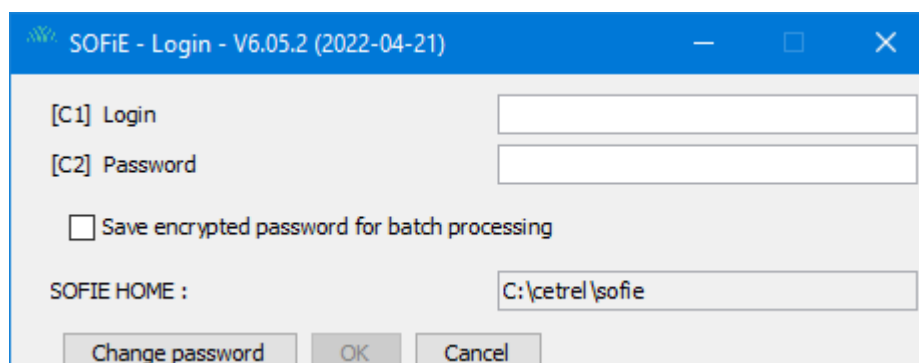
6.1 SOFiE startup

➤ To run the SOFiE application, use:

- On Windows: launch the program icon on your Desktop or directly launch the script "start_sofie_GUI.bat" which is located in the directory you chose during the installation, the one called "SOFIE HOME"
- On Unix: launch the script "*run_gui.ksh*"

➤ Then the login box appears :

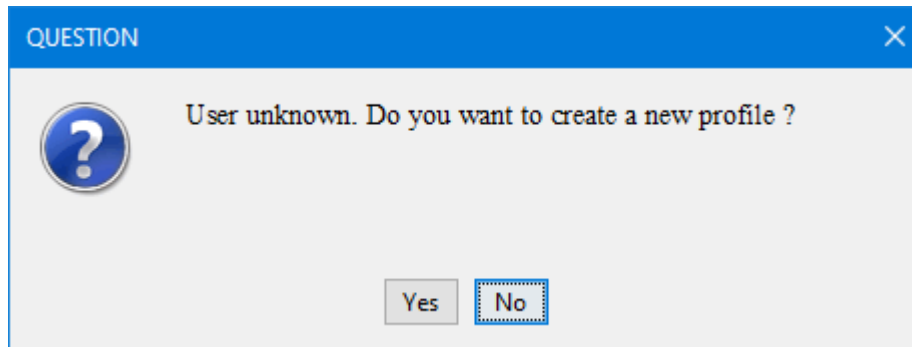
- If this is your first login in the application (-> no profile created yet), you must use the data from the envelope that was given to you when you registered with SOFiE. (See [Figure 1 in chapter 3.2](#)). As a reminder: Since the beginning of 2020, the information usually sent by mail in the above mentioned document is sent via e-mails after your SOFiE registration has been done.
- Otherwise, you must use the password you defined when creating your profile (the login does not change).



6.2 Profile creation

A. Login into the application

- During the first login to SOFiE, the program detects there is no profile associated to your user. You are asked to create one by clicking on *Yes*:



If you have subscribed to **SOFiE S.O.R.T** (i.e. you need to send legal reporting to CSSF and BCL), it means you have **two** contracts (a Crypt and a Transport one) and therefore **two** distinct users. This is the reason why the next steps detailed in this document (profile creation, key generation, sofie config file installation) need to be done **twice**.

- Read carefully the disclaimer and should you agree to it, check the box *Agree* and click on *Next*:

Current step : [ID1] Disclaimer
You must read these terms of use carefully

WARNING

This software is the property of Worldline Financial Services (Europe) S.A. You have the right to use this software exclusively with view to the request for certificates issued by certification authorities supported by SOFIE in accordance with the terms of the contract you signed with Worldline Financial Services (Europe) S.A.

Before using the software, you must take the necessary measures to cover your liabilities as defined in the contract.

It is strictly prohibited to modify, decompile or use this software for any other usage than specified in the contract.

You may not remove nor modify the copyright information mentioned in this software.

According to law of 2 August 2002 on the protection of persons with regard to the processing of personal data, you have the right to access, modify and correct your personal data.

You may exercise such right by sending a notification by mail to Worldline Financial Services (Europe) S.A., L-8070 Luxembourg.

Any information received by Worldline Financial Services (Europe) S.A. in the context of this contract, shall be exclusively used to process the certification requests.

