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| Title: TSB0039 Apply and install the Certificate for S&M Software | Version: 2.0 | Date Published: 22/12/2022 |
| Reference (e.g. NCR, CN, Complaint No): N/A | | Author: Di Zhang |

Subject

Apply and install the Certificate for S&M Software v2

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|--|--|
| Coverage (e.g. field service, service centres) | Global Service Centre and field service |
| Applicable Models | N05000 |
| Applicable Serial numbers | N/A |
| Does this Bulletin Supersede previous bulletin/s | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |

Introduction to trophon2 S&M Certificate

A security certificate is required to allow a secure connection between the trophon2 device and the service computer where the S&M software is installed. The S&M software cannot function without a valid certificate. The certificate installation process is independent from the S&M software installation. This TSB describes how to apply and install the certificate on the service computer. Note the certificate cannot be moved to other computers once installed. If your service computer is replaced or the certificate is wiped due to system update, please follow the same process to apply for a new one and add the reasons in the application comments.

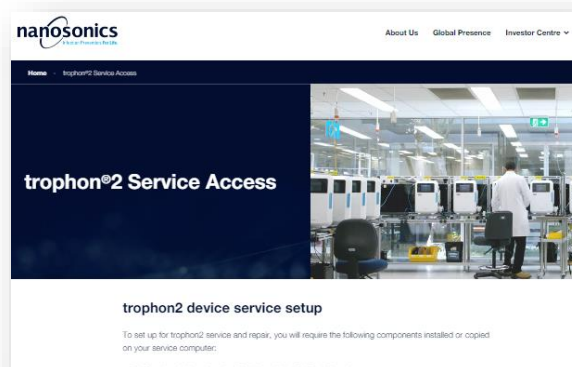
Required Parts, firmware or toolkits

- Service laptop with Internet connectivity

Guidelines for certificate installation

Certificate application

To apply for a S&M certificate, visit the Service Access website (<https://www.nanosonics.com/serviceaccess>) to identify the support contact email.



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Email us using your **work email** to include the contents as below. Your email address will be used to issue you S&M certificate installation link and create account in Nanosonics service portal. Attach the evidence of your **T2 Service Training**, e.g. a training certificate, for approval.

Subject: T2 S&M Certificate Application

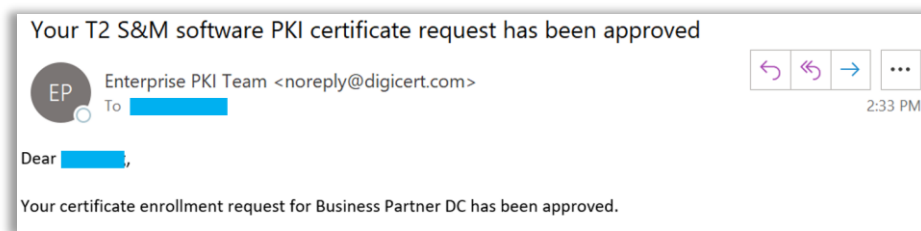
Full name:

Company/Organisation name:

Country/Region:

1. Certificate approval

Your application will be reviewed and approved by Nanosonics Support team. Once approved, you will receive a system email with an installation link. Ensure the email domain “@digicert.com” is not blocked from your organisation’s IT security rules. Please allow up to 3 business day for approval. Note the installation link provided in the email will expire after 30 days.



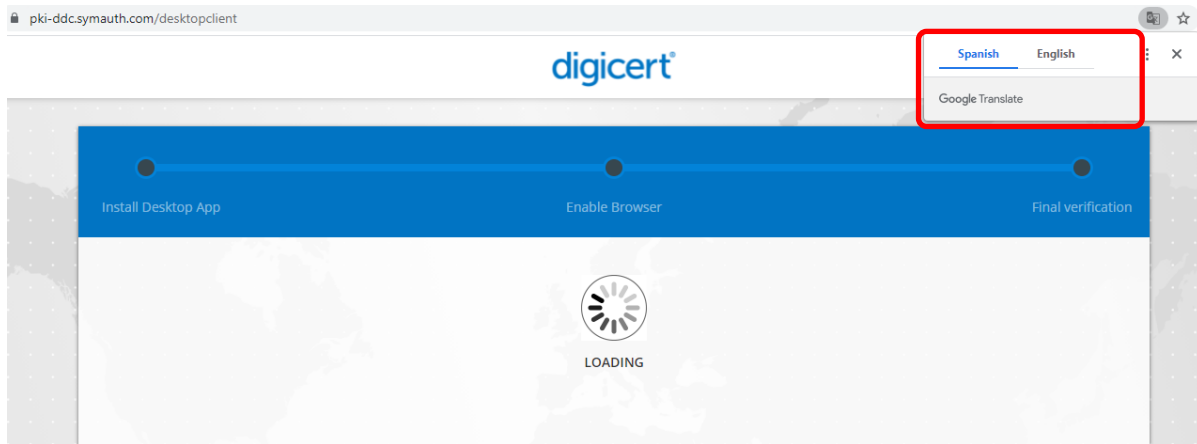
2. Installing the DigiCert Desktop Client

