

# NEXUS PERSONAL Guidelines

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## Section I: Installation

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The Nexus Personal Guidelines contains installation steps and instructions on how to use this software.

### System Requirements

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#### Operating System:

- Windows XP
- Windows Vista
- Windows 7
- Windows 8

#### Web browsers supported

- Internet Explorer 7 and above
- Google Chrome 30.1.1599 and above
- Firefox 2.0 and above

#### Hardware:

Minimum requirements:

- PC with a P2 or higher microprocessor
- 1G Hz or faster CPU required
- 512 MB RAM required
- Quad speed IDE or SCSI CD-ROM required

**Note:** Please ensure you have the Administrator's rights .

Before using Nexus Personal, you **MUST** follow the following steps:-

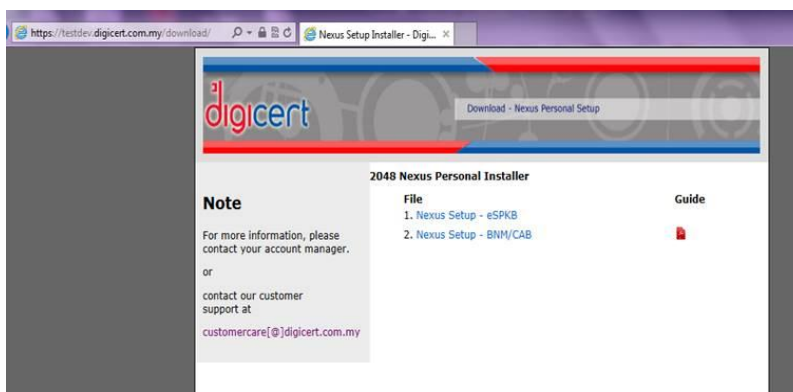
### Step 1 : Nexus Personal Installation

**Step 2** : Smart Card Reader installation (Rockey 200) - Please refer to Section 4: Smart Card Reader Installation.

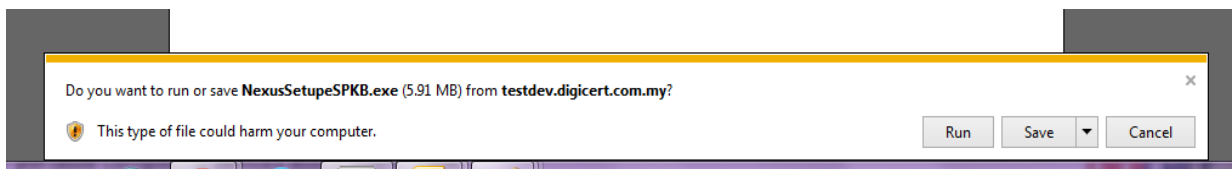
**(Note:** *Applicable only for new PC that have Rockey200 Smart Card Reader model. If your PC already installed with the other Smart Card Reader i.e. ACR30U, EZ100PU, Rockey200, etc, please skip Step 2)*

## Installing Nexus Personal

1. Make sure you have all the system requirements before install this application.
2. Go to <https://testdev.digicert.com.my/download/> to download Nexus Personal installer and the guidelines.

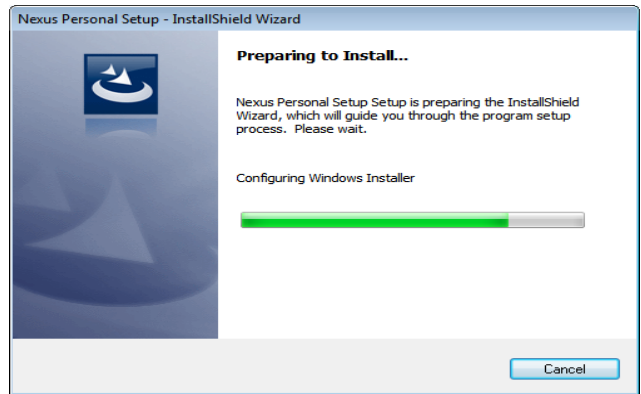


3. Click on **Nexus Personal –eSPKB** link to download installer. The pop up screen will be appeared, choose “Run” to install Nexus Personal.



