

| | | |
|---|--------------|----------------------------|
| 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 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

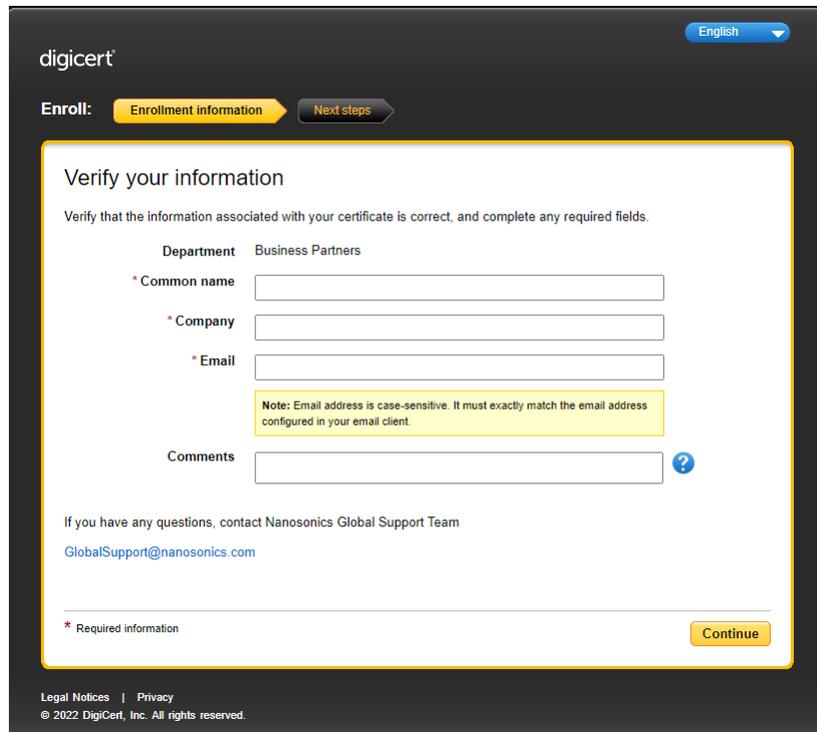
1. Certificate application

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.

| | | |
|---|--------------|----------------------------|
| 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 |



digicert English

Enroll: **Enrollment information** Next steps

Verify your information

Verify that the information associated 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.

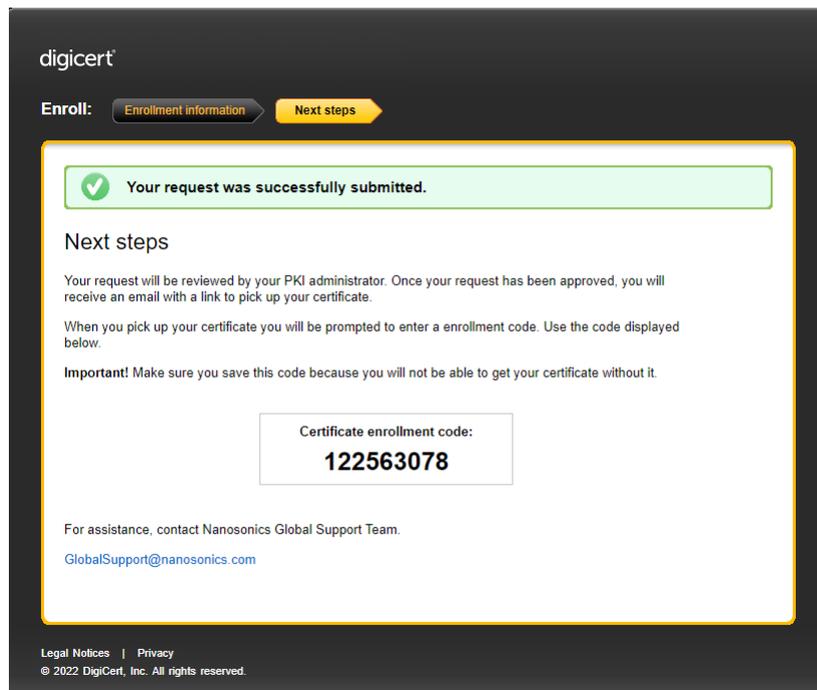
Comments: ?

If you have any questions, contact Nanosonics Global Support Team
GlobalSupport@nanosonics.com

* 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.



digicert

Enroll: Enrollment information **Next steps**

✔ Your request was successfully submitted.

Next steps

Your request will be reviewed by your PKI administrator. Once your request has been approved, you will receive an email with a link to pick up your certificate.

When you pick up your certificate you will be prompted to enter an enrollment code. Use the code displayed below.

Important! Make sure you save this code because you will not be able to get your certificate without it.