Before installing the certificate, follow the link below in your service computer to install the DigiCert Desktop Client. The DigiCert Desktop Client maximises the compatibility throughout most popular browsers in the certificate installation process.

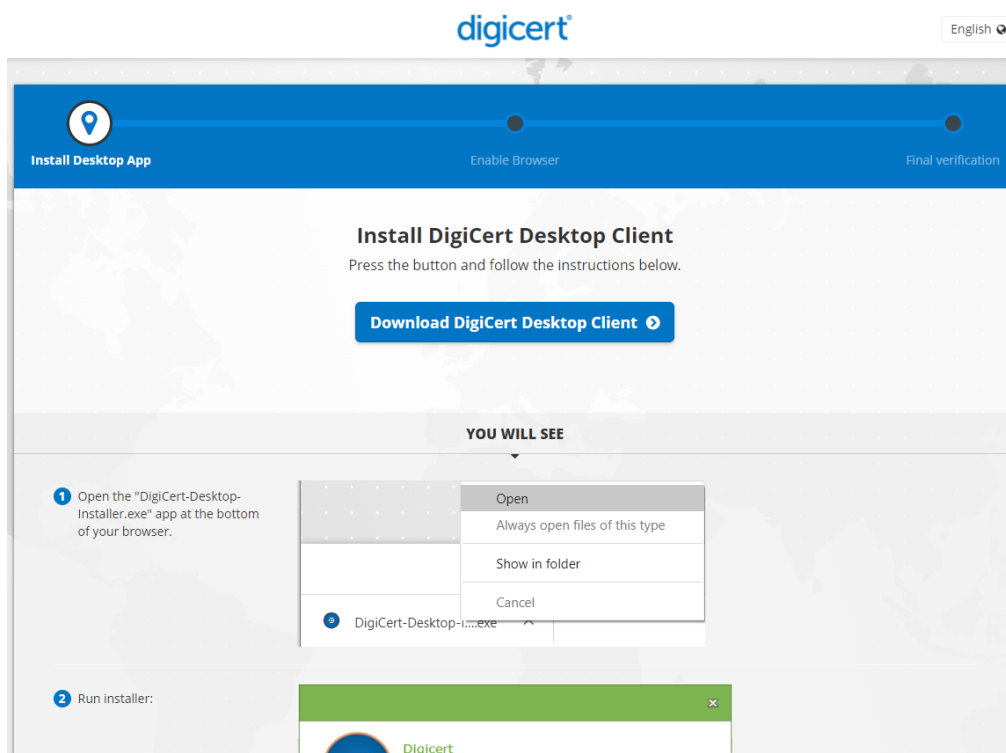
<https://pki-ddc.symauth.com/desktopclient>

In the browser, select the language you prefer.