Note : If you select “Save”, the installer will be saved into preferred folder. Browse to the location that contains the Nexus Personal installer and double click **NexusSetupeSPKB.exe** to install.

- The Nexus Personal Setup appears automatically. There will be some extraction of files being done by the Install Shield Wizard. This will only take a moment.

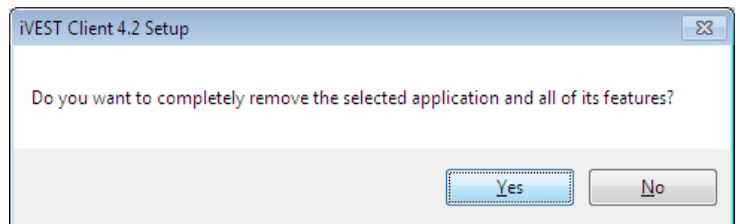


- Install Shield will detect if you have a previous version of iVEST Client installed, the following screen will be displayed.

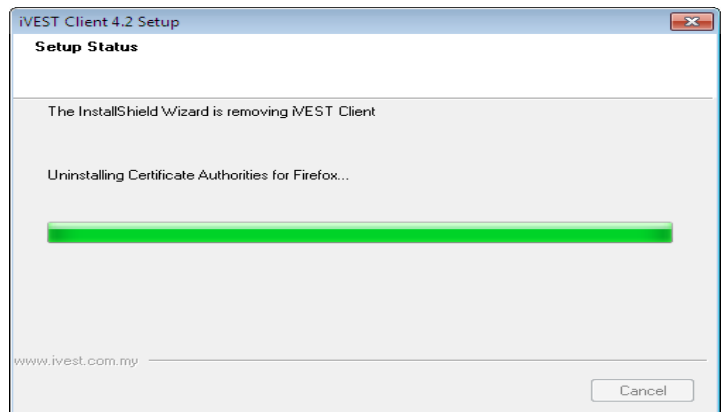
**Note: This step only displayed if Client PC has already installed with iVEST Client. If the PC doesn't have iVEST Client, please refer to step No. 9.**



- The iVEST Client remove program screen will appear. Click “Yes” to remove iVEST Client.

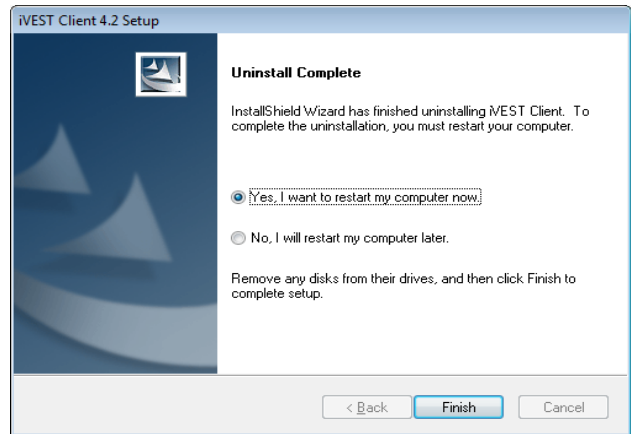


- The iVEST Client uninstallation process will take place.