Certificate enrollment code:
122563078

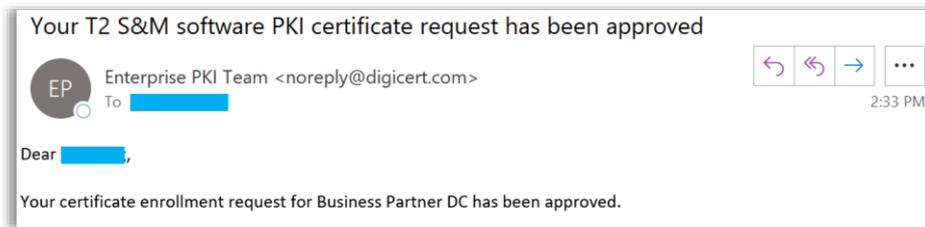
For assistance, contact Nanosonics Global Support Team.
GlobalSupport@nanosonics.com

Legal Notices | Privacy
 © 2022 DigiCert, Inc. All rights reserved.

| | | |
|---|--------------|----------------------------|
| 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 |

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.

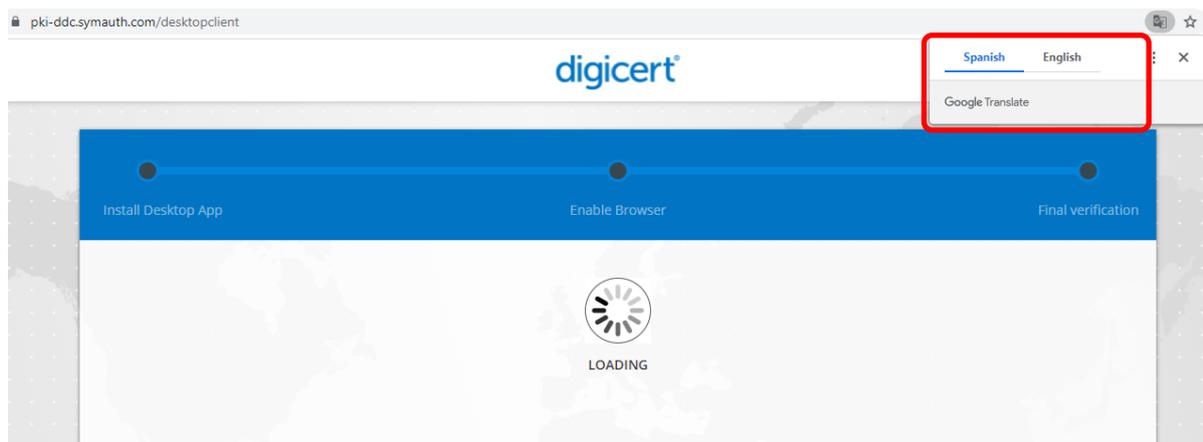


3. Installing the DigiCert Desktop Client

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.

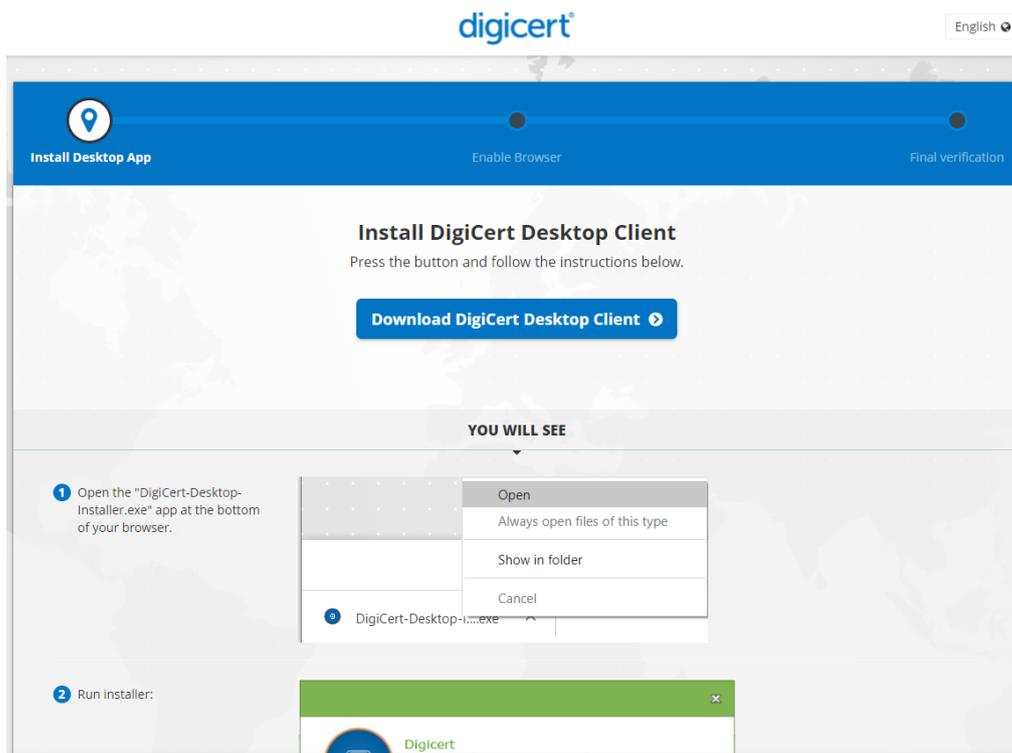
<https://pki-ddc.symauth.com/desktopclient>

In the browser, select the language you prefer.



