



INSTALLATION OF NEXUS PERSONAL VERSION 4.27.8

Pos Digicert Sdn. Bhd.

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1 Introduction

This document is a reference for smart card certificate user on usage of the Nexus Personal application.

Nexus Personal application is a cryptographic middleware, interlinking smart cards and certificate management system for mutual authentication and digital signature purposes.

Nexus Personal 4.27.8 is compatible with Microsoft Windows 10.

Below is a list of guides available in this manual:

- Nexus Personal Installation Guide **on page 4**
- Nexus Personal Features **on page 7**
- View User's Certificate Information **on page 8**
- Change Smart Card PIN **on page 9**
- Nexus Personal Log **on page 12**
- Uninstall Nexus Personal Application **on page 13**
- Frequently Asked Question (FAQ) **on page 14**

1.1 Intended Audience

Users who have purchased smart card from Pos Digicert Sdn Bhd.

1.2 System Requirement

Requirement	Description
Operating System	* Microsoft Windows 8 * Microsoft Windows 10
Web Browsers Supported	* Internet Explorer 11 & above * Google Chrome 78 and above
Minimum Hardware Requirement	* CPU: 1GHz or faster 32-bit (x86) 64-bit (x86) processor * RAM: 1GB for 32-bit processor / 2GB for 64-bit processor * 50 MB free space for Nexus Personal program files. * One (1) available USB port (for smartcard reader/USB cryptographic device)

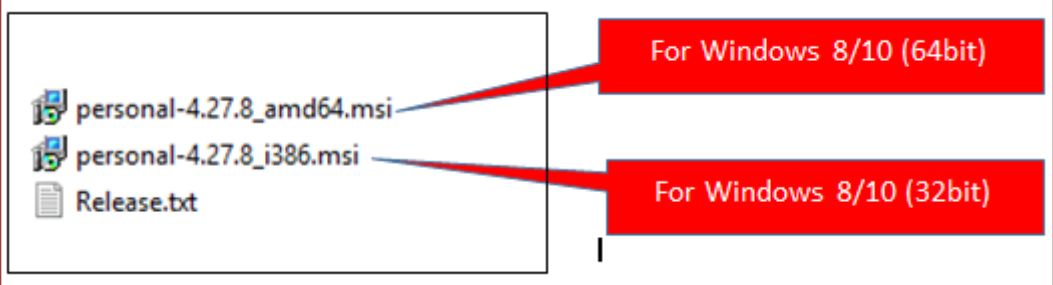
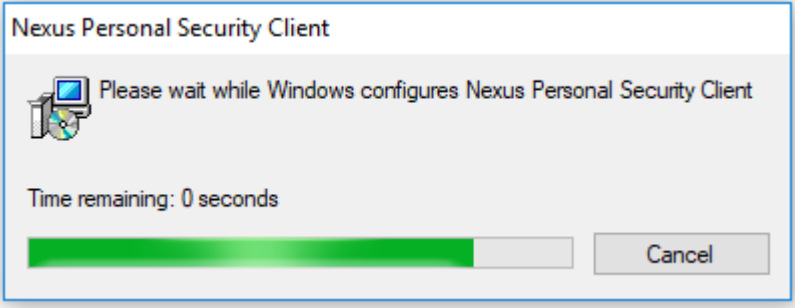
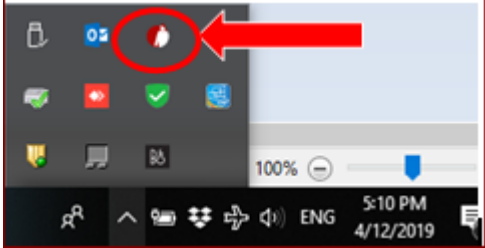
IMPORTANT NOTE:

1. Ensure you have full administrator rights for the Personal Computer (PC) / Laptop provided by your Information Technology (IT) officer before you begin the installation process.
2. Ensure Smart Card Reader driver has been installed properly and connected to your machine.

2 Nexus Personal Installation Guide

2.1 Installing Nexus Personal 4.27.8

This section will guide on how to install Nexus Personal application.

