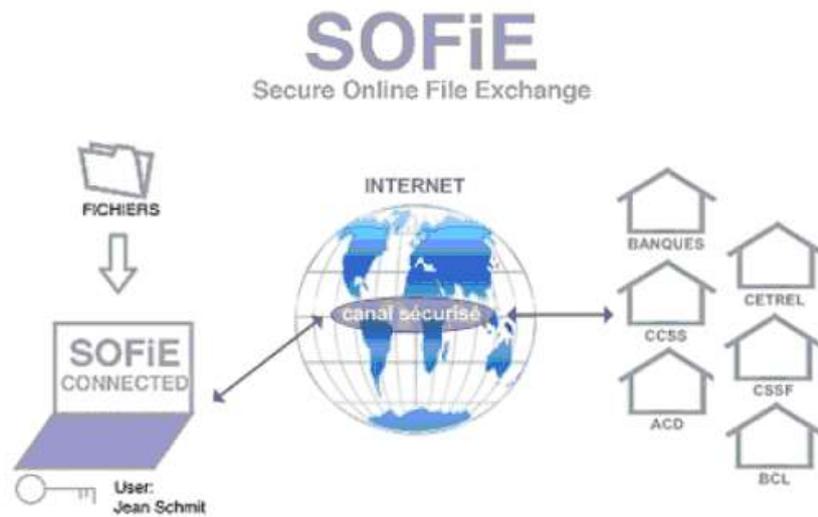




User Manual:

**INSTALLATION OF THE SOFIE APPLICATION**

V1.51





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## 1. INTRODUCTION

### 1.1 Purpose of the document

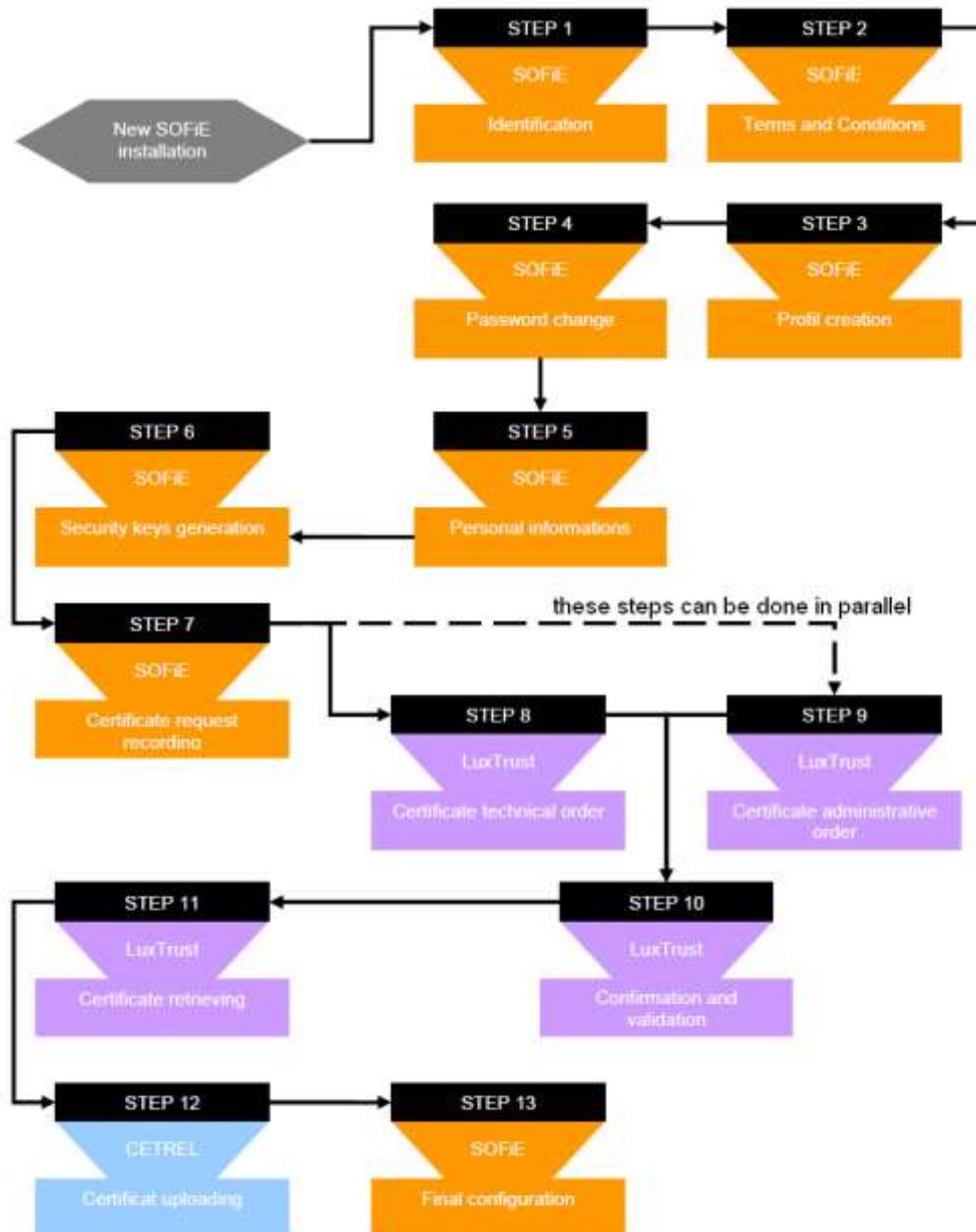
This document aims the new users (i.e. having not set their profile yet), wanting to make a fresh installation of SOFiE on Windows based operating systems.

