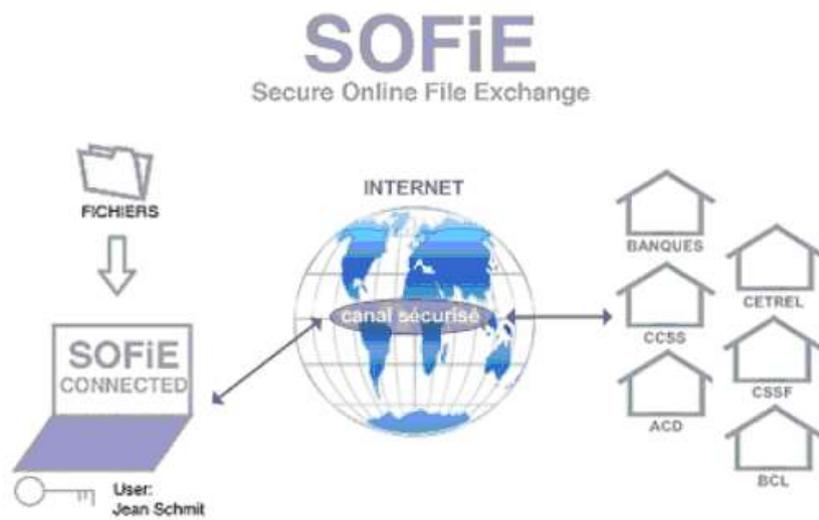




User Manual:

**LUXTRUST CERTIFICATE RENEWAL**

V1.52





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## 1. INTRODUCTION

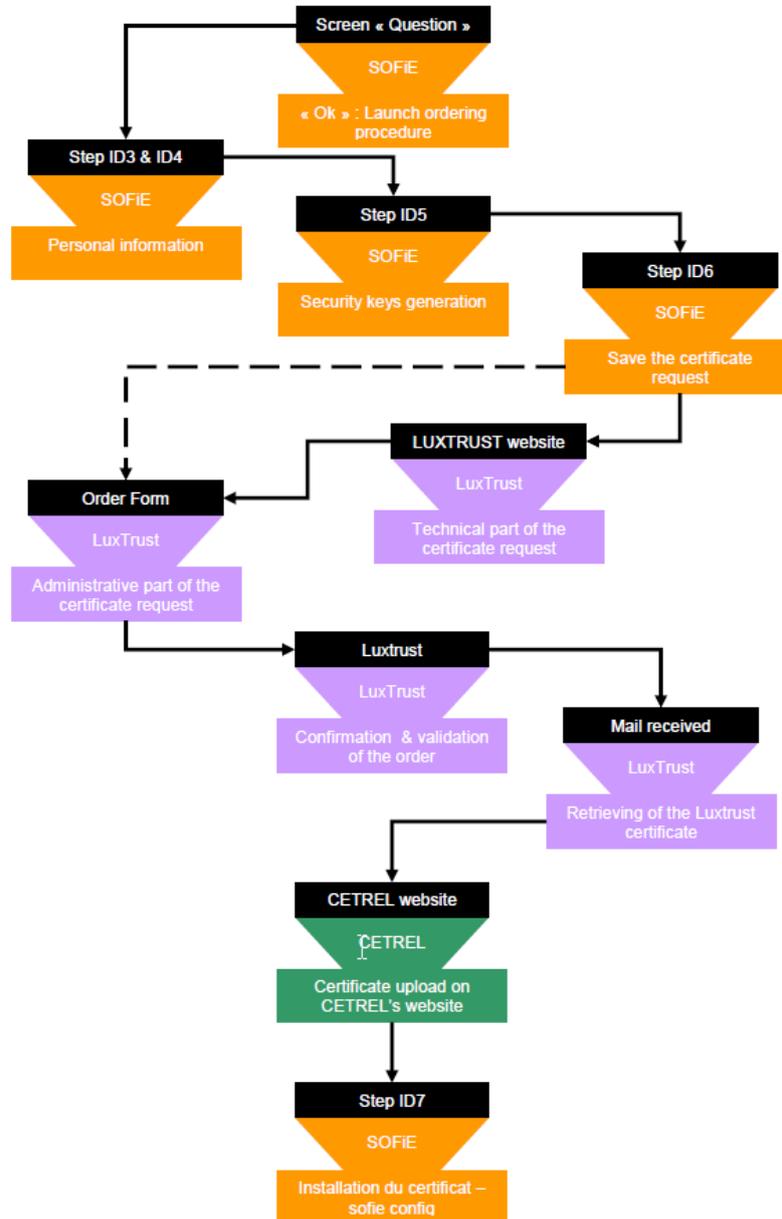
### 1.1 Purpose of the document

This document aims the users having already a working installation of SOFiE and wanting to renew their close to expiration or expired certificate.

For new users, please refer to *SOFIE\_Manuel\_Installation* document.

## 2. CERTIFICATE RENEWAL SUMMARY

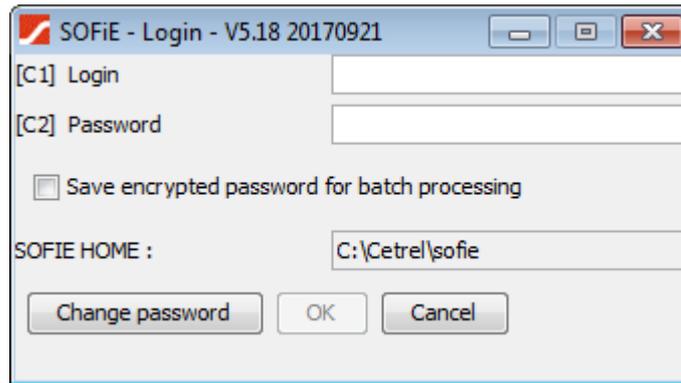
### 2.1 Step summary



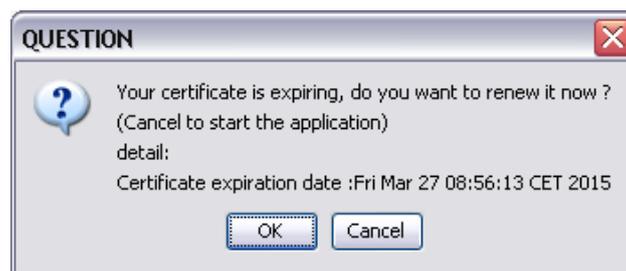
### 3. EXPIRATION NOTIFICATION

#### 3.1 SOFiE startup

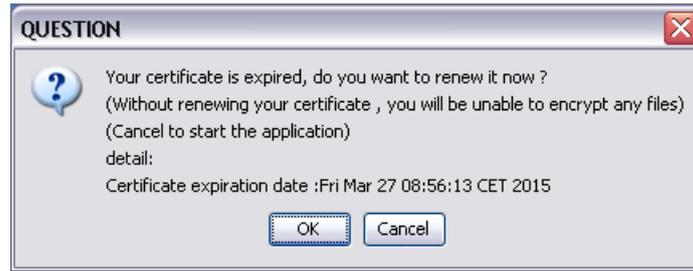
- To be warned about the expiration of your certificate, it is necessary to run the SOFiE **GUI**. Use the icon on your desktop (or <SOFIE\_HOME>\bin\run\_gui.bat script) and login into the application:



- Depending on your certificate is close to expiry date or not, the notification behaviour varies:
  - 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*).
  - For a certificate expiring in less than one month, the following notification is given :



- Click on *OK* to start the renewal procedure
- For an expired certificate :