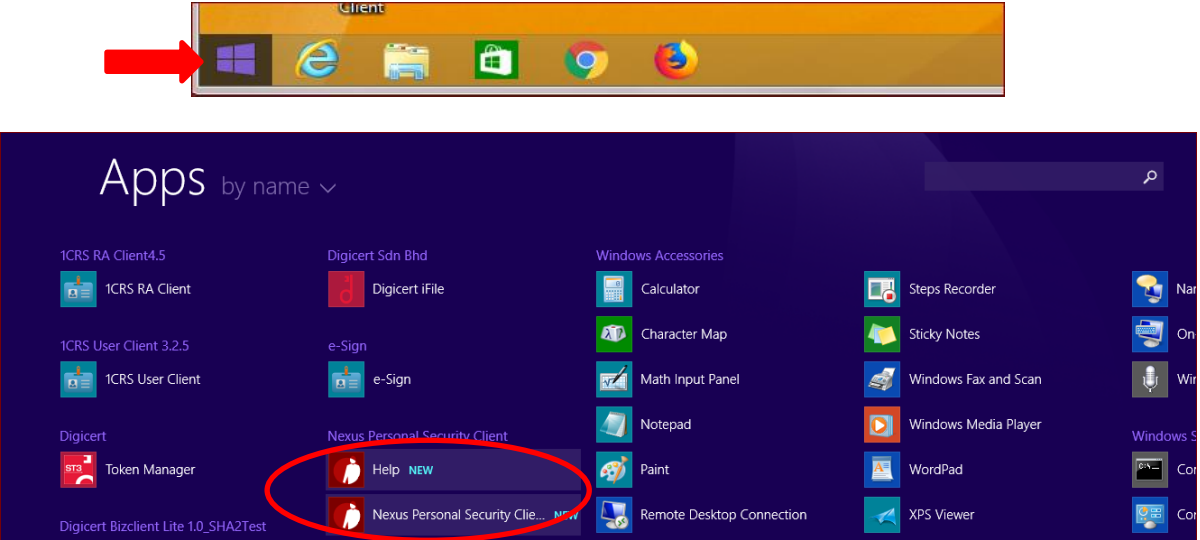
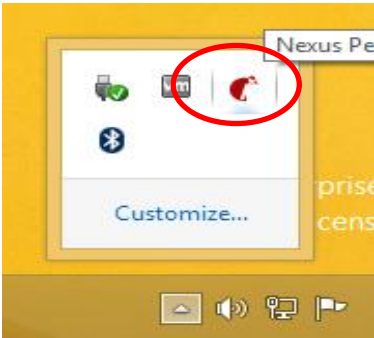
	 <p>For Windows 8/10 (64bit)</p> <p>For Windows 8/10 (32bit)</p>
<p>1.</p>	<ul style="list-style-type: none"> ▪ If your machine is Windows 32 bit version, your installation file is personal-4.27.8_i386.msi ▪ If your machine is Windows 64 bit version, your installation file is personal-4.27.8_amd64.msi
	 <p>Nexus Personal Security Client</p> <p>Please wait while Windows configures Nexus Personal Security Client</p> <p>Time remaining: 0 seconds</p> <p>Cancel</p>
<p>2.</p>	<p>The installer shall run and complete by itself.</p>
	
<p>3.</p>	<p>Once the Nexus Personal installation has been successfully completed, it will automatically launch at the system tray and you will be able to see the Nexus Personal icon appear as shown.</p>

2.2 Launching the Nexus Personal Application

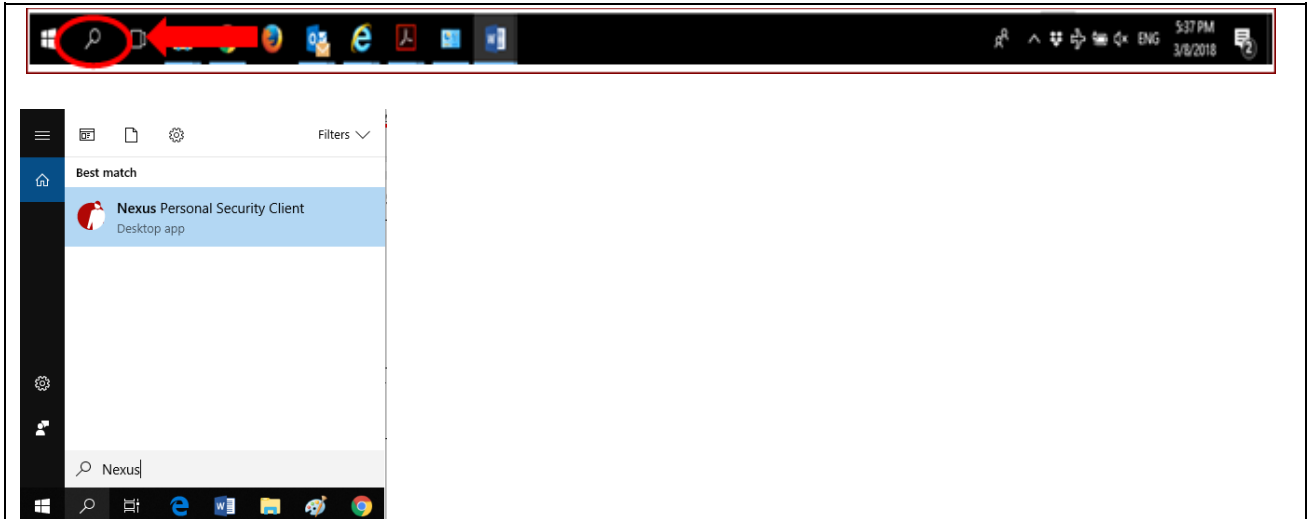
This section will guide on how to launch the Nexus Personal application once it has been successfully installed.

Note: If Nexus Personal did not auto launch when the computer was started, kindly follow the steps below.