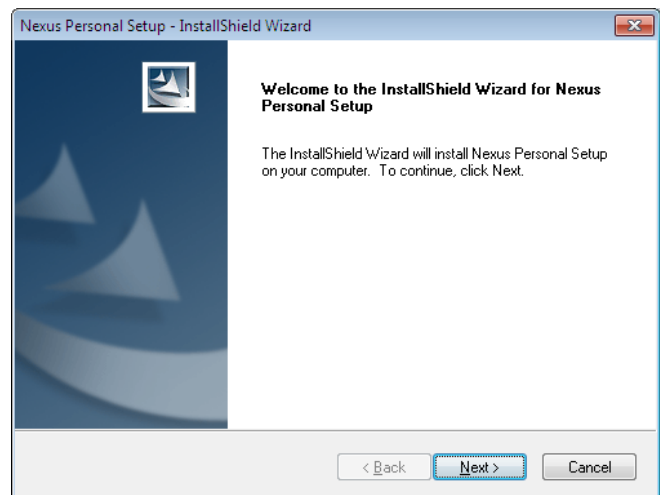


8. The iVEST Client **Uninstallation Complete** screen will appear to tell you that the iVEST Client has successfully uninstalled. Select **“No- I will restart my computer later”** and Click **“Finish”**

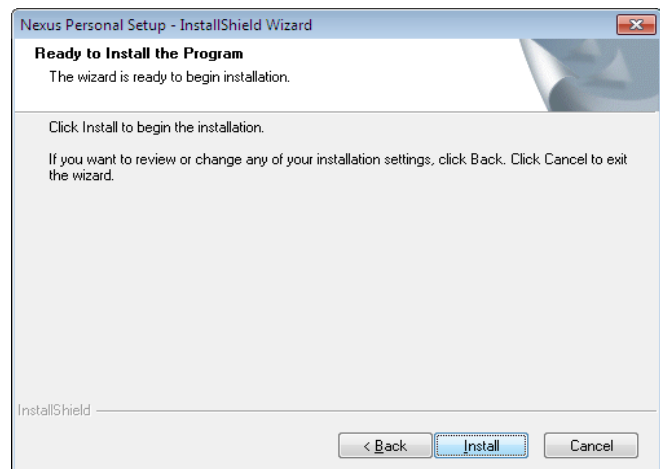
**Note:** For certain user’s PC this screen does not appeared. Please proceed to **Step 9**



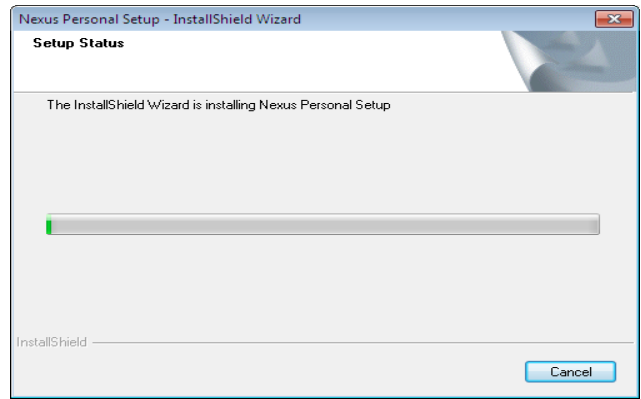
9. The following screen will be displayed. Windows now will start installing the Nexus Personal software. Click **“Next”**



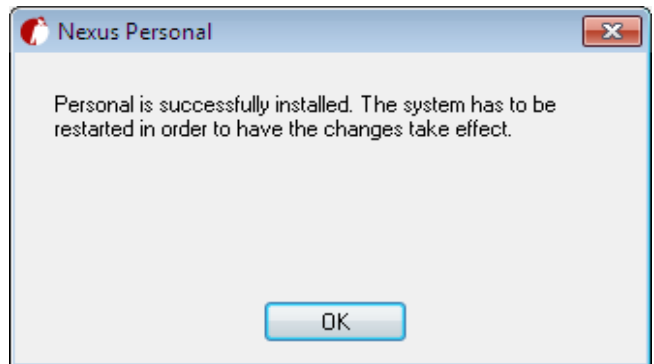
10. Windows will perform the Nexus Personal Installation. Click **“Install”**.



