



# Necessary configuration for the usage of the new LuxTrust Middleware

**06/02/2017**  
English

## Index

I	Disclaimer .....	3
II	How to check the configuration for the LuxTrust Middlewarre? .....	3
II.1	Check if the latest Middleware is installed and works correctly .....	3
II.2	Check if your browser accepts pop-ups .....	4
II.3	Add URLs to the « White List » .....	4
II.4	Generate a log file .....	4
II.4.a	When you are a Windows user .....	4
II.4.b	When you are a MAC user .....	6

## I Disclaimer

This document may not be reproduced as a whole or parts of it without the prior written and explicit consent of LuxTrust S.A. Third party copyrights may exist for parts of this documentation. LuxTrust S.A. declines all responsibility for direct, indirect, special, incidental or consequential damages to hardware or other damages somehow related to or resulting from the execution of any advice given in this document. This document is provided “as is” and no provision is made in terms of fitness for a particular purpose or applicability. By making use of this document the user accepts using it to its own risk and understands that this document could not be provided without such limitations.

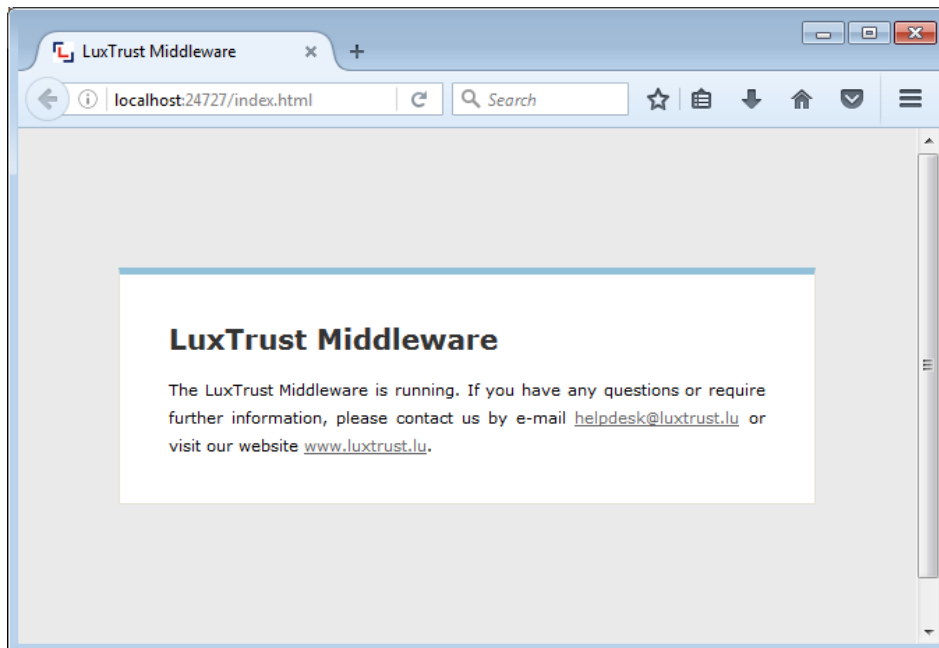
## II How to check the configuration for the LuxTrust Middleware?

In order to check if the LuxTrust Middleware is operational, please follow the steps below.

### II.1 Check if the latest Middleware is installed and works correctly

You can test if the new LuxTrust Middleware is installed on your computer and works correctly by clicking on the following link: <http://localhost:24727>

If the message below is not shown in your browser, please send us a print screen of the shown message.



If you do not have the latest version of the LuxTrust Middleware, then you can download it from <http://drivers.luxtrust.lu>

## II.2 Check if your browser accepts pop-ups

Make sure that your browser accepts pop-ups. Please find more information about the settings of your browser by choosing your browser below:

- Firefox: Click [here](#)
- Google Chrome: Click [here](#)
- Internet Explorer 11: Click [here](#)
- Safari: Click [here](#)
- Microsoft Edge: Click [here](#)

## II.3 Add URLs to the « White List »

If your company is working with a proxy, please contact your IT-department in order to allow access to the following links (add links to the “White List”):


- **ocsp.entrust.net**
- **ca.luxtrust.lu**
- **ltgroot.ocsp.luxtrust.lu**
- **crl.luxtrust.lu**
- **ssl.ocsp.luxtrust.lu**
- **orely.luxtrust.com**

## II.4 Generate a log file

If the problem persists, we kindly ask you to generate a log file and to send it to [questions@luxtrust.lu](mailto:questions@luxtrust.lu) for further investigations.