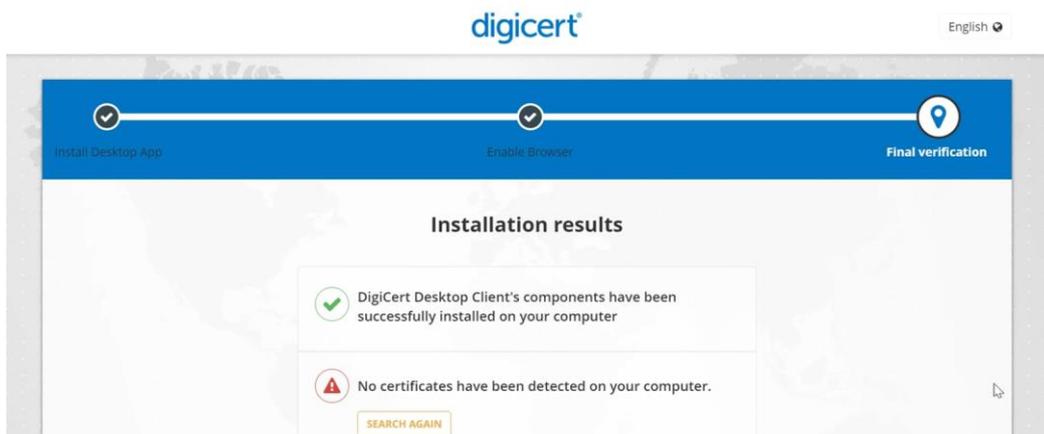
| | | |
|---|--------------|----------------------------|
| Title: TSB0039 Apply and install the Certificate for S&M Software | Version: 1.0 | Date Published: 25/05/2022 |
| Reference (e.g. NCR, CN, Complaint No): N/A | | Author: Di Zhang |

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



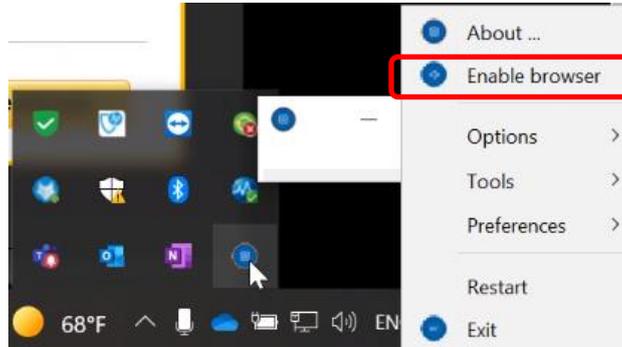
When completed, press “Finish” to close the installation window.

The web will show the installation is completed.

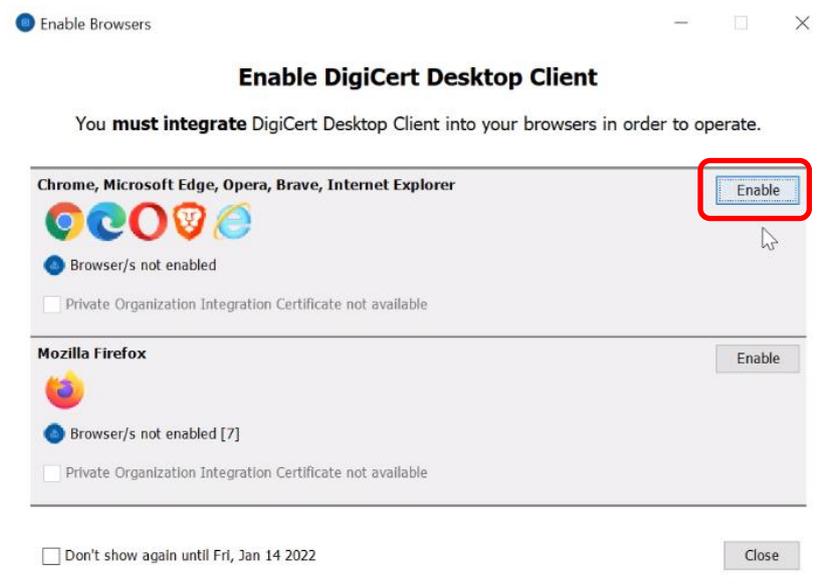


| | | |
|---|--------------|----------------------------|
| Title: TSB0039 Apply and install the Certificate for S&M Software | Version: 1.0 | Date Published: 25/05/2022 |
| Reference (e.g. NCR, CN, Complaint No): N/A | | Author: Di Zhang |

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.