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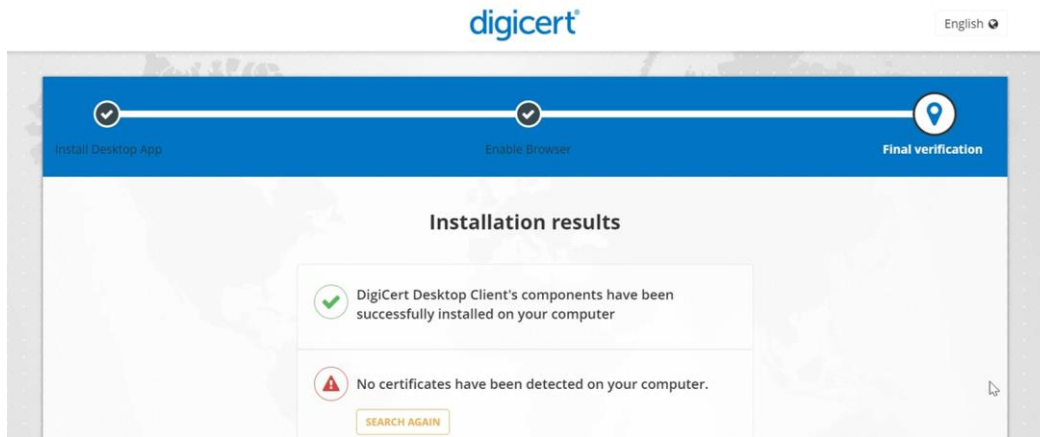
Follow the instructions listed on the website to complete the installation. You will download the installer and run it to install the desktop client.



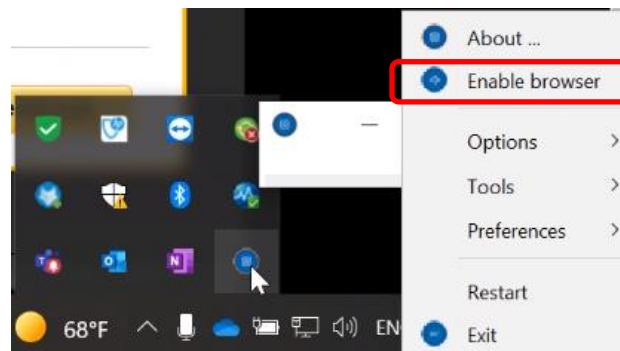
When completed, press “Finish” to close the installation window.

The web will show the installation is completed.

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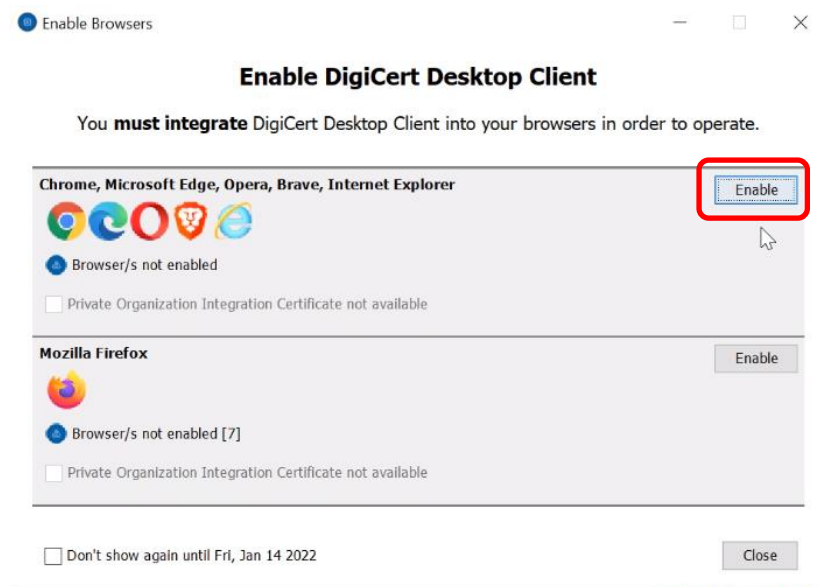


Once installed, find the DigiCert Icon in the task bar. Right click on the icon and select “Enable browser”.