Agree Not agree

<< Previous **Next >>** Cancel

➤ Specify your connection parameters then click on *Next*:

Current step : [ID2] Profile creation (this step can be long)
- Check password
- Create files tree

[C7] Have you an internet connection ? Yes No

[C8] Use a proxy server ? Yes No

Use browser settings ? Yes No

[C5] Host name

[C6] Port number

Proxy User

Proxy password

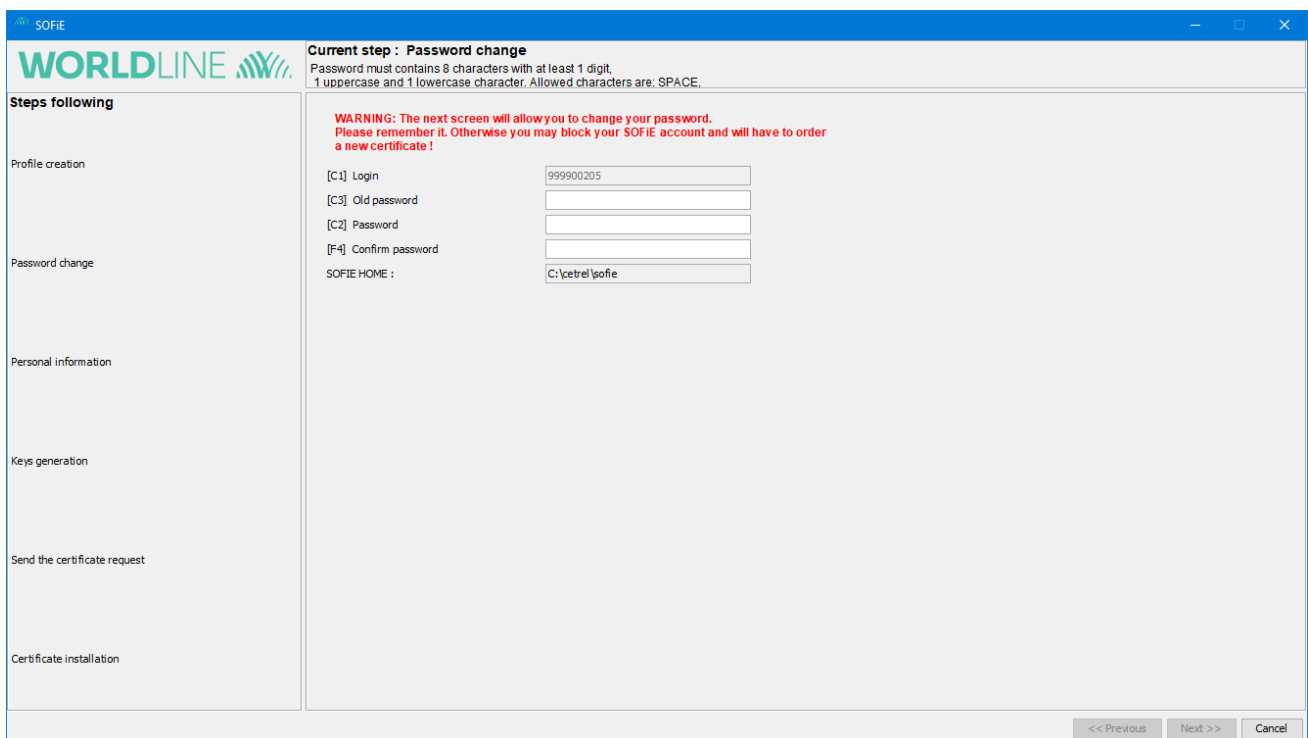
<< Previous **Next >>** Cancel

B. Set your own password

- You are now invited to change your password :
 - In field *C3* (*old password*), enter the password contained in your envelope.
 - In fields *C2* and *F4*, enter your new password according to the naming rules (8 characters within at least : 1 digit, 1 small, 1 capital)
- Click on Next to confirm:



