

NEXUS PERSONAL Guidelines

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Contents

SECTION 1: NEXUS PERSONAL INSTALLATION..... 3

- System Requirement 3
- Pre requisite Before Install Personal 4
- Installing Nexus Personal 6

SECTION 2 : ACCESS TO THE APPLICATION..... 9

- How start Nexus Personal 9
- How to Access the Application/System 11

SECTION 3 : MANAGING THE CERTIFICATE USING NEXUS PERSONAL 12

- Change PIN 12

SECTION 4 : UNINSTALL..... 14

- Uninstall Nexus Personal 14

SECTION 5 : TROOBLESHOOTING..... 14

Section I: Nexus Personal Installation

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

System Requirements

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:

1. Please ensure you have Administrator's right.
2. iVEST Client software does not support 2048 smart card.
Please use Nexus Personal software to access the application
3. Nexus PIN policy
 - For 2048 Card issued starting from June 2014 onwards, PIN policy is **4 to 16 alphanumeric** else PIN policy is **8 alphanumeric**
 - For 1024 card it is advisable to use **8 alphanumeric** PIN
4. If you are using 1024 card and wish to use iVEST Client or Nexus Personal software **Please ensure your PIN is always consist of 8 Numeric**

Pre requisite Before Install Nexus Personal

(This section is only applicable for those who have already installed iVEST Client on their machine)

Before install Nexus Personal, you need to do the following;

1. Turn off iVEST Gate “Autostart”
2. Make sure your PIN is 8 numeric

I. To turn off iVEST Gate “Autostart”. Please refer to following steps below;

- i. Run iVEST Gate from Windows **Start -> Programs -> iVEST Client -> iVEST Gate**. The iVEST Gate icon will appear at your system tray or task bar.



- ii. Double-click iVEST Gate icon at the task bar to access the **iVEST Gate Admin**.



- iii. Click **Settings** button on the **iVEST Gate Admin** screen window



- iv. Click Advanced... button for further start-up options

- Uncheck **Browser** if you prefer your default web browser not to be launched upon insertion of your smart card
- Uncheck **Auto Start** if you prefer not to launch **iVEST Gate** upon Windows start-up
- Click **OK**



- v. To Exit iVEST Gate, right-click iVEST™ Gate icon at the task bar and select **Exit**.

2. To avoid your PIN blocked when you are trying to access the application or during change the PIN, we highly recommend to change the PIN using iVEST Software. Step to change the PIN;
 - i. Run iVEST Gate from Windows **Start -> Programs -> iVEST Client -> iVEST Gate**.
The iVEST Gate icon will appear as below at your system tray or task bar.
 - ii. Double-click iVEST Gate icon at the task bar to access the **iVEST Gate Admin**
 - iii. Click **Change PIN** button on the **iVEST Gate Admin** screen window
 - iv. The iVEST Gate Change PIN will be displayed

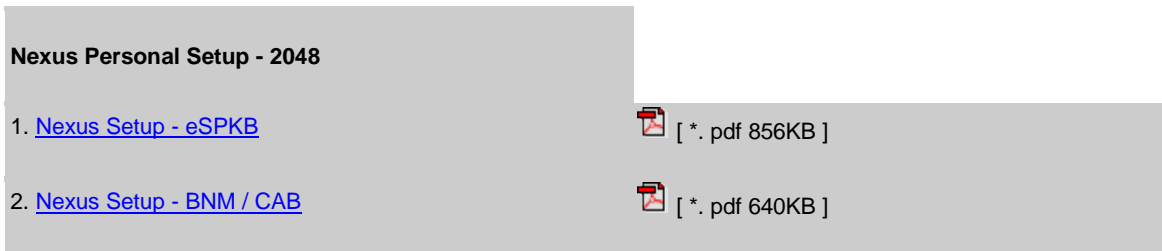


- v. Please fill in the boxes as required. Make sure your new PIN is 8 numeric
- vi. Click **OK** to update your PIN

NOTE: You are required to change the PIN using iVEST Client for the first time before using Nexus Personal Software. Once you have successfully changed the PIN you can use the Nexus Personal straight away to change the PIN.

