

Nordea Security Client – User Guide

for Corporate Access & Web Services

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Version 1.0

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1 Objectives

1.1 Document objectives

This is the User Guide for the Nordea Security Client. It is intended for end users and Nordea support staff.

1.2 Terminology

In the document the following terms are used.

Classic Client – A Smart card interface component

Classic Client Toolbox – A utility program that can be used to manage your smart card certificates.

eSigner – A component used to sign files

Nordea Security Client – a PC Client used to sign files and download certificates

Nordea Security Token – USB connected smartcard reader with smartcard to securely store certificates

Nordea Certificate Service – A web service used to issue certificates

Windows Certificate Store – Windows storage for certificates. Can be accessed through certmgr.msc

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2 Overview

2.1 Components

The Nordea Security Client consists of the following components;

- eSigner – A web browser plugin that supports signing of files
- Classic Client – A smartcard interface client
- Nordea Security Token - A USB smartcard reader (ID Bridge K30)



- A smartcard – to store certificates, mounted inside the Nordea Security Token
- USB driver – providing communication with the Nordea Security Token



All software components are provided in a single installation package.

The Installer will install the components in the following folders:

C:\ProgramFiles(x86)\Gemalto\Classic Client
C:\ProgramFiles(x86)\Gemalto\Nordea Security Client
C:\ProgramFiles(x86)\Gemalto\eSigner6
C:\ProgramFiles(x86)\Gemalto\Common\Classic Client Toolbox\
C:\ProgramFiles(x86)\Gemalto\Common\Resources\
C:\ProgramFiles(x86)\Gemalto\Common\Diagnostics\

In the control Panel in Windows, 2 programs will appear after installation; eSigner bundle and Nordea Security Client.

Where eSigner bundle contains the Classic Client, Classic Client Toolbox and common resources.

2.2 Purpose

The Purpose of the Nordea Security Client is to provide a way for the user to;

1. Sign files using a certificate stored on the Smartcard located in the Nordea Security Token
2. Sign files with a certificate stored in Windows Certificate store.
3. Download a certificate from Nordea and install it either in the Nordea Security Token or in the Windows certificate store
4. Download and export a certificate in a p.12 file, to be installed and used on another computer.

The user has the ability to configure the Nordea Security Client in either **software** or **hardware** mode. This is done in the configuration page.

In hardware mode the certificate used is stored on the Nordea security Token. In Software mode the certificate is stored in the Windows certificates store.

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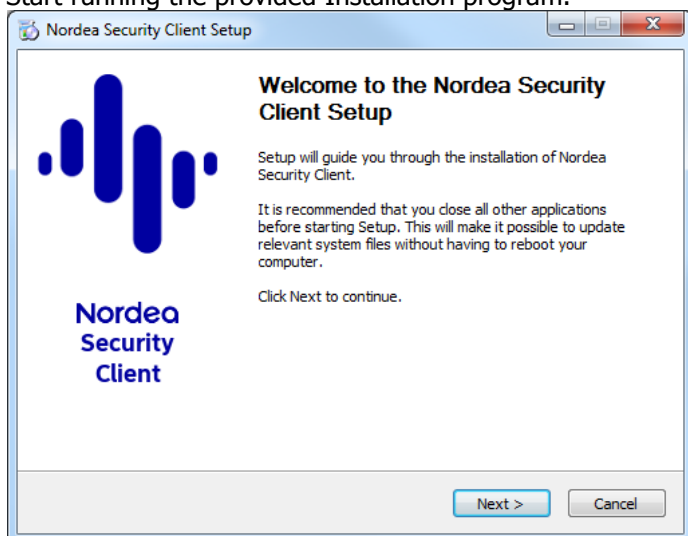
3 Installation

The Nordea Security Client comes as an installation package and an optional USB reader with a smartcard mounted inside (Nordea Security Token).

Some users will use the Nordea Security Client without a Nordea Security Token. Then only the Nordea Security Client is needed.

