



Cybertrust Managed PKI

User Manual

Version 1.0.0

18 April 2017

www.cybertrust.ne.jp

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Publication History		
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18 April 2017	1.0.0.0	First edition

Introduction

This document describes the Client Tool that downloads the certificate from the certificate authority and registers it in the certificate store in "Cybertrust Managed PKI".

Unless otherwise stated, this document uses Windows 10 for the explanation.

1. Installation

When a certificate is issued to a user, an e-mail notification regards to the certificate issuance will be sent.

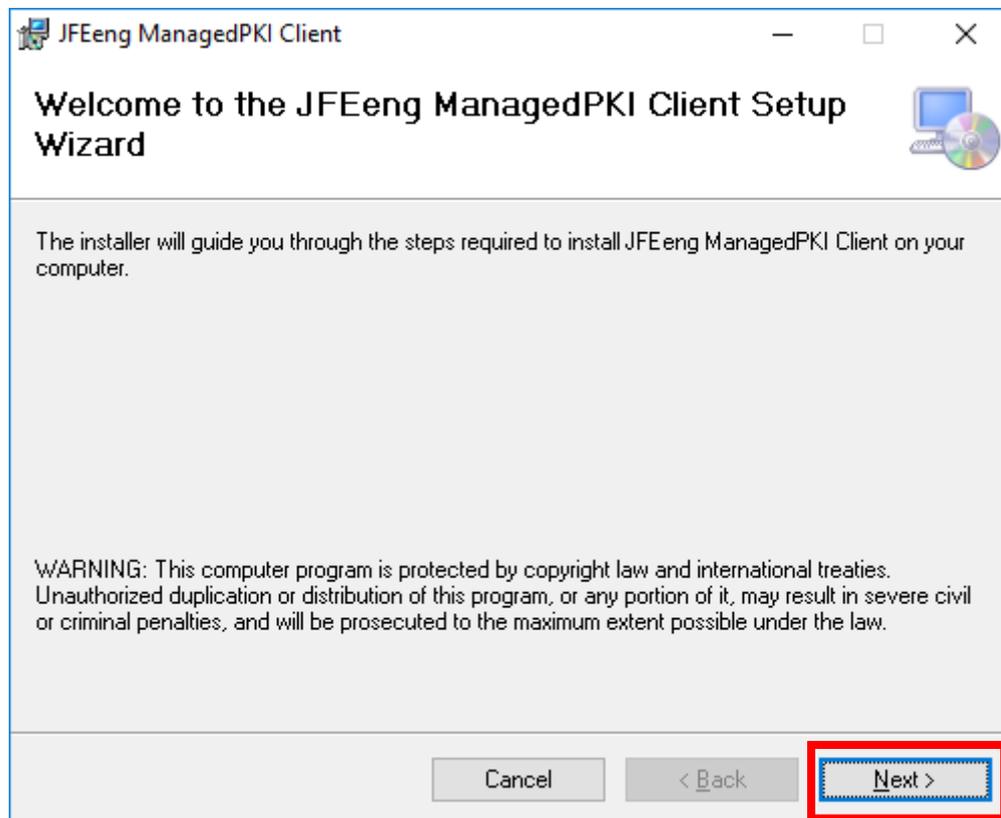
Download the Client Tool's installer (msi file) from the download site specified in the mail contents.

Run the downloaded installer and start the installation.