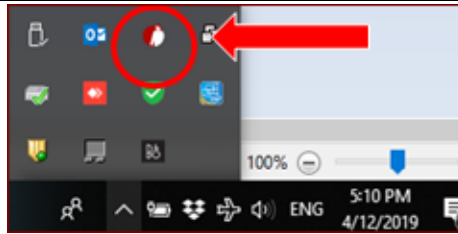
2.2.1 Microsoft Windows 8

	
<p>1.</p>	<p>Click on Start Menu button > Go to List of Apps > click on Nexus Personal Security Client as shown above.</p>
	
<p>2.</p>	<p>If Nexus Personal has been successfully launched, you will be able to see Nexus Personal icon appear on the right bottom on your desktop.</p>

2.2.2 Microsoft Windows 10



1. To **launch** the Nexus Personal application, click on the **Search** icon on the taskbar and type Nexus Personal. Double click on **Nexus Personal**.



2. If Nexus Personal has been successfully launched, you will be able to see Nexus Personal icon appear on the right bottom on your desktop.

3 Nexus Personal Application Usage

This section will guide on the usage of Nexus Personal application.

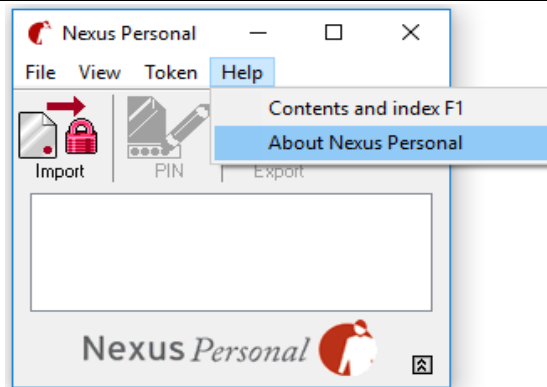
3.1 About Nexus Version

1. Launch the Nexus Personal application

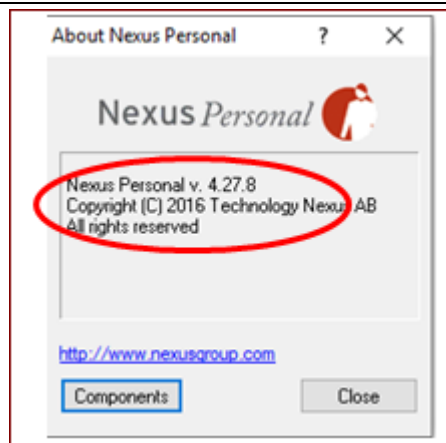
Note : Please refer Section 2.2 to launch Nexus Personal application.



2. Find and double click on the “Nexus Personal” icon as shown above.



3. Click Help > Click **About Nexus Personal**.



4. The Nexus Personal version will be displayed accordingly.

3.2 View User's Certificate Information of the Smart Card

View user certificate information in the smart card using Nexus Personal .

Note: Ensure that you have already inserted the Smart Card into the Smart Card Reader.

