




Technical Support Lawyers

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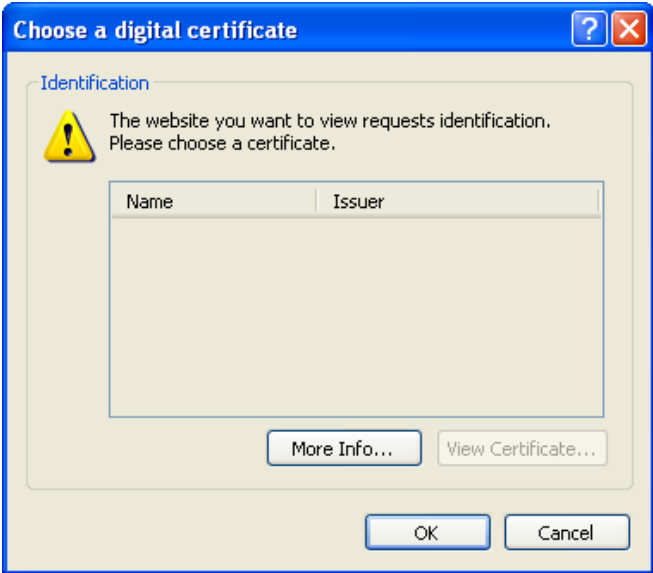
1 OBJECTIVE

This document describes Penalnet’s most common technical issues related to certificate and Penalnet Platform usage

2 CERTIFICATE TROUBLESHOOTING CHECKLIST

ISSUE DESCRIPTION: I DO NOT SEE MY DIGITAL CERTIFICATE WHEN ENTERING PENALNET

When the certificate is not available this screen without any certificates appears



Solution: There is a basic checklist you must follow:


1. Verify you can see the certificate with the browser Explorer
2. Verify the Certification Authority is installed
3. Verify Penalnet is in trusted Sites
4. Verify the card software is correctly installed

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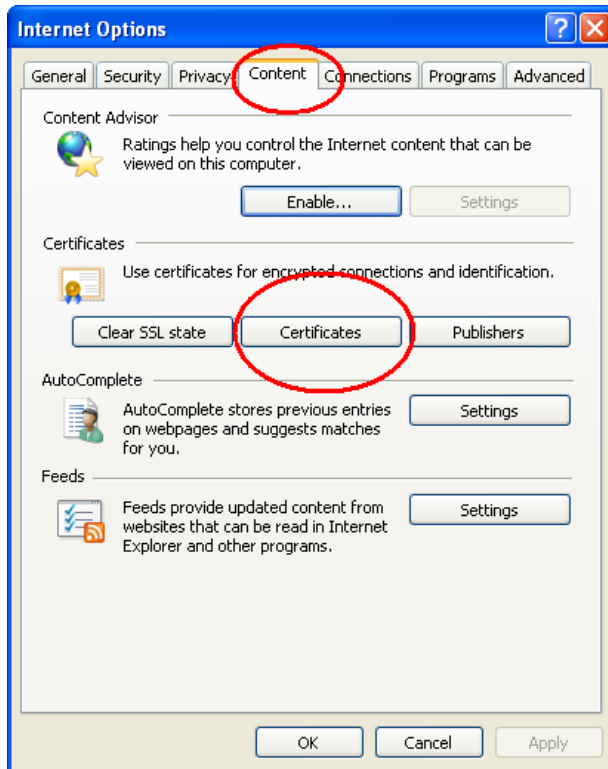
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2.1 How do I verify if I see the certificate with the browser Explorer?

Open Internet Explorer

From the menu bar, click Tools > Internet Options

Click the Content tab, and then click Certificates



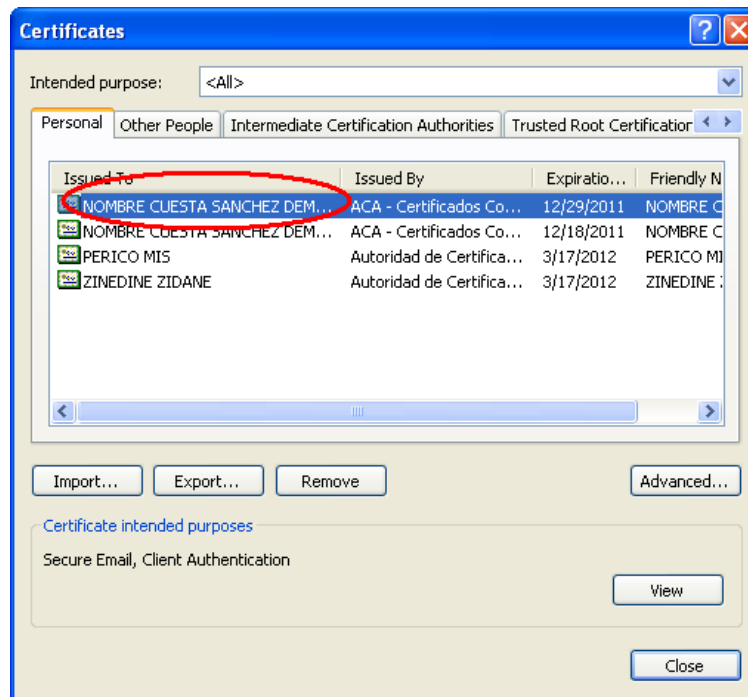
View your certificate listed under the Personal tab

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2.2 How do I verify if the Certification Authority Certificate is installed?