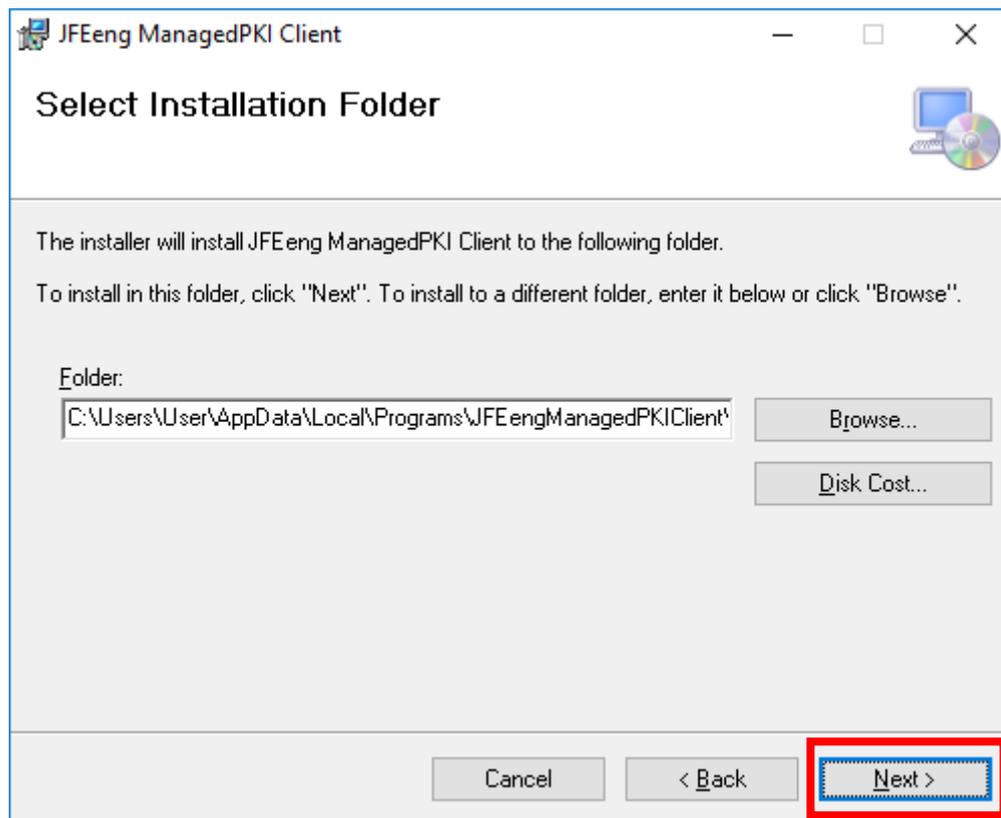
1.1. Installation steps

The following are the steps for installation:

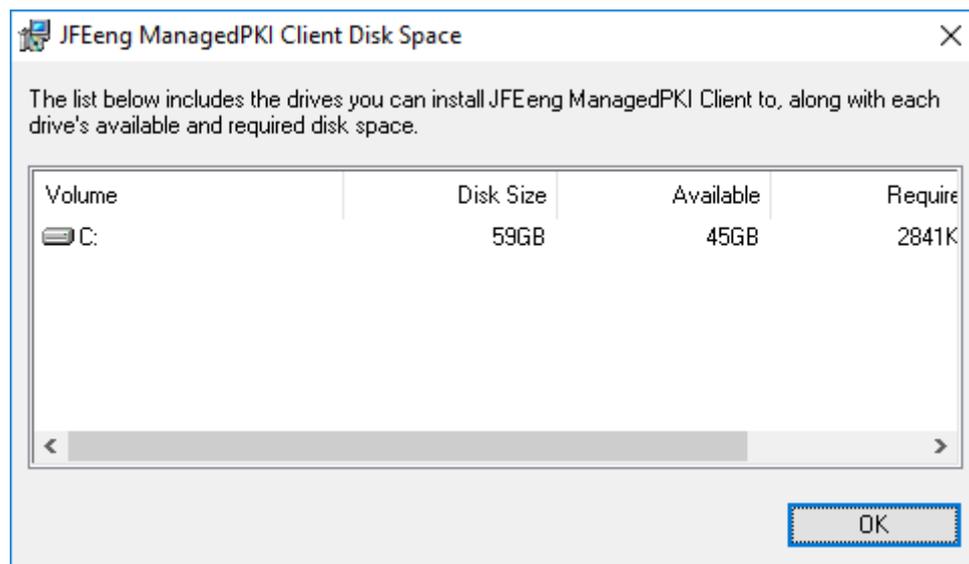
1. Execute the downloaded msi file (JFEengManagedPKIClient-en.msi).
2. Click [Next].



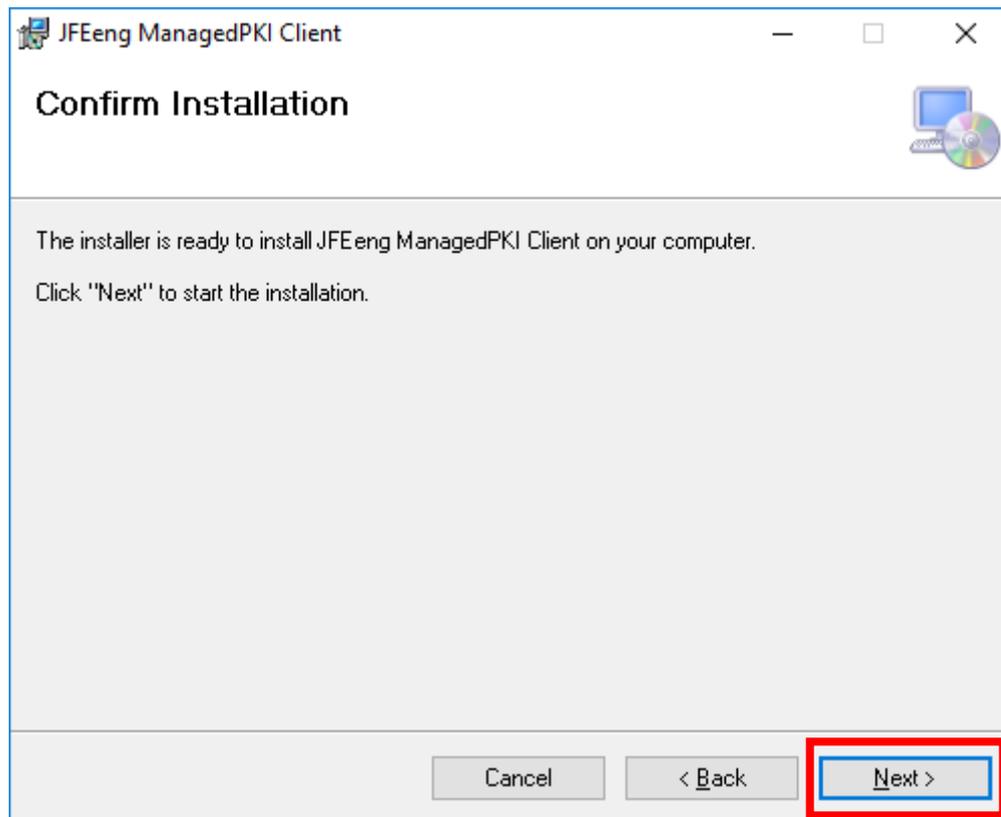
3. Click [Next].