If you already have a working installation and just want to create a new user, start the reading of the document directly from paragraph 6.2–Profile creation

For current users wanting to renew their certificate, refer to the document *SOFIE\_Certificate\_Renewal*.

## 2. INSTALLATION SUMMARY

### 2.1 Step diagram



## 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
80	Application update	sofie.cetrel.lu	217.117.195.161
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:



Payment Services



Dear Customer,

Thank you for your subscription to the SOFiE service.

Your personal participant identifier is (Field C1):	99990 
---	---

Please find underneath the password belonging to your personal identifier.

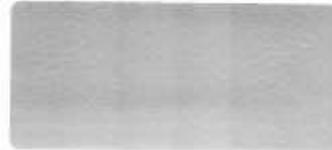
### Important

- 1) Go to [www.sofie.lu](http://www.sofie.lu) → Installation and download the SOFiE version matching your environment, you will be asked for your personal participant identifier (Field C1) and password (Field C2)
- 2) On the documentation panel, you will find the instructions that will lead you through the installation and configuration process
- 3) For any support, please call the Help Desk during office hours at (+352) 3 55 66-600

For security reasons you may not transmit your personal participant identifier and password to another person. According to the conditions fixed in your contract with your SOFiE Provider, *you are responsible for the secrecy of this information.*

The first time you will use SOFiE, you will be requested to change your password. Your new password is personal and not transferable. You are responsible to keep it secret. If you suspect that your password has been disclosed, contact your SOFiE Helpdesk as soon as possible in order to block your personal participant identifier.

Your password (Field C2) is:



- 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)

## 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](http://www.sofie.lu)
- Under the *SOFIE* section, click on *Installation*.
- Please select the version that you wants to install:
- **“SOFiE with custom Java Runtime Environment (JRE)”** (installation process is described below)
- Recommended **“Download SOFiE Portable (zip)”** (installation manual included in the zip)

- 
- Select the download link corresponding to your Windows version :

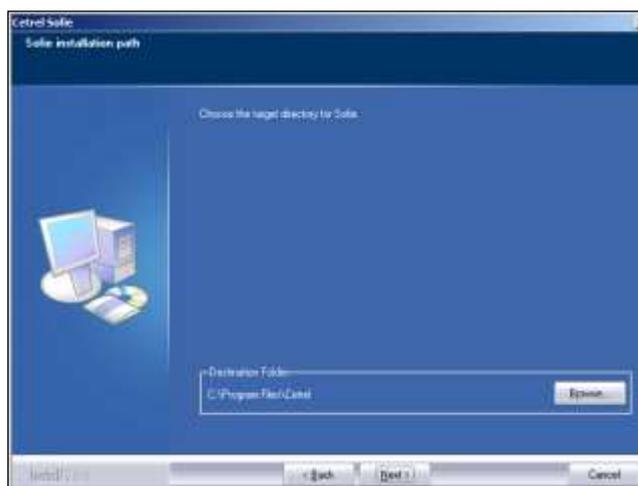
- Enter your login and password and click on *OK* :