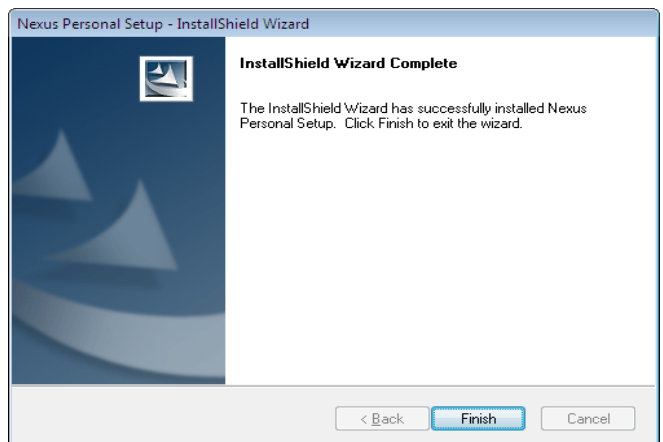
11. Windows now will start installing the Nexus Personal software



12. The following screen will be displayed. Click “OK” on the Personal Setup windows Nexus personal setup is completed.



13. Click “Finish” to end the process.




14. Nexus Personal has successfully installed in your PC.

**Note: During the Nexus Personal installation the Root Certificate and Intermediate certificate will install automatically in your browser’s certificate store**

**Note** Every time you install/re-install any browsers in a machine which already have Nexus Personal installed, you need to reinstall Nexus Personal. Reason being is we need to install all the certificates into the browser’s cert store.

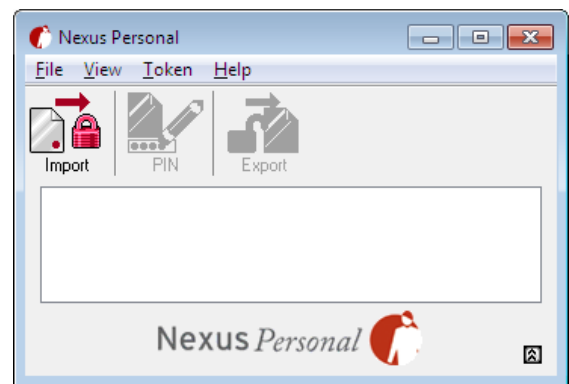
## Section 2 : Access to the Application/System

### How to Start and Exit Nexus Personal

1. By default, Nexus Personal will start automatically after windows restart or when you switch on your PC. The Nexus Personal icon will appear as shown at your system tray. 

2. To launch the Nexus Personal personal program, you can manually run Nexus Personal from Windows **Start -> All Programs -> Personal-> Personal**

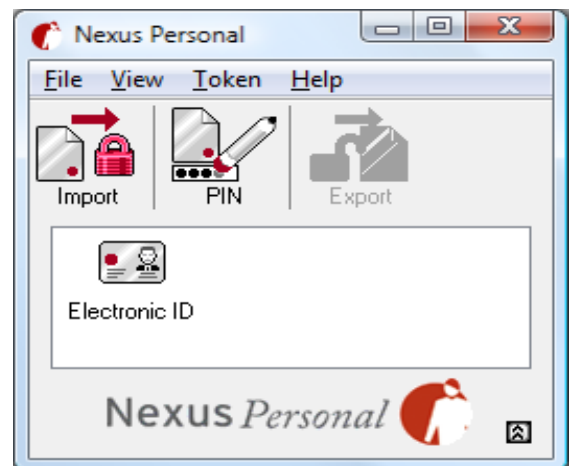
Alternately, double click at the Nexus Personal icon, the “Nexus Personal” program will appear on screen



3. If you insert the Smart Card into the Smart Card reader. The Nexus will be “spinning” at system tray. The “Electronic ID” program will appear on Nexus Personal screen as shown below

**Note** : If you have installed the soft certificate on your computer; your digital certificate information will also displayed in the Nexus Personal program.

**Note** : To view the certificate, please refer to the **Section 3**: “How to manage the certificate using Nexus Personal”



4. You can check and verify your digital certificate in Internet Explorer (IE) browser certificate store by clicking on the **Tools>Internet Option>Content>Certificates>Personal**.
5. To exit, right-click Nexus Personal icon at system tray and select **Exit**.