Installing Nexus Personal

1. Download Nexus Personal Installer and Guidelines from Digidert Sdn Bhd website. Go to <http://www.digidert.com.my> and click “**Download**” link, scroll down until you see the title “**Nexus Personal Setup – 2048**”

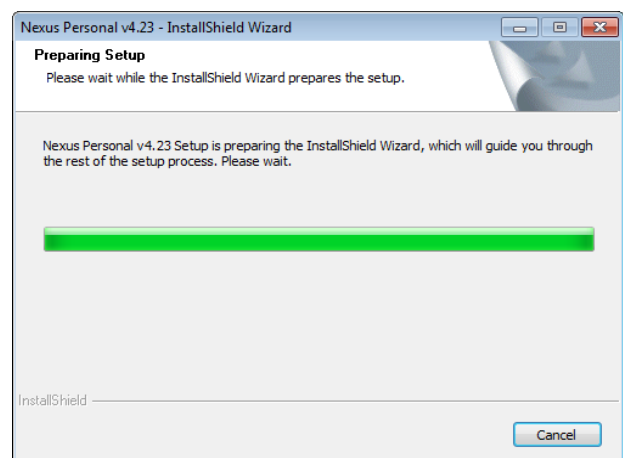


2. Select **Nexus Setup–BNM/CAB**. Click on the link and computer will ask to “**Run**” or “**Save**” **NexusPersonalv4.23.exe** installer. Click “**Run**” to install Nexus Personal.

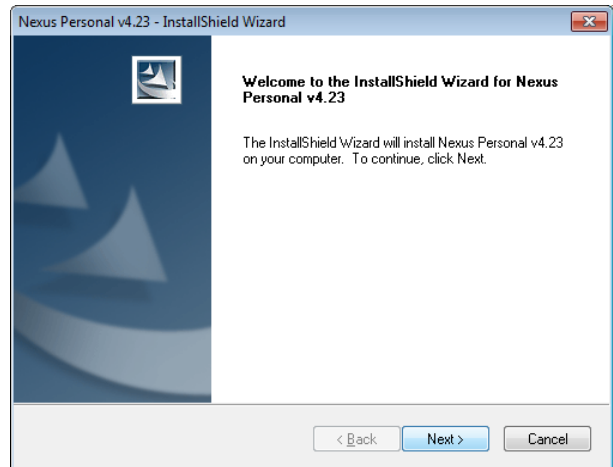


Note: If you click “**Save**”, the installer will be saved into preferred folder. Browse to the location that contains the Nexus Personal installer and double click **NexusPersonalv4.23.exe** to install.

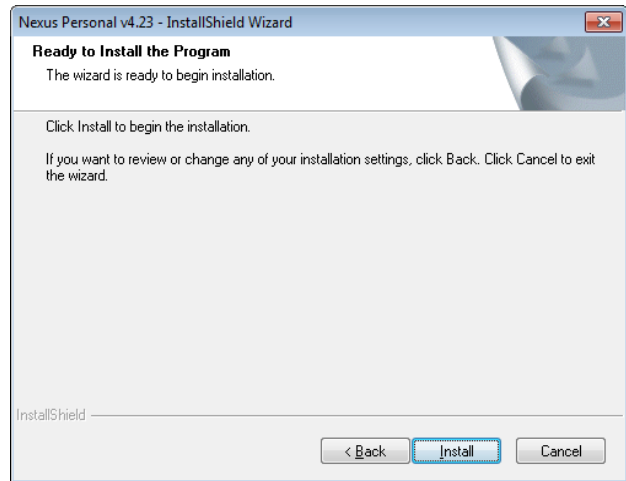
3. The following screen will be displayed. Windows now will start installing the Nexus Personal software. Please wait.