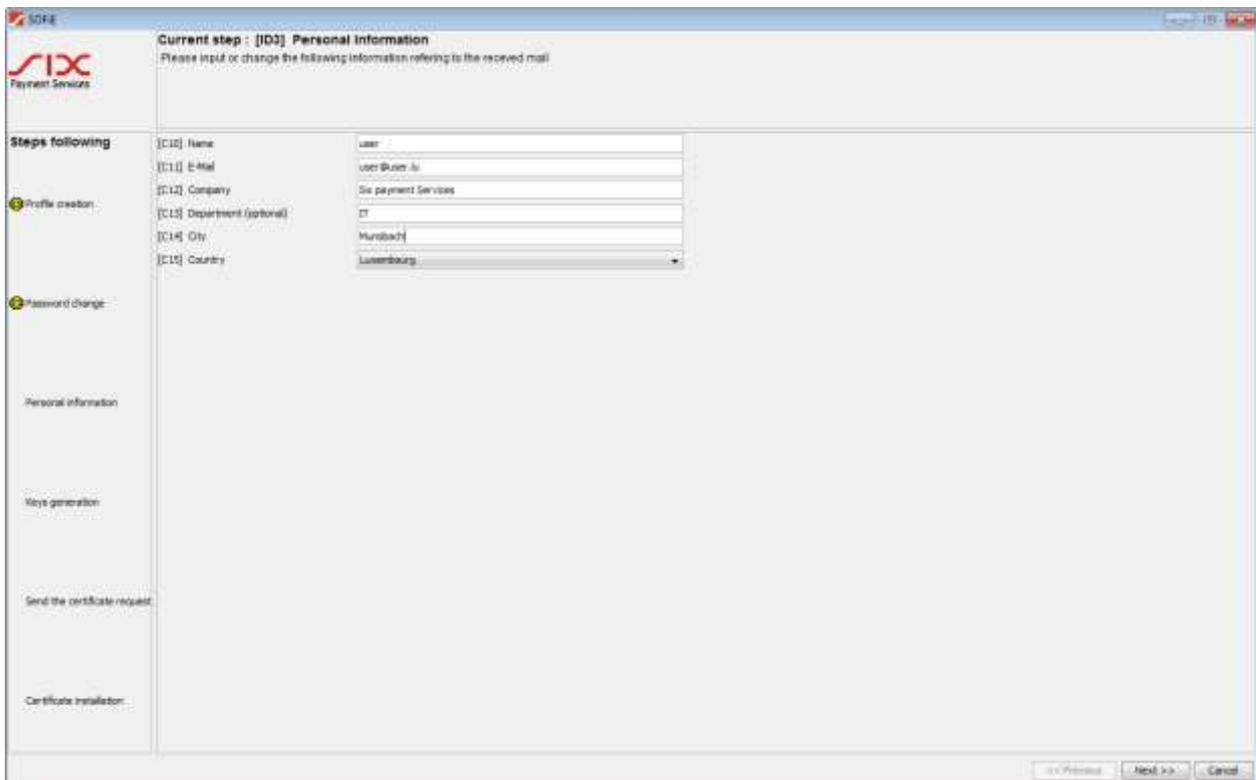
- Click on *OK* to start the renewal procedure.



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.