Open Internet Explorer

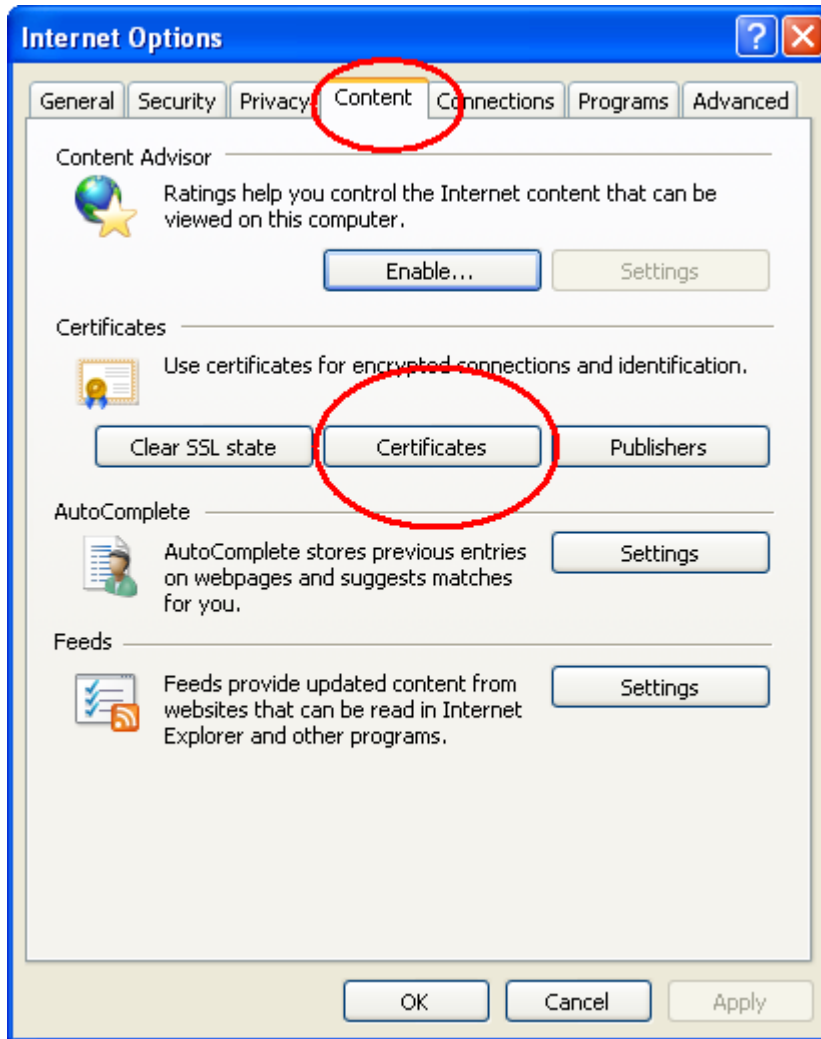
From the menu bar, click Tools > Internet Options

Click the Content tab, and then click Certificates

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View the Certification Authorities certificates listed under:

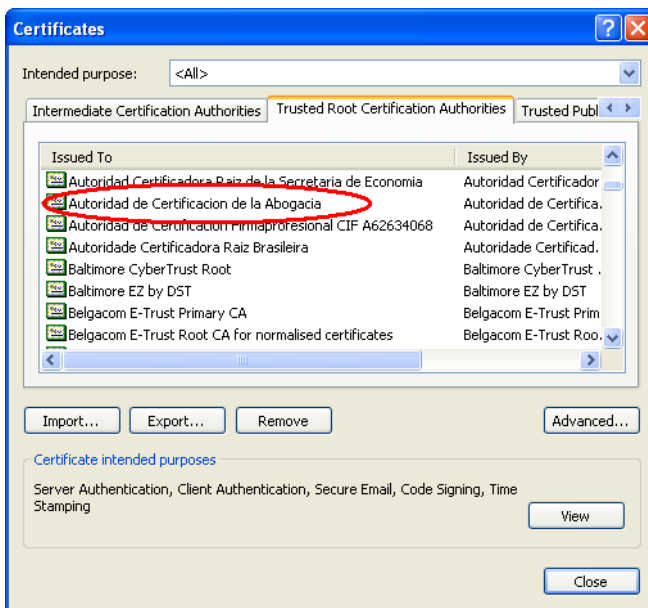
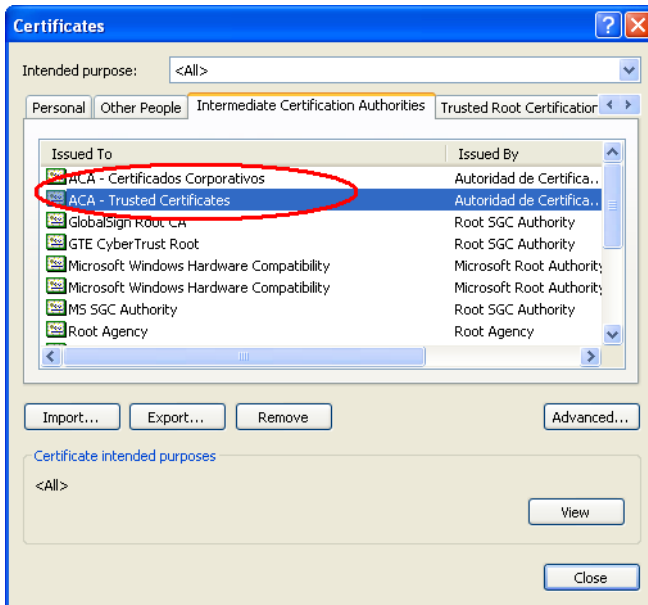
The Intermediate Certification Authority tab: ACA- Trusted Certificates