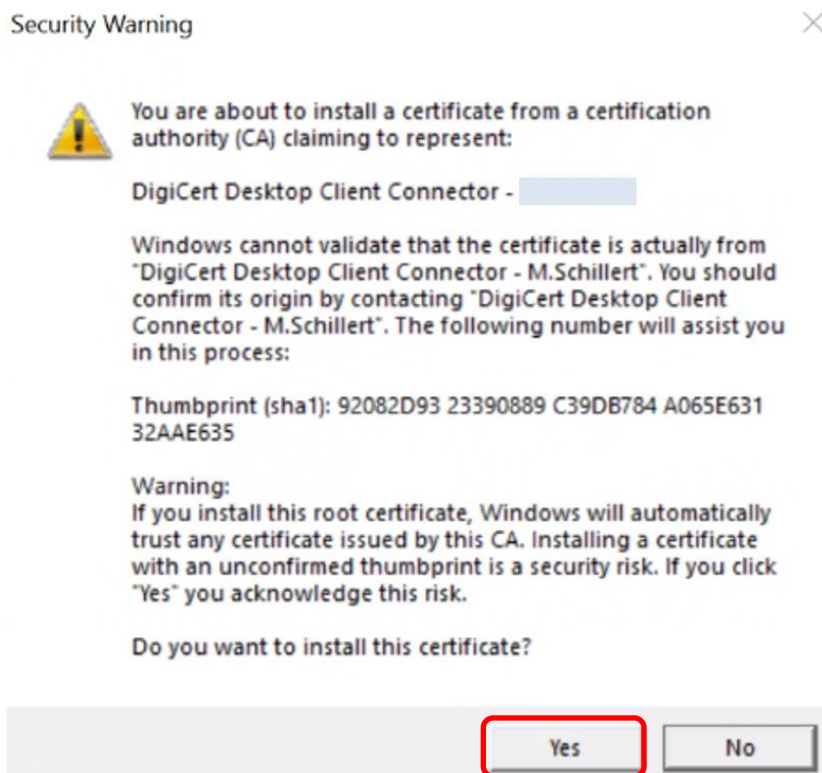


In the pop-up window, enable the browsers by selecting the Enable button.

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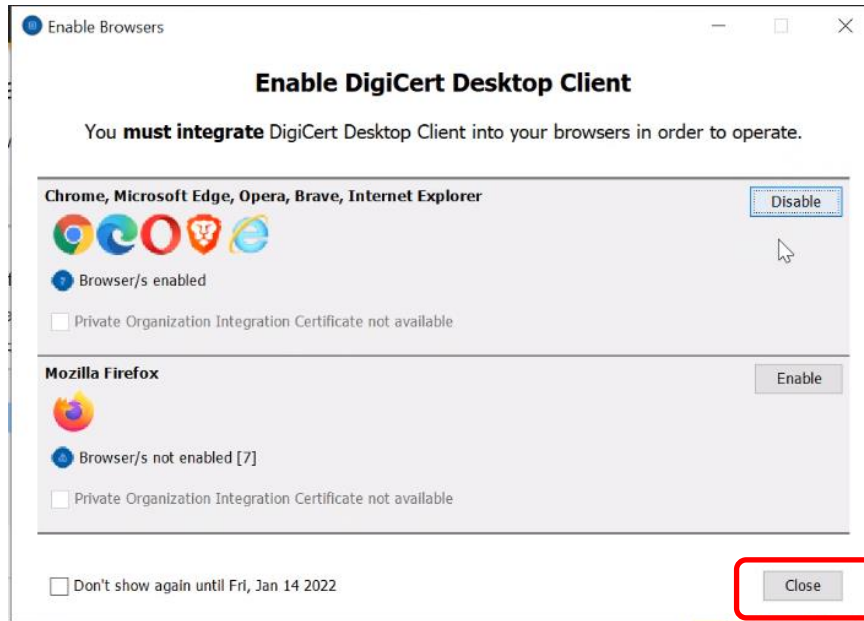


In the next pop-up window, select 'Yes' to continue.