- After the authentication, a dialog box opens. Click on *Run* button:



- You are asked to confirm the installation path. By default, the path is *C:\Program Files\Cetrel*, if you want to change it click on *Browse...* and select your own path.
- Click on *Next* to start the installation. This will write the installation data:



- When the installation ends, the icon of the SOFiE application is placed on your Desktop :



## 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](http://www.sofie.lu)
- Under *SOFIE* section, click on *Installation*.
- At the bottom of the page, click on *Download Sofie for UNIX*:
- Enter your *login* et *password* then click on *OK* :
- Click on *Save* to download the tar file.
- Unpack the tar file then follow the instructions contained in the file *INSTALL.TXT* which is located in the *sofie* folder.

## 6. APPLICATION SETUP

### 6.1 SOFiE startup

➤ To run the SOFiE application, use:

- the icon located on the Desktop (Windows).
- the script *run\_gui.ksh* (Unix)

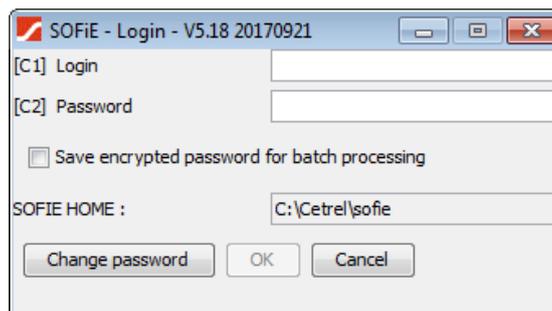
➤ On Windows systems, at the first startup the application asks you to define the SOFiE\_HOME path (default: *C:\cetrel\sofie*). This is a special folder where the user data and settings will be stored. If the default path doesn't suit you, modify it and click on *OK* to confirm:



We strongly recommend to not use the SOFiE installation folder (default: *C:\Program Files\Cetrel*) for your SOFiE\_HOME.

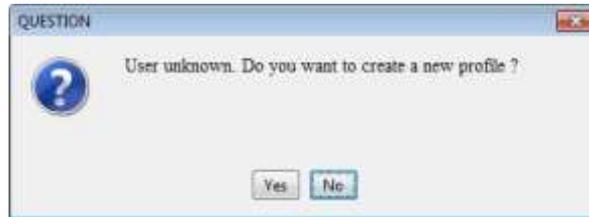
➤ Then the login box appears :

- If it is the first time your login (i.e. no profile exists for your user), use the authentication data specified in the letter you have received from Six Payment Services after your subscription to SOFiE.
- Else, use the password you have defined during the creation of your profile (the *user* doesn't change).