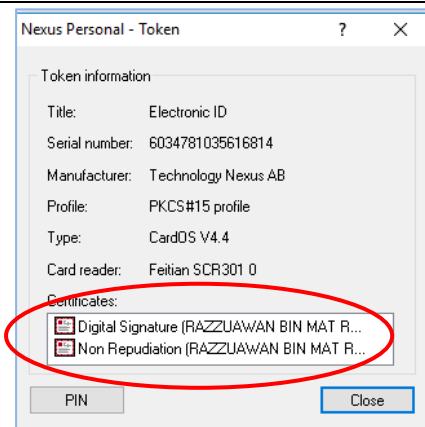


1. Launch Nexus Personal Application. Then find and double click on the “Nexus Personal” icon as shown above.

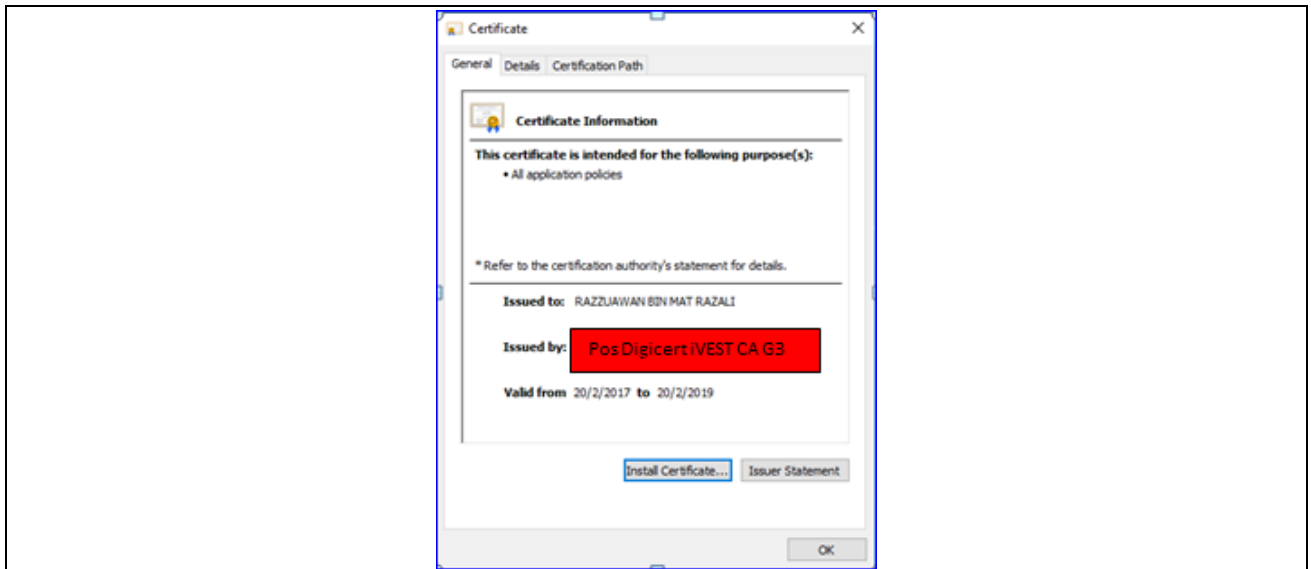
Note : Please refer Section 2.2 to launch Nexus Personal application



2. Insert Smart Card into Smart Card Reader and “Electronic ID” should appear in the Nexus Personal window as shown above. Double click on “Electronic ID” to display token information.



3. Double click on either Digital Signature or Non Repudiation to view the certificate information.



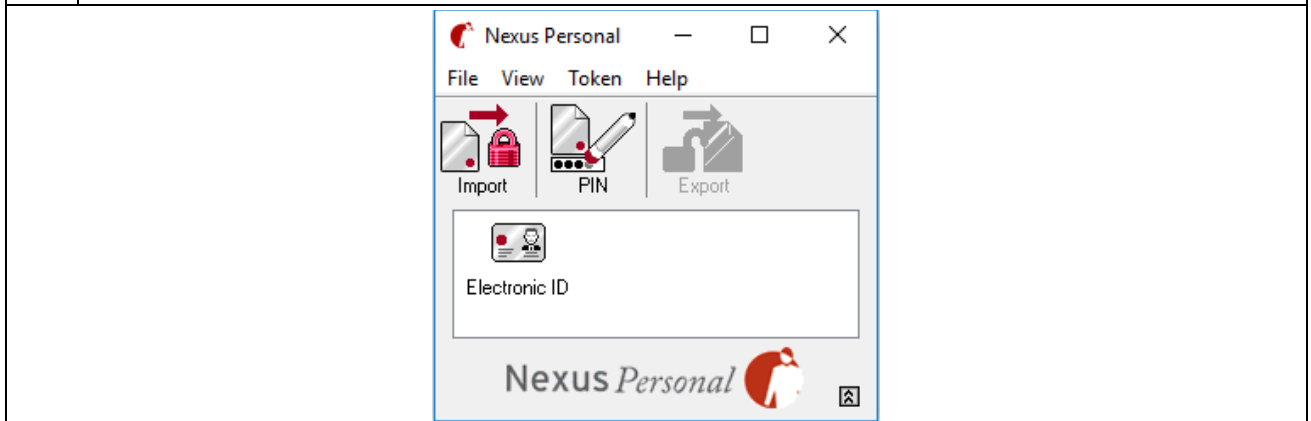
4. Certificate Information window will be displayed as shown above.