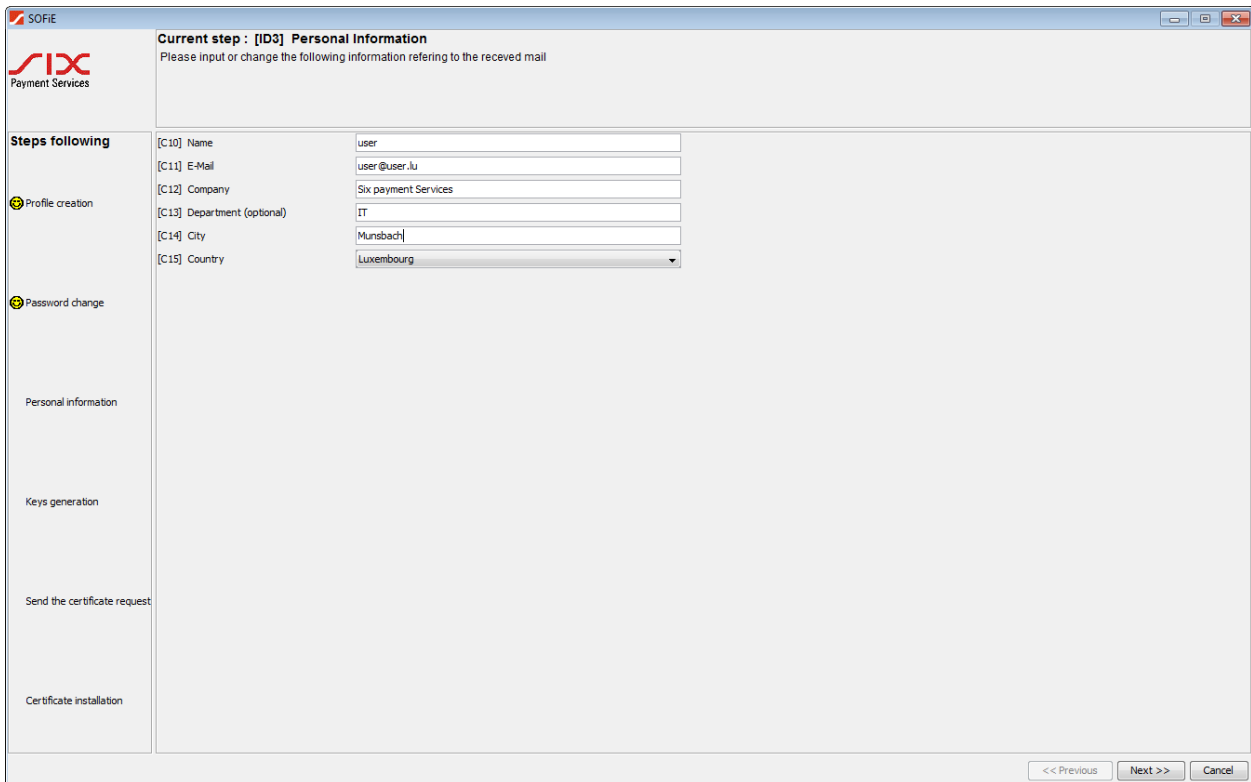
If you have specified a valid internet connection in the last step, the password has also been changed on Worldline' webserver. This means the initial passwords is not valid anymore for any download/ upload attempts on the Worldline' webpage.



The screenshot shows the 'SOFIE' application window. The title bar reads 'SOFIE'. The main header features the 'WORLDLINE' logo and the text 'Current step : Password change'. Below this, a note states: 'Password must contains 8 characters with at least 1 digit, 1 uppercase and 1 lowercase character. Allowed characters are: SPACE.' On the left, a vertical sidebar lists 'Steps following' with 'Password change' highlighted. The main area contains a red warning: 'WARNING: The next screen will allow you to change your password. Please remember it. Otherwise you may block your SOFIE account and will have to order a new certificate!'. Below the warning are input fields for: [C1] Login (containing '999900205'), [C3] Old password, [C2] Password, [F4] Confirm password, and SOFIE HOME (containing 'C:\cetre1\sografie'). At the bottom right, there are buttons for '<< Previous', 'Next >>', and 'Cancel'.

C. Step "ID3" personal information

- Enter your personal data and click twice on "Next" to confirm:



SOFIE
Payment Services

Current step : [ID3] Personal Information
Please input or change the following information referring to the received mail

Steps following	Field ID	Value
Profile creation Password change Personal information Keys generation Send the certificate request Certificate installation	[C10] Name	user
	[C11] E-Mail	user@user.lu
	[C12] Company	Six payment Services
	[C13] Department (optional)	IT
	[C14] City	Munsbach
	[C15] Country	Luxembourg