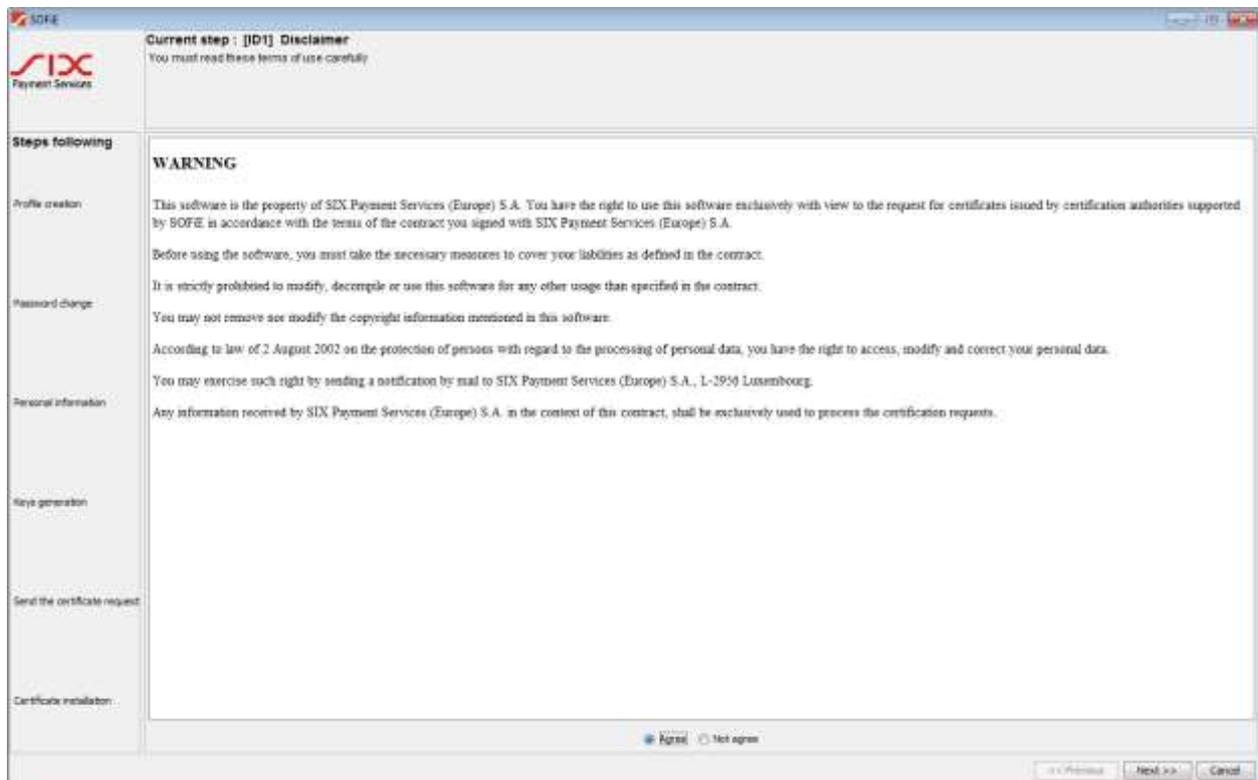
## 6.2 Profile creation

- 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*:



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

➤ 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)

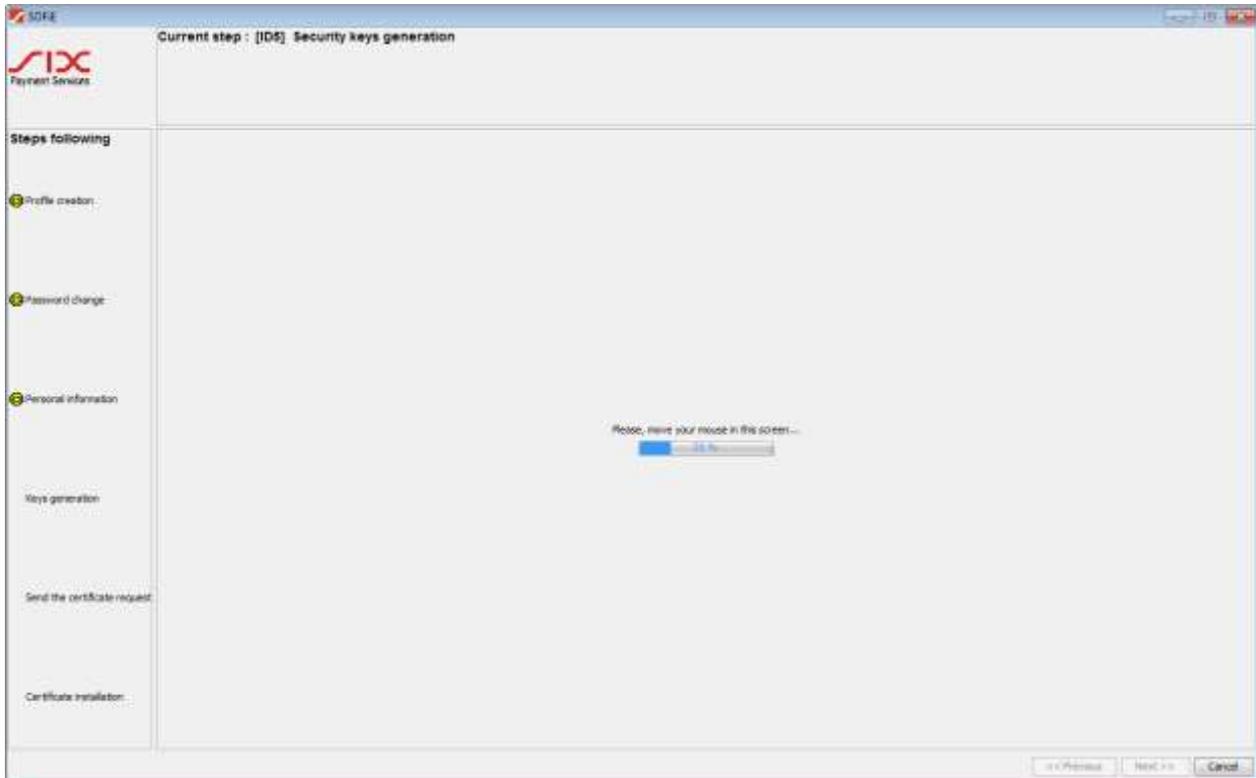
➤ Click on Next to confirm:



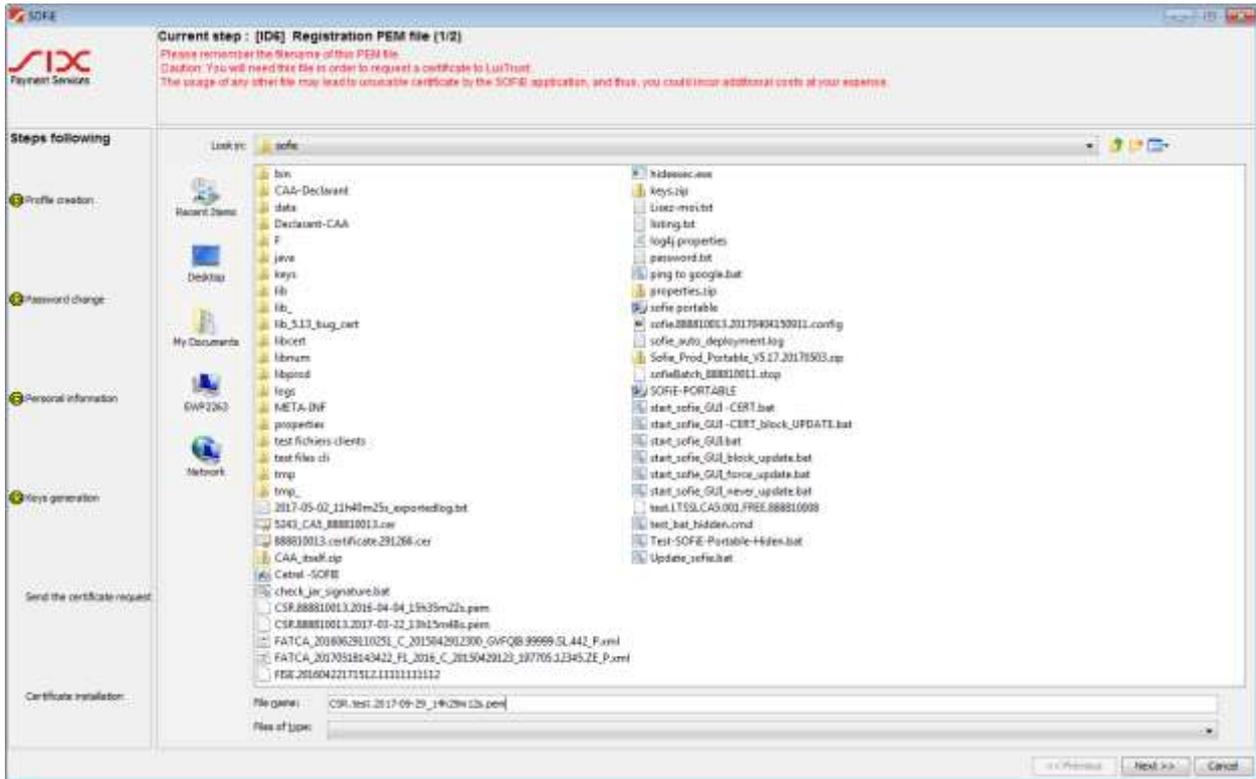
If you have specified a valid internet connection in the last step, the password has also been changed on Six Payment Services' webservice. This means the initial passwords is not valid anymore for any download/ upload attempts on the Six Payment Services' webpage.