3.3 Change Smart Card PIN

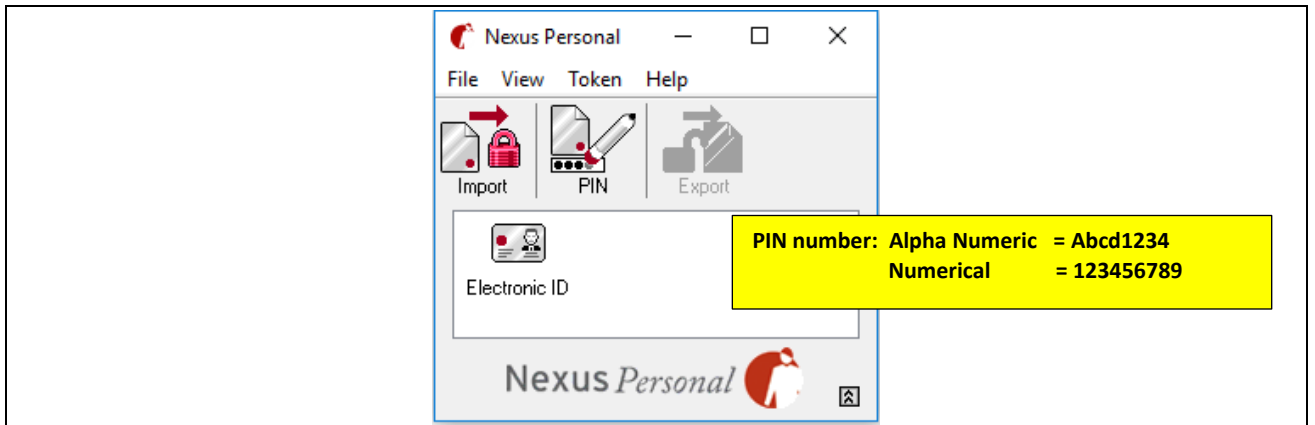


1. Launch Nexus Personal Application. Then find and double click on the “Nexus Personal” icon as shown above.

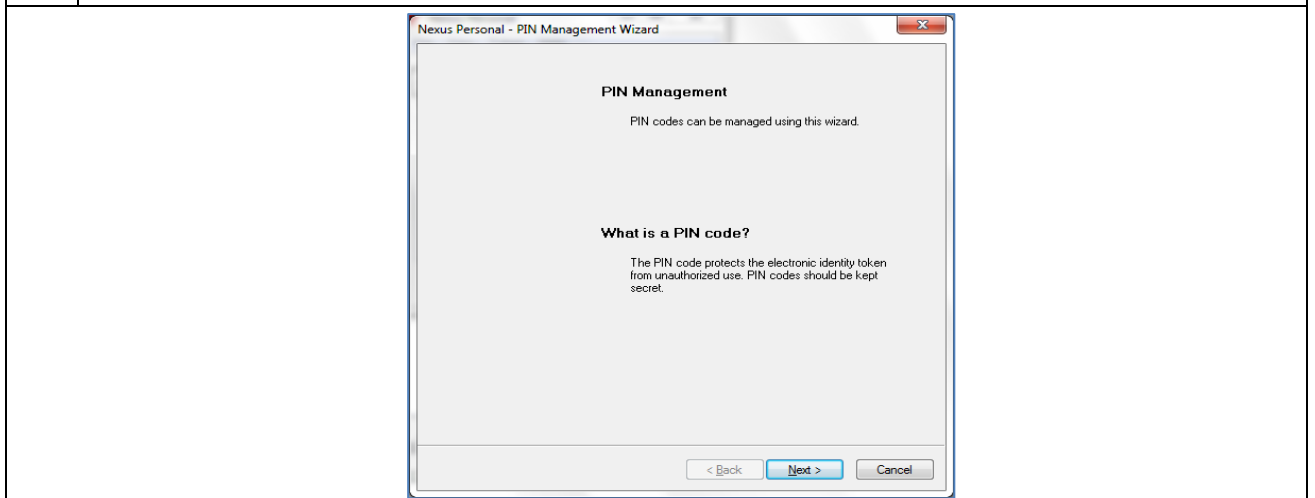
Note : Please refer Section 2.2 to launch Nexus Personal application



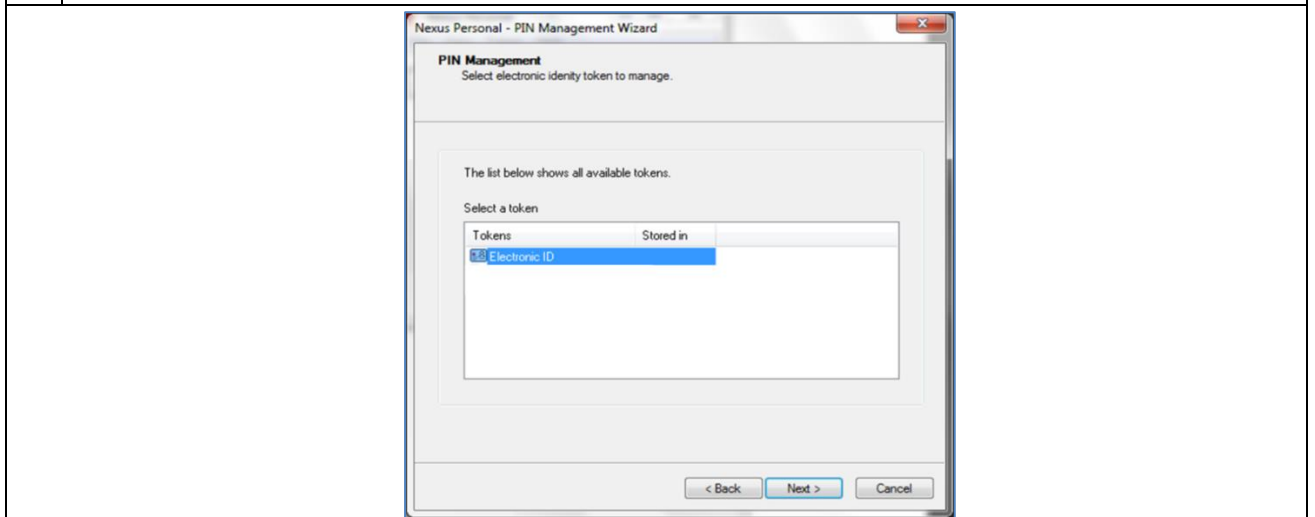
2. Insert Smart Card into Smart Card Reader and “Electronic ID” should appear in the Nexus Personal window as shown above.