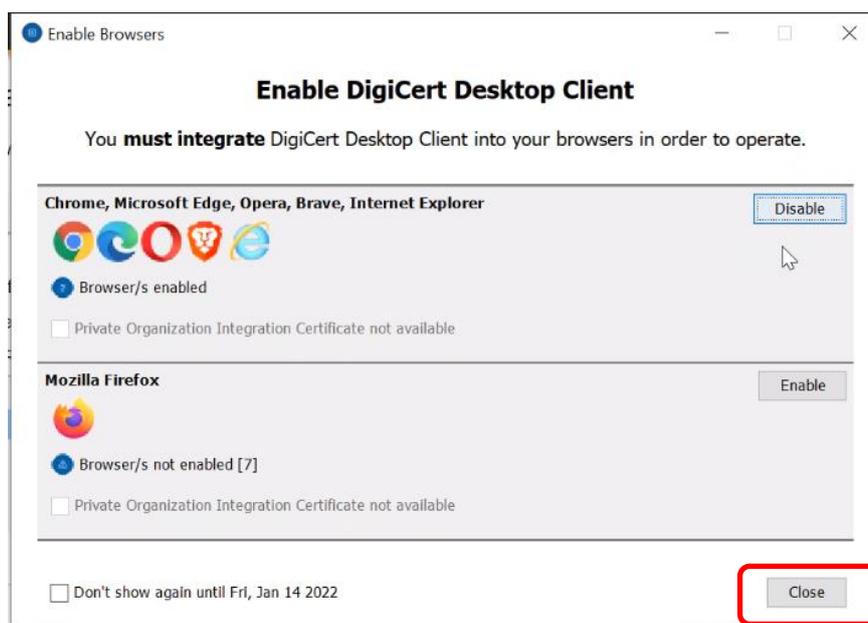


| | | |
|---|--------------|----------------------------|
| Title: TSB0039 Apply and install the Certificate for S&M Software | Version: 1.0 | Date Published: 25/05/2022 |
| Reference (e.g. NCR, CN, Complaint No): N/A | | Author: Di Zhang |

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

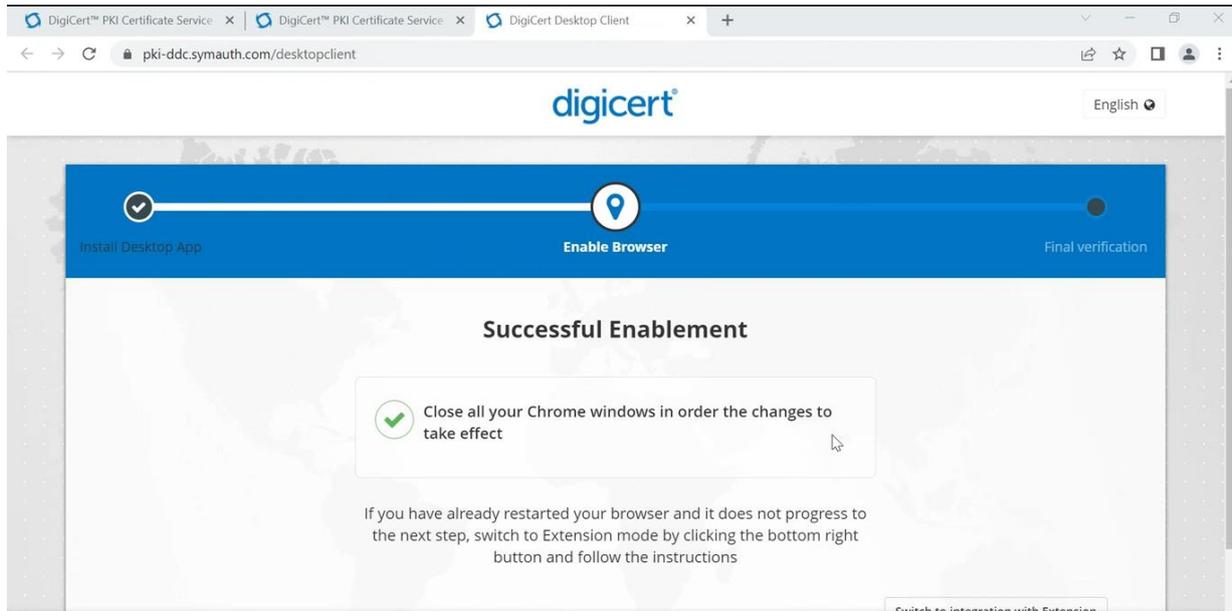


Once enabled, close the window. Note the button will have changed to "Disable".