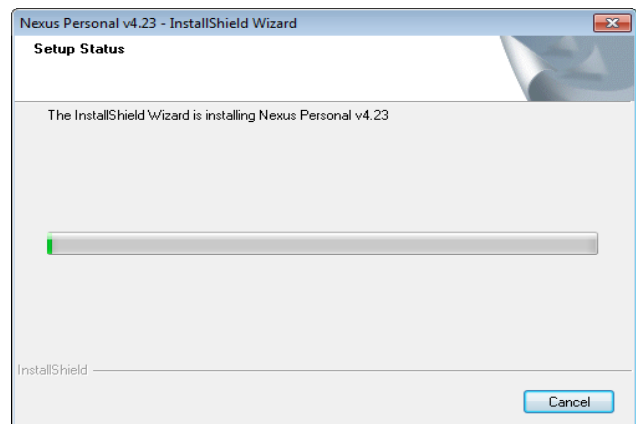
4. The Nexus Personal Setup welcome screen appears automatically. Click **“Next”**.



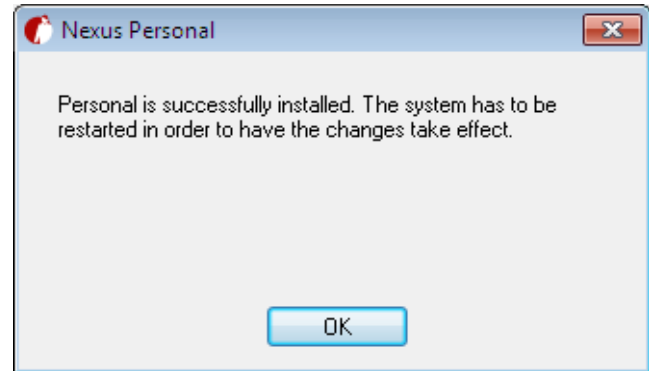
5. Windows will perform the Nexus Personal Installation. Click **“Install”**.



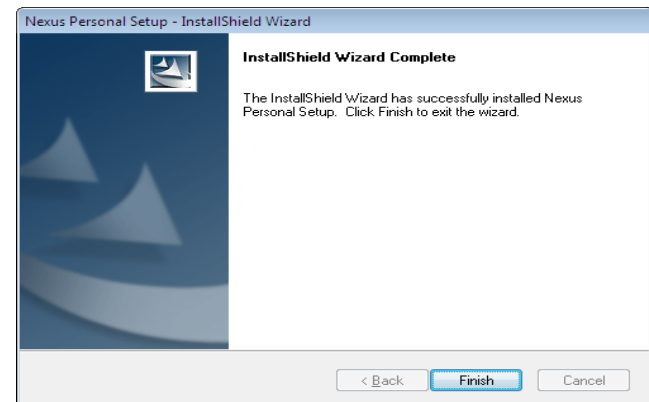
6. The following screen will be displayed. Windows now will start installing the Nexus Personal software. Please wait.



7. The following screen will be displayed.
Click “**OK**” on the Personal Setup windows



8. Click “**Finish**” to end the process.
Nexus personal setup is completed.
Restart your PC in order to have the changes take effect.



9. Nexus Personal has successfully installed in your PC.

Note: During the Nexus Personal installation the Root Certificate and Intermediate certificate will be installed 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

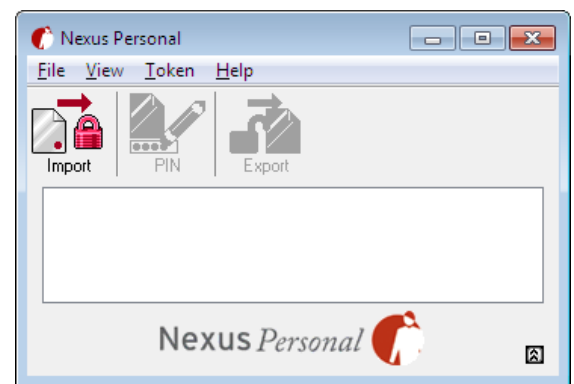
How to Start Nexus Personal

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.