<< Previous Next >> Cancel

D. Step "ID4" personal information verification



SOFIE
Payment Services

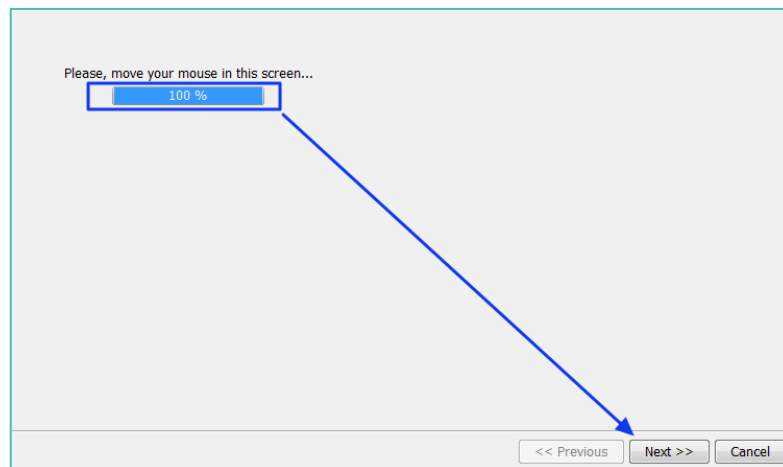
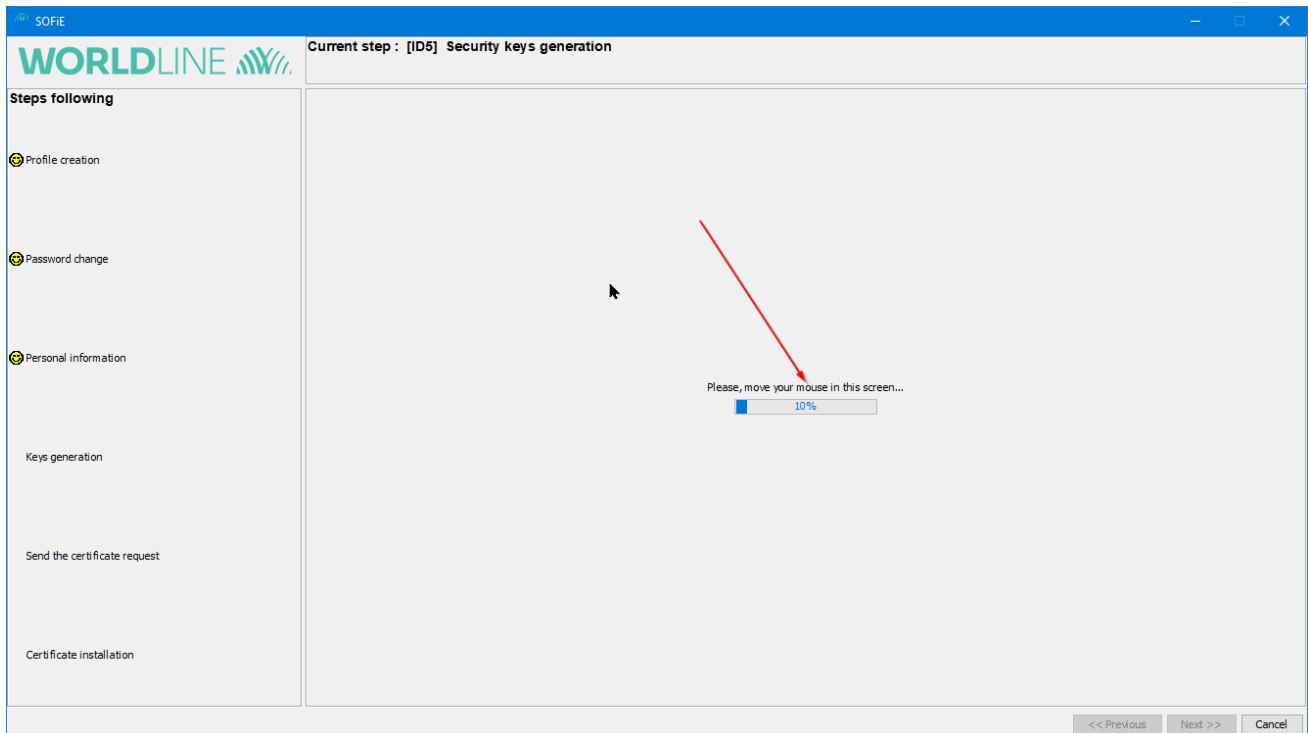
Current step : [ID4] Personal Information
Please check the following information

Steps following	Field ID	Value
Profile creation Password change Personal information	[C10] Name	user
	[C11] E-Mail	user@user.lu
	[C12] Company	Six payment Services
	[C13] Department (optional)	IT
	[C14] City	Munsbach
	[C15] Country	Luxembourg

Next to continue or previous for correction.