3.1 Installation of Nordea Security Client with a Nordea Security Token

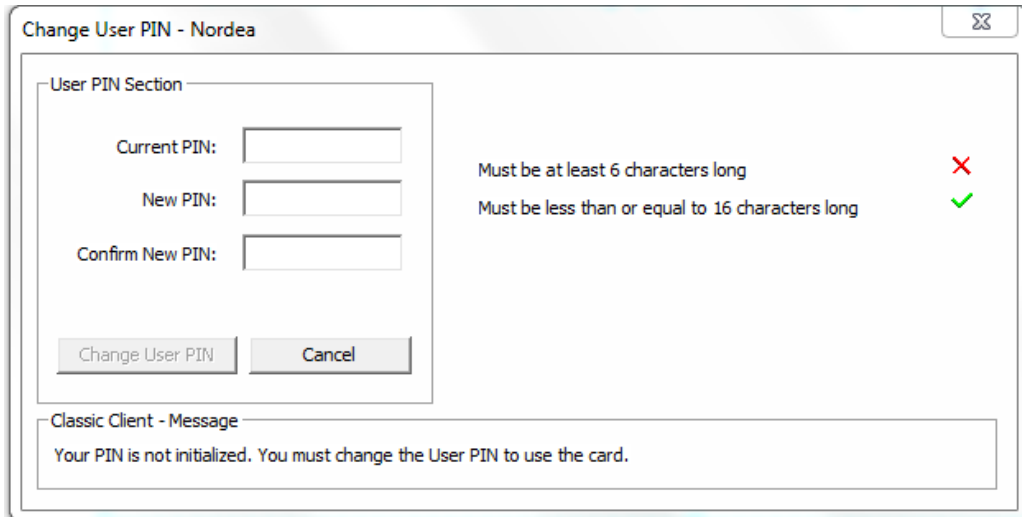
1. Start running the provided Installation program.



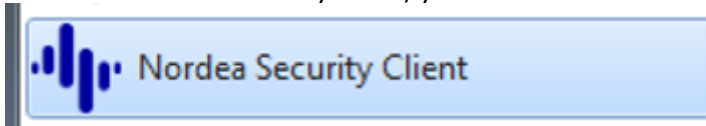
2. Once installed you are asked to reboot your PC.
3. After reboot, put the Nordea Security Token in the USB port of your PC (a smart card is already mounted inside ready to be used).
4. The driver will automatically start to download, provided that you have internet access.
 - a. If you have problems with this step, check firewall settings and company internet policy's with your IT department. Internet access is needed to download the driver.
5. When the driver is installed, Classic Client will launch and you will be prompted for a PIN in an appearing dialogue.
 - a. **IMPORTANT NOTE:** If you don't see this dialogue it can be because you have launched the Nordea Security Client, and the window is covering the dialogue, so you don't see it. In this case just close the Nordea Security Client at this point.
6. Please enter the default PIN provided by Nordea (123456).

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8. You will now be asked to change the default PIN to a custom PIN, minimum 6 digits long. This PIN will be needed each time you sign a file, or want to access the certificate on the smart card.
 - a. PIN need to be 6-16 digits long.
9. You will confirm the PIN.
10. Launch the Nordea Security Client, you will find it in the start menu.



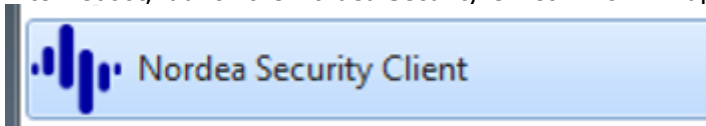
11. After 10 seconds the Main page will appear. You are now ready to configure the Nordea Secure Client, see the configure chapter of this User Guide.

3.2 Installation of Nordea Security Client without a Nordea Security Token

1. Start the installation by running the installation program.



2. When installation is completed you will be asked to reboot your PC.
3. After reboot, launch the Nordea Security Client which will appear in your start menu.



4. After 10 seconds the Main page will appear. You are now ready to configure the Nordea Security Client, see the configure chapter of this User Guide.

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4 Main page

The main page is launched when you start the Nordea Security Client, from the start menu. The Main page has 3 buttons; Configuration, Certificate Download and Signing.