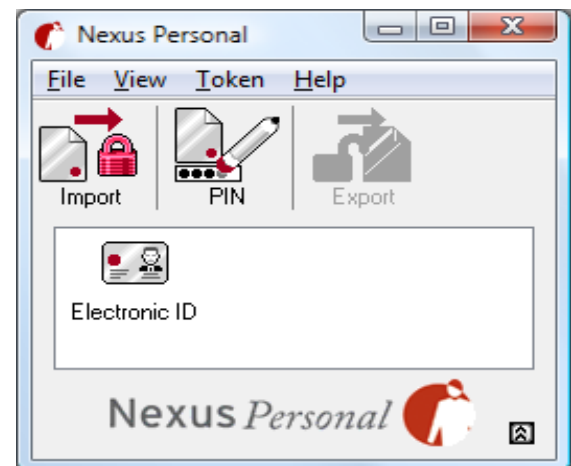
2. To launch the Nexus Personal program, you can manually run Nexus Personal from Windows **Start -> All Programs -> Personal-> Personal**.

Alternately, double click on the Personal icon on system tray, or by selecting Open command after right-clicking the tray icon, the “Nexus Personal” program will appear



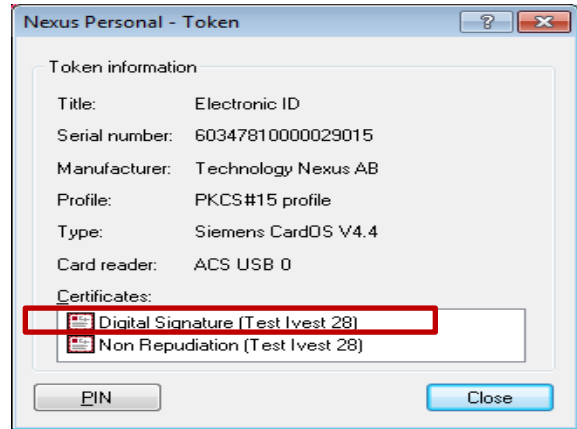
3. Insert the Smart Card into the Smart Card reader. Personal icon on system tray will be spinning while Nexus Personal is reading the Smart Card. The “**Electronic ID**” program will appear on Nexus Personal screen as shown once Nexus Personal has successfully detected the Smart Card.

Note: Nexus Personal program will detect and display available certificate from IE cert store (i.e. soft certificate)

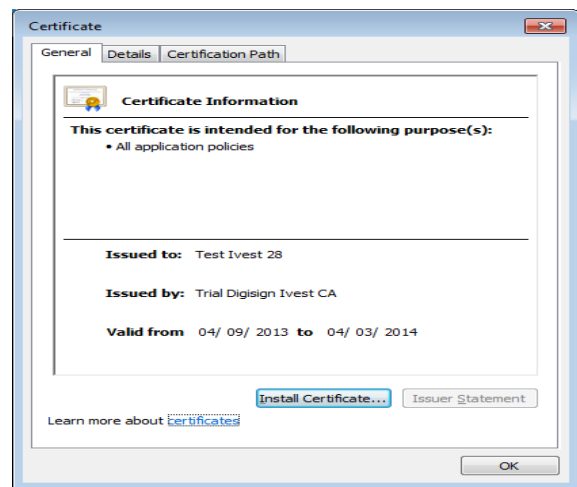


4. To view the details of your digital certificate double click on the “**Electronic ID**” icon.

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

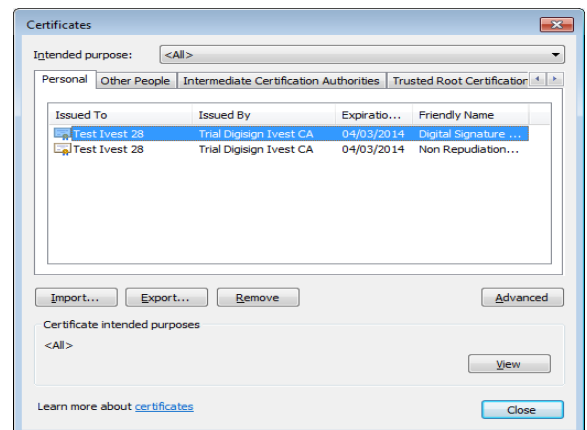


- The certificate properties window will appear, showing the details of **Issued to**, **Issued by** and **Valid From** of your digital certificate



- To exit, right-click Nexus Personal icon in the system tray and select **Exit**.