The Trusted Root Certification Authorities tab: Autoridad de Certificacion de la Abogacia

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If Certificates are not installed follow these steps for the installation:

Go to www.penalnet.eu/certificates/downloads

You will have to install both certificates. Follow the steps below for both of them:


Click Open

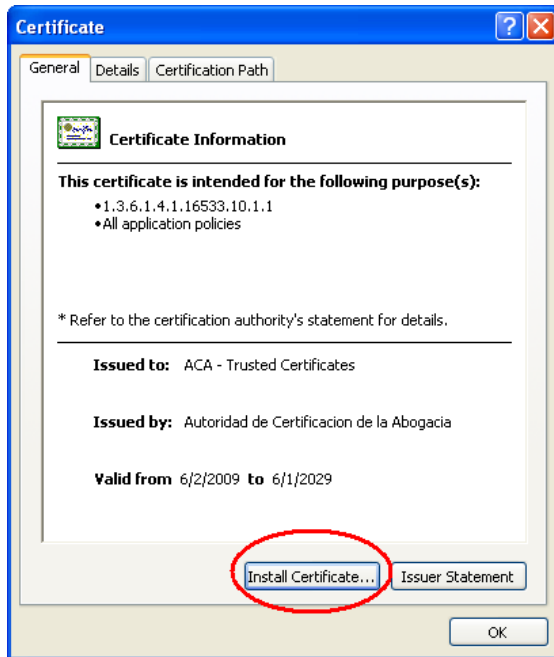
From the General tab, click Install Certificate

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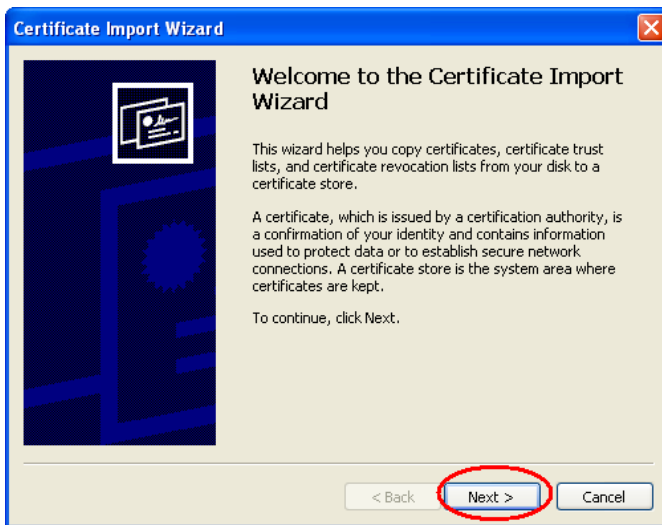


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4. A wizard will appear and click next