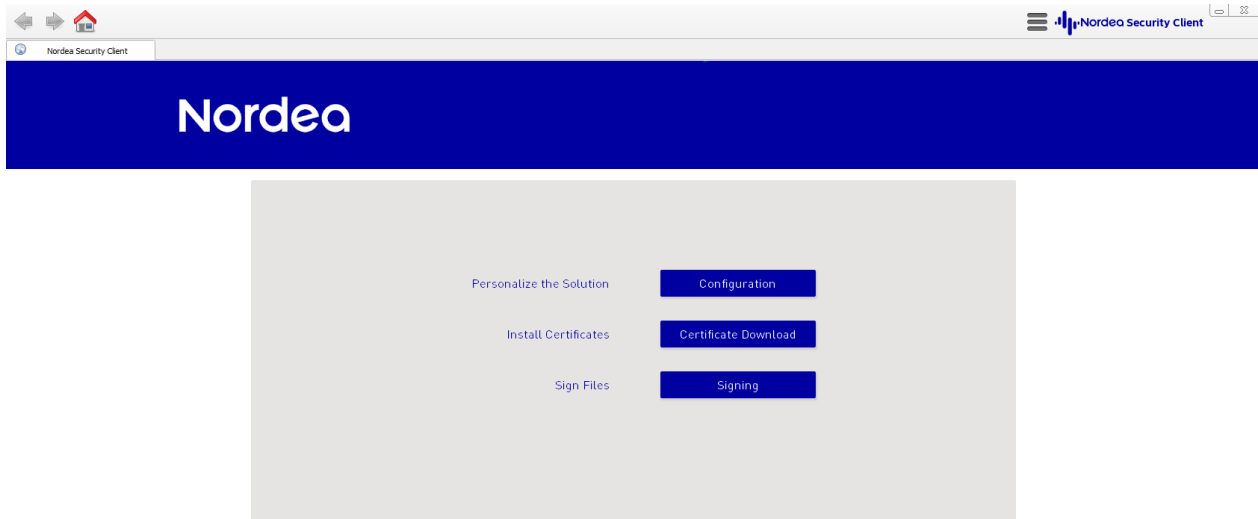


Figure 1. Nordea Security Client – Main page. The Main page has 3 buttons; Configuration, Certificate Download and Signing.

The first thing you want to do is clicking Configuration button to configure the Nordea Security Client.

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5 Configuration

The Nordea Security Client can work in Hardware or Software mode. In Hardware mode you will use the smart card and smart card reader to store the certificate. In software mode you will use the Windows certificate store to store the certificate.

If you have received a Nordea Security Token with your installation package, you should use Hardware mode.

1. Go to the configuration page, by pressing the configuration button on the main page.
2. Select if you are using the **Hardware** or **Software** mode in the first drop box.
3. Verify the Certificate Service address is correct:
<https://filetransfer.nordea.com/Services/CertificateService> is default.
4. Enter Target ID / Signer ID. This info is provided by Nordea.
5. Make sure that the target folder is set to: C:/NordeaSC/ (default). The output folder is the location where you will find your signed files later on.
6. Press save.