- Alternately, you can view and verify the details of your digital certificate using Internet Explorer (IE) browser by clicking on the **Tools>Internet Options>Content>Certificates>Personal**. Highlight and double click on the certificate name. The certificate properties will appear (Refer to No. 6)



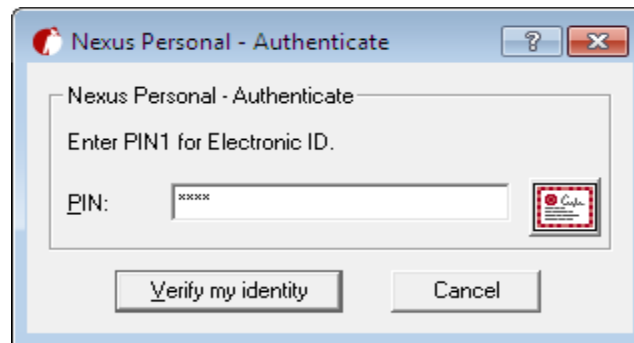
How to Access the Application/System

1. Launch the Nexus Personal, either from **Start -> All Programs -> Personal->Personal**, by double clicking on the Personal tray icon, or by selecting Open command after right-clicking the tray icon.
2. Insert the valid Smart Card into the Smart Card Reader. The Nexus at system tray will be "loading". It may take a few seconds to read the smart card.

Note: Please ensure Nexus Personal able to read your smart card.

- 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 the certificate does not appear, 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 as below and enter your smart card PIN.



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

Note:

- The PIN is case sensitive. Avoid using space and tab
- **For 1024 card : If previously you are using iVEST Client and your PIN less than 8 numeric or consist 8 alphanumeric, please change the PIN using iVEST software. Make sure to use 8 numeric. (Refer to "Pre-requisite before Install Nexus Personal").**

4. If successful, you will be 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.

***Note:** Once you have successfully logged into the system and confirmed the transaction using 1024 (using iVEST Client) or 2048 (using Nexus) certificate you may uninstall the iVEST Client from your PC. We highly recommend to remove it if you no longer use 1024 certificate. Go to Windows **Start -> All Programs -> iVEST Client->Uninstall**.

Section 3 : Managing Certificate Using Nexus Personal

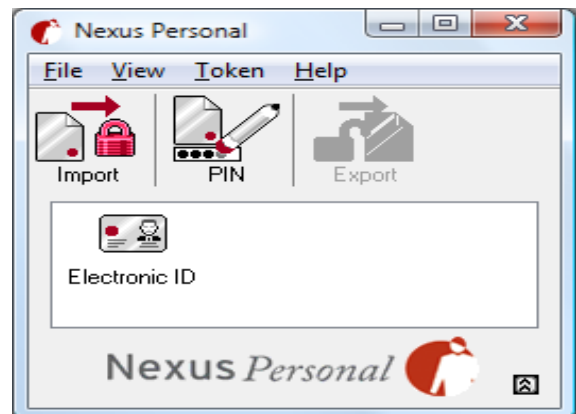
Using **Nexus Personal**, users can change their PIN, and view the digital certificate as well.