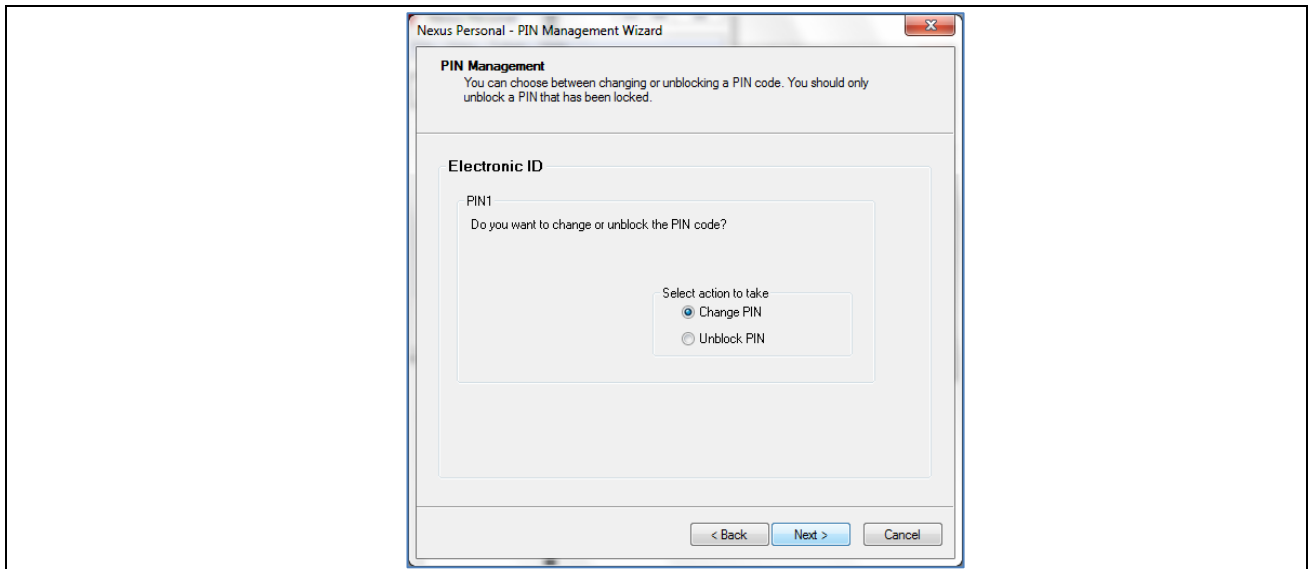
3. Click “PIN” icon on the top as shown above.



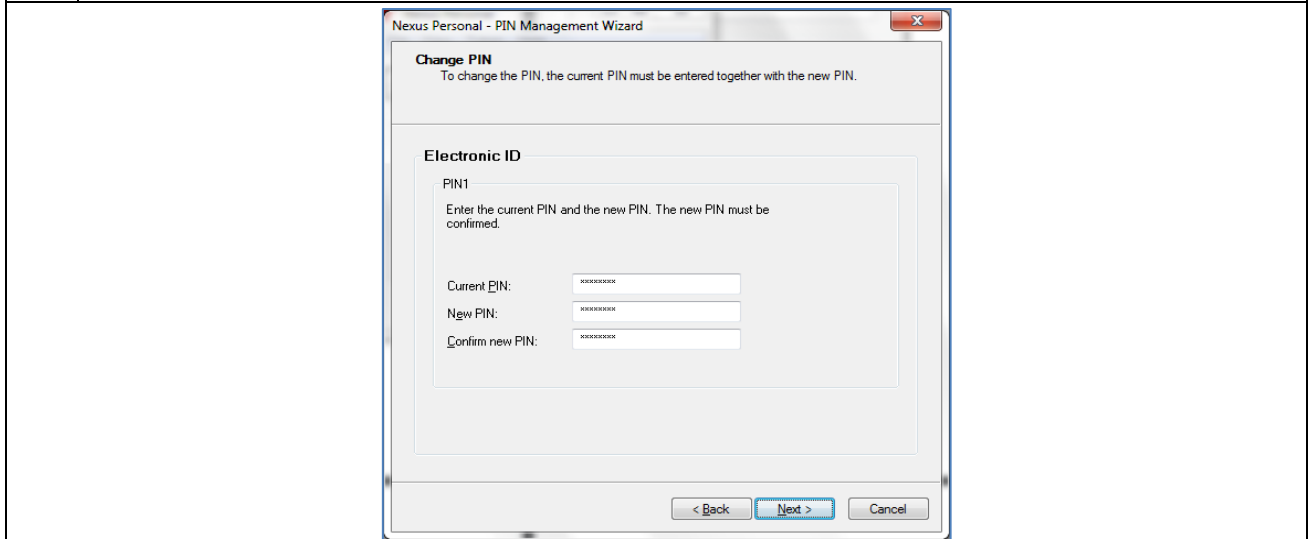
4. Click Next.