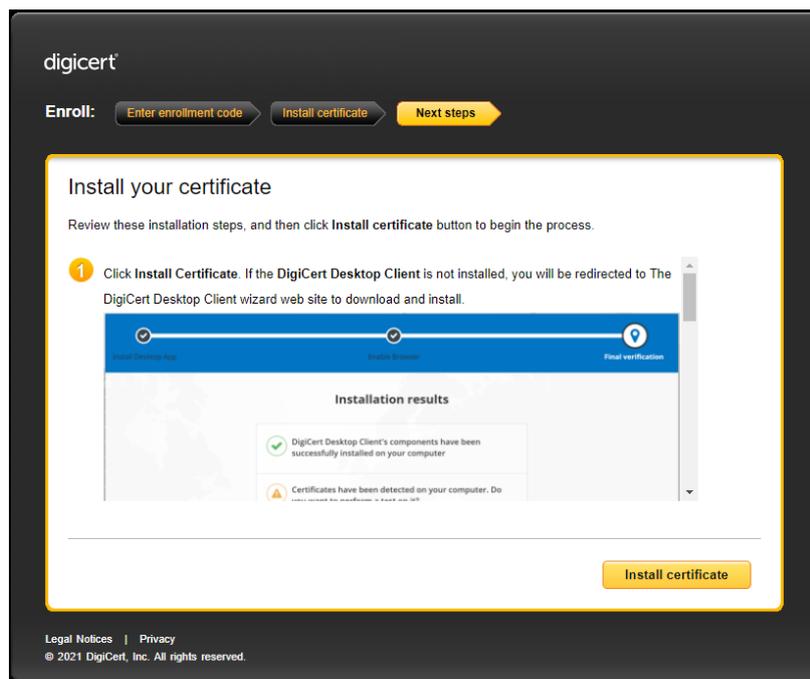
| | | |
|---|--------------|----------------------------|
| Title: TSB0039 Apply and install the Certificate for S&M Software | Version: 1.0 | Date Published: 25/05/2022 |
| Reference (e.g. NCR, CN, Complaint No): N/A | | Author: Di Zhang |

Restart your browser to enable the change.



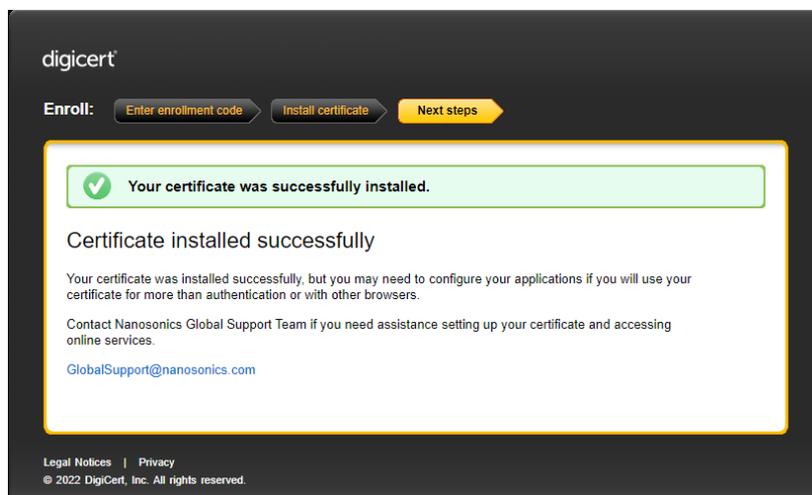
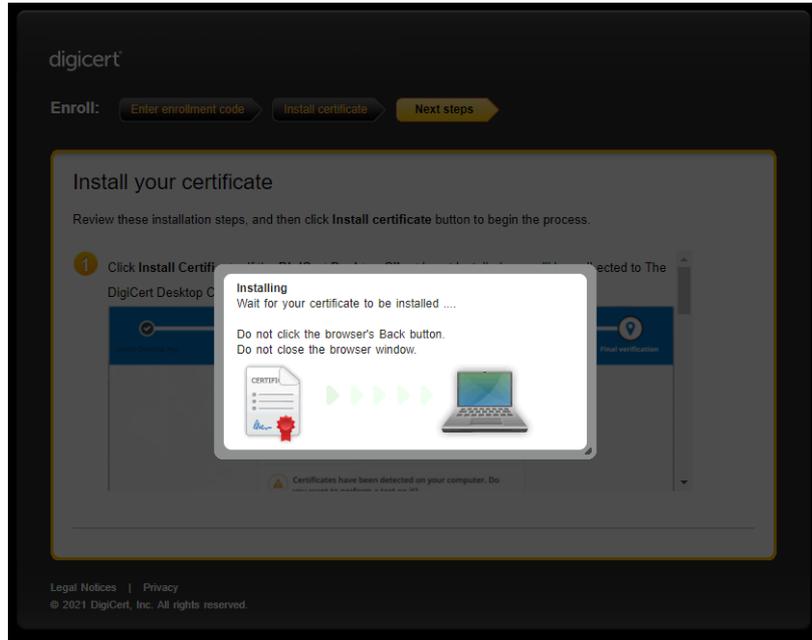
4. Install the certificate

