

## **Card problems with new cards and Gemsafe Version 3 (or later)**

Note: Earlier versions of the smart card software used the name Gemsafe, later versions use the name Gemalto, they are the same thing.

When new smart cards are issued using Gemsafe signing system, the Banks will issue new Gemsafe software (Version 3 or later) along with the new cards.

Occasionally the process does not work correctly and the User cannot use the card in the normal way, either the signed files are rejected by BACS or the PIN number can't be entered. The following procedure should eliminate most problems. You will need local Administrator rights to do this on the PC.

### **Remove existing client certificate(s) from Windows certificates store:**

Open Internet Explorer (IE)

Menu item Tools / Internet Options

Select Content tab

Select Certificates button

For EVERY certificate with the name of the card user:

    Select the certificate, and Remove with the Remove button

Close, and exit IE

### **Remove existing certificates from Grange system:**

#### **- ISeries (AS/400) Bacstel-iP systems.**

Open up the Grange server program on the PC.

Menu option Tools / Settings (password ADMIN).

Locate the Certificates tab which will display all certificates.

Right click on EVERY certificate displayed with the same name as the new smart card you are trying to install and remove the certificate.

OK button to exit.

#### **- Windows Bacstel-iP Systems.**

Sign into the Windows Bacstel-iP system as ADMIN (pwd ADMIN).

Menu option System Admin / Comms and Certificate settings.

In the Certificate list right click any certificate with the same name as the new certificate you are installing (re-installing) and Remove certificate.

### **Procedure to register (or re-register) smart card certificates in Windows.**

Ensure that your smart card is in the card reader.

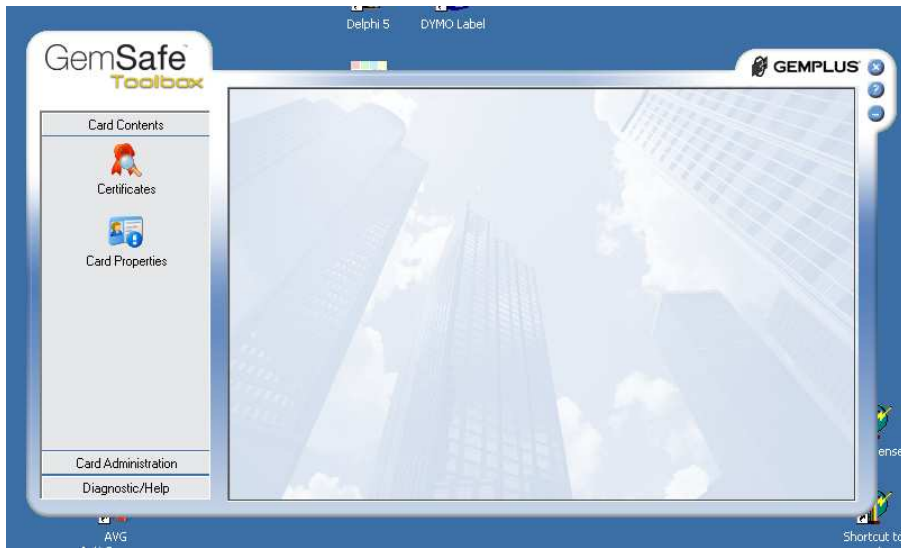
Note: If a warning dialogue box appears at any time asking if a trusted CA certificate should be installed, take 'YES' option to install it (the default is No).

This may also appear if you have completed the registration process with one User name, then signed on as another.