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## How to Access the Application/System

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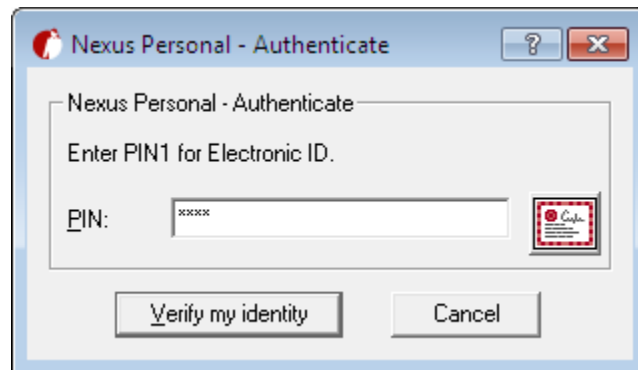
1. Click on the Windows “Start” button, go to the “Programs” menu, then point to the “Personal” menu and finally click on the “Personal”.
2. Insert the Smart Card into the Smart Card reader. The Nexus at system tray will be “spinning”

**Note** : Please ensure Nexus Personal able to read your smart card. Below are the steps to check your certificate;-

- i. Double click on the “Electronic ID” icon, your name will be displayed in Nexus Personal Certificate.
- ii. Open Internet Explorer (IE) browser click on the Tools>Internet Option>Content>Certificates>Personal

If both steps does not shown, please refer to **Troubleshooting Section**.

3. To access the system/application, open browser (i.e. Internet Explorer (IE)) type the url of the system. The PIN Request box will pop up and enter your smart card PIN.



**Warning:** Your smart card will be blocked if you type three invalid PINs consecutively

**Note:** Please make sure to use **8 alphanumeric characters** for your PIN and the PIN is case sensitive.  
Avoid using space and tab

4. You will able to access the system and perform your transaction as usual

**Note:** For further clarification and information on accessing application/system, please contact Authorised Application owner of the application

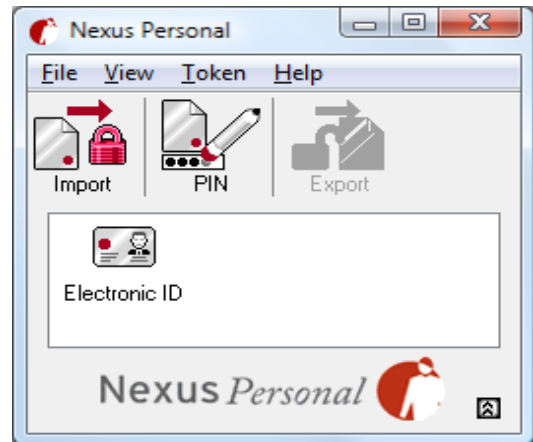
## Section 3 : Managing Certificate Using Nexus Personal

Using **Nexus Personal**, users can change their PIN, and view the digital certificate as well.

### Change PIN

*Note : Please ensure your smart card is inserted into the smart card reader before changing PIN*

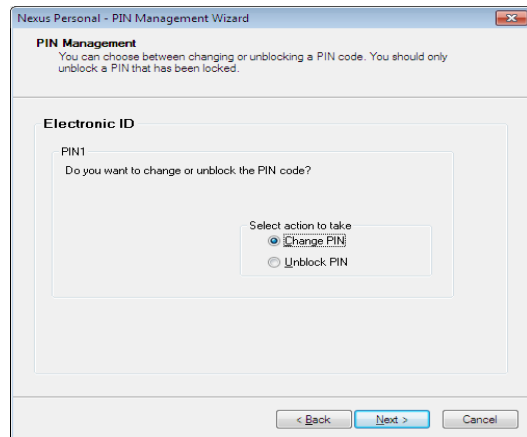
1. To change the smart card PIN, insert the smart card into the reader
2. Click on the Windows “Start” button, go to the “Programs” menu, then point to the “Personal” menu and finally click on the “Personal” or if the Nexus Personal is already running, you can double click at the Nexus personal icon at system tray
3. The “Electronic ID” will appear on the “Nexus Personal” program as shown  
Select and click **“PIN”**