➤ Introduce your personal data then click on *Next* **two times** to confirm :

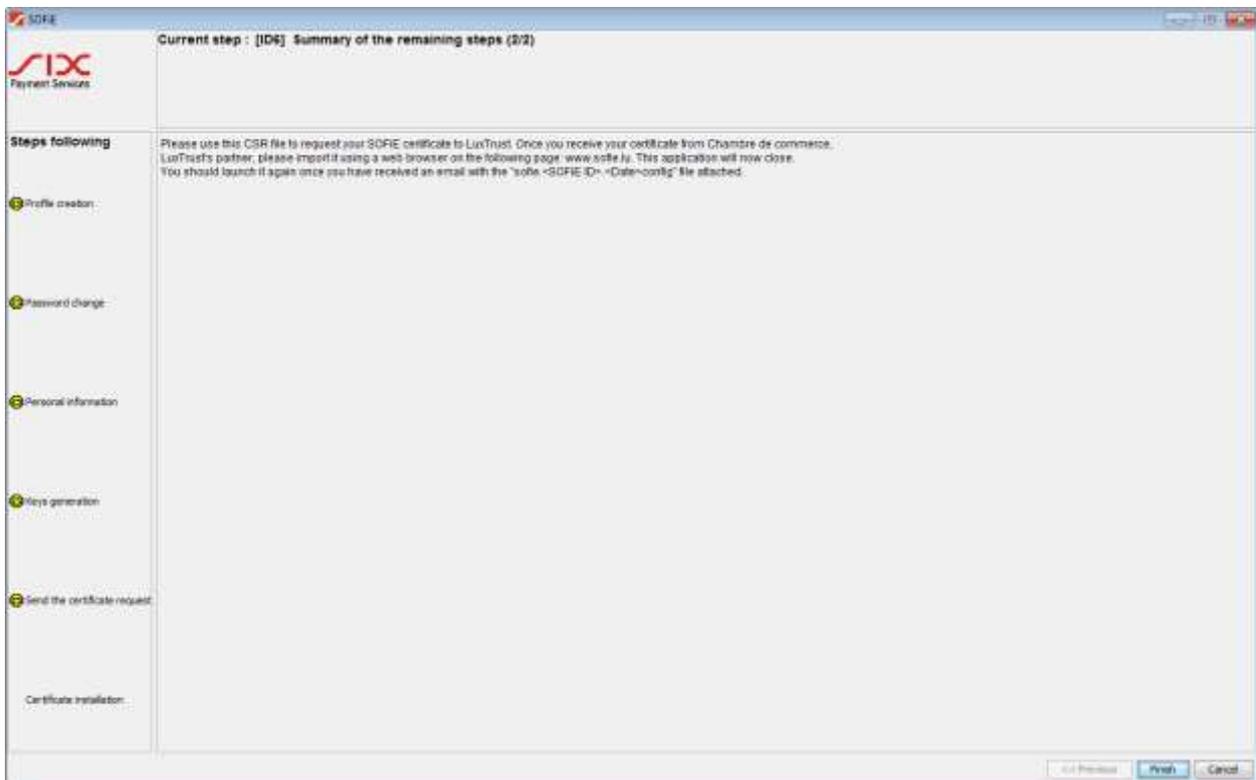
- You are now asked to generate your pair of key (private/public). To activate the generating process, you have to move your mouse around the window till the progress bar is completed.
- When the bar has reached 100 %, click on *Next*:



- You are asked to save the key file (.pem 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*:



➤ Click on *Finish* to end the creation of your profile:



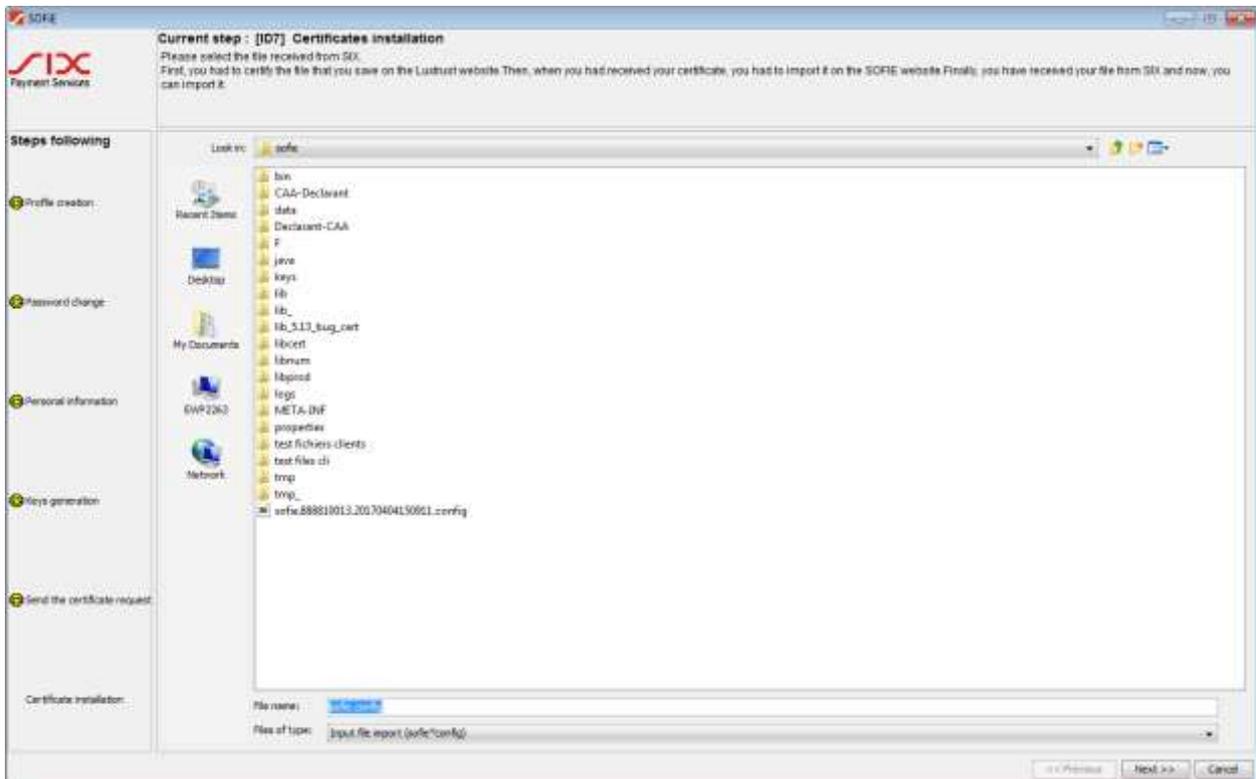


When ordering your certificate at Luxtrust, your .pem file will be needed. If by mistake you have generated the .pem file for the **same** SOFiE account several times, ensure that you will use the **latest** .pem for the order (see filename). Using an older .pem will lead to a certificate incompatible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

- 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, visit [www.easyssl.lu](http://www.easyssl.lu) , section *SSL CERTIFICATE* or check our documentation [SSL CERTIFICATE ORDER for SOFiE.pdf](#)

## 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 Six Payment Services

- 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 Six Payment Services:

SOFiE	<b>Luxtrust</b>
Technical specifications	Your LuxTrust public certificate (PEM or DER) has to be known by SOFiE.
Contracts	Select your LuxTrust certificate file and upload it. You will be asked for your SOFiE User ID and password. After this, you will receive your SOFiE configuration file by mail.
Documentation	<ul style="list-style-type: none"> <li>▪ Please take care to start a new session (by closing and reopening the browser) before each certificate upload.</li> <li>▪ Please do not download any files with your SOFiE client until the new configuration file has been received and installed.</li> </ul>
Installation	<div style="border: 2px solid red; padding: 5px;"> <p>Certificate *</p> <p><input type="button" value="Browse..."/> No file selected.</p> <p><input type="button" value="Upload"/></p> <p>* Required fields</p> </div>
<b>Luxtrust</b>	
Third party participants	
SOFiE SORT	