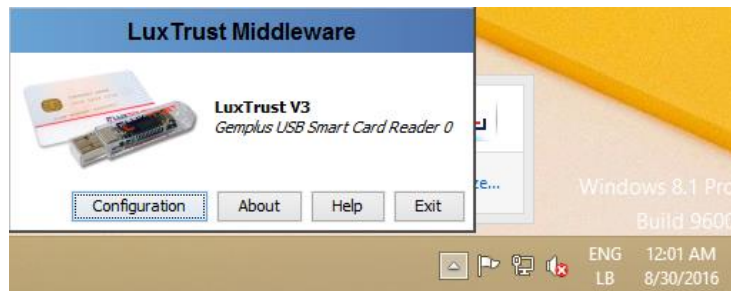
Please proceed as described hereafter.

### II.4.a When you are a Windows user

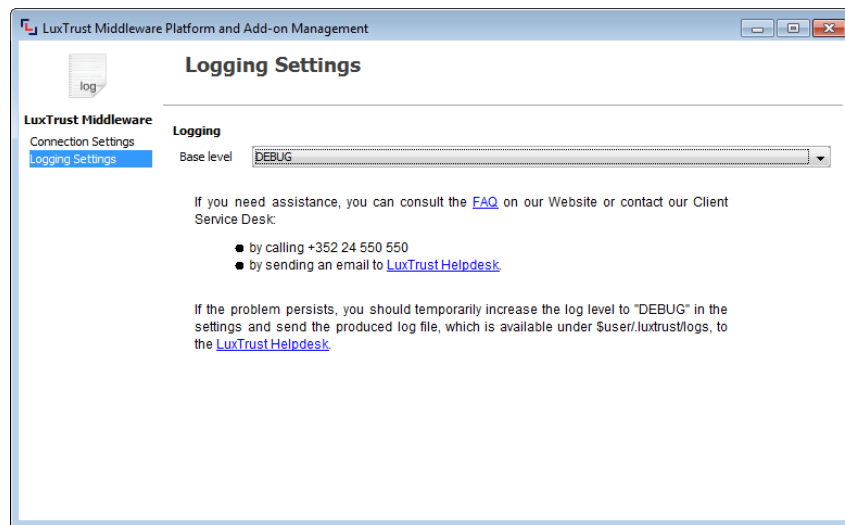
Click on the icon  in the Windows task list, to start the LuxTrust Middleware.



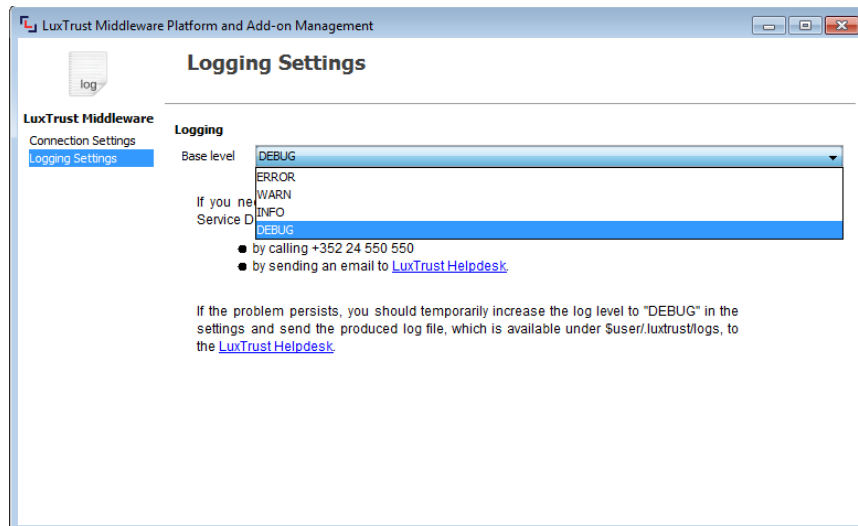
Click right on the task list, then click left on „**Configuration**” in the Middleware:



Choose „**Logging Settings**“:




In the „**Logging Settings**“, you can choose the level of information that you would like to receive in the report. Click right on the black arrow „**Debug**” and start the generation of the report.