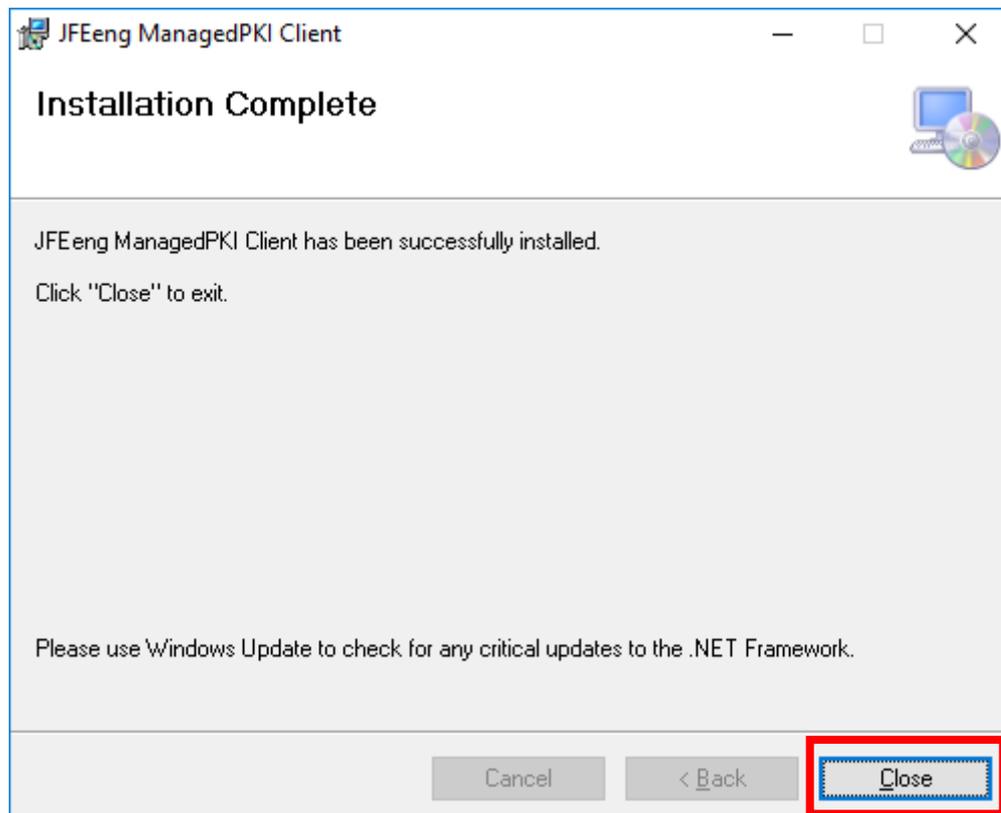
- * Click [Browse] to change the installation destination for the installation folder.
- * Click [Disk Cost] to display the screen below. Remaining free space and other related information are shown here.



4. Click [Next] to start installation. The screen below will be displayed.



5. When installation is completed, the screen below will be displayed. Click [Close] to close the screen and end the installation operation.



6. Make sure that this Resident icon will be displayed on the Windows System Tray.



7. Make sure the following items are added to the Start menu.



2. Steps for starting the application

This application automatically starts at login.

To confirm that the application has automatically started after login, check whether this icon is shown in the System Tray.



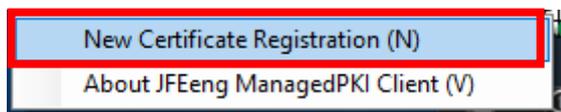
In addition, if this application is not running for some reason such as forced termination in Task Manager, start the application by selecting this item from the Start menu.



3. New Certificate Registration

The following are the steps for registering a new certificate:

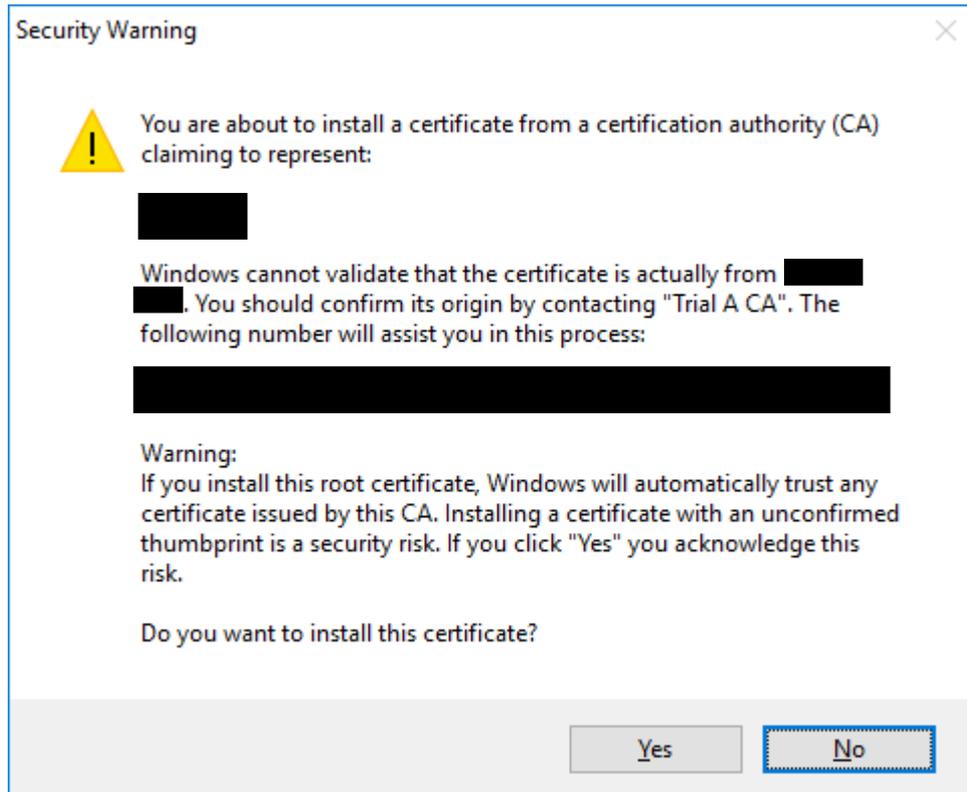
1. Right-click on the application icon on the System Tray. Select "New Certificate Registration" from the displayed menu.



2. Enter the User ID and Password in [User ID] and [Password]. Enter the values specified in [Policy ID|Request ID] from the e-mail notification about this certificate issuance, and then click [Download Certificate].

3. In an environment that requires Proxy authentication, the screen below will be displayed. Enter the Proxy authentication information in [User Name] and [Password], and then click [Send].
* In an environment where Proxy authentication is unnecessary, skip this step.

4. If you need to import the root certificate for new registration certificate, the screen below will be displayed. Confirm the contents and click [Yes].



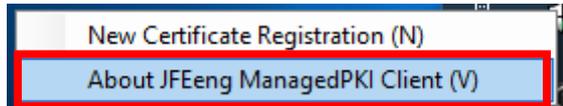
5. When the screen below is displayed, registration of certificate is completed.
Click [OK] to close this message screen and the new certificate registration screen.



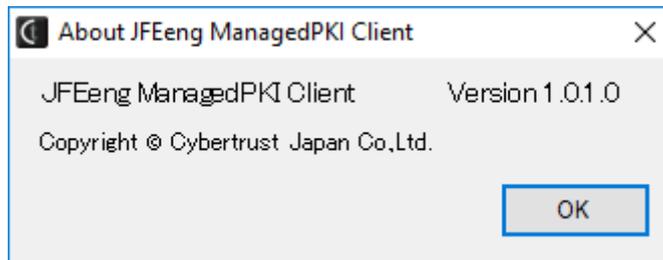
4. Confirm Version Information

The following are the steps for checking the version information:

1. Right-click on the application icon on the System Tray. Select "About JFEeng ManagedPKI Client" from the displayed menu.