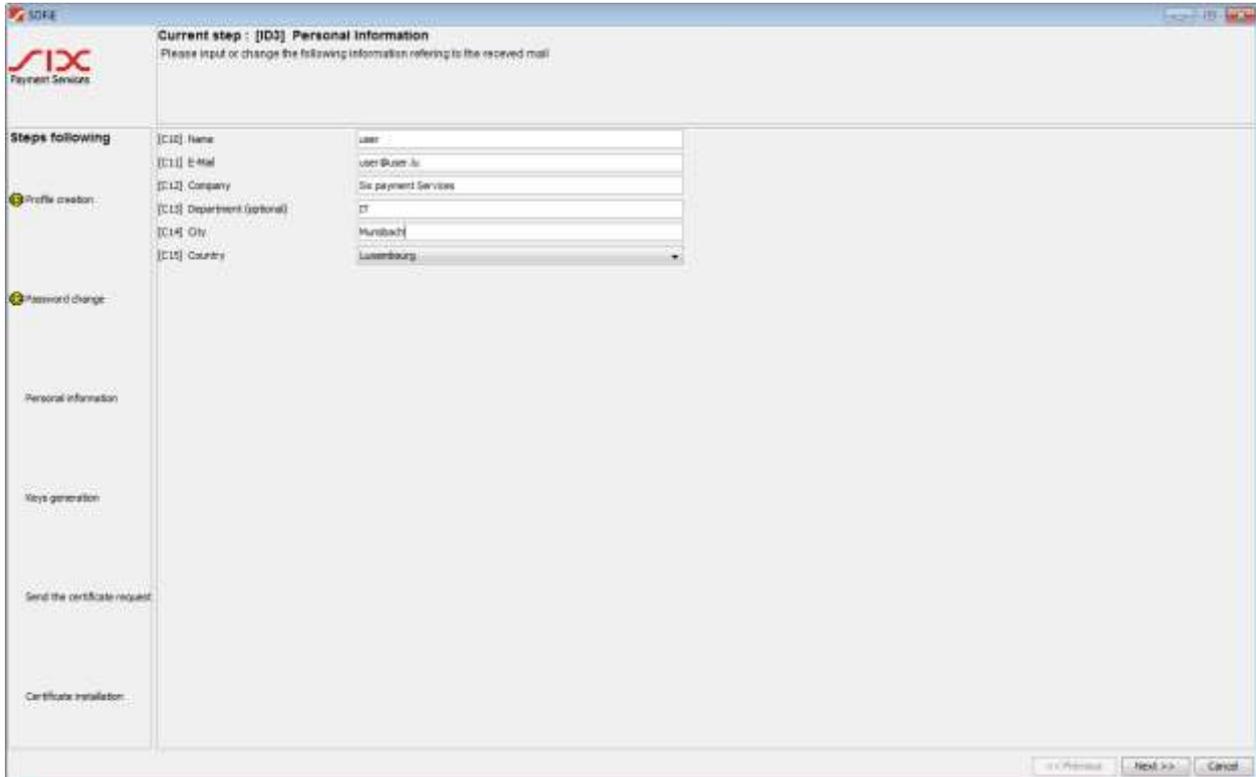
### 3.2 Validation of personal data

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



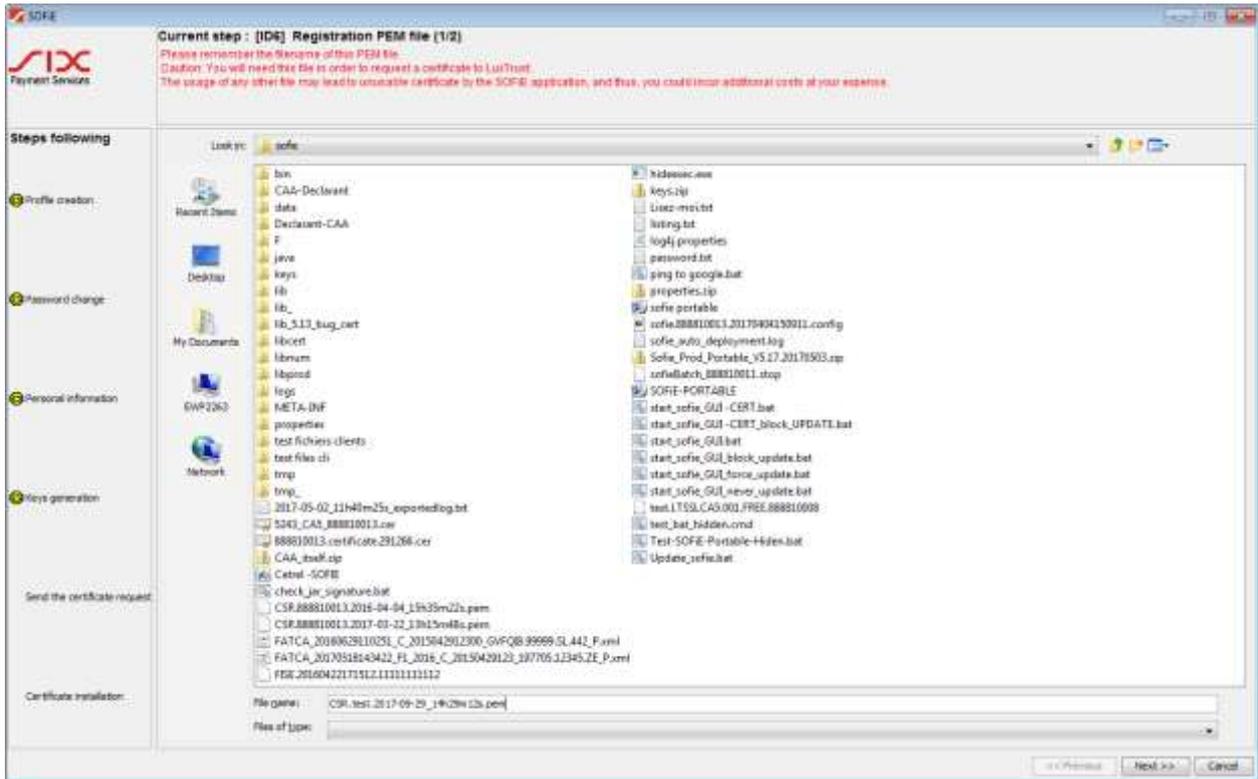
### 3.3 Keys renewal

- 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*:

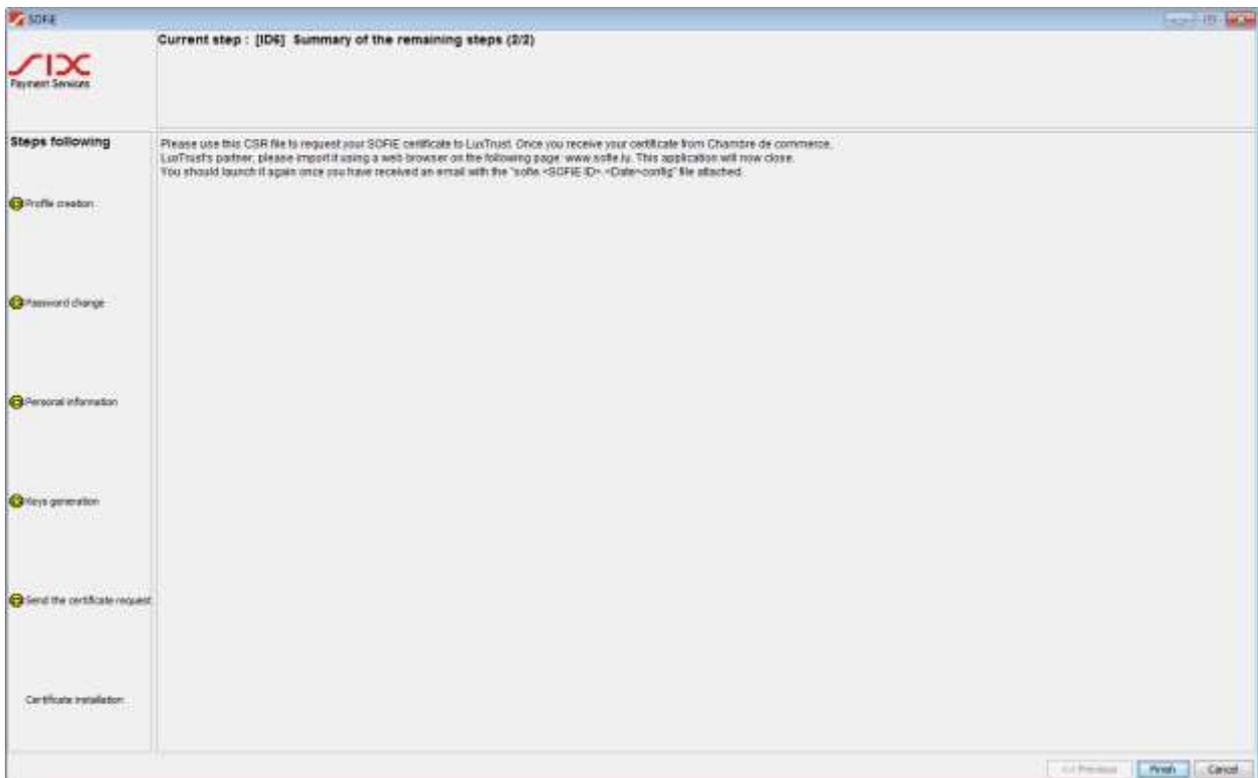


The screenshot shows a software window titled 'SIX Payment Services' with a progress bar at the top. The current step is '[J03] Personal Information', with the instruction: 'Please input or change the following information referring to the received mail'. On the left, a 'Steps following' list includes: Profile creation (marked with a green circle), Password change (marked with a green circle), Personal information, Keys generation, Send the certificate request, and Certificate installation. The main area contains a form with the following fields: [C10] Name, [C11] E-Mail, [C12] Company, [C13] Department (optional), [C14] City, [C15] Country, User (User: /s), Site payment Services, IT, and Luxembourg (selected in a dropdown menu). At the bottom right, there are buttons for 'Previous', 'Next >>', and 'Cancel'.

- You are asked to save the public 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:





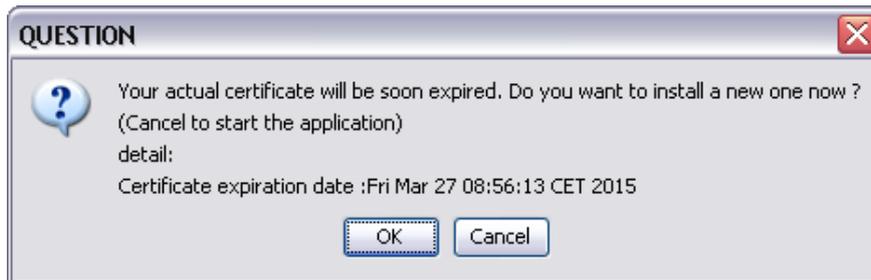
When ordering your certificate at Luxtrust, your .pem file will be needed. If by mistake you have generated the .pem file for the **same** SOFiE account several times, ensure that you will use the **latest** .pem for the order (see filename). Using an older .pem will lead to a certificate incompatible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