E. Step "ID5" keys generation

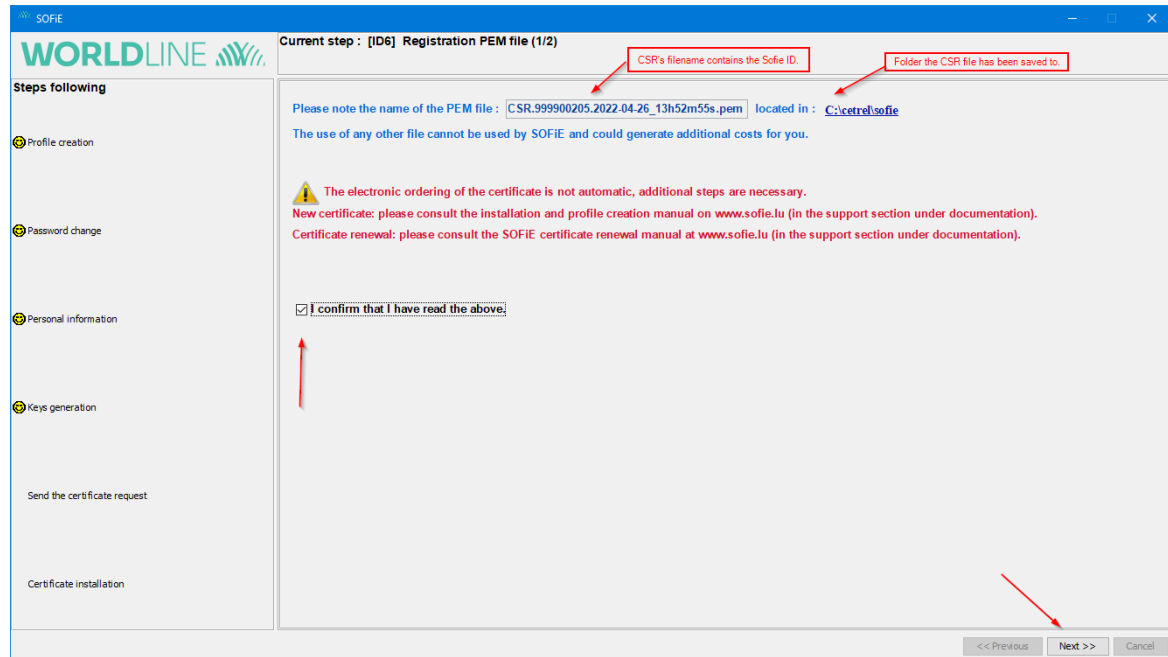
- You are now asked to generate your pair of key (private/public). To activate the generating process, you have to move your mouse around the window till the progress bar is completed.
- When the bar has reached 100 %, click on *Next*:



F. Step “ID6 1/2” save the certificate request (PEM/CSR) file

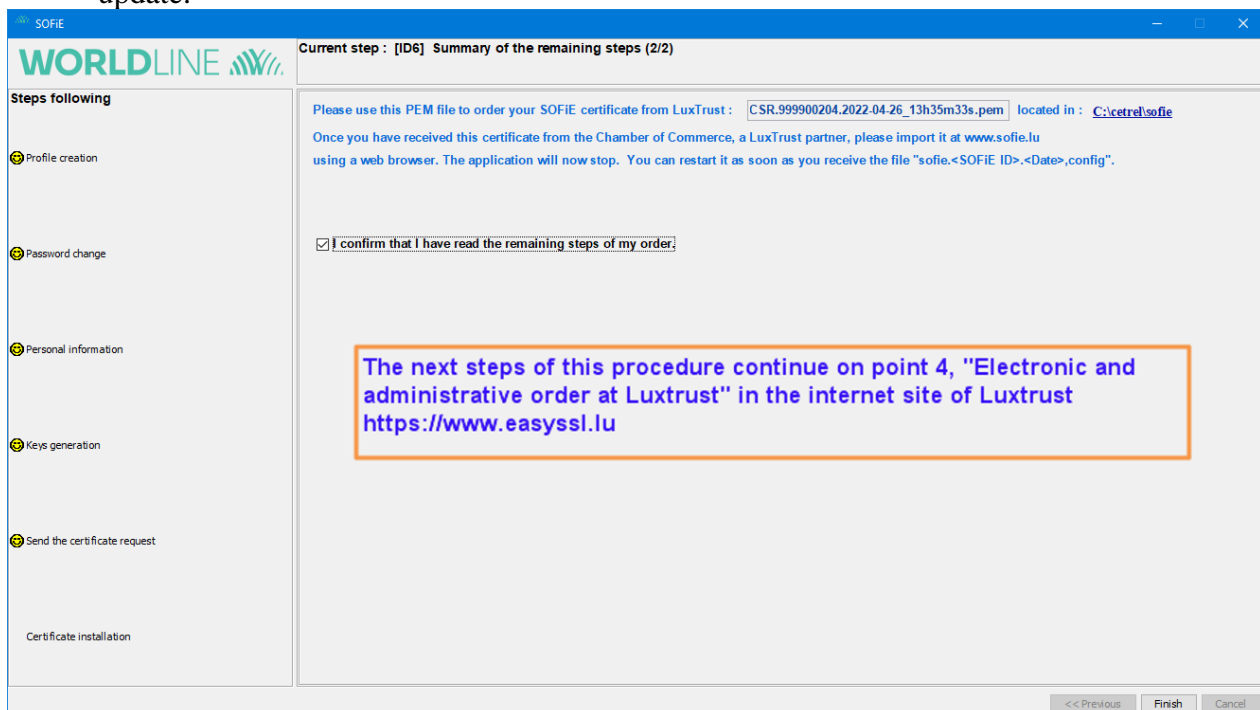
- You are asked to save the public key file (*PEM/CSR* file), click on *Next* to save it on your disk. You will need this file later for the order of your Luxtrust certificate. This file is also called *CSR* or *Certificate Signing Request*.
- Please read carefully the information on this screen, this 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.
- Please note: the appearance of the following screen may differ if you do not have version 5.22 or later. In this case, please click on "Next" until the end and consider updating your

Sofie client.