2. The screen below will be displayed.



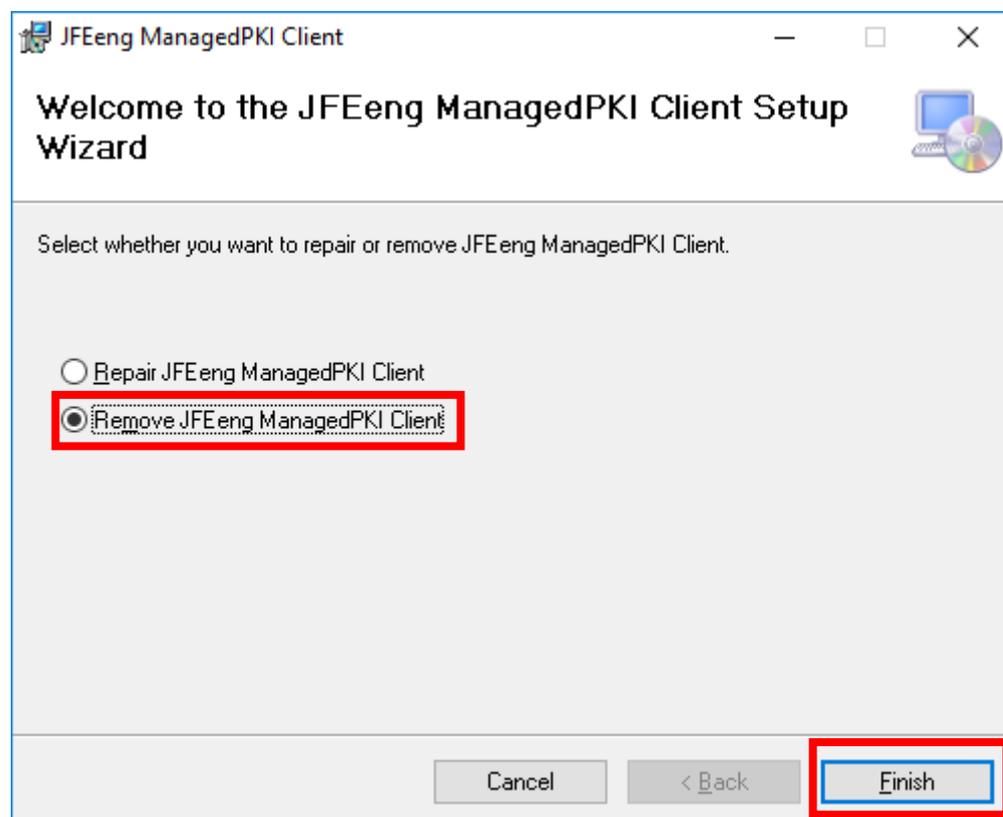
5. Uninstallation

5.1. Steps for uninstallation

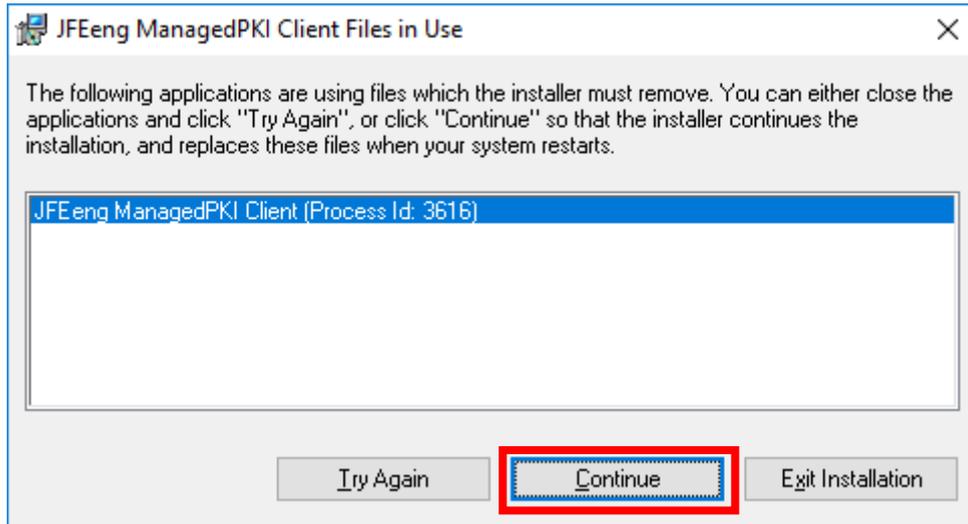
5.1.1. Uninstall using the msi file

The following are the steps for uninstallation using the msi file:

1. Execute the msi file (JFEengManagedPKIClient-en.msi) which is the same file used for installation.
2. Select "Remove JFEeng ManagedPKI Client" and click [Finish].

