

TSB0039 Apply and install the Certificate for S&M Software	
Version: 3.0	Date Published: 1/10/2025
Reference (e.g. NCR, CN, Complaint No): N/A	Author: Rowena Fernando

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, N05035
Applicable Serial numbers	N/A
Does this Bulletin Supersede previous bulletin/s	☐ Yes ☒ No

Introduction to trophon S&M Certificate

A security certificate is required to allow a secure connection between the trophon2/trophon3 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 for and install a certificate on the service computer. Note the certificate cannot be moved to another computer once installed. If your service computer is replaced or the certificate is wiped due to a system update, please follow the same process to apply for a new one and add the reasons in the application comments.

The certificate provided is restricted to the user requesting for the license. A certificate is non-transferrable between personnel. For more information, please refer to the End User License Agreement on S&M.

Required Parts, firmware or toolkits

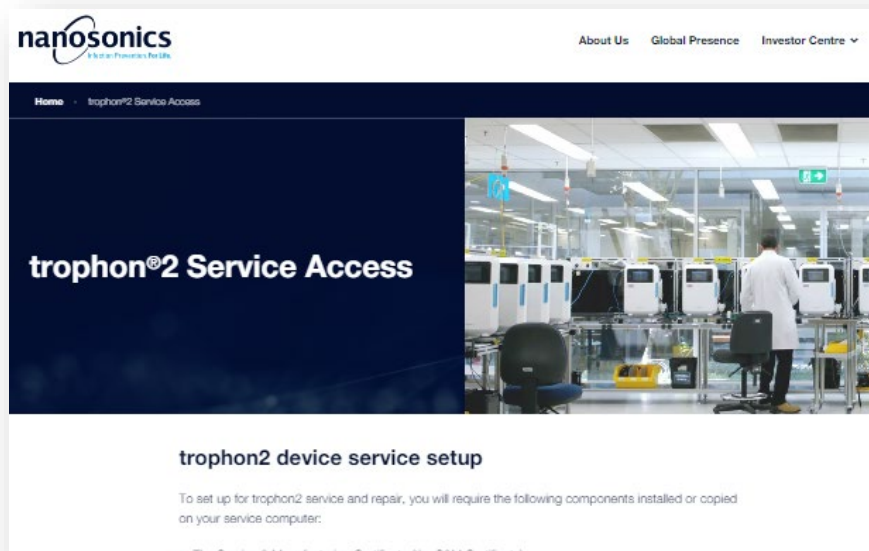
- Service laptop with Internet connectivity

Guidelines for certificate installation

1. 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 the support contact email using your **work email** to include the contents listed below. Your email address will be used to issue you the S&M certificate installation link and to create an account in the **Nanosonics Service Portal**. Attach the evidence of your **T2/T3 Service Training**, e.g. a training certificate, for approval.

Subject: T2 (or T3) S&M Certificate Application

Reason: E.g. New Certificate Install, change of computer etc.

Full name:

Company/Organisation name:

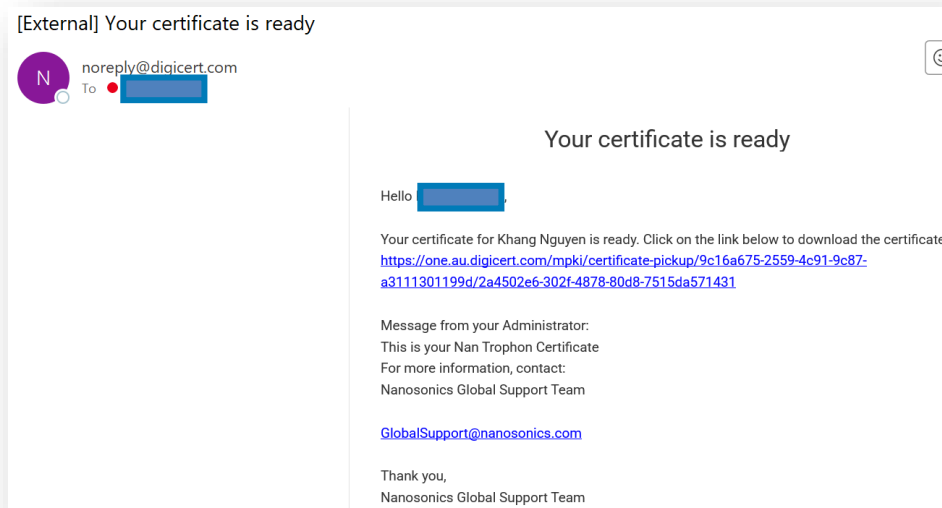
Country/Region:

2. Certificate approval

If you have met the training and certificate purchase requirements your application will be reviewed and approved by the Nanosonics Support team. Once approved, you will receive a system email with an installation link. Ensure the email domain “@digicert.com” is not blocked by your organisation’s IT security rules. Please allow up to 3 business days for approval.