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



| | | |
|---|--------------|----------------------------|
| 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 |

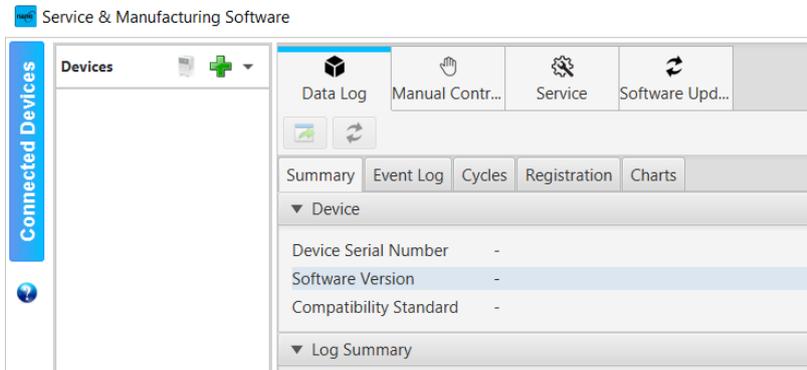
If the DigiCert Desktop Client has been installed, the process will complete automatically as below.



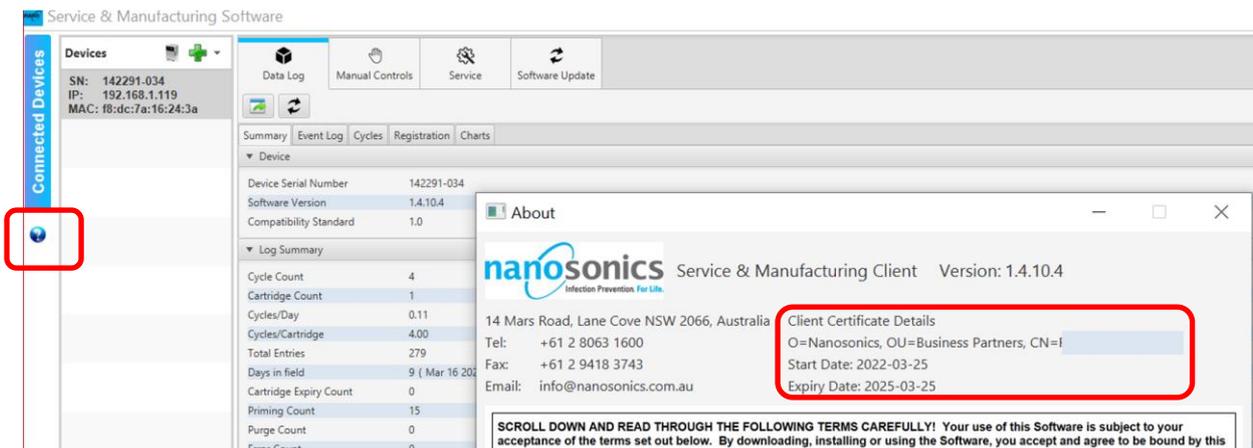
5. Verify the installation

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 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.

| | | |
|---|--------------|----------------------------|
| 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 |



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

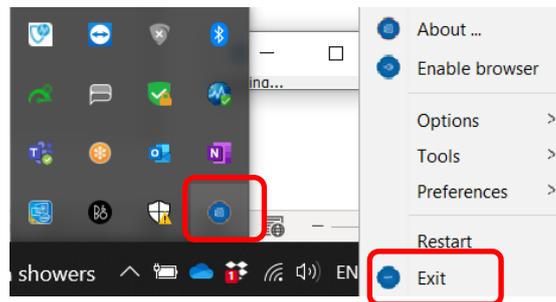


| | | |
|---|--------------|----------------------------|
| Title: TSB0039 Apply and install the Certificate for S&M Software | Version: 1.0 | Date Published: 25/05/2022 |
| Reference (e.g. NCR, CN, Complaint No): N/A | | Author: Di Zhang |

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](#)

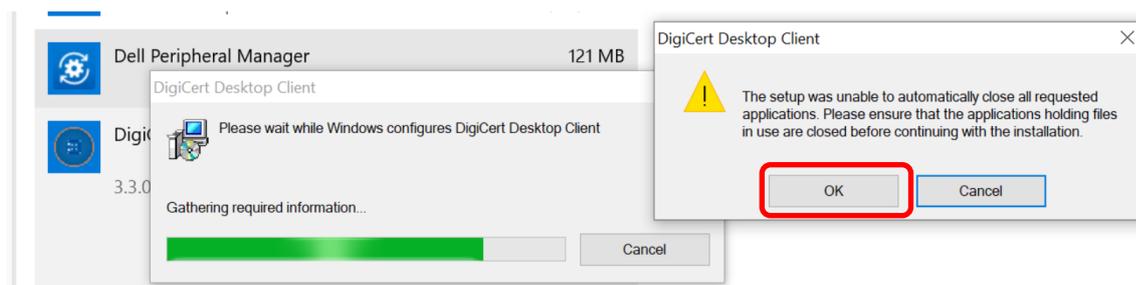
Search, sort, and filter by drive. If you would like to uninstall or move an app, select it from the list.