Change PIN

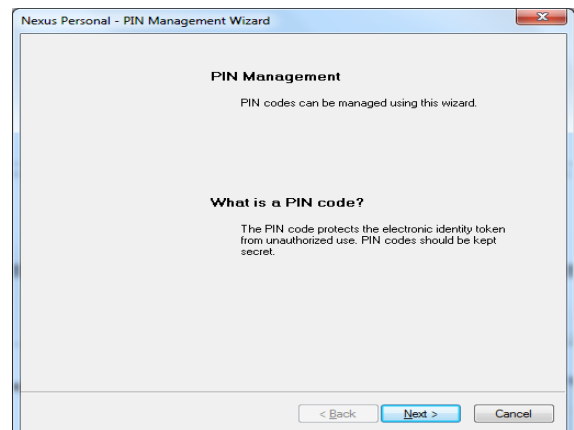
1. To change the smart card PIN, insert the smart card into the reader
2. Click on the Windows “**Start**” button, go to the “**Programs**” menu, then point to the “**Personal**” menu and finally click on the “**Personal**” or if the Nexus Personal is already running, you can double click at the Nexus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

3. The “**Electronic ID**” will appear on the “**Nexus Personal**” program as shown
Select and click “**PIN**”

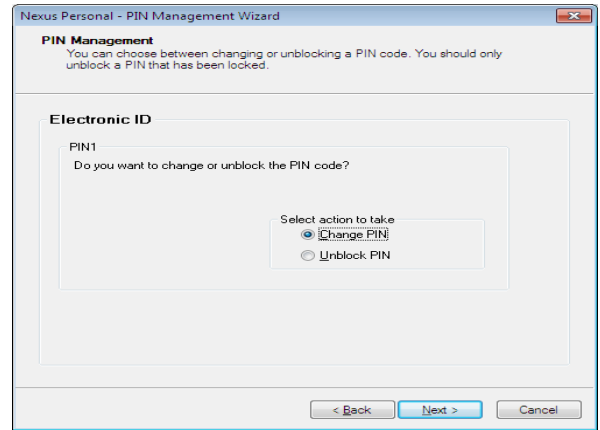
Note: If you have more than one certificate displayed, choose the particular certificate to be changed the PIN.



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



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



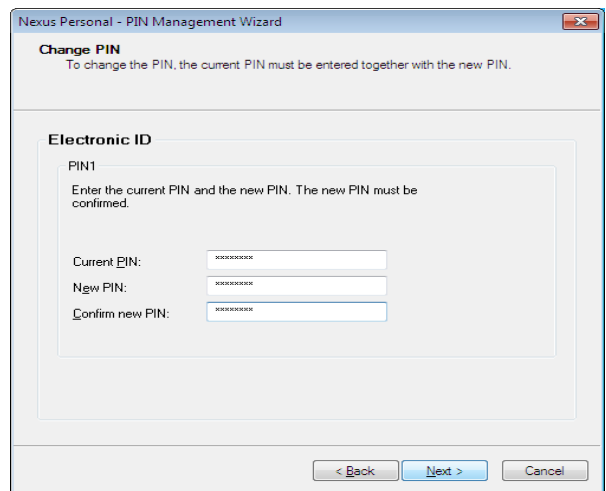
6. Fill up the **current PIN** follow by **New PIN** and **Confirm new PIN**. Click “**Next**”.

Note: Nexus PIN policy
 For 2048 Card issued starting from June 2014 onwards, PIN policy is **4 to 16 alphanumeric** else PIN policy is **8 alphanumeric**

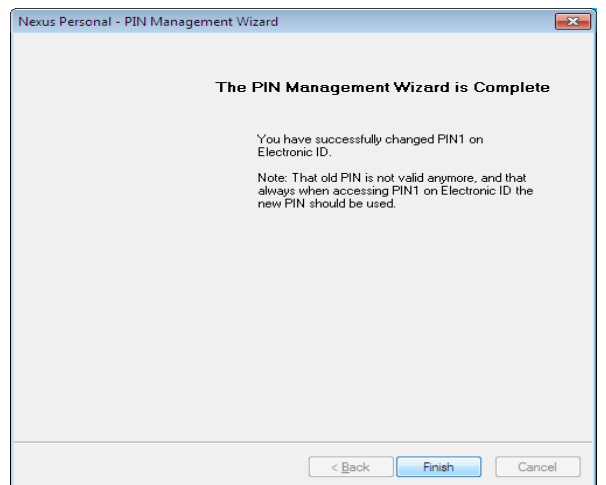
For 1024 card advisable to use **8 numeric** for your PIN

