

Title: TSB0039 Apply and install the Certificate for S&M Software	Version: 1.0	Date Published: 25/05/2022
Reference (e.g. NCR, CN, Complaint No): N/A		Author: Di Zhang

Subject

Apply and install the Certificate for S&M Software

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	□ Yes
bulletin/s	🖾 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

1. Certificate application

Follow the link below to start a new application:

https://pki.symauth.com/certificate-service?ac=958664&pf=2.16.840.1.113733.1.16.1.2.3.1.1.1213285801

In the "Common name" field, enter your first and last name. Please enter the Company name and email in the relevant fields. Please ensure the email is correct. This email will be used to send you the installation link. Once all fields are filled, press "Continue" to submit the application.



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digicerť		English 🗸
Enroll: Enrollment informat	ion Navt stanc	
	NEAT STEPS	
Verify your informa	tion	
Verify that the information asso	ciated with your certificate is correct, and complete any required fields.	
Department	Business Partners	
* Common name]
* Company)
* Email]
]
	Note: Email address is case-sensitive. It must exactly match the email address configured in your email client.	
Comments		?
If you have any questions, conta	act Nanosonics Global Support Team	
GlobalSupport@nanosonics.com	m	
* Required information		Continue
Legal Notices Privacy © 2022 DigiCert, Inc. All rights reserved.		

Record and save the enrolment code, as it may be required when installing the certificate.

Enroll: Enrollment information	Next steps
Your request was	successfully submitted.
Next steps	
Your request will be reviewed by receive an email with a link to pio	your PKI administrator. Once your request has been approved, you will ck up your certificate.
When you pick up your certificate below.	e you will be prompted to enter a enrollment code. Use the code displayed
Important! Make sure you save	this code because you will not be able to get your certificate without it.
	Certificate enrollment code:
	122563078
For assistance, contact Nanosor	nics Global Support Team.
GlobalSupport@nanosonics.con	n



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2. Certificate approval

Your application will be reviewed and approved by Nanosonics Global 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.



3. 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.

🗎 pki-ddc	.symauth.com/desktopclient		
		digicert	Spanish English X
			Google Translate
	•		•
	Install Desktop App		Final verification
		LOADING	

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English Q

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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.

digicert

stall Desktop App		
	Install DigiCert Desktop Client Press the button and follow the instructions below.	
	Download DigiCert Desktop Client O	
	YOU WILL SEE	
 Open the "DigiCert-Desktop- Installer.exe" app at the bottom 	Open	
of your browser.	Always open files of this type	
	Show in folder	
-	Cancel	
	Ø DigiCert-Desktop-Iexe	
2 Run installer:		
-	× .	

When completed, press "Finish" to close the installation window.

The web will show the installation is completed.

IP	digicert	English Q
Istail Desktop App	Enable Browser	Final verification
	Installation results	
	DigiCert Desktop Client's components have been successfully installed on your computer	
	No certificates have been detected on your computer. SEARCH AGAIN	6

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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.

Enable DigiCert Desktop Clie	nt	
You must integrate DigiCert Desktop Client into your brows	ers in order to o	perate.
Chrome, Microsoft Edge, Opera, Brave, Internet Explorer		Enable
Browser/s not enabled Private Organization Integration Certificate not available		
Mozilla Firefox		Enable
Browser/s not enabled [7] Private Organization Integration Certificate not available		
Private Organization Integration Certificate not available		
		Chara



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

Security Warning

X



You are about to install a certificate from a certification authority (CA) claiming to represent:

DigiCert Desktop Client Connector -

Windows cannot validate that the certificate is actually from "DigiCert Desktop Client Connector - M.Schillert". You should confirm its origin by contacting "DigiCert Desktop Client Connector - M.Schillert". The following number will assist you in this process:

Thumbprint (sha1): 92082D93 23390889 C39DB784 A065E631 32AAE635

Warning: If you install this root certificate, Windows will automatically trust any certificate issued by this CA. Installing a certificate with an unconfirmed thumbprint is a security risk. If you click "Yes" you acknowledge this risk.

Do you want to install this certificate?

	Yes	No
--	-----	----

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



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Restart your browser to enable the change.

Ø DigiCert™ PKI Certificate Service × Ø	DigiCert™ PKJ Certificate Service × Ø DigiCert Desktop Client × +	- 0 ×
\leftarrow \rightarrow C $rac{}$ pki-ddc.symauth.com/d	desktopclient	🖻 🖈 🗖 😩 :
	digicerť	English 🛛
Barre 21	tes the second second	-
⊘	Q	•
Install Desktop App	Enable Browser	Final verification
	Successful Enablement	
	Close all your Chrome windows in order the changes to take effect	
	If you have already restarted your browser and it does not progress to the next step, switch to Extension mode by clicking the bottom right button and follow the instructions	
	Switch to in	tegration with Extension

4. Install the certificate

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

digicert [®] Enroll: Enter enrollment code	Install certificate Next steps	
Install your certifica Review these installation steps, Click Install Certificate.	and then click Install certificate button to begin the p f the DigiCert Desktop Client is not installed, you will instal work cits to download and install	process.
excel Destrop Age	Control Contro	© Trad verification
100	Installation results Image: DigiCert Desktop Client's components have been successfully installed on your computer	
	Certificates have been detected on your computer. Do	
Legal Notices Privacy		Install certificate

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



5. 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 reacquisition 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.