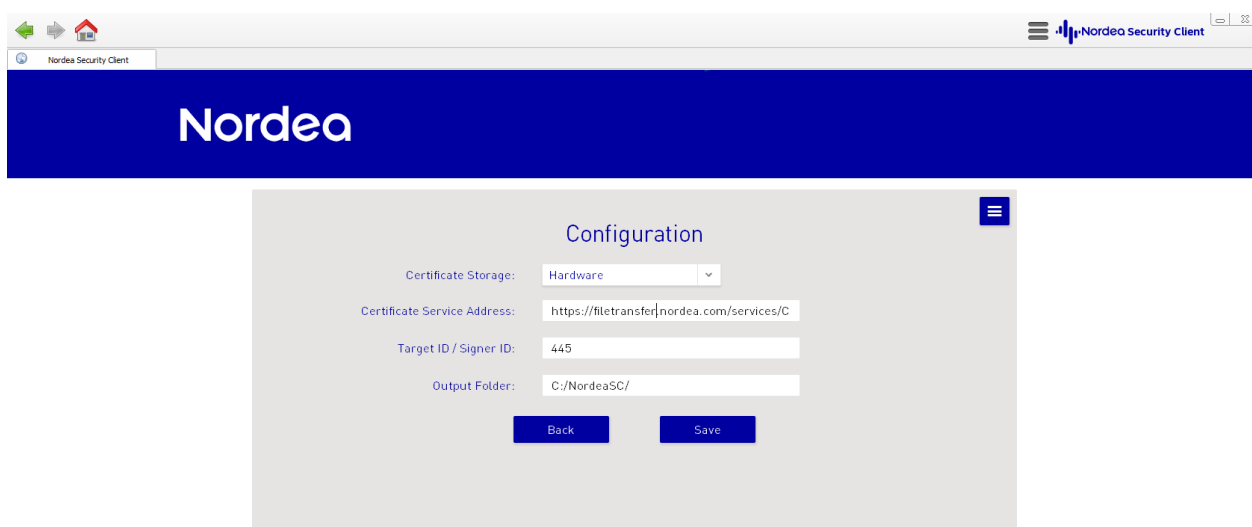



Figure 2. Configuration page.

TIP: If you wish to restore to default values at a later time, press the  symbol.

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6 Certificate Download

Before you can sign files, you need to make sure you have a valid certificate to sign with.

To download a certificate from Nordea, you go to the certificate download page, by pressing Certificate download button on the main page.

The flow will be different if you are using **Hardware** mode or **Software** mode as previously configured in the Configuration page.

The screenshot shows the 'Certificate Download' page in the Nordea Security Client. The page features a blue header with the Nordea logo. The main content area is white and contains a form with the following fields and options:

- Name / Certificate receiver:** [Input field]
- User ID / Signer ID:** [Input field]
- SMS activation Code:** [Input field]
- Country code (FI, SE, ...):** [Input field]
- Action:** Install Locally Export to File

Below the form, there are two sections of explanatory text:

- Install locally:** The certificate will be downloaded and installed. The installation location is depending on the chosen Certificate storage on the Configuration page: Software or Hardware.
- Software:** The certificate is downloaded and installed in the Microsoft Certificate Store.
- Hardware:** The certificate is downloaded and installed on the Nordea Security Token. Your token must be plugged in and you will be asked for your token PIN during the installation. Note: Do not remove the token during installation.

At the bottom of the form, there are two buttons: **Back** and **Request Certificate**.

Figure 3. Certificate Download page.

1. On the download page;
2. Specify Name / Certificate receiver as stated in your agreement with Nordea. It is important that you use the exact spelling as in the Agreement as this will be verified during the process.
3. Specify User ID / Signer ID, received from Nordea.
4. Provide SMS Activation code, received from Nordea during registration of the service. The SMS code was previously sent to your mobile phone. If you don't have an SMS code, please contact Nordea to receive a new one.
5. Provide a Country Code, depending on which country you use the service from. The Country Code is 2 characters (e.g. SE, FI, ..).
6. If you are using **Software** mode, you will now have to select the option **Install locally**, or **Export to file**. If you are using **hardware** mode you will only be able to install locally.
 - a. Export to file will allow you to install the certificate to a file to be used on another computer. See section 6.1 for further explanations.
 - b. Install locally will install the certificate in **Software** or **Hardware** store depending on the mode used.
7. Press download certificate button.
8. The Nordea Security Client will now connect to the Nordea certificate Issuance service and download the certificate and install it at your chosen location.
9. If you use hardware mode, you will be prompted for the PIN of the smart card.
10. If the installation is successful you will get a message on the screen. If not look on the error message to find the issue. Internet access is needed.

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6.1 Export certificate to (.p12) File

If you are using **Software** mode you have an option to Export the certificate to a p.12 file instead of installing it in the windows certificate store. This function is provided to enable the user to download a certificate and install it on another computer.

If you want to do this you shall choose **Export to File** on the download page. You will then be prompted for a password to protect the p.12 file and confirm it.

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Certificate Download

Name / Certificate receiver:

User ID / Signer ID:

SMS activation Code:

Country code (FI, SE, ...):

Action: Install Locally Export to File

Export to File: The certificate will be downloaded and a .p12 file created. This file can be moved to another computer.