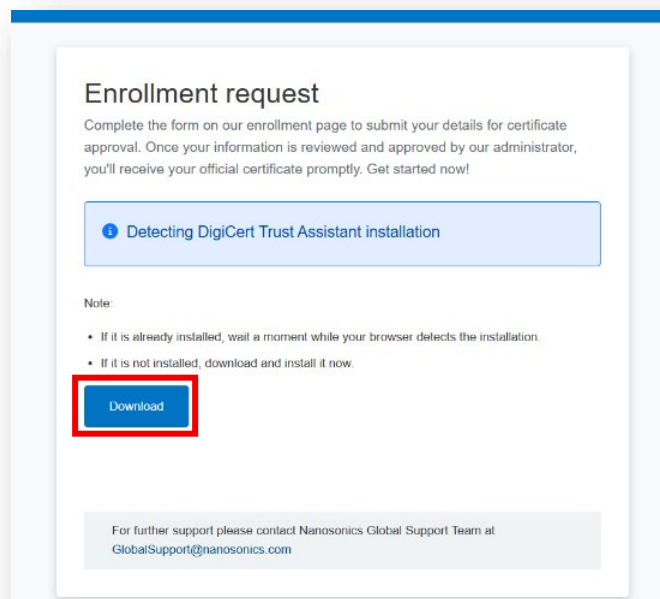
Note: the installation link provided in the email will expire after 30 days. If the certificate has not been installed within 30 days, contact the support contact email.

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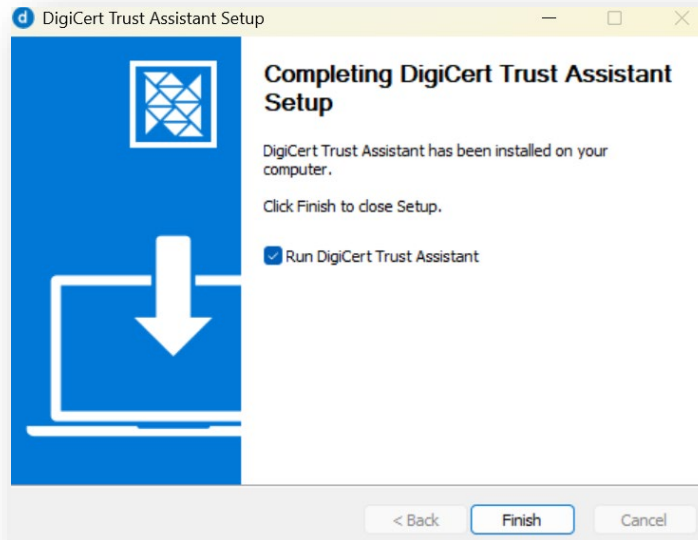


3. Install the DigiCert Trust Assistant

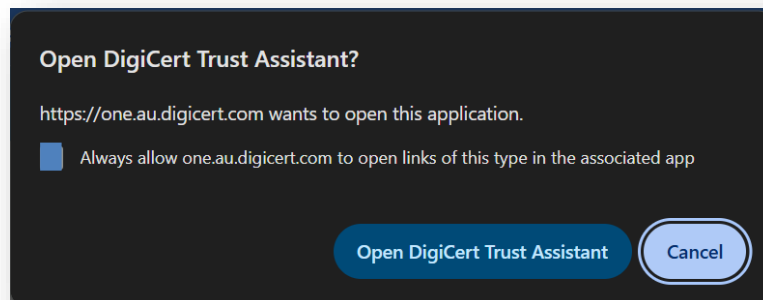
On your service computer, follow the installation link provided in the approval email. If the certificate is being installed on your computer for the first time, you will be required to download and install the DigiCert Trust Assistant. Follow the prompts to do so. You will only need to conduct this step once.