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न्न Service & Manufacturing Software



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

Devices 📑 👘 🕶	Data Log	Manual Controls	Service Service	2 Software Update					
IP: 192.168.1.119 MAC: f8:dc:7a:16:24:3a	22								
	Summary Event	Log Cycles Regist	ation Chart	ts					
	▼ Device								
	Device Serial Nu	mber 142	291-034						
	Software Version	n 1.4.	10.4					100	
	Compatibility Sta	andard 1.0		About					/
	▼ Log Summary			0					
	Cycle Count	4		nanoso	NICS Service 8	& Manufacturing Client Version: 1.4.10.	4		
	Cartridge Count	1		Infection P	evention. For Life.				
	Cycles/Day	0.1		14 Mars Road, Lane	Cove NSW 2066, Aust	tralia Client Certificate Details			
	Cycles/Cartridge	4.0)	Tel: +61 2 806	1600	O=Nanosonics OLI=Rusiness Partners CN	-1		
	Total Entries	279		Fein (1 2 000	0740	Chart Date: 2022 02 25	- 1		
	Days in field	9 (Mar 16 202	Fax: +012941	5 3743	Start Date: 2022-03-25			
	Cartridge Expiry	Count 0		Email: info@nand	isonics.com.au	Expiry Date: 2025-03-25			/
	Priming Count	15							
	Purge Count	0		SCROLL DOWN AN	D READ THROUGH THE	FOLLOWING TERMS CAREFULLY! Your use of this Soft	ware is subj	ect to your	
	Error Count	0		acceptance of the t	erms set out below. By c	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.

Apps & features	
Apps & features	
Optional features	
App execution aliases	
Search, sort, and filter by drive. If y move an app, select it from the list	ou would like to uninstall or
Digicert	Q
Sort by: Name \checkmark Filter by: Al	I drives \smallsetminus
2 apps found	
DigiCert Desktop Client	207 MB
3.3.0	1/12/2021
	Modify Uninstall

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

	Dell Peripheral Manager	121 MB	DigiCert Desktop Client	×
۲	DigiCert Desktop Client		The setup was upable to automatically close all rec	uested
	Digit Please wait while Windows configures DigiCert Deskto	p Client	applications. Please ensure that the applications h in use are closed before continuing with the install	olding files ation.
	3.3.0 Gathering required information		OK Cancel	
		Car	Cancel	

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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".

ick on the "Downlo te from where you o	ad DigiCert Desktop Client" button to redir can download the latest client. Download DigiCert Desktop Client	ect you to a web
Click Download Digi	Cert Desktop Client button. When the client is finished o	downloading, run the
Install Desktop App	e Enable Browser	Final verification
	Install DigiCert Desktop Client Press the button and follow the instructions below.	
	Download DigiCert Desktop Client O	
nce you are done with Dig	gicert Desktop Client installation, you can Retry Certificat	e 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.

A5. Certificate removal

In a rare case that the certificate is corrupted due to installation failure or Windows system maintenance, it is suggested to remove the affected certificate prior applying and installing a new one as above instructions.

On your computer's search bar, search for "Manage User Certificates" (without quotation marks). Press "enter" to open the certificate manager.



In the certificate manger, looking at the left side of the screen, go to Personal -> Certificates. The right side of the screen should be displaying a list of certificates installed on your computer.

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 Certificates - Current Us File Action View Help Personal Certificates Trusted Root Certification Aut Enterprise Trust Intermediate Certification Aut Active Directory User Object Trusted Publishers 	er/Personal/Certificate Issued To 22b6f8810-062f B1C43CD0-1624 Stephen Yau Stephen Yau Training 1	Issued By MS-Organization-Ac m3.maas360.com issu NanoServer Nanosonics Issuing C Symantec Private Clar Nanosonics Issuing C	cess sing certificate CA ss 3 Admin Int CA	Expiration Date 20/11/29 01/10/21 13/09/29 22/01/21 11/10/20 20/06/19	Intended Purposes Client Authentication Client Authenticatio. <all> Client Authentication Client Authentication Client Authentication</all>	Friendly Name <none> <none> NanoClient <none> Admin Certificate <none></none></none></none></none>