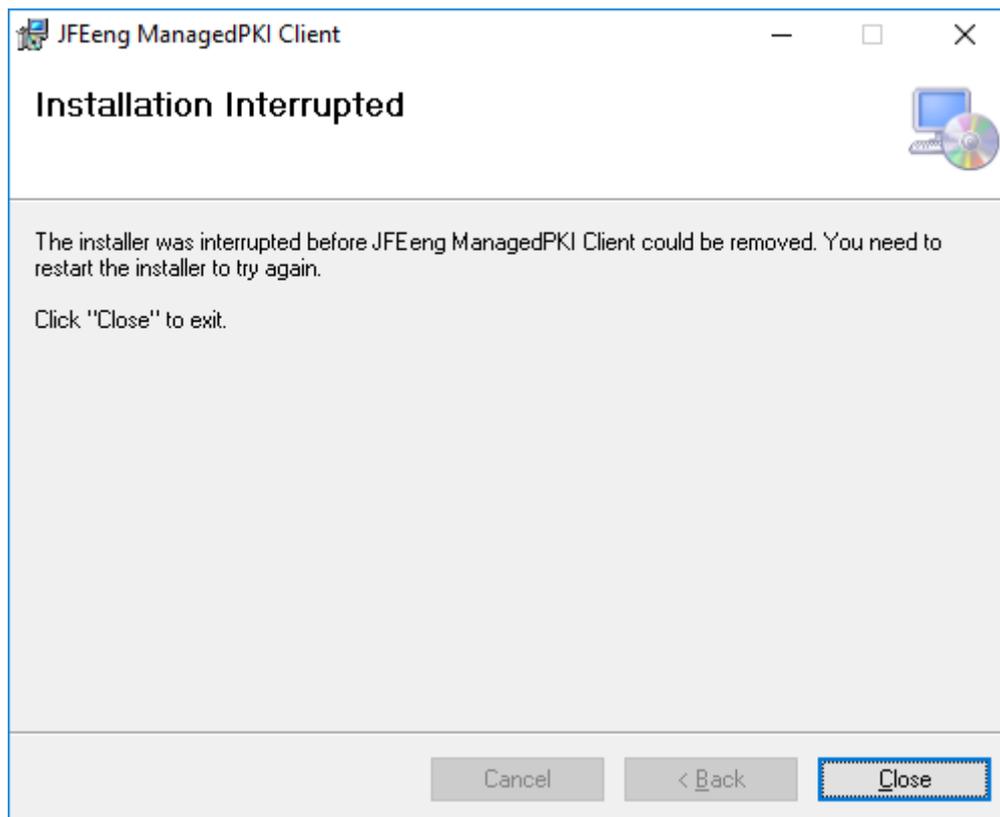


3. Click [Continue].

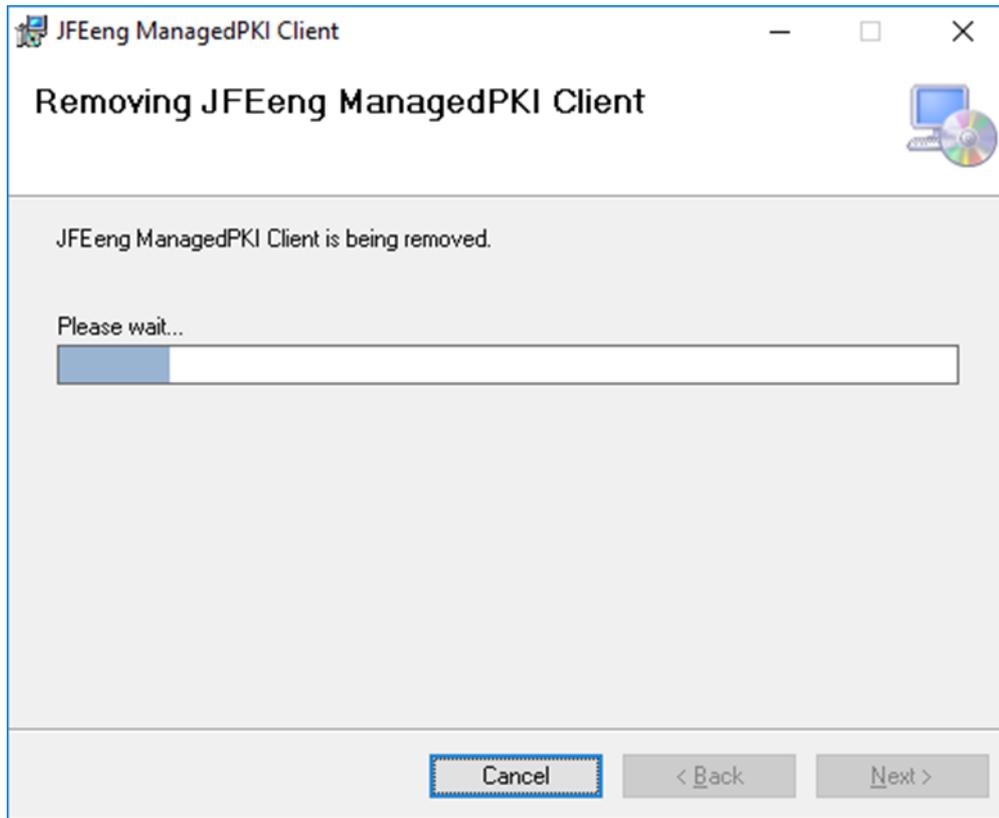


* If the process of this Client Tool is ended, this screen will be skipped.

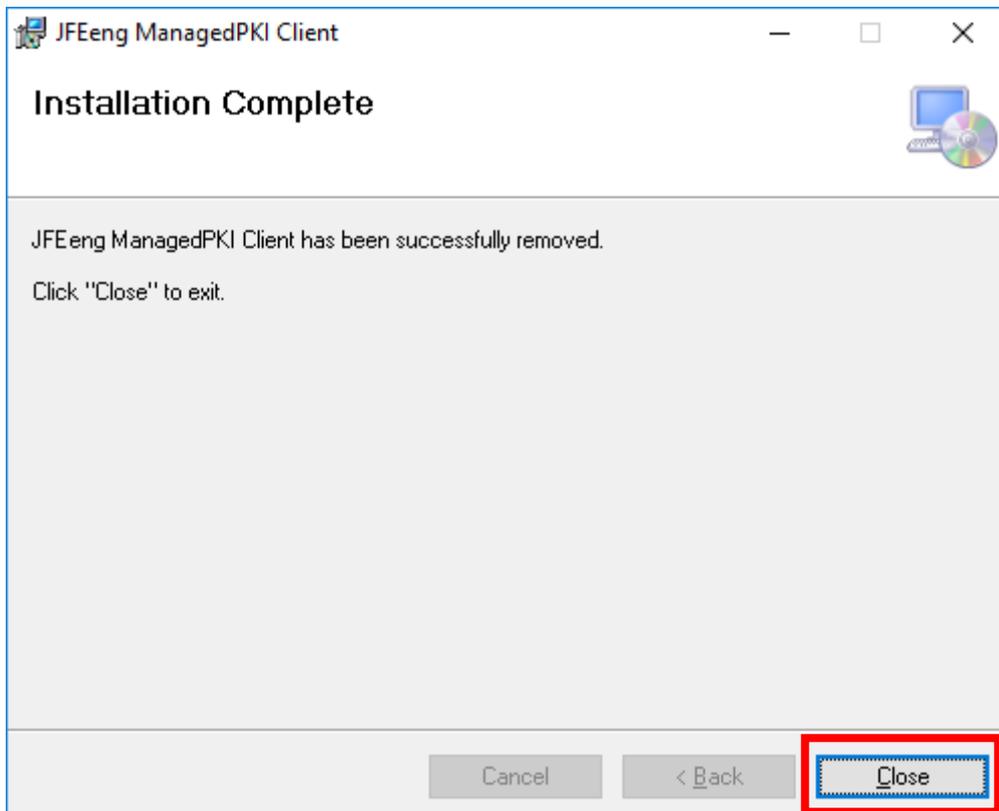
* When you click [Exit Installation], the screen below is displayed and the uninstallation is interrupted.