The file must be protected by a password with the following criteria:

- 8-12 letters and digits
- At least 4 letters only a-z or A-Z, no special characters
- At least 2 digits
- A maximum of two of the same characters in a row
- The password must not have any connection to your name or anything else associated with you

Password:

Confirm Password:

Figure 4. Certificate Download page using Software mode, with Export to file option selected.

The resulting .p12 file will be found in the folder configured in the configuration page. Default folder is C:\NordeaSC.

You can now take the file and move it to another computer.

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7 Signing files

To sign files you need to have a certificate installed, either in the Nordea Security Token or in Windows Certificate store on your PC.

If you don't, please consult the Certificate Download chapter of this User Guide how to download a certificate and install it on your computer.

To sign files you open the Signing page by pressing the **Signing** button on the main page.

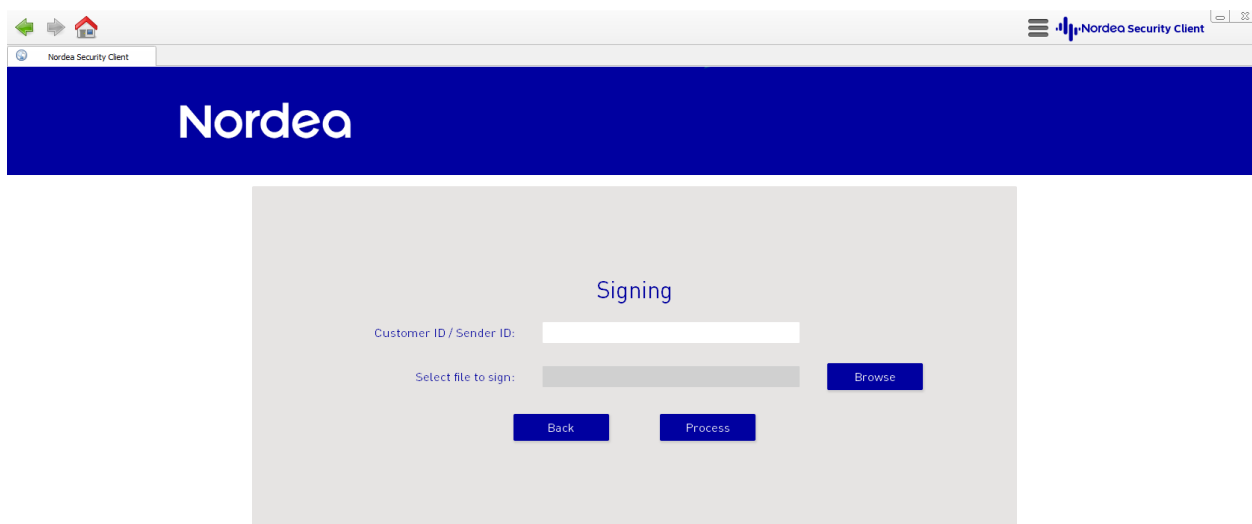


Figure 5. Signing page.

Enter the Customer ID / Sender ID that you have received from Nordea previously.

Then press the **Browse** button to select the file you wish to sign.

IMPORTANT NOTE: The file cannot be located in a user's home folder, like for instance "My documents" folder or its subfolders. This is due to the secure implementation of the Security Client. The recommendation is to create a sub folder under C:\ instead and move the files to be signed there.

When you have selected the file to be signed you press **Process** to sign it.

If you are using **Hardware** mode you will be prompted for the **PIN** of your smart card in order to sign the file.

The resulting signed file will be stored in the folder configured in the configuration page. Default folder is: C:\NordeaSC.

