



SOFiE mandatory update to version 5.19 and release of version 5.20

Announcement and FAQ

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1 Original communication

Dear SOFiE customer,

A SOFiE update is mandatory before Wednesday March 14th, 2018 following a certificate change made by one of our suppliers.

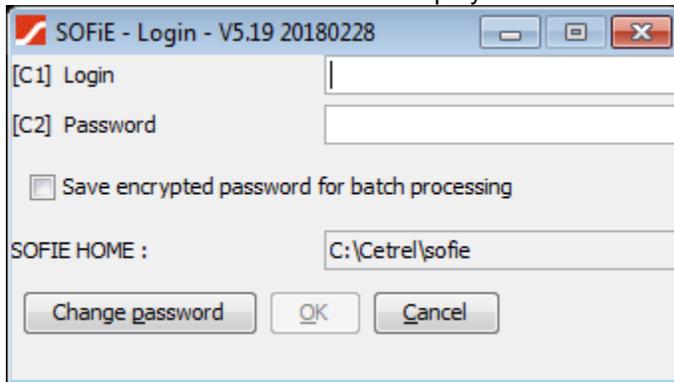
The update of your SOFiE installation will be done automatically if you start the software before that date.

After March 14th, a manual update will be necessary.

Similarly, if you have opted to block updates, you will be forced to perform this update manually before March 14th.

<https://www.six-payment-services.com/financial-institutions/en/site/sofie/installation.html>

The new software version should display "V5.19 20180228" in the title bar.



We have been forced to update this update as a result of Symantec's acquisition of our CA (Thawte) provider, and Symantec's problems with the validity of their certificates in Chrome and Firefox browsers.

The latest version of our SOFiE software has already been updated to accept the new DigiCert CA founded by Symantec.

Our SOFiE Helpdesk will remain at your disposition for any technical question at (+352) 355 66 - 600, or via email at helpdesk.lux@six-payment-services.com.

Thank you for your confidence in our digital transfer system.

Cordialement, mit freundlichen Grüßen, with kind regards.

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2 FAQ

2.1 Why have these 2 releases (5.19 and 5.20) not been grouped in one single release?

The testing of 5.20 is not complete and therefore we cannot bring forward its production date. We are therefore obliged to distribute this update via a patch of the version currently in production, the "5.19". It is therefore important to check the displayed data after the version number.

2.2 What would be the impacts of NOT moving to version 5.19 before March 14th and waiting for 5.20?

- 1- No more file transfer possible from March 14th.
- 2- Automatic update would only be possible for Java Webstart users.

2.3 Are these updates related to batch mode?

Yes, they do.

2.4 Do these updates concern the GUI mode (Graphic User Interface)?

Yes, they do.

2.5 What will happen if the batch runs through the task planner (Windows) while I update the batch?

It is possible that some libraries (files) cannot be replaced because the OS (Windows or Linux), is blocking these files as long as there is a program running and using them.

2.6 What should I do if the automatic update is not possible according to my installation?

Please go to the SIX website and on the SOFiE downloads page you can retrieve the appropriate package. It is necessary to authenticate with a SOFiE account and the corresponding password. In shorthand:

- go to www.sofie.lu. There is a redirection to the right page on the SIX website.
- click in the left-hand column on "Installation".
- Choose the package

2.7 How do I modify my installation to allow automatic update?

It depends on how you use SOFiE. Our helpdesk can help you.

The first condition for updating SOFiE is the possibility to connect from the computer which SOFiE is running on, to the SIX servers (address: "sofie.cetrel.lu", ports 80 and 443).

If you are using SOFiE on a Linux, there is no automatic update.



If you are using SOFiE on Windows and you are running the GUI via Java Webstart, and the automatic update is not done, then you must check the connection settings via the Java Control Panel (javacpl.exe program).

If you do not use Java Webstart to launch the GUI or if you are running in batch mode, automatic update is enabled by default each time you start the GUI. It is possible to disable this update by setting an environment variable named "SOFIE_BATCH_UPDATE" and assign the value "OFF" to it. Please check if this is the case on your PC (the one where SOFiE is running on).

2.7.1 How to check whether Java Webstart is being used to launch?

If you click on an icon to launch the SOFiE GUI, check the command launched by this icon via its Windows properties. If the command launches the binary "javaws.exe", followed by some parameters, then this indicates that you are using Java Webstart. If the command launches a file whose name ends with ".bat", then Java Webstart is not being used.

2.7.2 More information about manual updating

You will find more information about the manual update of the SOFiE client in the following document: [SOFIE_manual-update_EN.pdf](#)

2.8 Does the update of the FATCA editor only impact FATCA-Saisie or also FATCA-Basic (aka the FATCA file controller)?

It impacts only the FATCA editor (FATS package). A new value is accepted in the TIN field. If the TIN is not known, the value "AAAAAAAAAAAA" can be entered. The ACD have yet to formally communicate on this matter.

2.9 What is the link between using SOFiE (a so called Java Stand-Alone application) and Firefox/Chrome browsers?

The link is the provider of the certificate used to authenticate the Sofie server. Even if SOFiE is not an application launched in a browser, it must still verify that the server the files are transferred to via the https connection is the right one (sofie.cetrel.lu). To do so, the application uses a list of root certificates that must be known in advance. Following the take over of the previous supplier, the new server certificate, which expires on 14 March 2018, will be issued by another certification authority and the corresponding root certificates change, hence the need for this update.