4. The screen below will be displayed.



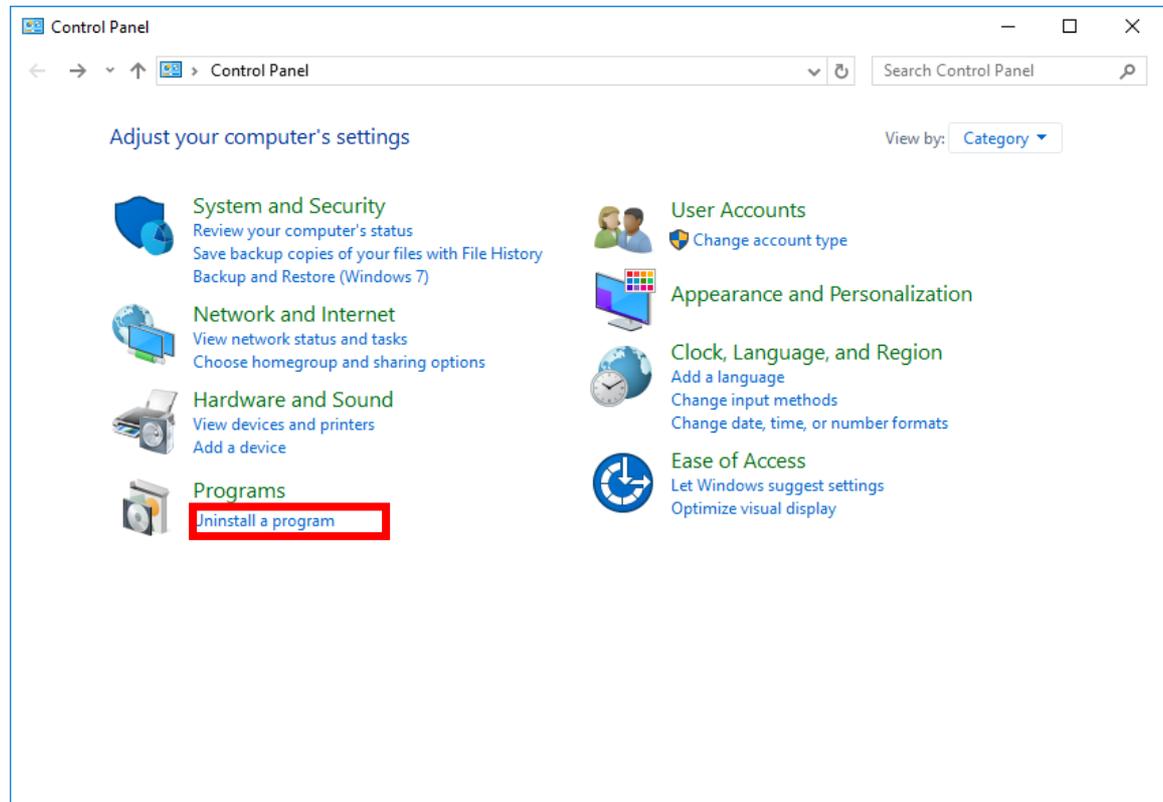
5. Click [Close] to finish uninstallation.