5. Select “Automatically select the certificate store based on the type certificate” and click next

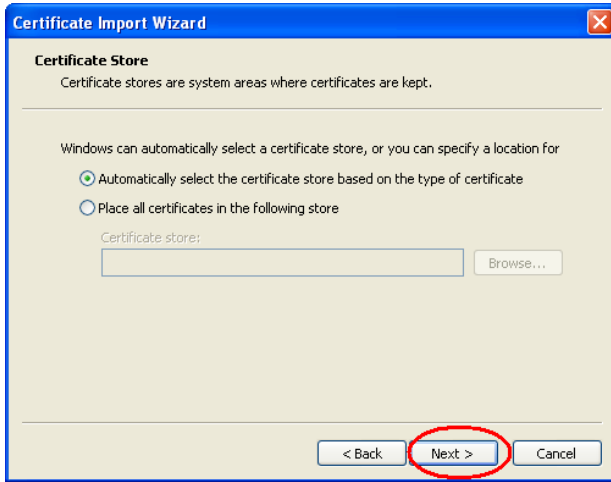
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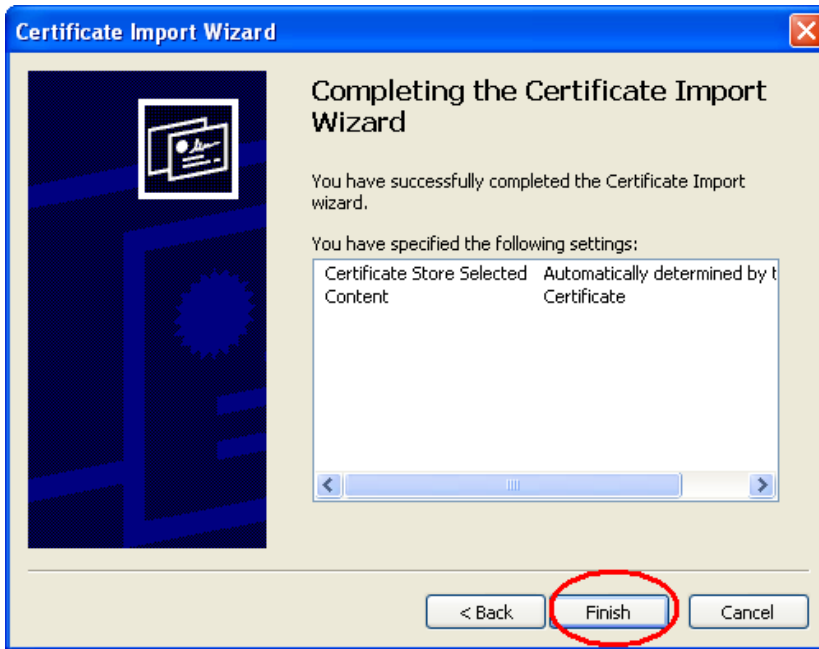
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8. Click Finish



click ok




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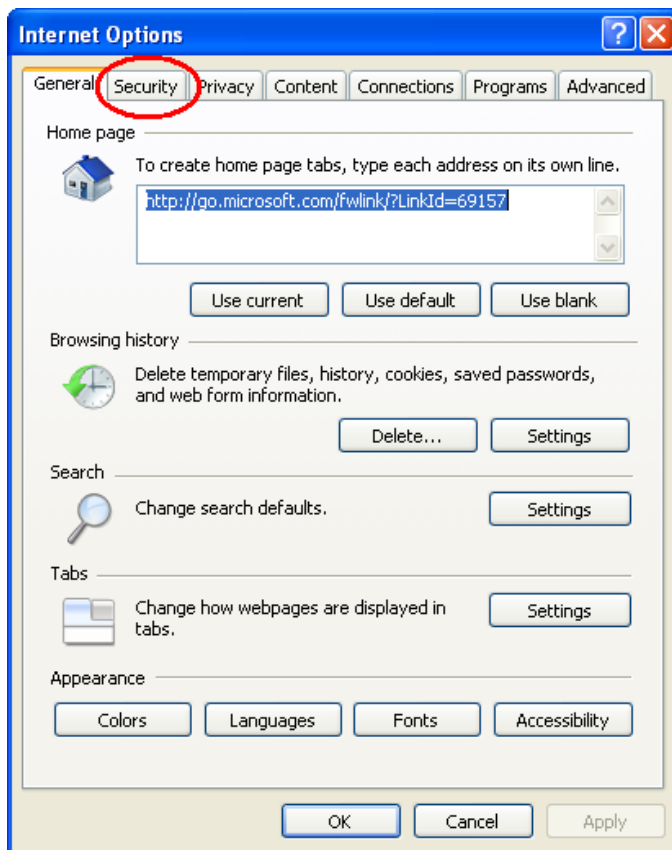
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2.3 How do I put Penalnet in trusted Sites?

You must make the following changes, as described below:

Open Internet Explorer

From the menu bar, click Tools > Internet Options> select the 'Security' tab



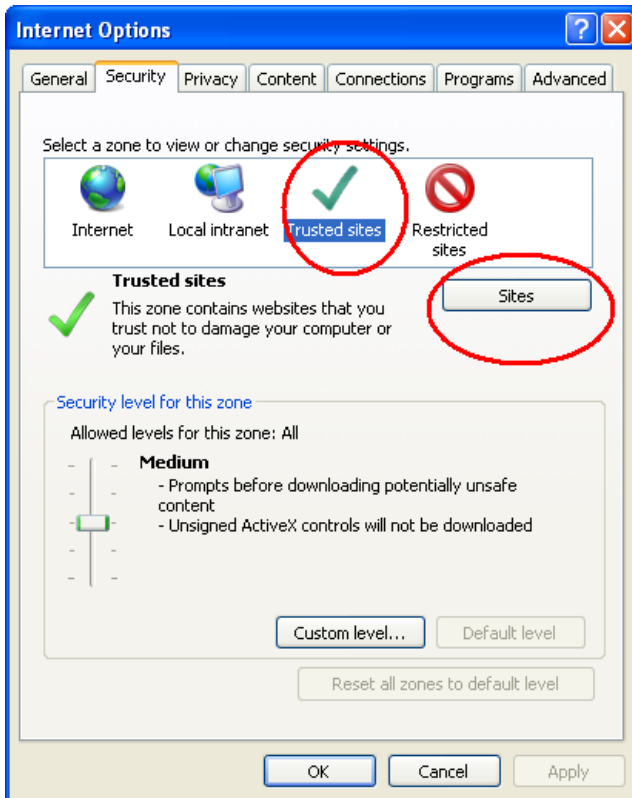
Highlight 'Trusted sites' and select 'Sites'

