



User Guide

Installation Guide for the LuxTrust Middleware under Ubuntu

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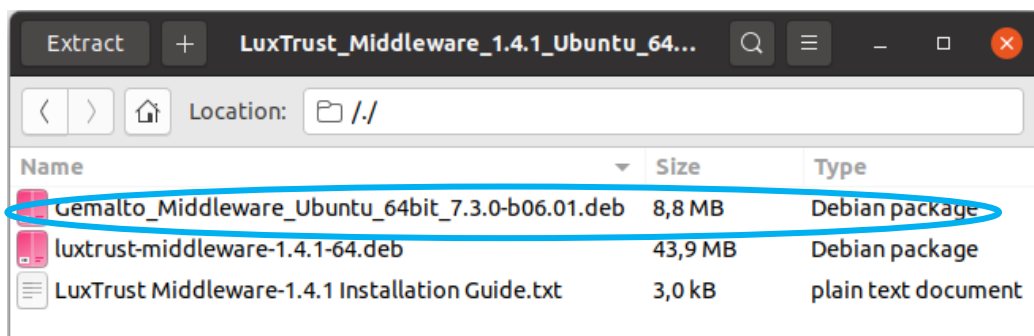
I. Installation

I.1 Conditions

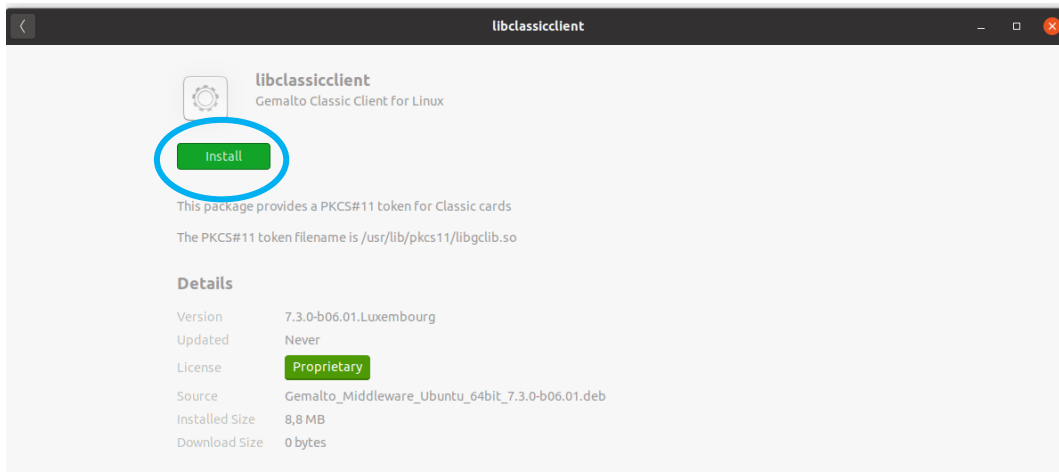
In order to use the LuxTrust Middleware, you need to verify that your Ubuntu version is at least 18.04 LTS

I.2 Installation of the LuxTrust Middleware

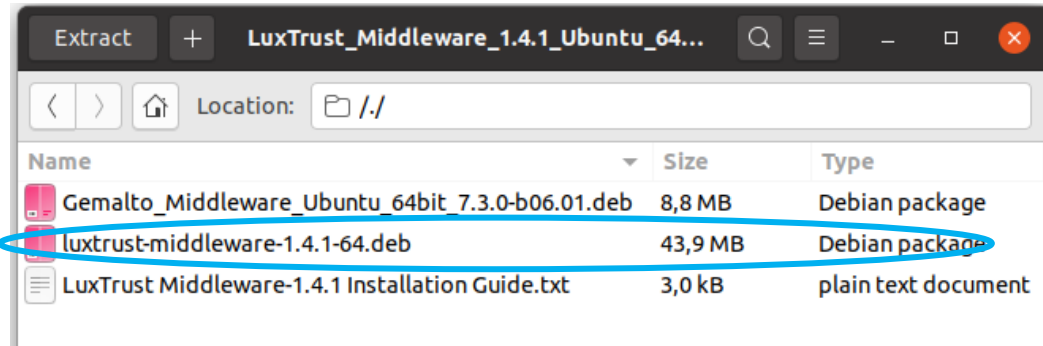
- Download the LuxTrust Middleware from drivers.luxtrust.lu.
- Go to your download folder and double-click the downloaded middleware, then open the included Deb file. First install the Gemalto_Middleware_Ubuntu_64bit_x.x.x.deb file