Avoid using space and tab

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



7. You have successfully changed PIN. Click “**Finish**” to close PIN Management wizard



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

Section 4 : Uninstall Nexus Personal

Uninstall Nexus Personal

1. Go to **Start>Control Panel>Click on the Uninstall a program** under the Programs category.
2. Select **“Nexus Personal 4.23.1 ”** and click **“Uninstall”**.
3. Nexus Personal software will be removed from your computer.
4. Restart your PC

Section 5 : Troubleshooting

Error message/symptom	Cause/Solution
Nexus Personal not detect your smart Card. “Electronic ID” disappear	Refer the following steps <ol style="list-style-type: none"> 1. Ensure your smart card reader is connected to your PC and installed with the correct driver 2. Restart Nexus Personal <ul style="list-style-type: none"> • Go to system tray • Right click at Nexus Personal and Exit. • Go to start>all Program>Personal>double click at Personal. • Nexus personal will be running and read your smart card. 3. Double click at Nexus Personal at the system tray . <ul style="list-style-type: none"> • Select View tab>Preferences>Card Readers. • Click “Empty Cache”. Restart Nexus Personal.
Nexus Personal not detect your certificate. “Electronic ID” displayed but certificate name is empty	Refer the following steps <ol style="list-style-type: none"> 1. Ensure your smart card reader is connected to your PC and installed with the correct driver 2. Reinstall Nexus Personal 3. Reinstall Smart Card reader 4. Restart PC
Nexus Personal displayed message Wrong PIN No during accessing application eventhough you have entered the corrent PIN No	<p>If you are using I024 card please ensure your PIN should always consist of 8 Numeric</p> <p><i>Note: This may happened for I024 iVEST card user that has less than 8 numeric or already has 8 alphanumeric PIN No. If this happened please change your iVEST PIN using iVEST Client Software</i></p> <p>Warning: Your smart card will be blocked if you type three invalid PINs consecutively</p>

<p>Nexus Personal or iVEST Client displayed message “Wrong PIN No” during changing your PIN No eventhough you have entered the correct PIN No</p>	<p>If you are using 1024 card and wish to use iVEST Client or Nexus Personal software please ensure your PIN should always consist of <u>8 Numeric</u></p> <p>Warning: Your smart card will be blocked if you type three invalid PINs consecutively</p>
<p>Nexus Personal displayed message “Nexus PIN Policy” during changing the PIN</p>	<p>Nexus PIN policy</p> <ul style="list-style-type: none"> - For 2048 Card issued starting from June 2014 onwards, PIN policy is <u>4 to 16 Alphanumeric</u> else PIN policy is <u>8 Alphanumeric</u> - For 1024 card PIN policy is <u>8 Alphanumeric</u> <p>Avoid using space and tab</p>
<p>When ou are trying to access system/application “Nexus Personal –Authentication” PIN request windows should be display but Microsoft...” PIN request will display.</p>	<p>Your Nexus Personal malfunction. Please restart your PC.</p>
<p>Multiple PIN request when accessing system/application that requires SSL using Internet Explorer (IE) browser</p> <p>Note: Advisble your IT people to change/modify Cache PIN setting in Personal config file.</p>	<p>Solution: Need to manually turn on caching PIN in Nexus Personal Config file.</p> <p>Please refer the following steps;</p> <ol style="list-style-type: none"> 1. Go to C:\Program Files\Personal\config 2. Select and open “Personal.cfg” file. Search for word “CSP_EnableCachePIN” and “CSP_LogoutAfterSign” 3. Change “CSP_EnableCachePIN” value to “1”, and “CSP_LogoutAfterSign” value to “0” 4. Save file. <p>If multiple PIN still prompt when accessing using Intranet Environment, Please add in IP address and domain name in the host file. Then please use the application using domain name instead of IP address. This due to the SSL cert common name is different from the intranet URL</p>