4. The following page will be displayed. Click **Next**



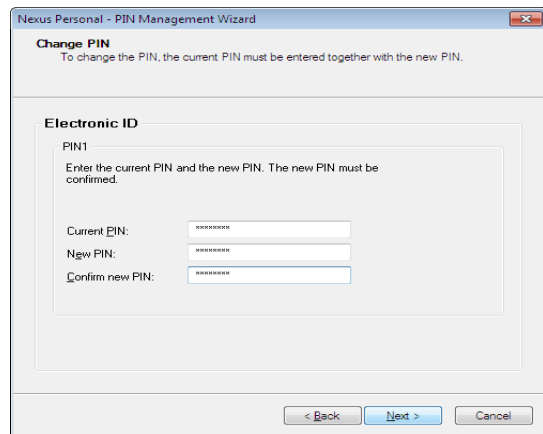
4. Select **“Change PIN”** and click **“Next”**



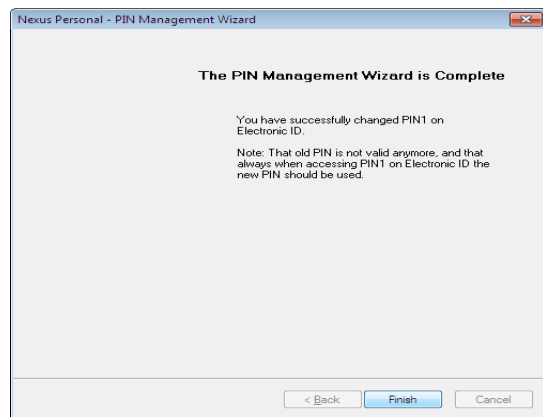
5. Fill up the current PIN follow by New PIN and Confirm new PIN. Click **“Next”**.

**Note:** Advisable to use 8 alphanumeric characters for your PIN. Avoid using space and tab.

**Warning:** Your smart card will be blocked if you type three invalid PINs consecutively.



6. Click **Finish**

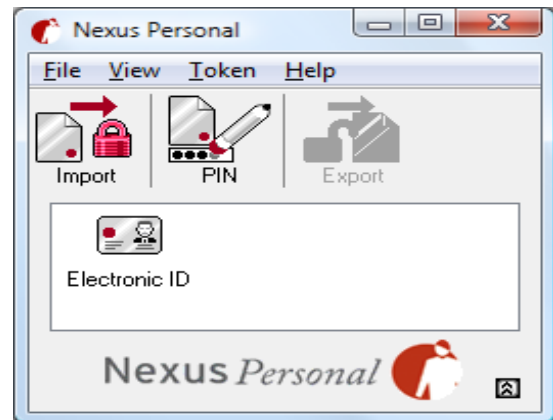


\* Changing done and Smart Card can use as usual by using new PIN.

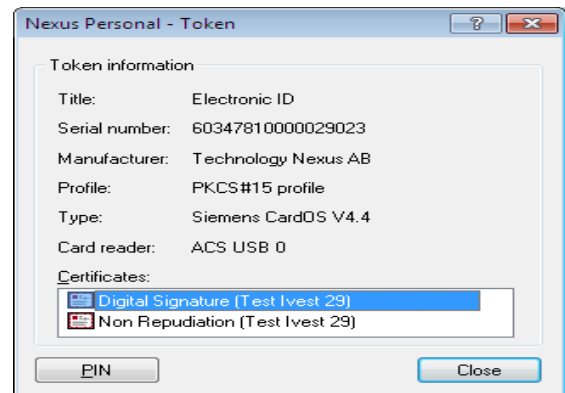
## View Certificate

1. To view the certificate, insert the smart card into the reader
2. Click on the Windows “Start” button, go to the “Programs” menu, then point to the “Personal” menu and finally click on the “Personal” or if the Nexus Personal is already running, you can double click at the Nexus personal icon at system tray.