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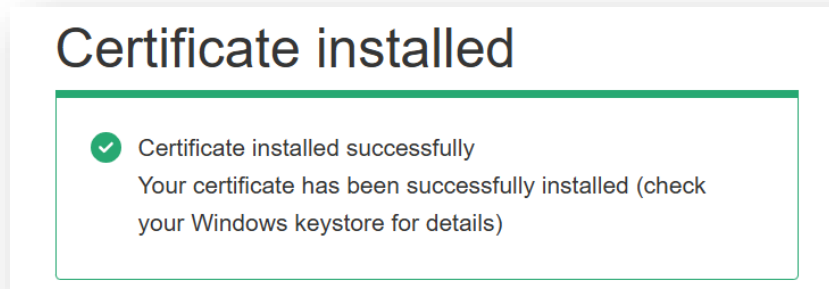
Select "Always allow"



4. Install the Certificate

After DigiCert Trust Assistant has been installed and opened, navigate to the approval link and press the **Install Certificate** button once. Wait until the "Certificate installed" screen is shown, as seen below.

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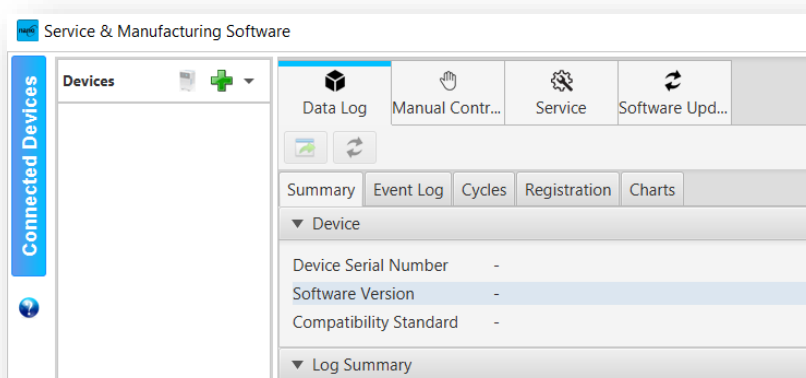
5. Verify the installation

The latest version of S&M software and SWI0303 are available to download in the **Nanosonics Service Portal**. Please refer to SWI0303, S&M Software Guide for details on installing and using the software.

Note: Certificate installation is NOT a re-acquisition of the portal access or the S&M software installation.

For more details regarding the **Nanosonics Service Portal**, please refer to “TSB0033 Access to the Service Portal to download software and upload device logs.”

To verify the certificate installation, launch the S&M software. The software shall launch without displaying any error message and all function tabs will be displayed.



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 sidebar lists 'Connected Devices' with a red box around a device icon. The main window displays a 'Log Summary' for a device with SN: 142291-034. An 'About' dialog box is open, showing the 'nanosonics Service & Manufacturing Client Version: 1.4.10.4'. The 'Client Certificate Details' section is highlighted with a red box, showing:

- O=Nanosonics, OU=Business Partners, CN=f
- Start Date: 2022-03-25
- Expiry Date: 2025-03-25

At the bottom of the dialog, a disclaimer 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. Certificate renewal

The certificate is issued with a finite expiry period which can be found as described in last section. You will receive an expiry reminder every day, 30 days prior to expiry. To renew, simply apply for a new certificate as per the instructions above. After a new certificate has been installed, S&M may still use the old unexpired certificate and prompt you that it is expiring. In this case, no action is required, and the S&M software will automatically rollover to the new certificate once the old one expires.

A2. Certificate transfer

Once a certificate is installed on a computer, it cannot be transferred or copied to any other computer. If your service computer is replaced or wiped due to a repair or upgrade, you will need to apply for a new certificate on your new computer. Please state the situation in the email when applying for your new certificate. The certificate provided is restricted to the user requesting the license. The certificate is non-transferrable between personnel. For more information, please refer to the End User License Agreement on S&M.

A3. Change Log

Change Log					
Date	Ver	Change	Section	Reason	By
Sept-2025	3.0	New workflow and screenshots to accommodate new platform	1, 2	Migration to Digicert ONE	R. Fernando
		Clarified that certificates are non-transferrable between personnel	Introduction, A.4	Clarity	