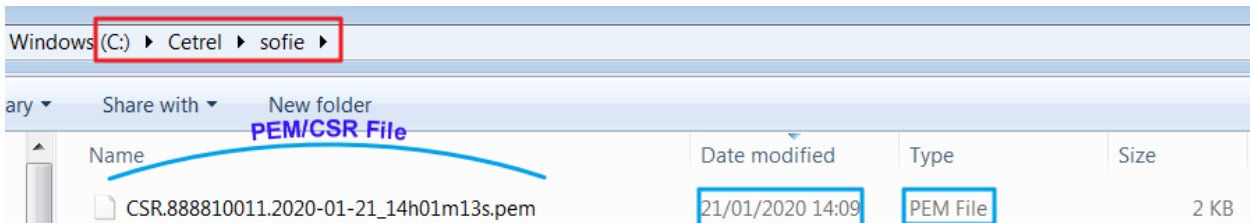
G. Step “ID6 2/2” resume of the remaining steps

- 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. Locate the (PEM/CSR) file for next step (4)

- The PEM/CSR file to be used in your certificate order (see step 4) can be found in “SOFIE HOME”.

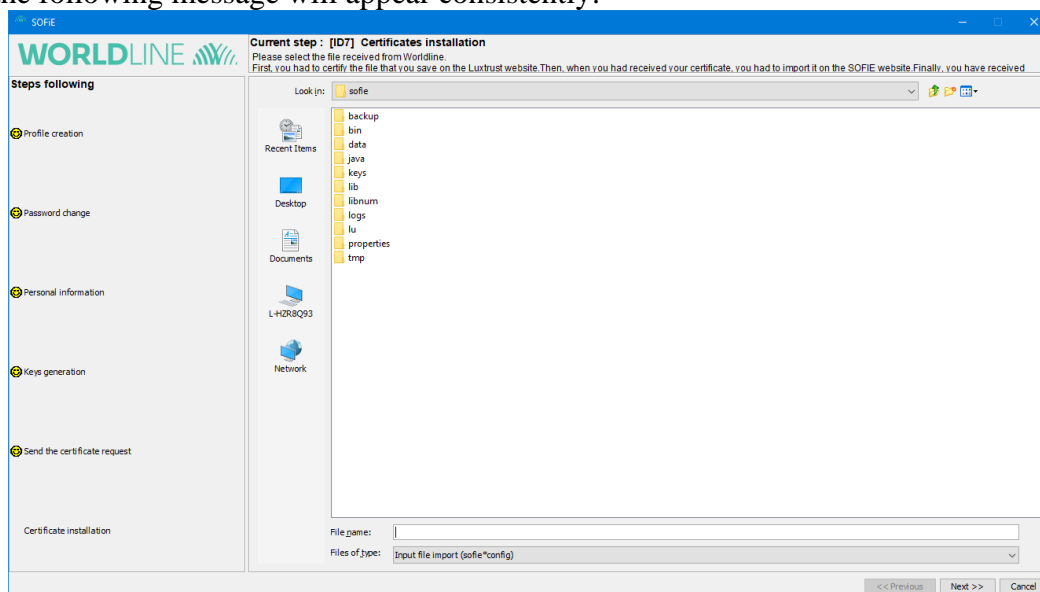


When ordering your certificate at Luxtrust, your .pem file will be needed. If by mistake you have generated the .pem file for the **same** SOFiE account several times, ensure that you will use the **latest** .pem for the order (see filename). Using an older .pem will lead to a certificate incompatible with your SOFiE account!



If you use a SOFiE SORT contract and want to renew both of your certificates (Crypt and Transport), it is necessary to have generated one CSR file for each of the two accounts before ordering the 2 new corresponding certificates.

- If you attempt a login in the application once the key generation procedure has been done, the following message will appear consistently:



- As long as the order procedure of your certificate is not complete (i.e. you have not received the *SOFIE.config* file), you have to click on the Cancel button to close SOFiE.