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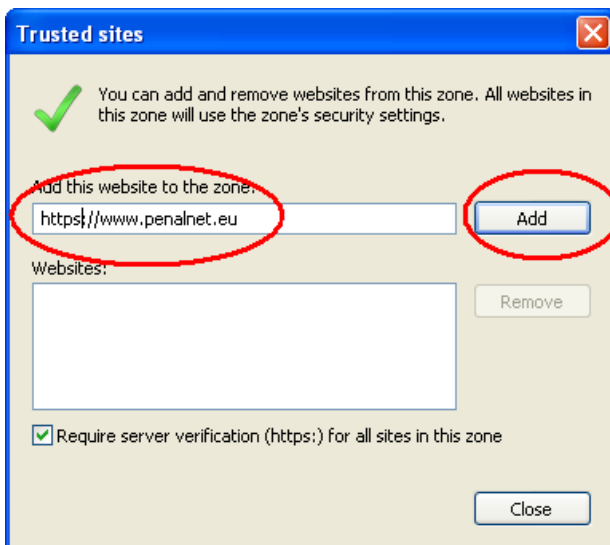
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add the following website names in 'Trusted sites';


<https://www.penalnet.eu>



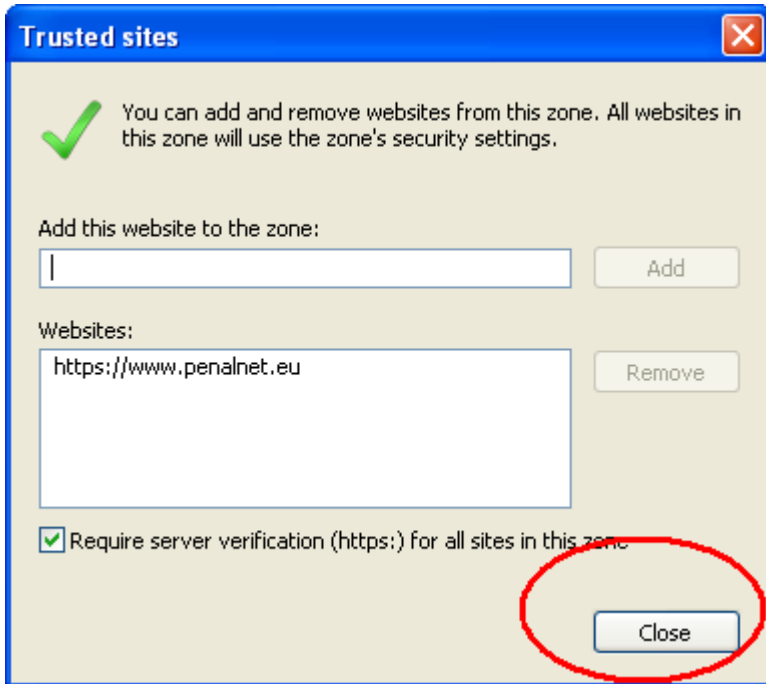
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click close