Then send us the file **ChipGateway.log** which you can find in the folder **\$user/.luxtrust/logs** per mail to: [questions@luxtrust.lu](mailto:questions@luxtrust.lu)

## II.4.b When you are a MAC user

Click on the LuxTrust Middleware icon  in the **Dock** of your Mac.



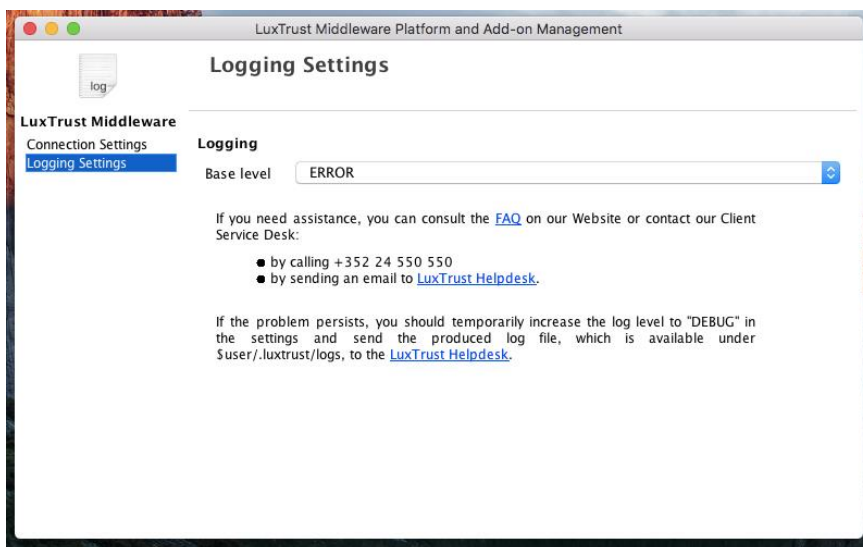
The following information is displayed in the upper-left corner of your window:



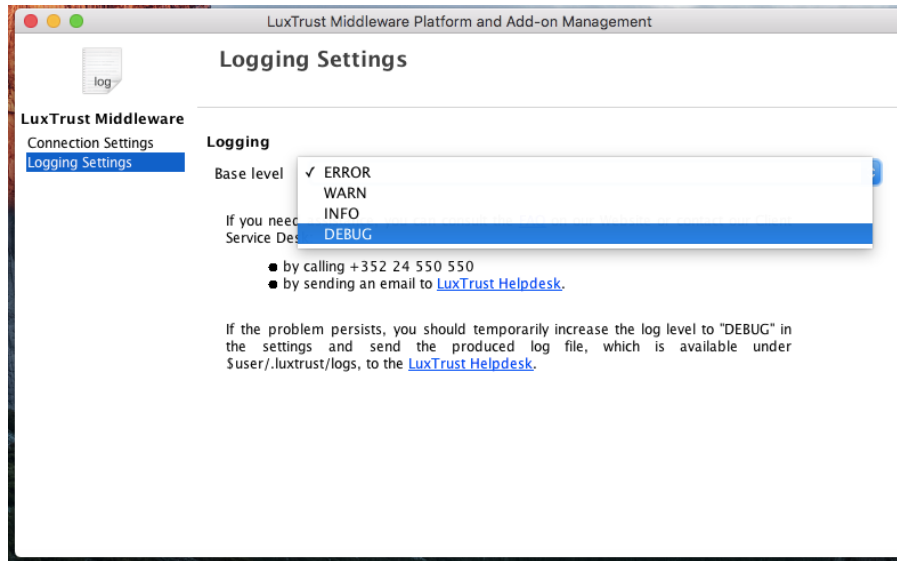
Click on the arrow in the task list, then click on „**Configuration**“ in the LuxTrust Middleware.



Choose „**Logging Settings**“:



In the „**Logging Settings**“, you can choose the level of information that you would like to receive in the report. Click right on the black arrow „**Debug**“ and start the generation of the report.



Then send us the file **ChipGateway.log** which you can find in the folder **\$user/.luxtrust/logs** per mail to: [questions@luxtrust.lu](mailto:questions@luxtrust.lu)