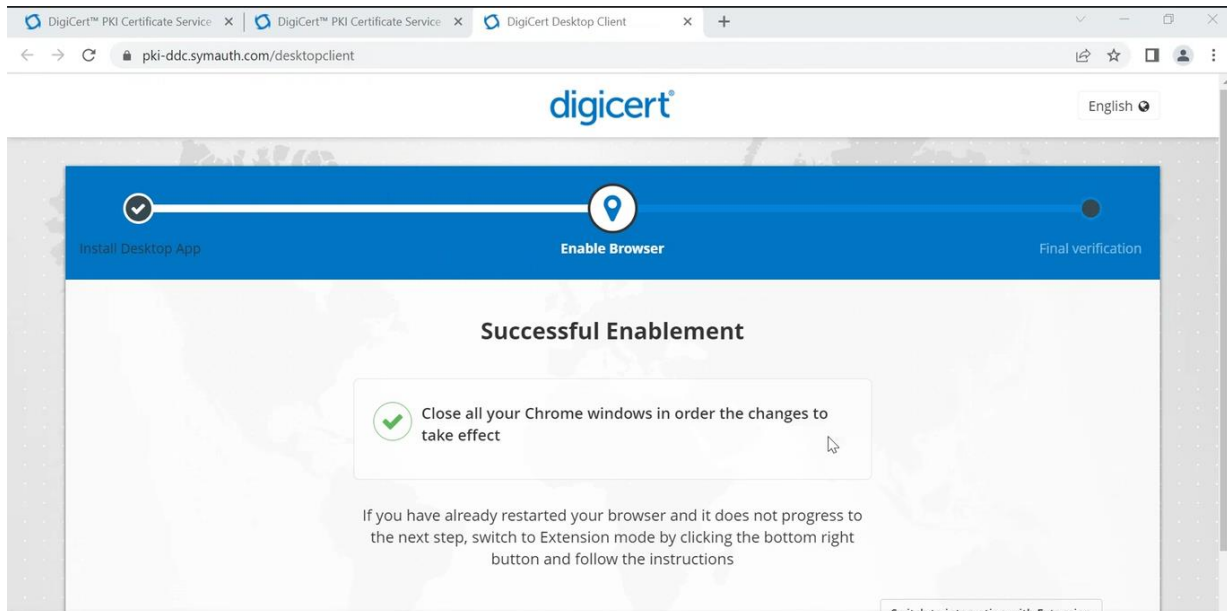


Once enabled, close the window. Note the button will have changed to "Disable".

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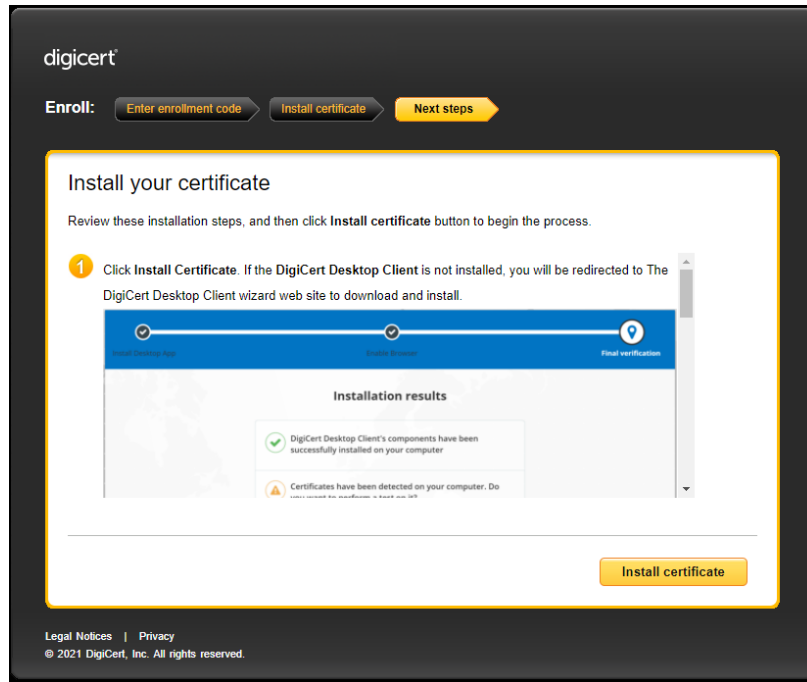
Restart your browser to enable the change.



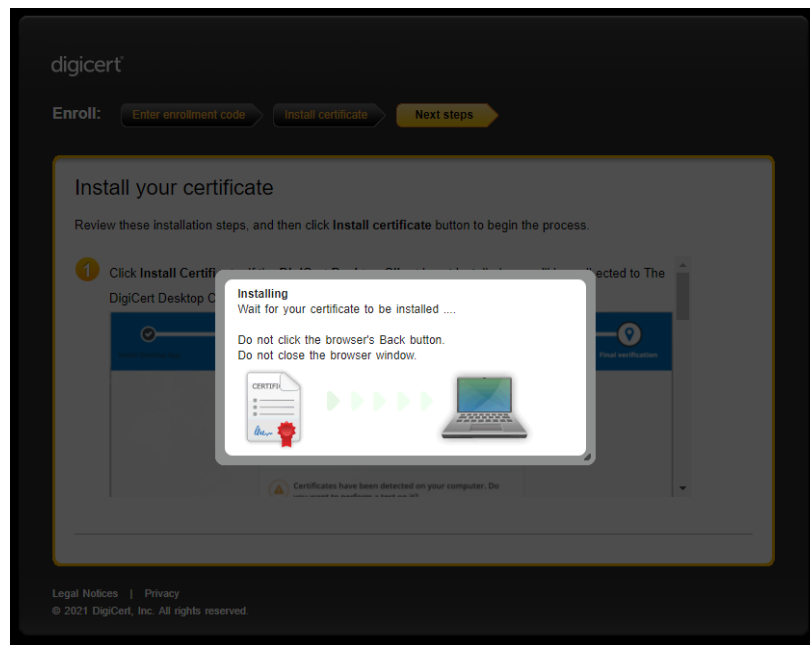
3. Install the certificate

In your service computer, follow the installation link provided in the approval email and press the install certificate button to continue.