### 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

- 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](#)

## 5. CERTIFICATE INSTALL

### 5.1 Certificate download

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

### 5.2 Send the certificate to Six Payment Services

- 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 Six Payment Services:

**Upload certificat LuxTrust**

Your LuxTrust public certificate (PEM or DER) has to be known by SOFiE.

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.

- Please take care to start a new session (by closing and reopening the browser) before each certificate upload.
- Please do not download any files with your SOFiE client until the new configuration file has been received and installed.

**Certificate**  
 No file selected.

\* Required fields

- 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:



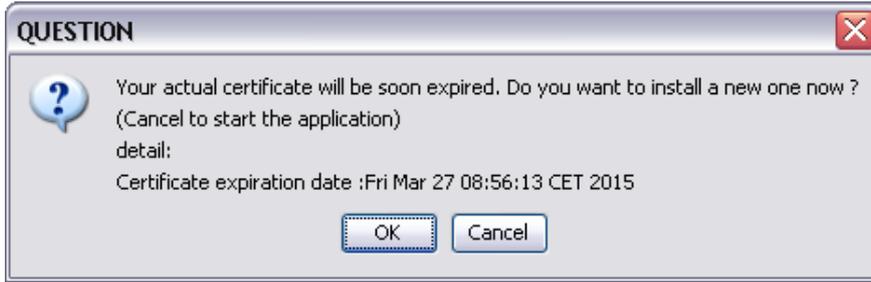
- In the next 48 hours, you get an e-mail from Six Payment Services which contains a **configuration file** (*sofie.<user\_ID>.<timestamp>.config*) . This file is required to finalize the set-up of your SOFIE.