- Use your SOFiE **user** and **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:

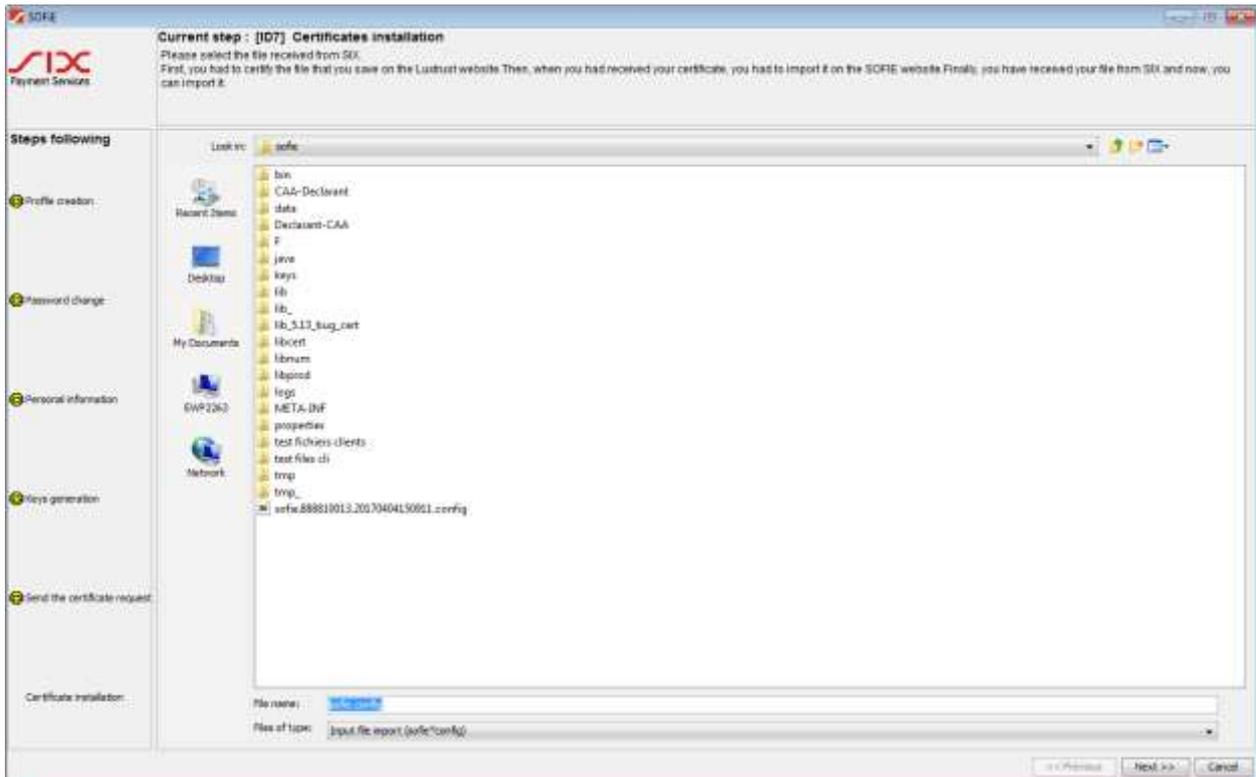


- In the next 48 hours, you get an e-mail from Six Payment Services which contains a **configuration file** (*sofie.<user\_ID>.<timestamp>.config*). This file is required to finalize the set-up of your SOFIE.

 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](http://www.cssf.lu) or on [www.cssf.lu](http://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: 
- 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
  - Email : [helpdesk.lux@six-payment-services.com](mailto:helpdesk.lux@six-payment-services.com)

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

- Contract for sales questions :
  - Phone (+352) 355 66 – 424
  - Email : [reporting@cetrel-securities.lu](mailto:reporting@cetrel-securities.lu)
  
- Technical questions :
  - Phone : (+352) 355 66 600
  - Email : [helpdesk.lux@six-payment-services.com](mailto:helpdesk.lux@six-payment-services.com)