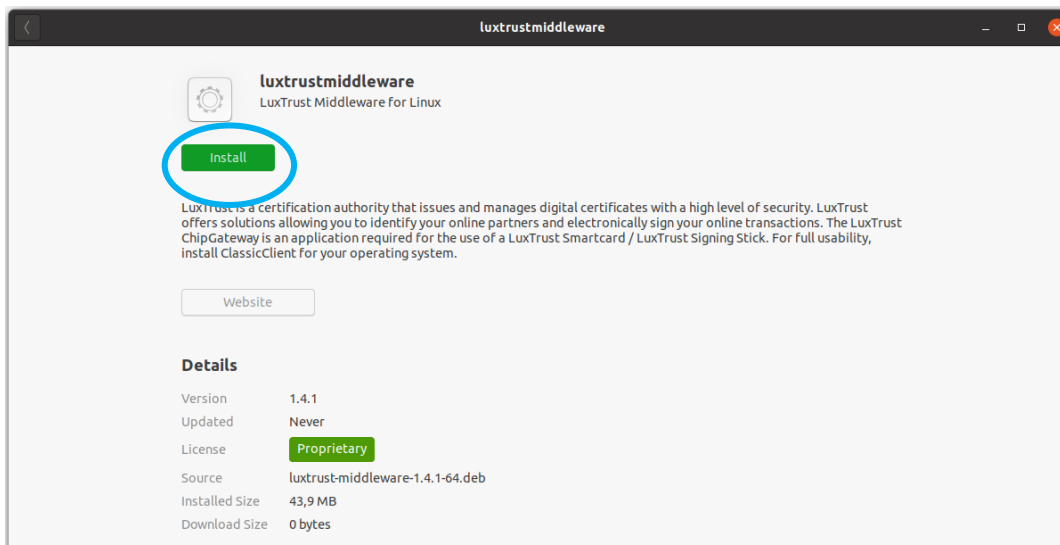
- Start the installation and wait until it is finished



- After the installation has been successfully finished install the luxtrust-middleware_x.x.x-64.deb file.



- Start the installation and wait until it is finished

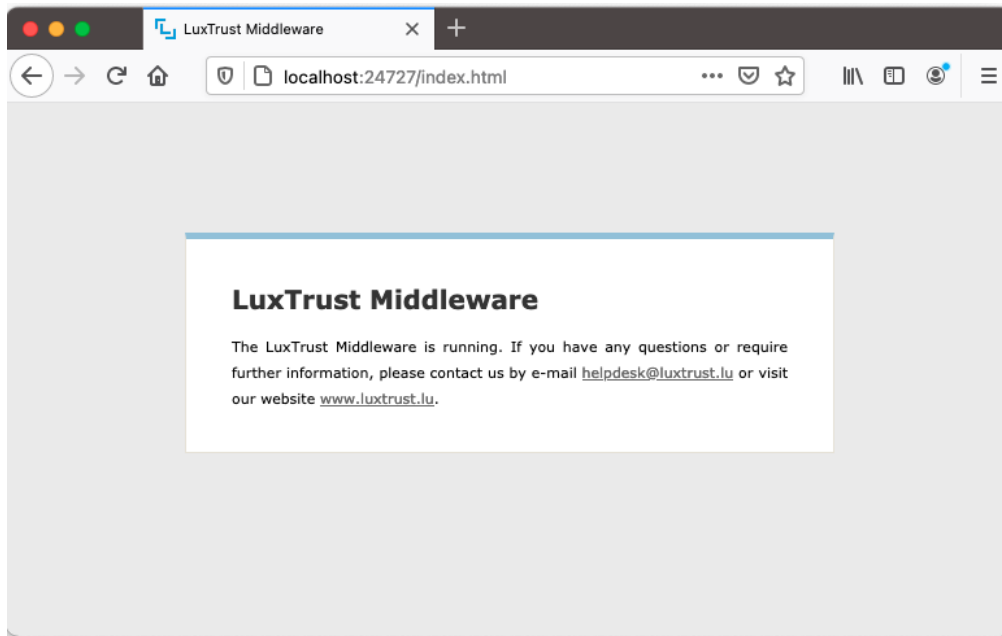



- Restart your computer after the installation has ended.

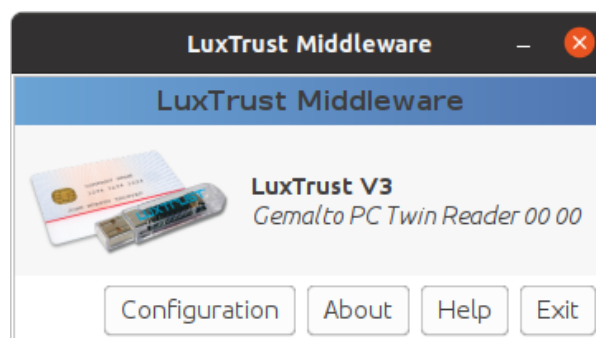
I.3 Detection of a Smartcard / Signing stick

- Check if the LuxTrust middleware is running by typing in your internet browser

<http://localhost:24727/index.html>



- Insert your LuxTrust Smartcard in the card reader or your Signing Stick in the USB port of your computer.
- Then click on the symbol  in the taskbar to open the LuxTrust Middleware.