Sort by: Name Filter by: All drives

2 apps found

| | | |
|---|----------------------------------|---------------------|
|  | DigiCert Desktop Client 3.3.0 | 207 MB 7/12/2021 |
| Modify | | Uninstall |

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

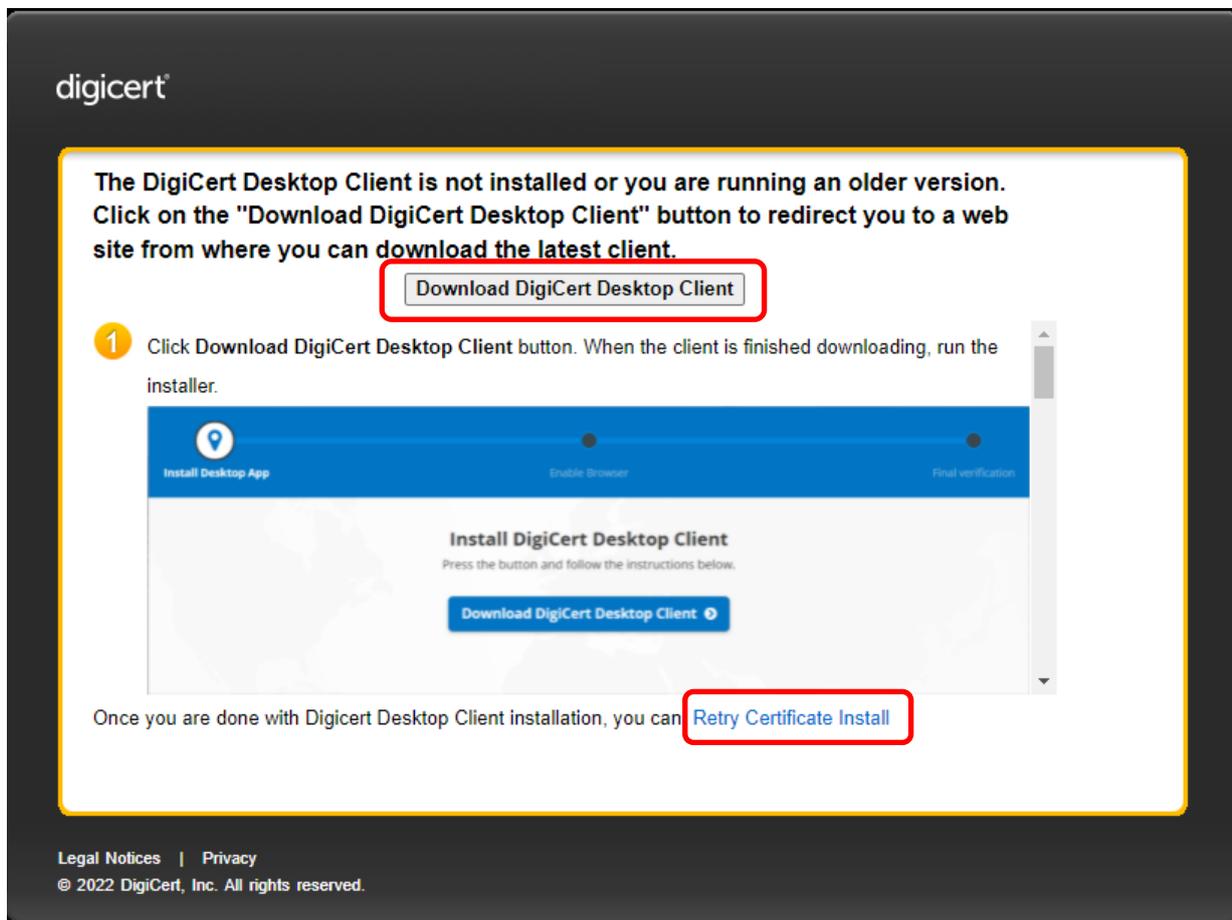


| | | |
|---|--------------|----------------------------|
| Title: TSB0039 Apply and install the Certificate for S&M Software | Version: 1.0 | Date Published: 25/05/2022 |
| Reference (e.g. NCR, CN, Complaint No): N/A | | Author: Di Zhang |

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".



| | | |
|---|--------------|----------------------------|
| 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 |

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.