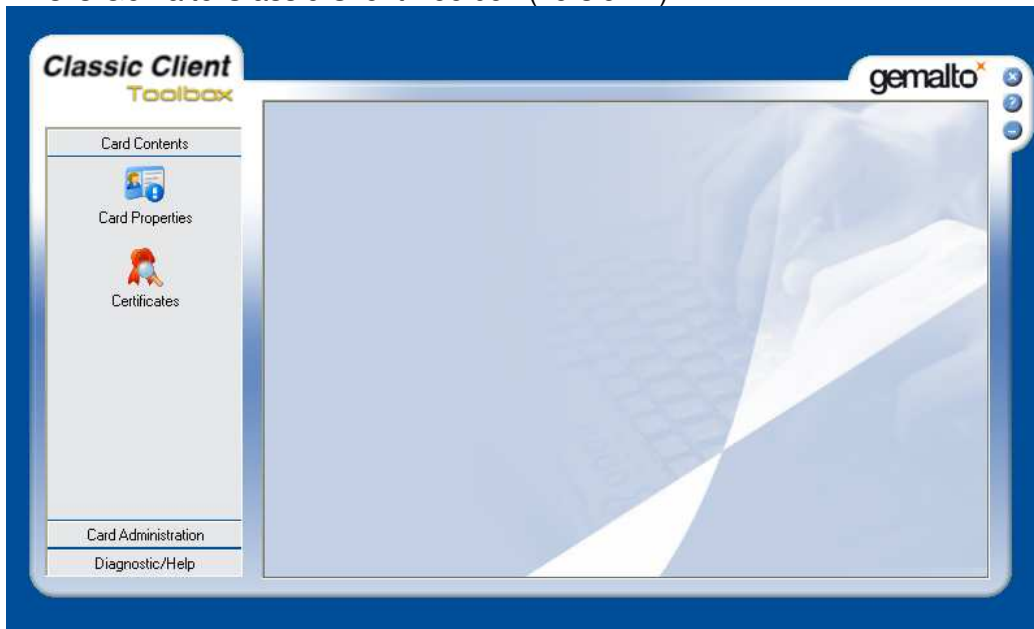
If this is the first time the card has been used you will be prompted to put in the transport pin number (supplied in a PIN Mailer sent by your Bank), and the new PIN number that you want to use with the card.

Open the GemSafe or Classic Client toolbox:

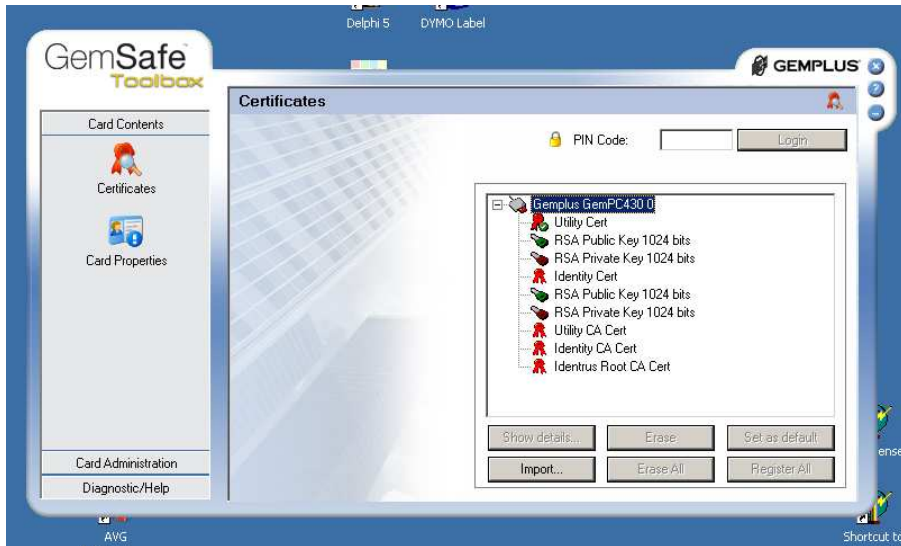
This is GemSafe version 3



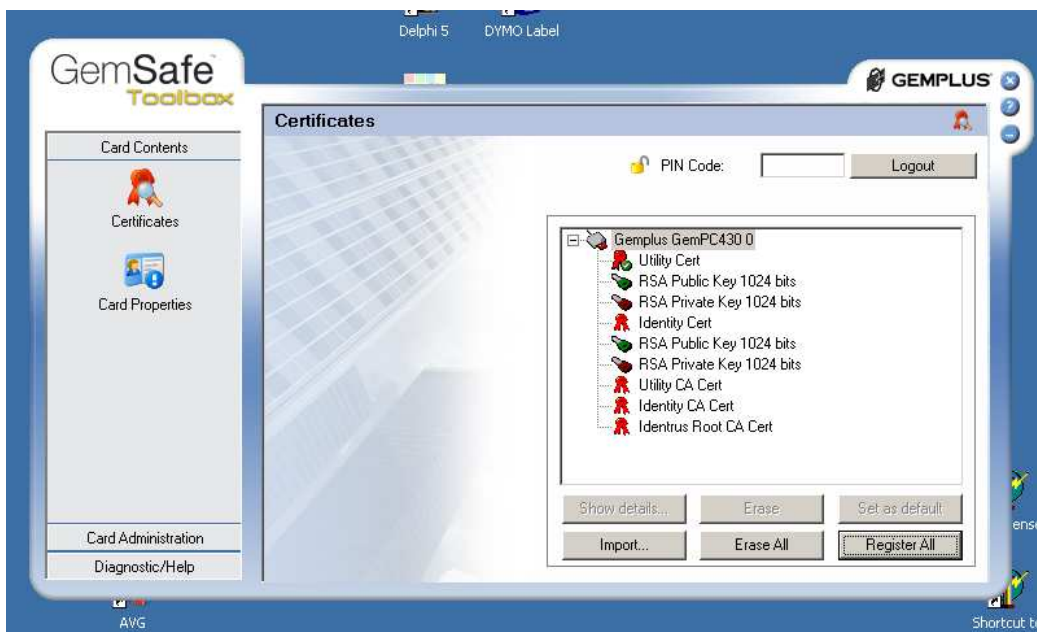
This is Gemalto Classic Client Toolbox (version 4):



Click on the Certificates icon:

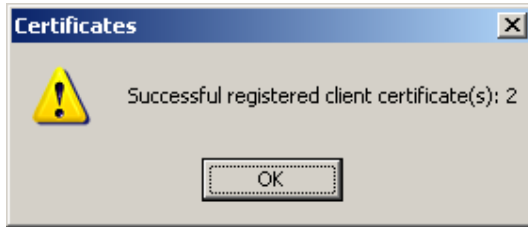


You will see a list of certificates on your smart card.  
Enter your PIN code and Login.



Click on the Register All button

The Certificates successful window should appear, showing the number of client certificates registered (normally 1 or 2):



Hit OK then close the GemSafe toolbox with the 'X' icon top right.

The Windows registration process is complete.

You must now register the new client certificate with your Bacstel-iP system.  
Leave the card in the card reader.

### **Adding a certificate to the Grange Bacstel system.**

#### **- ISeries (AS/400) Bacstel-iP systems.**

Open up the Grange server program on the PC.

Menu option Tools / Settings (password ADMIN).

Locate the Certificates tab which will display all certificates. There should be no certificates displayed with the name of the card you are now adding.

Click Add button.

Select the User certificate to be added.

Note: If more than one certificate is displayed with the Users name, either:

Select the certificate with the word Identity in the name or description,

Or IGNORE the certificate with the word Utility in it.

#### **- Windows Bacstel-iP Systems.**

Sign into the Windows Bacstel-iP system as ADMIN (pwd ADMIN).

Menu option System Admin / Comms and Certificate settings.

Click the Add button

Select the User certificate to be added.

Note: If more than one certificate is displayed with the Users name, either:

Select the certificate with the word Identity in the name or description,

Or IGNORE the certificate with the word Utility in it.

Click Apply when finished and OK to leave the window.

### **Windows Networked versions.**

For Grange Windows Bacstel-iP networked versions, the processes above should be repeated for each client PC, OTHER than the '**Adding a certificate to the Grange Bacstel system.**' section. This section only needs to be performed once.

**If the above procedures fail to resolve the issue, do the following:**

#### **Remove all traces of all Gemsafe software.**

Using the Add/Remove programs in the Control Panel, remove every reference to any program with names Gemsafe or Gemplus or Gemalto or eSigner.

**Re-install Gemplus software.**

Install the Gemsafe / Gemplus software from the Bank CD or download.

Re-boot the PC.

After installation of GemSafe software from the CD or download, the GemSafe Toolbox (GSToolBox.exe) can normally be found in the folder:

C:\Program Files\Gemplus\Common\GemSafe Toolbox\  
or C:\Program Files\Gemalto\Common\Classic Client Toolbox

Then start the process again from the top of this document.