2.4 How do I check if card software is correctly installed?

Click on Start > Control Panel > Add or Remove Programs

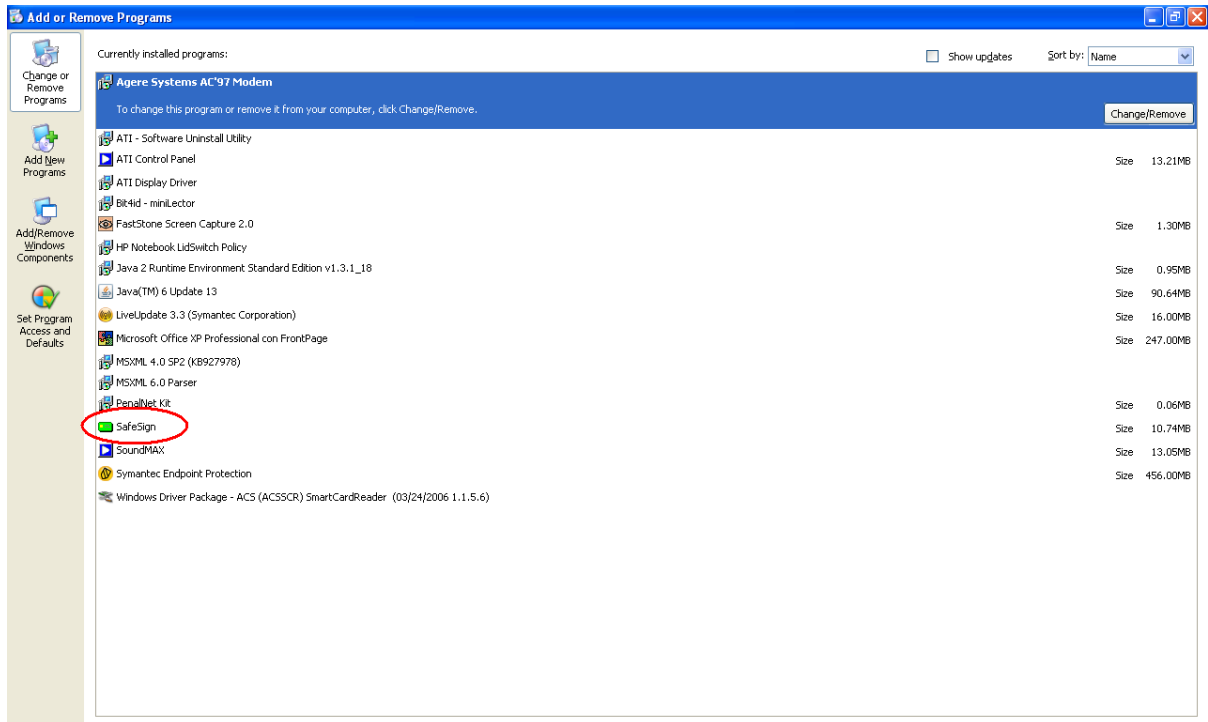
You will see the currently installed programs. Search **SafeSign** program.

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If it is installed, we recommend you uninstall it and re-install it to ensure the correct installation. If you do not already have the software installed, you should install it.


To uninstall SafeSign click on Remove.

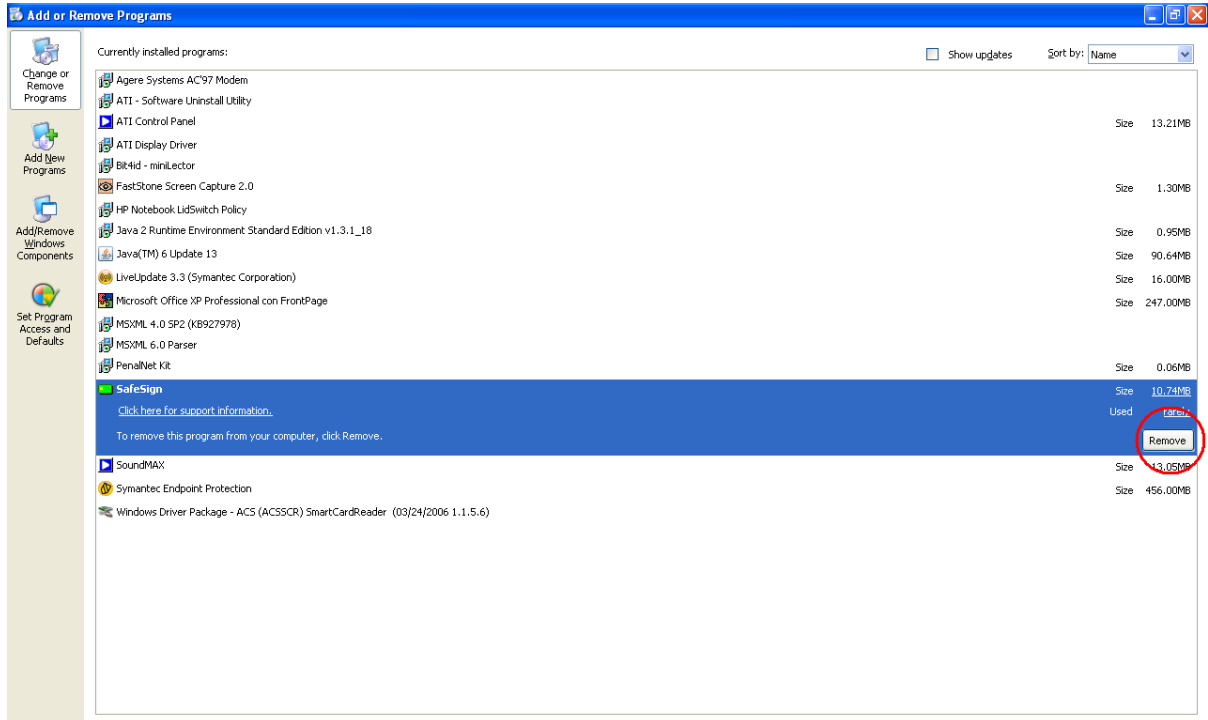
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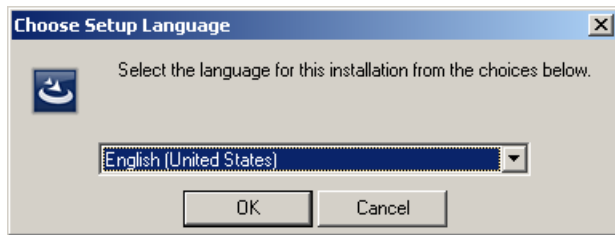


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To install SafeSign go to www.penalnet.eu/downloads and downloaded it.