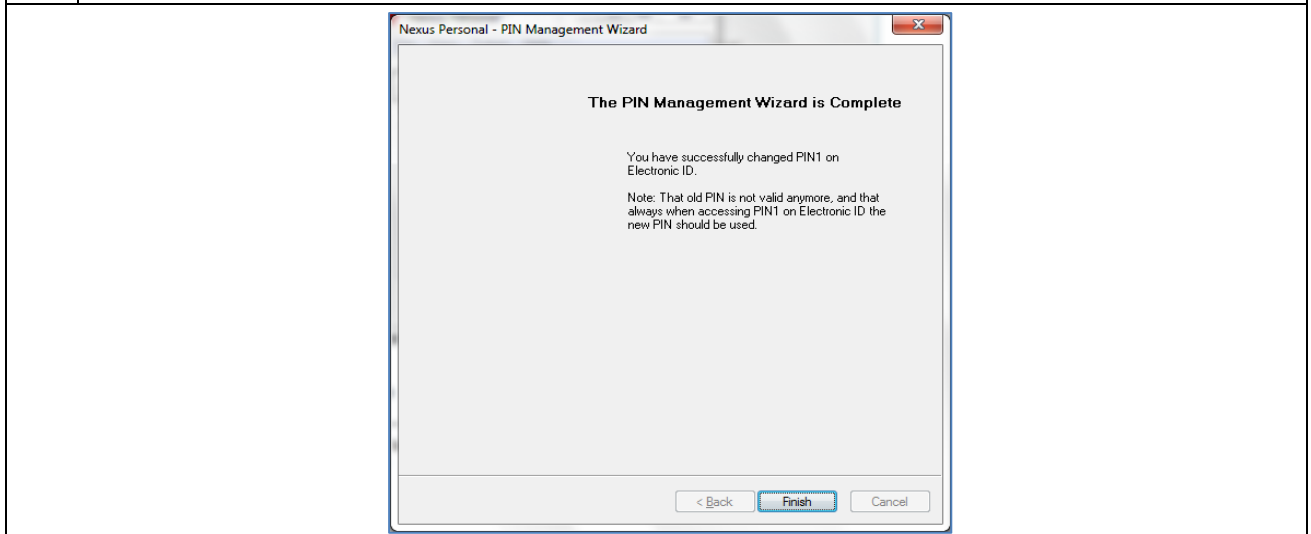
5. Click Next.



6. Select **Change PIN** > Click **Next**.
Note: For smartcard unblocking, please send back the smartcard to Pos Digicert Sdn Bhd.



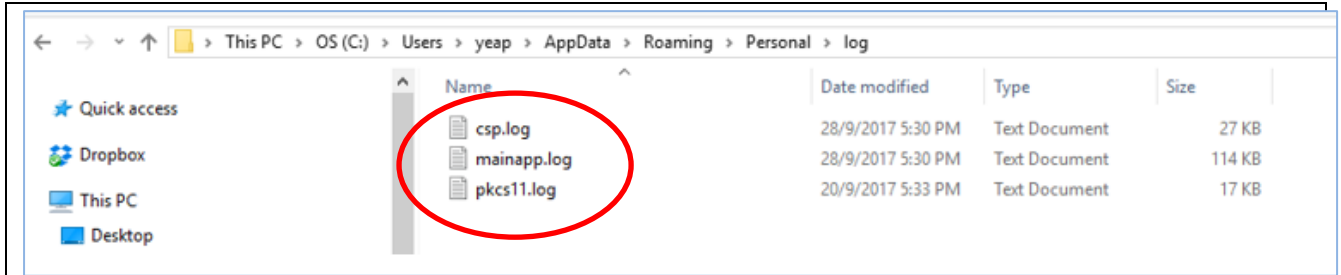
7. Follow the instructions on screen above to change PIN. Click **Next**.



8. Click **Finish**. The smart card can be use as usual by using the new PIN.
Note: Your smartcard will be blocked if you had wrongly entered PIN three (3) times.

3.4 Nexus Personal Log

If requested by Technical Support officer, the Nexus **Personal log** can be access from the following directory of the machine.



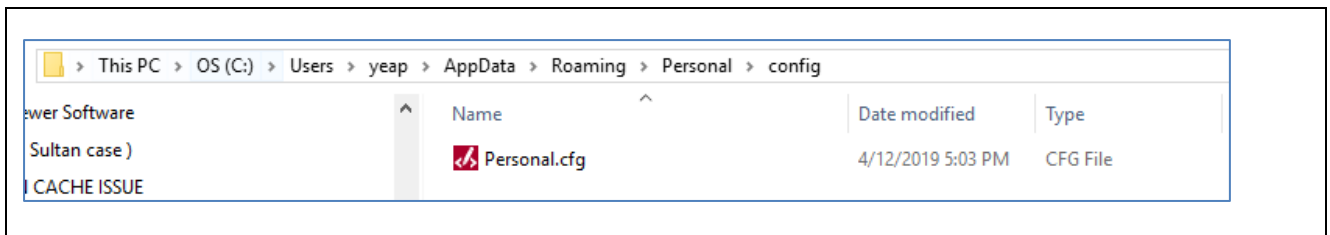
1. Log file directory as shown above.