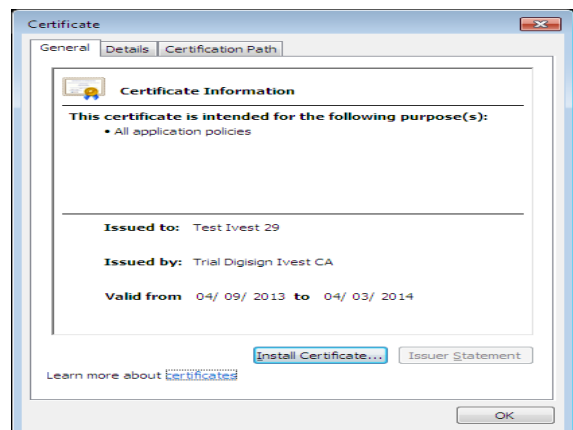
3. The “Nexus Personal” program will appear on screen, you can view the details of your digital certificate by clicking on the “Electronic ID” icon as shown.



4. The following certificate will be displayed. Highlight and double click on the certificate name.



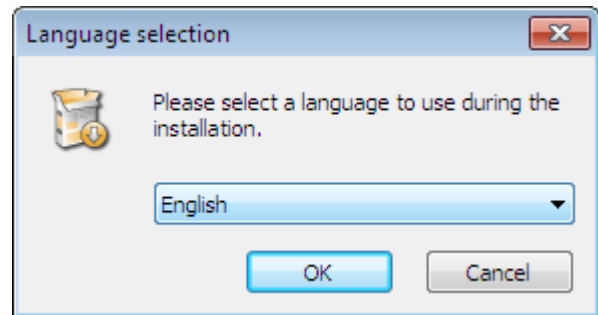
5. The certificate properties window will appear, showing the details of **Issued to**, **Issued by** and **Valid From** of your digital certificate



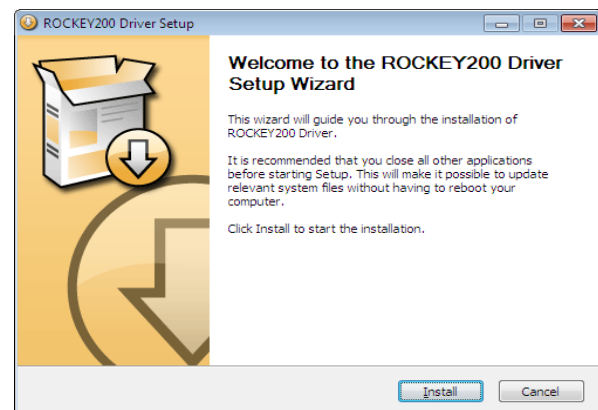
## Section 4: Smart Card Reader Installation

### Smart Card Reader Rockey200 Installation

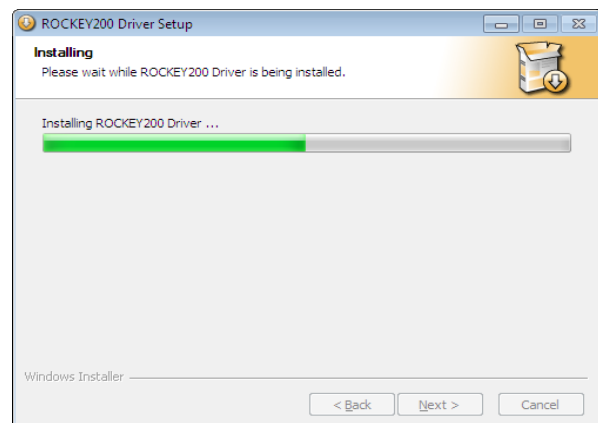
1. Insert Digicert CD in your CD Rom
2. Double-click **My Computer** on your Desktop and browse to your CD-ROM drive. Browse to the location that contains the Rockey200 driver folder (assuming Rockey 200 driver inside the Installation CD). Select the folder either 32bit or 64bit depend on your PC type.
3. Double Click **Install**. The following screen will be displayed