Choose the installation language and press “OK” to continue.




PenalNet ID card installation. Press “Next” to proceed.

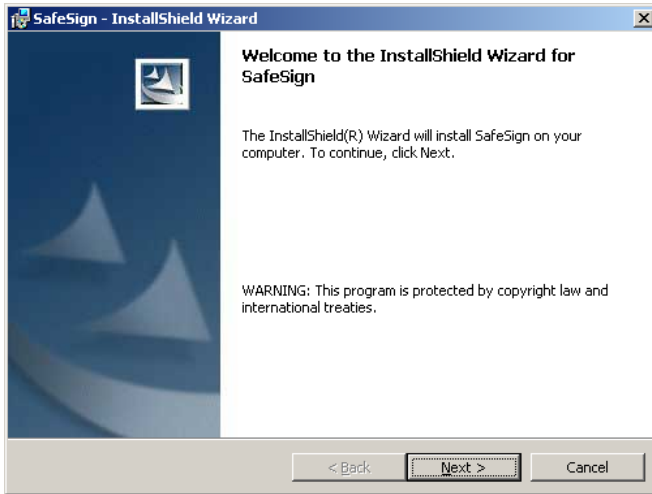
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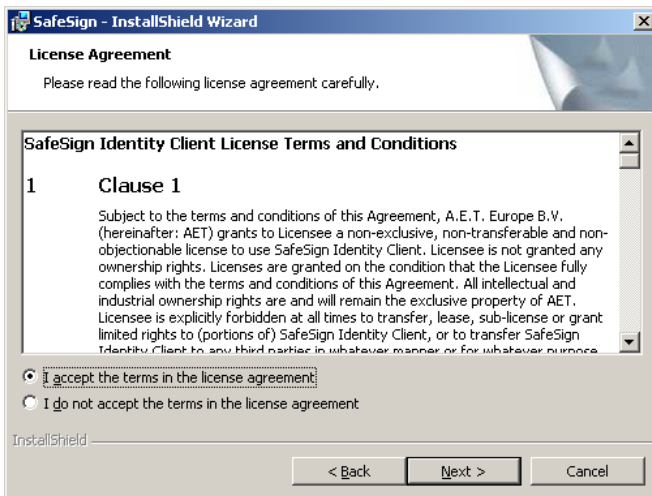
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Software license. Press “Next” to proceed.




Read carefully the license, and flag the “I accept the terms in the license agreement” option to proceed.

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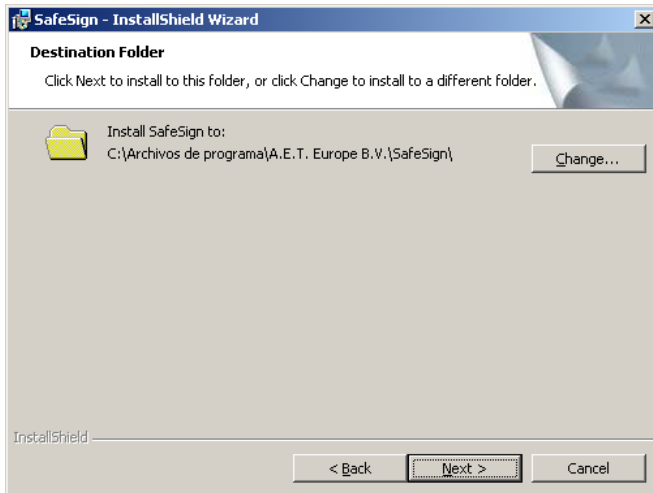


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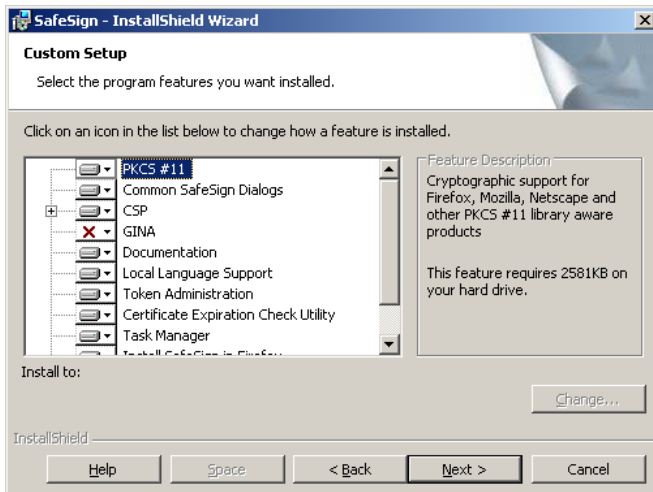


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A different installation folder can be provided, but we recommend keeping the default.