7. CERTIFICATE ORDER

7.1 Electronic and administrative order at Luxtrust

To order your SSL certificate, please go to www.easyssl.lu, section SSL CERTIFICATE, or consult our corresponding documentation, available at www.sofie.lu > [Support](#) > [Documentation](#)
For SOFiE-Business/Seculine accounts or for only one of the 2 accounts (Crypt or Transport)

> **SSL CERTIFICATE ORDER for SOFiE Business on EasySSL**

For SOFiE-SORT accounts (Crypt and Transport)

> **SSL CERTIFICATE ORDER for SOFiE SORT on EasySSL**

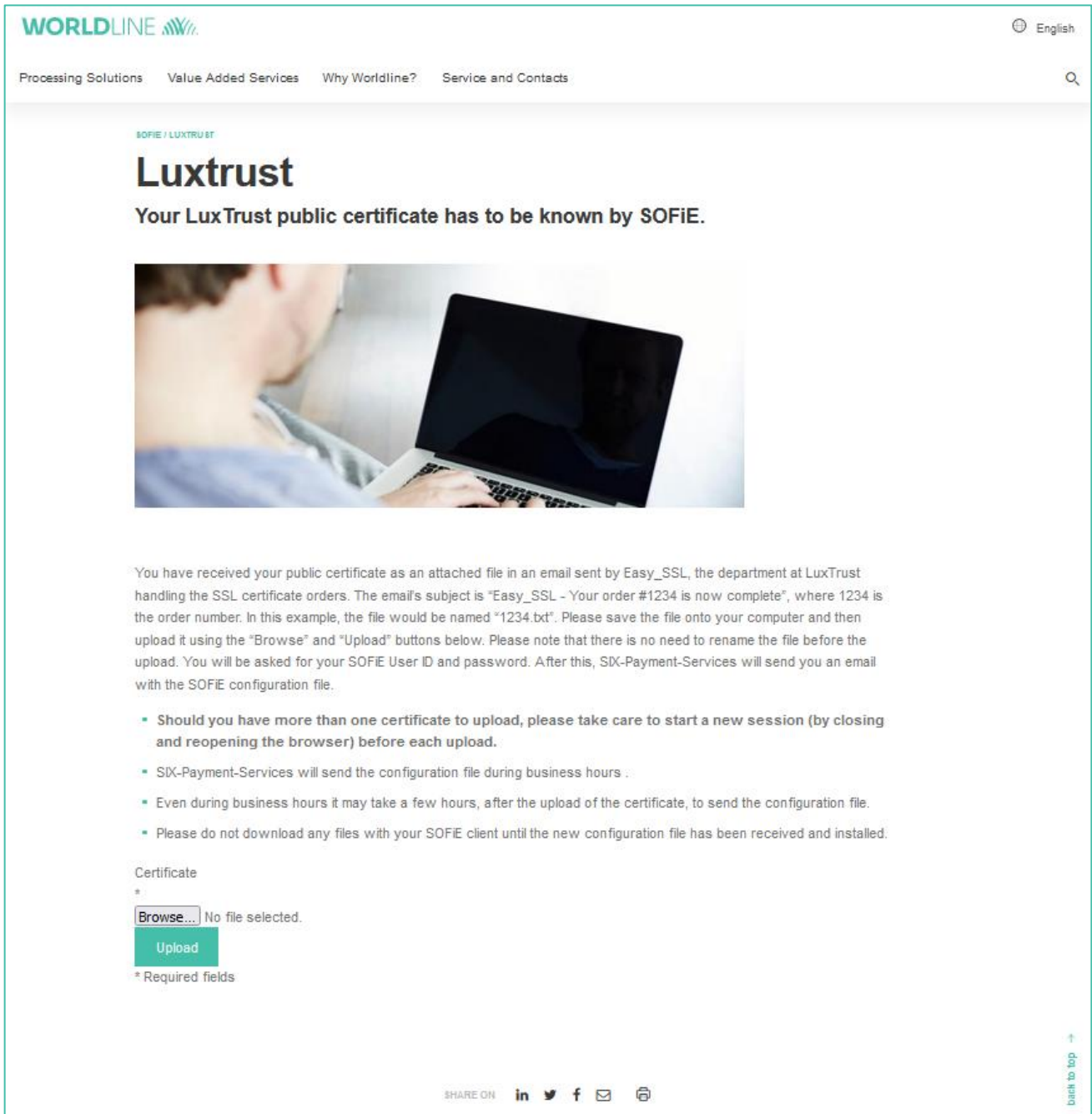
8. CERTIFICATE INSTALL

8.1 Certificate download

- Save on your hard disk the certificate DER.txt attached in the e-mail of La Chambre du Commerce.

8.2 Send the certificate to Worldline

- After the retrieval of your certificate, visit again <http://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 Worldline:



The screenshot shows a web page for Sofie/Luxtrust. The header includes the Worldline logo, a language selector set to 'English', and navigation links: 'Processing Solutions', 'Value Added Services', 'Why Worldline?', and 'Service and Contacts'. The main heading is 'Luxtrust' with the sub-heading 'Your LuxTrust public certificate has to be known by SOFIE.' Below this is an image of a person using a laptop. The main text explains that users receive a public certificate via email from Easy_SSL and must upload it using 'Browse' and 'Upload' buttons. It provides instructions on how to handle multiple certificates and when to expect the configuration file. At the bottom, there is a 'Certificate' upload section with a 'Browse...' button, an 'Upload' button, and a note that the field is required. Social sharing icons and a 'back to top' link are also visible.