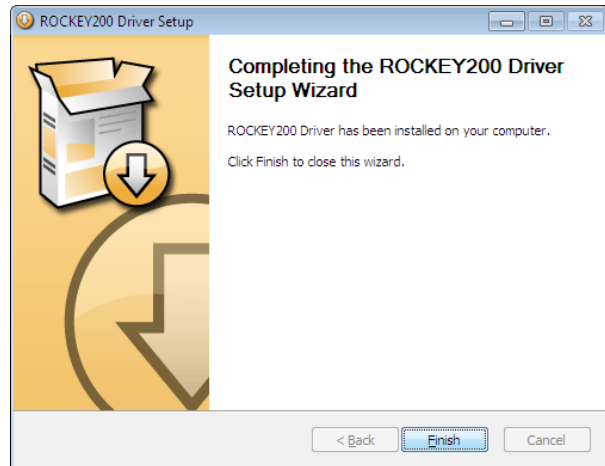
4. Windows will perform the installation. Follow the step by step installation
5. The welcome to the ROCKEY200 Driver Setup wizard screen will be displayed. Click “Install” button



6. Windows now will start installing the software. This will only take a moment.



6. A screen will appear to inform that the installation has completed. Click **“Finish”**



7. Restart the PC
8. After restart PC, plug in the Smart Card Reader, windows will auto detect the new hardware and successful installed

## **Section 5 : Uninstallation Nexus Personal**

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### **Uninstall Nexus Personal**

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1. Go to add/remove program.
2. Select Personal 4.22.0” and click “Uninstall”.
3. Nexus personal software will be removed from your computer

### **Uninstall Smart Card Reader**

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1. Go to Start> All Program> Rockey200 Driver
2. Select and Click “Uninstall”.
3. The Rockey200 Uninstall Wizard will be displayed
4. Click “Uninstall” to proceed
5. The Rockey200 driver will be removed from your computer.

## Section 6 : Troubleshooting

Error message/symptom	Cause/Solution
Nexus Personal not detect your smart Card. "Electronic ID" disappear	Follow the following steps <ol style="list-style-type: none"> <li>1. Ensure your smart card reader is connected to your PC</li> <li>2. Restart Nexus personal               <ul style="list-style-type: none"> <li>• Go to system tray</li> <li>• Right click at Nexus Personal and Exit.</li> <li>• Go to start&gt;all Program&gt;Personal&gt;double click at Personal.</li> <li>• Nexus personal will be running and read your smart card.</li> </ul> </li> <li>3. Double click at Nexus Personal at the system tray .               <ul style="list-style-type: none"> <li>• Select View tab&gt;Preferences&gt;Card Readers.</li> <li>• Click "Empty Cache"</li> </ul> </li> </ol>
Nexus Personal not detect your certificate. "Electronic ID" displayed but certificate name is empty	Follow the following steps <ol style="list-style-type: none"> <li>1. Ensure your smart card reader is connected to your PC</li> <li>2. Reinstall Nexus personal</li> <li>3. Reinstall Smart Card reader</li> <li>4. Restart PC</li> </ol>
Nexus displayed message Wrong PIN No during accessing application	Please makesure to keyin correct PIN No and your PIN is at least <b>8 alphanumeric characters</b>  <b><u>Note: This may happened for existing iVEST user that has less than 8 alphanumeric characters PIN No. If this happened please change your iVEST PIN using iVEST Client Software</u></b>  <b>Warning:</b> Your smart card will be blocked if you type three invalid PINs consecutively