I.4 Proxy servers


If you are using a proxy server, please have a look with your IT department to whitelist the following URLs:

ocsp.entrust.net
crl.entrust.net
ca.luxtrust.lu
lrgroot.ocsp.luxtrust.lu
crl.luxtrust.lu
ssl.ocsp.luxtrust.lu
orely.luxtrust.com

III. Troubleshooting

III.1 Log file configuration

If errors occur please first set the logging base level to debug. To do so open the LuxTrust Middleware:

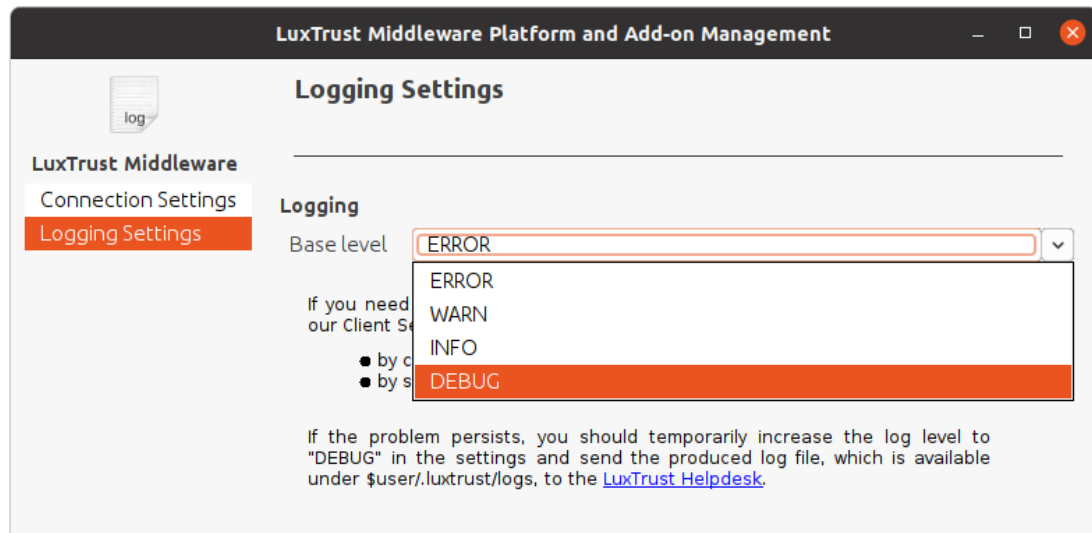
- Click on the symbol  in the task bar to start the LuxTrust Middleware.



- Open the configuration



- Choose logging settings and set the base level to debug



III.2 Log file creation

Before creating and sending a log file, open the LuxTrust Middleware as explained before and click on "Exit", then restart the LuxTrust Middleware out of the Windows start menu.

- Do the test of the certificate on <https://www.luxtrust.lu/en/management/status>

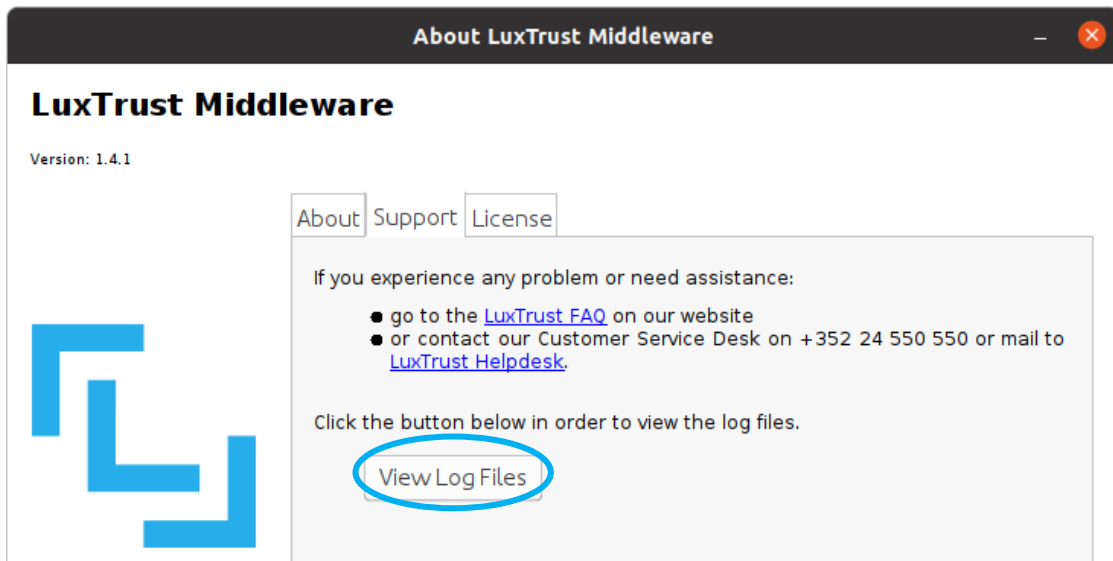
III.3 Requested data

If you need assistance, please send us an e-mail to the address questions@luxtrust.lu, containing the following information:

- Operating system
- Processor
- Internet browser
- LuxTrust Middleware version
- LuxTrust serial number
- Screenshot of the error
- Screenshot of the LuxTrust Middleware
- Log file

Log file location

- Open the LuxTrust Middleware and click on “About”
- Go to the support tab and click the “View Log Files” button



- Paste the file “ChipGateway.log” in your e-mail to questions@luxtrust.lu