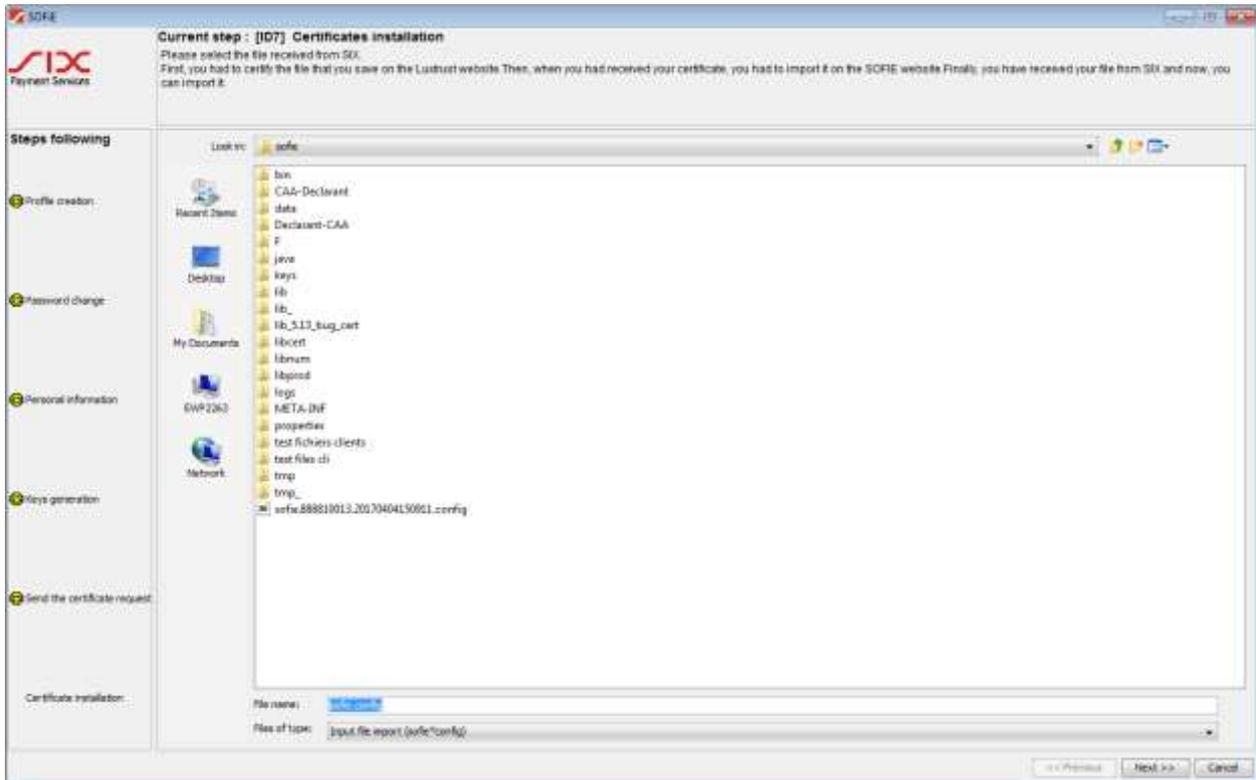
For SOFIE S.O.R.T users who send legal reporting files to CSSF, it is **mandatory** to send your **CRYPT** certificate to CSSF. (See paragraph 4.3 of CSSF circular **08/334** [here](http://www.cssf.lu) or on [www.cssf.lu](http://www.cssf.lu)). Otherwise, your files will be **blocked** at the sending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

## 5.1 Configuration file install

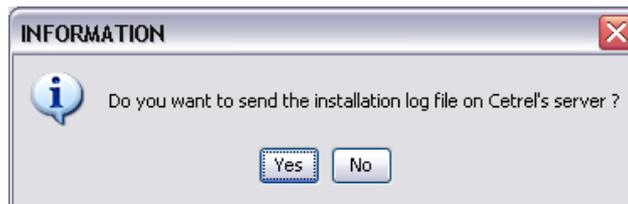
- First read carefully the download/installation directions specified in the e-mail.
- To install the configuration file, start the SOFiE GUI using the application desktop icon: 
- In the login window, enter your **user** and **password** and log on.
- A window inviting you to install a new certificate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



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



- If file import succeeds, you are invited to send the installation report to Six Payment Services. Select **YES**:



- A congratulations message is displayed. Click on *Finish* to end the renewal procedure.

➤ 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 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)

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

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