➤ Use your SOFIE user and password:

Sign in to access this site

Authorisation required by <https://sofie.cetrel.lu>

Username

Password



If a valid connection was specified during your profile creation (in network configuration pane), only the new defined password is allowed on the Cetrel 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 Worldline which contains a **configuration file** (*sofie.<user_ID>.<timestamp>.config*) . This file is required to finalize the set-up of your SOFIE.



For SOFIE S.O.R.T users who send legal reporting files to CSSF, it is **mandatory** to send your *CRYPT* certificate to CSSF. (See paragraph 4.3 of CSSF circular **08/334** [here](#) or on www.cssf.lu). Otherwise, your files will be **blocked** at the sending with the error code [201,451]. The TRANSPORT certificate shall not be sent.

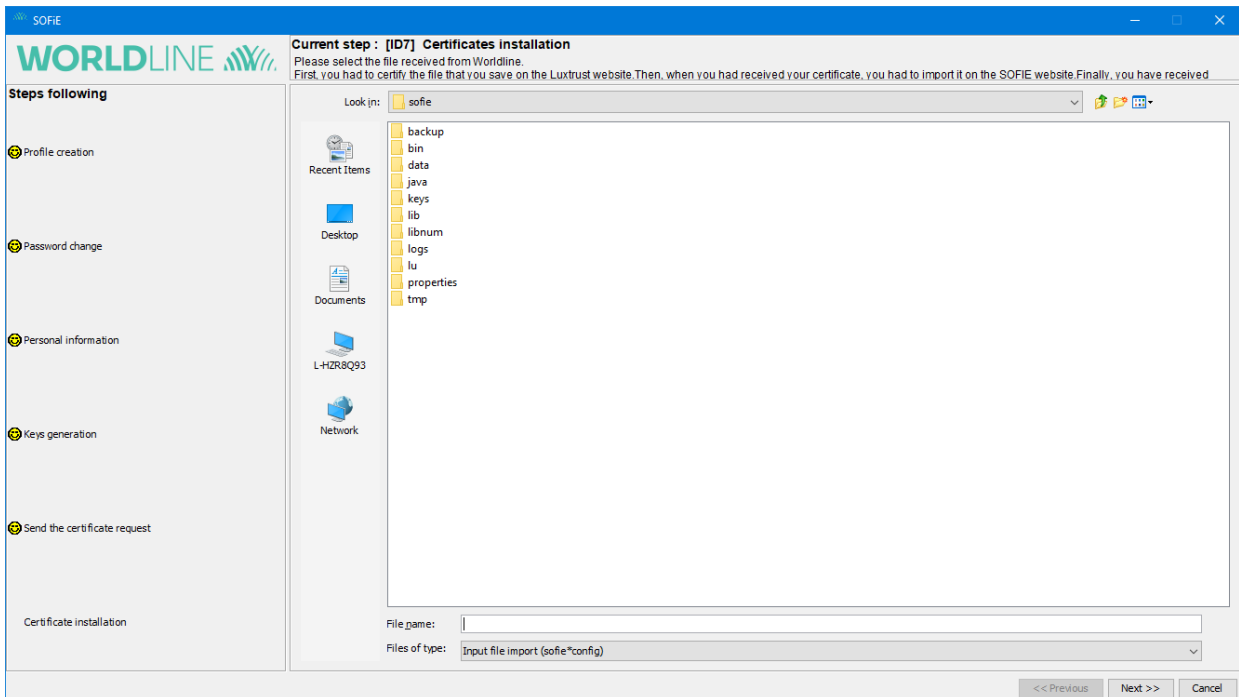
8.3 Configuration file install

- 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:



or launch the script “start_sofie_GUI.bat.” from the Sofie home folder.

- In the login window, enter your **user** and **password** and log on.
- A window inviting you to select the *sofie...config* file opens. Once you have selected the file, click on *Next* button :



- If the configuration file is correct, the following window appears. Click on *Finish* to end the installation:
- Congratulations, your SOFiE application is now ready for use!



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.

9. CONTACTS

9.1 SOFiE Business

- Contract sales or technical questions:
 - Tel: (+352) 355 66 - 600 (choose option number 1)
 - Email: sofie.lux@worldline.com

9.2 SOFiE S.O.R.T (legal reporting)

- Contract for sales questions:
 - Phone (+352) 355 66 – 424
 - Email: reporting@cetrel-securities.lu
- Technical questions:
 - Phone: (+352) 355 66 600 (choose option number 1)
 - Email: sofie.lux@worldline.com