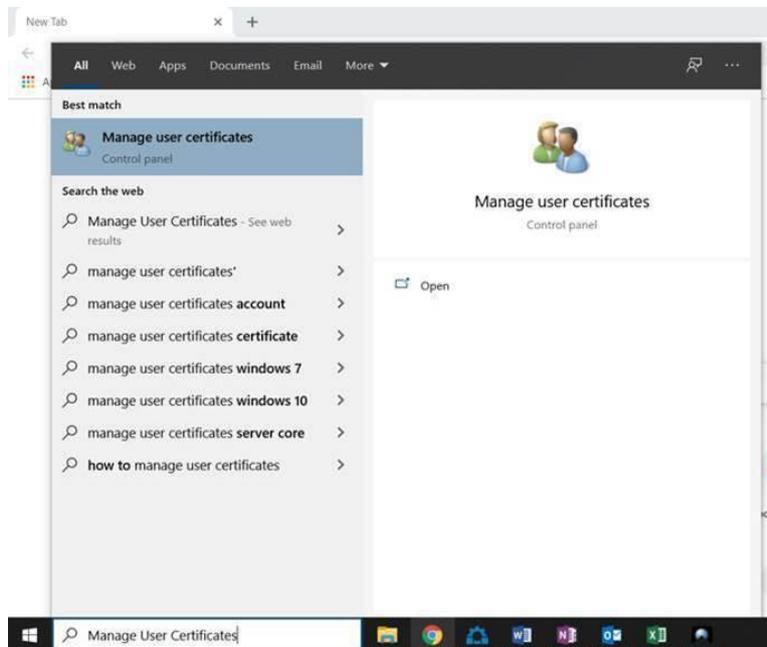
A4. Certificate transfer

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

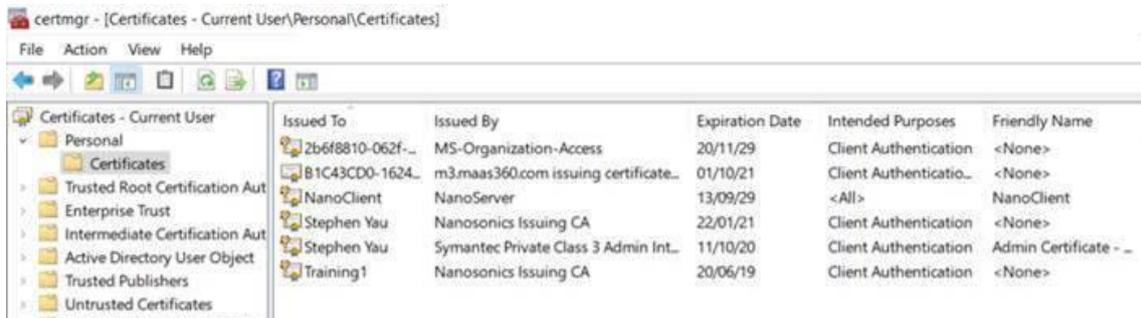
In a rare case that the certificate is corrupted due to installation failure or Windows system maintenance, it is suggested to remove the affected certificate prior applying and installing a new one as above instructions.

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

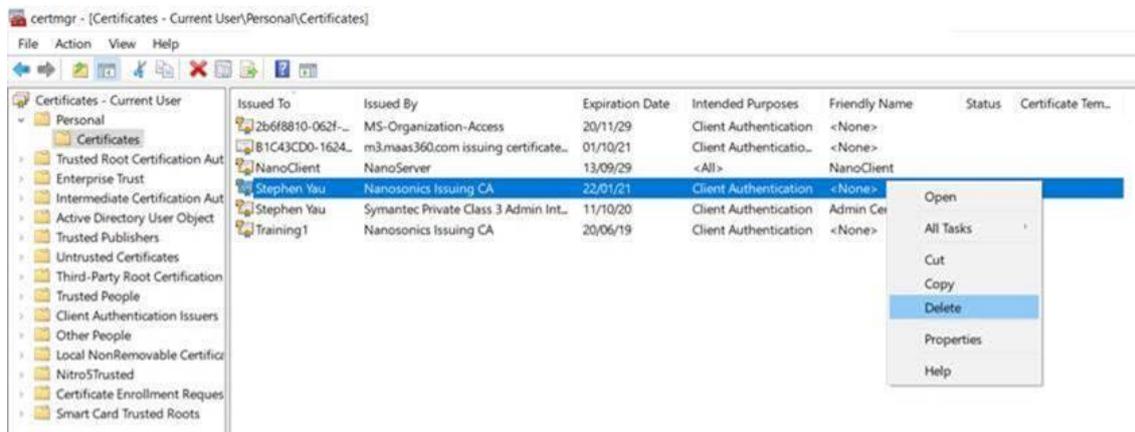


In the certificate manger, looking at the left side of the screen, go to Personal -> Certificates. The right side of the screen should be displaying a list of certificates installed on your computer.

| | | |
|---|--------------|----------------------------|
| 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 |



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



The system will ask for confirmation, click “yes”