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8 Troubleshooting

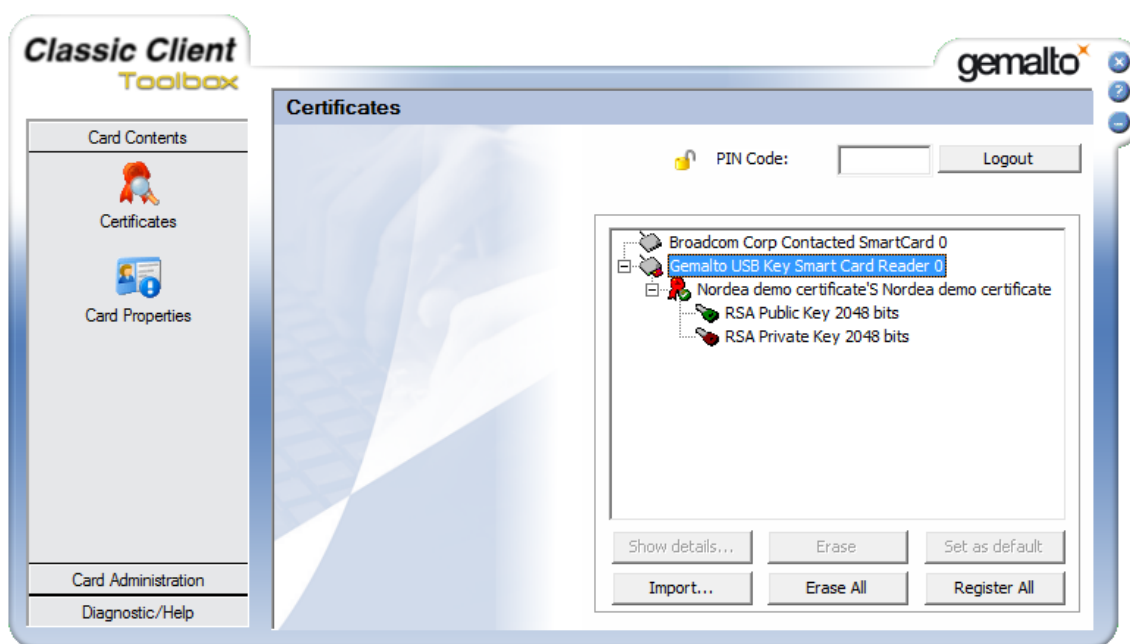
8.1 Logs

Application logs for the Nordea Security Client can be found in: C:\Windows\Logs\SAS\. The logs may be used by Nordea Support personnel to solve issues.

8.2 Classic Client Toolbox – to manage a hardware certificate on the Nordea Security Token

Can be launched from the start menu, by searching for Classic Client Toolbox.

Here you can view validity of the certificate, delete the certificate or change PIN for your Nordea Security Token.



8.3 Cannot download certificate

- Make sure you have internet access
- Make sure you use the right URL to Nordea web service.
 - <https://filetransfer.nordea.com/services/CertificateService>
- Relevant ports are open in the firewall
 - The Nordea Security Client is using port 443 over HTTPS.
- Contact your IT department
 - Check IT policy for access HTTPS web services

8.4 Error storing certificate on the Nordea Security Token

- The LED on the NST should shine with a steady green light if the NST is connected and the driver is responding. If the LED is flashing it means that the driver currently is being installed.
- Make sure that the NST is connected properly
- Make sure that the driver is installed

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8.5 Problem storing certificate in windows certificate store