C:\Users\[user account]\AppData\Roaming\Personal\log

Sample Nexus Personal Log Directory: C:\Users\yeap\AppData\Roaming\Personal\log

3.5 Nexus Personal Config File

If requested by Technical Support officer, the **Personal.cfg** file can be access from the following directory of the machine.



1. Config file directory as shown above.

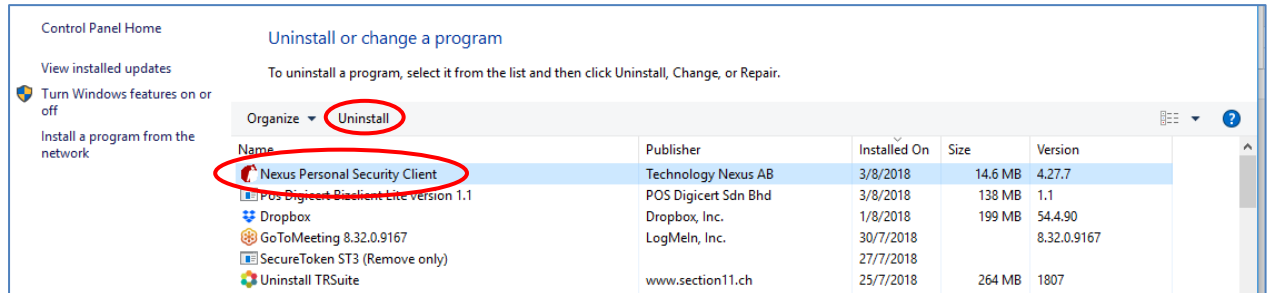
C:\Users\[user account]\AppData\Roaming\Personal\config

Sample Personal.conf File Directory: C:\Users\yeap\AppData\Roaming\Personal\Config

4 Uninstall Nexus Personal Application

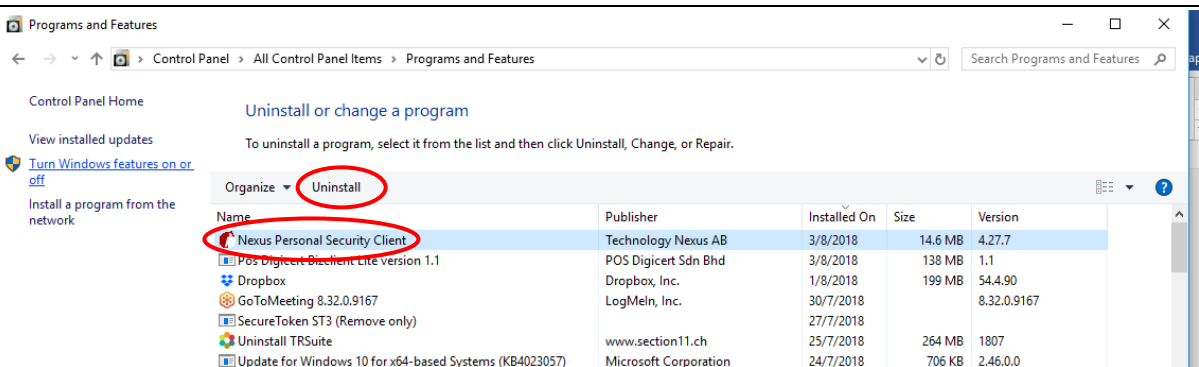
This section will guide on how to uninstall the Nexus Personal version 4.27.8.

4.1 Microsoft Windows 8



1. Right-click the **Start Menu** button and click **Control Panel**.
Go to **Programs and Features** (if your Control Panel is in Category view, go to **Uninstall a Program**).
Find and select **Nexus Personal Security Client** > click **Uninstall**.

4.2 Microsoft Windows 10



1. Go to **Start** > go to **Control Panel** > click **Program and Features**. Select **Nexus Personal Security Client** > click **Uninstall**.

5 Frequently Asked Questions (FAQ)

No.	FAQ	Solution
1.	How to fix multiple PIN entry request occurring on certain systems?	<p>There are certain systems designed which differs from the standard Nexus Personal setting, where the system will request users to enter PIN for few times when they perform authentication or login.</p> <p>To overcome this, kindly refer to our suggested resolution steps as per below:</p> <ol style="list-style-type: none"> 1. Close Personal 2. Close browser 3. Download the Personal.cfg file from the following link: https://www.posdigicert.com.my/public/uploads/software/Personal_cfg.zip 4. Go to Nexus Personal installed folder: C:\Users\[user account]\AppData\Roaming\Personal\config 5. Replace the existing "Personal.cfg" with the new downloaded file in Step 3 6. Restart PC

For other general FAQ, refer to link: <https://www.posdigicert.com.my/support/faq-general>