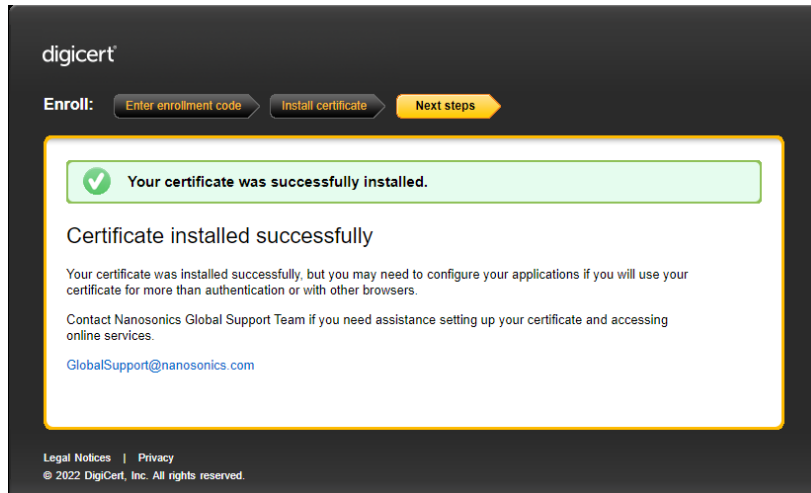
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If the DigiCert Desktop Client has been installed, the process will complete automatically as below.

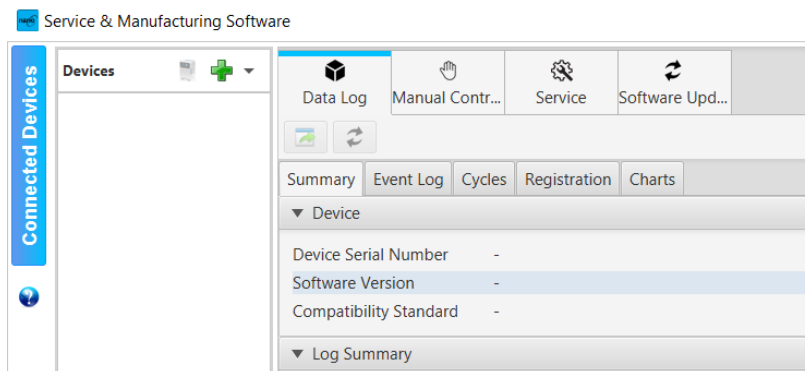


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4. Verify the installation

To verify the certificate installation, launch the S&M software. The software shall launch without displaying error message and all function tabs will be displayed. Ensure the S&M software version is v1.4.10.4 or newer. Please refer to SWI0303 S&M Software Guide for details of installing and using the software. The S&M software and SWI0303 are available to download in the Nanosonics Service Portal. Note, certificate installation is NOT a re-acquisition of the portal access or the S&M software installation. For details about the portal, please refer to TSB0033 Access to the Service Portal to download software and upload device logs.



Click the '?' button to display certificate details as shown below

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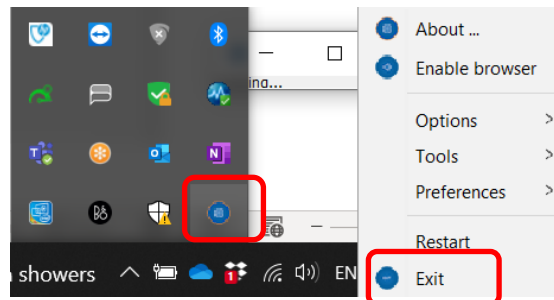
The screenshot shows the 'Service & Manufacturing Software' interface. On the left, a 'Connected Devices' sidebar lists a device with SN: 142291-034, IP: 192.168.1.119, and MAC: f8:dc:7a:16:24:3a. A red box highlights a blue globe icon in the sidebar. The main panel displays device details for SN 142291-034, including software version 1.4.10.4 and a log summary with 4 cycle counts. An 'About' dialog box is open, showing contact information and a 'Client Certificate Details' section. A red box highlights the certificate details: O=Nanosonics, OU=Business Partners, CN=I, Start Date: 2022-03-25, and Expiry Date: 2025-03-25. At the bottom of the dialog, a warning states: 'SCROLL DOWN AND READ THROUGH THE FOLLOWING TERMS CAREFULLY! Your use of this Software is subject to your acceptance of the terms set out below. By downloading, installing or using the Software, you accept and agree to be bound by this'.