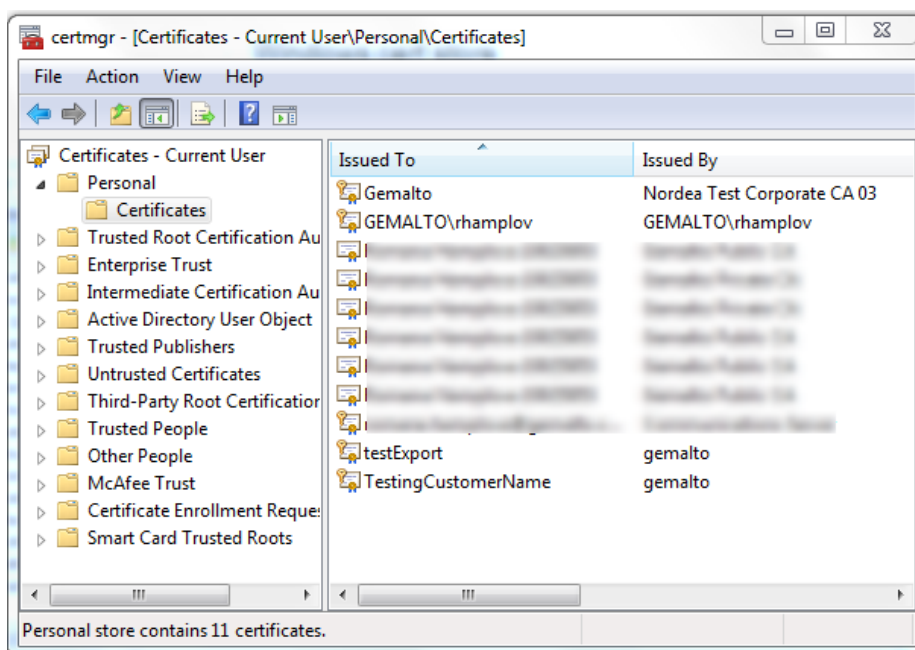
- Make sure that Software mode is enabled in the configuration page

8.6 Problem installing the installation package

- Make sure that your PC platform is one of the validated platforms
- Make sure you have admin rights on the computer

8.7 Viewing the validity of a software certificate / deleting a software certificate

Start by running **certmgr.msc** from the start menu.



The certificate downloaded from Nordea will be stored in Personal\Certificates folder.

You are unable to view the validity of an exported software certificate.

8.8 I forgot my PIN code to the smart card

If you lost your PIN to the NST you need to order a new smart card from Nordea. You can keep the NST reader.

8.9 Cannot find my signed files

The signed files are stored in C:\NordeaSC\ default. Or as configured in the Configuration page.

8.10 Cannot find my .p12 file

The .p12 file is stored in C:\NordeaSC\ default. Or as configured in the Configuration page.

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8.11 Cannot open my file to sign

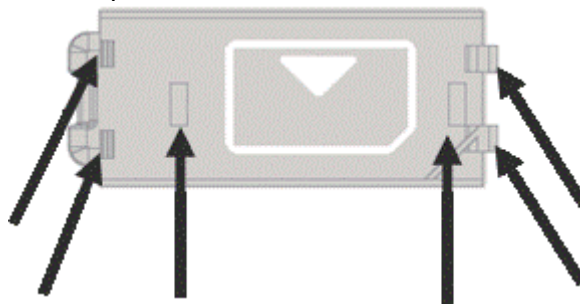
Files to be signed cannot be stored in the current user's home folder like "My Documents" and sub folders. This is due to internal security design of Nordea Security Client.

8.12 Mounting a new smart card in the Nordea Security Token

If the lid is already attached to the token, open it by using a screwdriver to unlock up the lid by pressing it into the small notch at the short side as the arrow is indicating below.

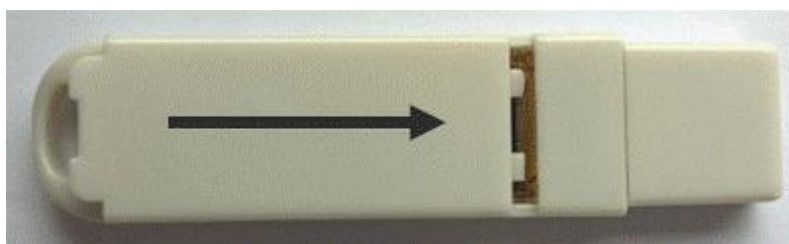


If there already is a chip card attached to the lid, remove it gently without damaging the small plastic hooks that holds the card in place.



Insert the chip card into the lid according to the describing picture on the inside of the lid. Press until there is a clicking sound and the card sits tight in the lid.

Put the lid on the card reader and push it sideways. Press it firmly until there is a clicking sound.



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9 Supported platforms

Each release has been validated on the following platforms;

- Windows 7 - 32 / 64 bits
- Windows 8.1 – 32 / 64 bits
- Windows 10 – 32 / 64 bits

Partly supported;

- Windows Vista (x86) – Signing doesn't work on Vista due to that the Vista platform only support SHA1 signatures.