There are several components included, but we strongly recommend keeping the default options.




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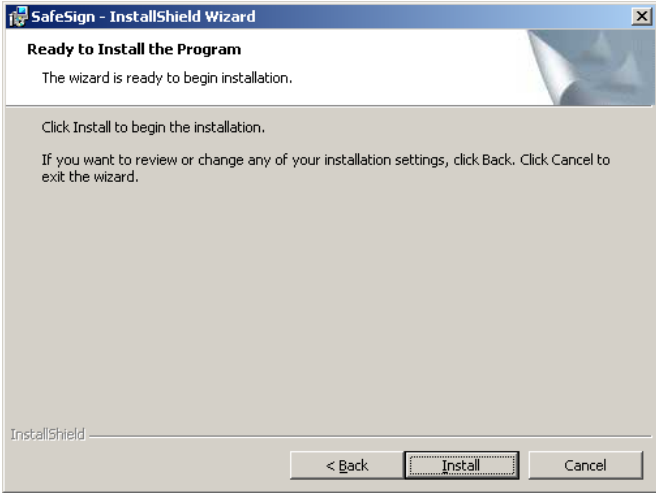


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Click "Install" to proceed with the installation process.




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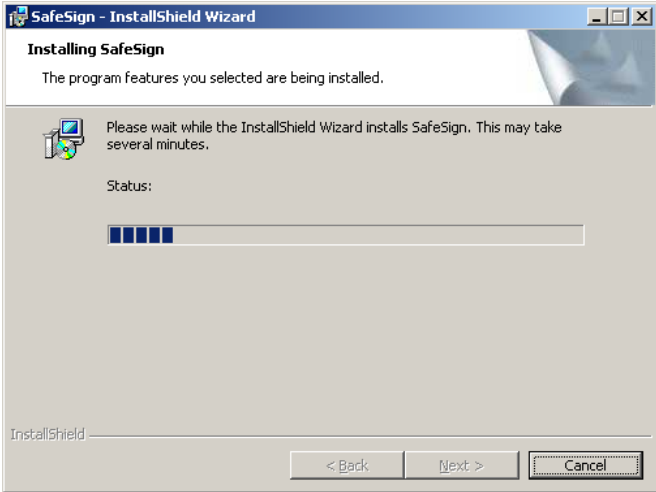


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SafeSign identity client is being installed.



If the installer detects the presence of other browsers, it will ask for its stand-alone installation. Penalnet only works with Explorer browser so we recommend clicking "Close".




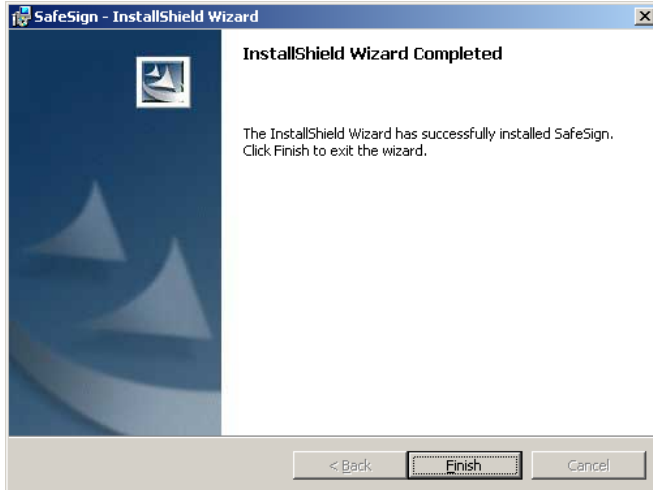
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For changes to take effect, a system reboot is required. You can choose to do it immediately, or reboot manually later.

3 CARD MANAGEMENT ISSUES

3.1 Introduction

The Smart cards have a PIN and a PUK number.

These numbers are entered by lawyers when their certificate is issued and they should keep them secret. PIN and PUK numbers are not stored in any database. Lawyers are the only people that know them.


When a lawyer enters the incorrect PIN 3 times consecutively the card gets blocked and it can only be unblocked with the PUK number.

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3.2 Issue: PIN is blocked

To unblock the PIN you have to use the Token Management Tool from the 'Token' menu select the option Unblock PIN

The PUK number will be required and a new PIN must be entered.

If lawyers do not know the PUK number there is no option to unblock the card.

3.3 Issue: Lawyers do not remember the PIN and PUK number

When lawyers do not remember the PIN or PUK number a new card is needed as they are not stored in any database

The certificate must be revoked and a new certificate must be issued on a new card.

4 OTHER ISSUES

If you have an issue that is not included in this document. Contact your National Bar.

To have an effective and faster support it is necessary to include the following information in the e-mail:

- Operating System and Explorer version
- Description of the problem including the context where it happened (steps done before the problem happened, screenshots...)
- If there have been other smart cards installed in the computer. If so, please specify model

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