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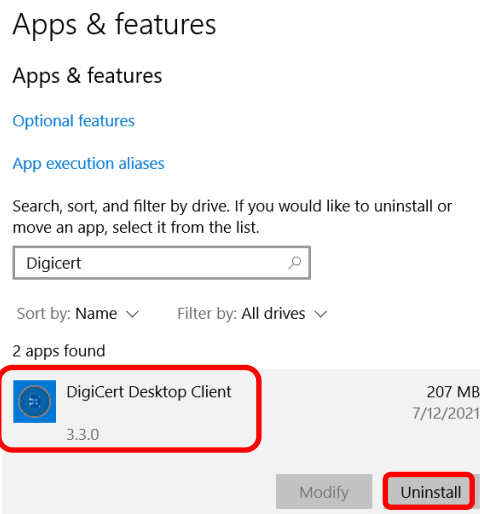
Appendix

A1. Uninstall the DigiCert Desktop Client

If you have an older version desktop client installed, please exit the client, and uninstall the old version before installing the latest version.

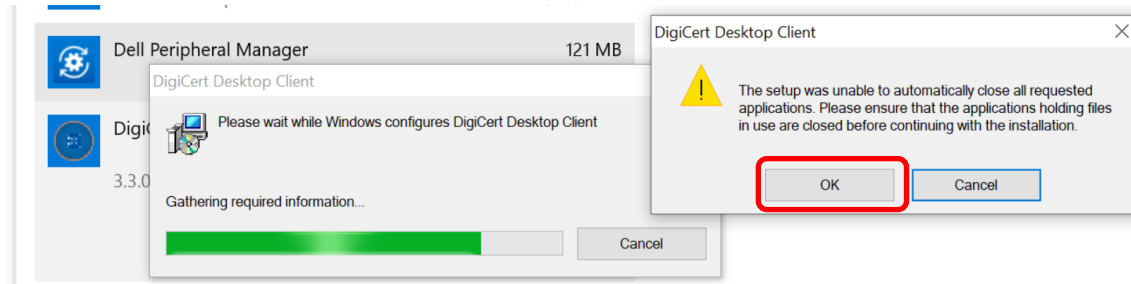


Go to the Windows Apps & features to uninstall it.



It may prompt to close “all requested applications”, ensure the browser and the Client are closed and press “OK” to continue uninstall.

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A2. Attempting the certificate installation without DigiCert Desktop Client installed

If you follow the certificate installation link without having the DigiCert Desktop Client installed, the below message will be displayed.

Click the “Download DigiCert Desktop Client” button which will direct you to the download page. Once the desktop client is installed, you can “retry certificate install”.

digicert

The DigiCert Desktop Client is not installed or you are running an older version. Click on the "Download DigiCert Desktop Client" button to redirect you to a web site from where you can download the latest client.

[Download DigiCert Desktop Client](#)

1 Click Download DigiCert Desktop Client button. When the client is finished downloading, run the installer.

Once you are done with DigiCert Desktop Client installation, you can [Retry Certificate Install](#)

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A3. Certificate renewal

The certificate is issued with a finite expiry period which can be found as described in last section. You will receive expiry reminders 30 days prior expiry. To renew, simply apply a new one as the instructions above. After the new certificate is installed, the S&M may still pick up the old one and prompt for expiry. In this case no action is required, the S&M software will automatically pick up the new one when the old one expires.

A4. Certificate transfer

Once the certificate is installed to a computer, it cannot be transferred or copied to any other computer. If your service computer is replaced or wiped due to repair or upgrade, you will need to install a new certificate on your new computer. Please state the situation in the comment section when apply for your new computer.