Find the certificate Issued by "Nanosonics Issuing CA" with your name as "Issued to". Right click on it and select "Delete"

ile Action View Help							
• • 2 🔟 🖌 🛍 🗙 🖾							
Certificates - Current User Personal Certificates Trusted Root Certification Aut	Issued To 266f8810-062f 281C43CD0-1624_ 20NanoClient	Issued By MS-Organization-Access m3.maas360.com issuing certificate NanoServer	Expiration Date 20/11/29 01/10/21 13/09/29	Intended Purposes Client Authentication Client Authenticatio <all></all>	Friendly Name <none> <none> NanoClient</none></none>	Status	Certificate Tem
Enterprise Trust	Stephen Yau	Nanosonics Issuing CA	22/01/21	Client Authentication	<none></none>	Open	
Active Directory Liker Object	Stephen Yau	Symantec Private Class 3 Admin Int	11/10/20	Client Authentication	Admin Cer	open	
Trusted Publishers	2 Training 1	Nanosonics Issuing CA	20/06/19	Client Authentication	<none></none>	All Tasks	- P.)
Untrusted Certificates						Cut	
Third-Party Root Certification						Сору	
Client Authentication Issuers						Delete	
Other People						Properties	
Local NonRemovable Certifica Nitro5Trusted						Help	
Certificate Enrollment Reques Smart Card Trusted Roots					-		

The system will ask for confirmation, click "yes"

Certificates Saved fo Issued fo Issued by Expiration Date Intended Purposes Friendly Name Intended Purposes Personal Certificates 1226648310-062f MS-Organization-Access 0/11/29 Client Authentication <none> Intermediate Certification Aut Intermediate Certification Aut NanoClient NanoClient NanoClient NanoClient Active Directory User Object Trusted Publishers Symantec Private Class 3 Admin Int 11/10/20 Client Authentication <none> Thursde Certificates Third-Party Root Certification Symantec Private Class 3 Admin Int 11/10/20 Client Authentication <none> Thursde Publishers Trusted Publishers Trusted Publishers Trusted Publishers Trusted Publishers NanoSonics Issuing CA 20/06/19 Client Authentication None> Thursde Publishers Thursde Ocertification NanoSonics Issuing CA 20/06/19 Client Authentication None> Client Authentication Issuers Other People Local NonRemovable Certification None> None> Unterstead Unterstead WitterStructed WitterStrustead None> None></none></none></none>	Status. Certificate Ten
Certificates MS-Organization-Access 20/11/29 Client Authentication <none> Trusted Root Certification Aut B1C43CD0-1624_ m3/maas360.com issuing certificate. 01/10/21 Client Authentication <none> Enterprise Trust Intermediate Certification Aut NanoServer 13/09/29 <all> NanoCient Active Directory User Object Trusted Publishers Virusted Certification Symantec Private Class 3 Admin Int_ 11/10/20 Client Authentication <none> Untrusted Certification Trusted People Client Authentication issuers Other People Client Authentication issuers <none> Other People Local NonRemovable Certification Sures Careformated Directory User Deficition Trusted People Client Authentication issuers Other People Local NonRemovable Certification Sures Careformated Directory Strated Sures Careformated Durbane Client Authentication issuers Directory Strated</none></none></all></none></none>	
Trusted Root Certification Aut Enterprise Trust Interprise Trust NanoScient NanoServer 13/09/29 <all> NanoClient Intermediate Certification Aut Active Drectory User Object NanoServer 13/09/29 <all> NanoClient Trusted Publishers Untrusted Certification Trusted Publishers Stephen Yau Symantec Private Class 3 Admin Int_ Training1 11/10/20 Client Authentication Admin Certificate - Untrusted Certification Trusted People Client Authentication Issuers Other People Local NonRemovable Certification NanoSonics Issuing CA 20/06/19 Client Authentication <none></none></all></all>	
Enterprise Trust Intermediate Certification Aut Active Directory User Object Trusted Publishers Untrusted Certification Trusted People Client Authentication Issuers Other People Local NonRemovable Certificat	
Intermediate Certification Aut Active Directory User Object Trusted Publishers Untrusted Certificates Trusted Publishers Other People Local NonRemovable Certificat Local NonRemovable Certificat	
Active Directory User Object Training 1 Nanosonics Issuing CA 20/06/19 Client Authentication <none> Untrusted Certificates Trusted People Client Authentication Issuers Other People Client Authentication Issuers Other People Local NonRemovable Certification Nanosonics Issuing CA 20/06/19 Client Authentication</none>	
Trusted Publishers Untrusted Certificates Third-Party Root Certification Client Authentication Issuers Other People Local NonRemovable Certification	
Untrusted Certificates Third-Party Root Certification Trusted People Client Authentication Issuers Other People Local NonRemovable Certifica Nitro Efforts	
Third-Party Root Certification Trusted People Client Atthentication Issuers Other People Local NonRemovable Certifica NameEnvirond	
Trusted People Client Authentication Issuers Other People Local NonRemovable Certifica Nitro Firsted	
Client Authentication Issuers Other People Local NonRemovable Certifica Nitro Firsted	
Local NonRemovable Certifica	
Water Network	
Certificates Certificates	
Smart Card Taisted Roats	
rou will not be able to read encrypted data using this	
Do you want to delete this certificate?	

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