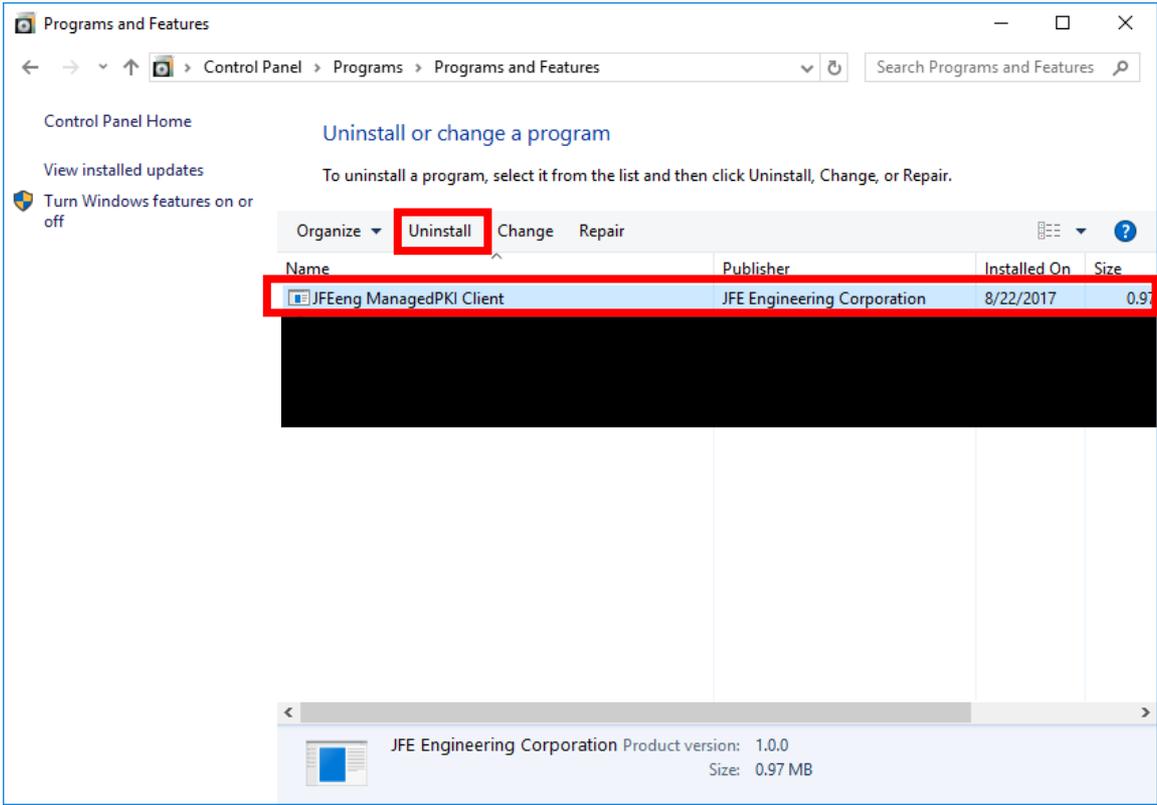
5.1.2. Uninstall from the Control Panel

The following are the steps for uninstallation from the Control Panel:

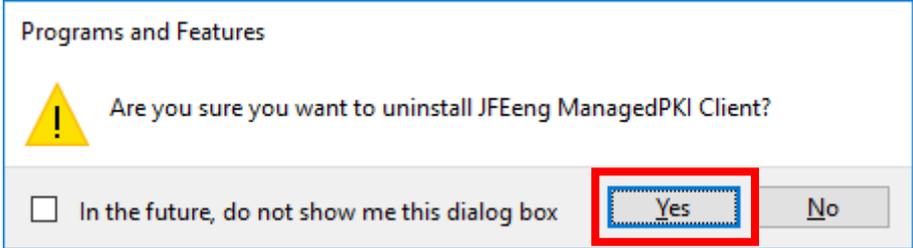
1. Click "Uninstall a program" from the Control Panel.



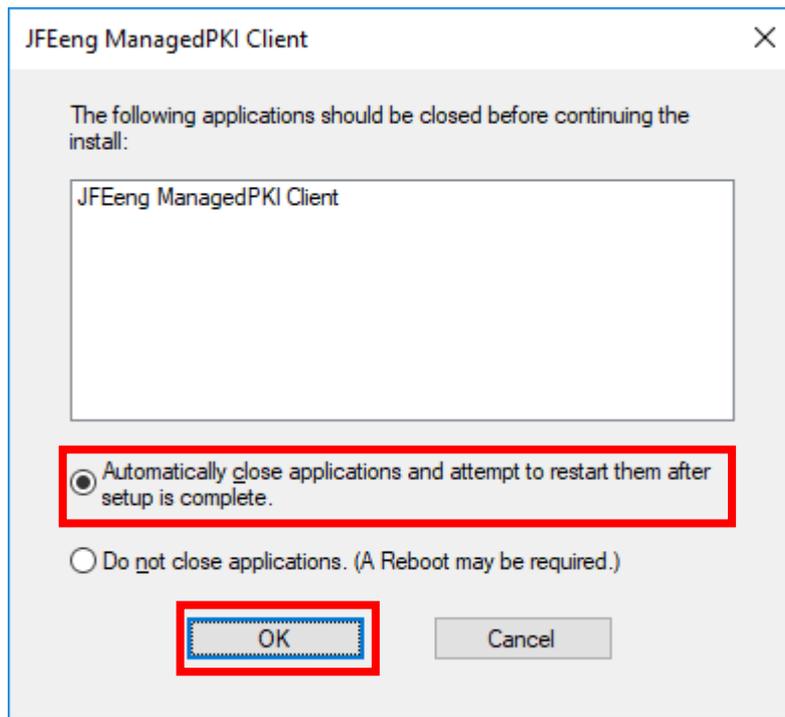
2. Select "JFEeng ManagedPKI Client" from the list and click "Uninstall".



3. Click [Yes].

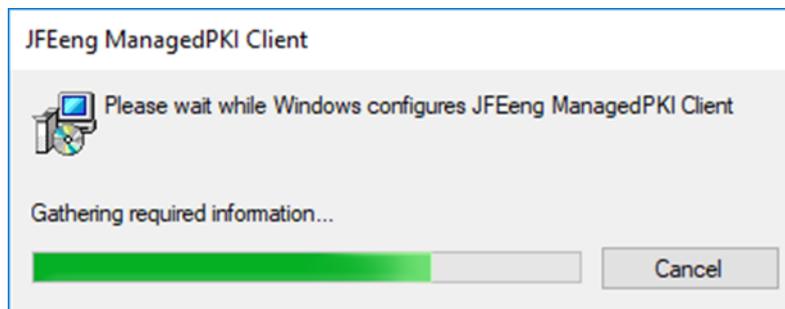


4. Select "Automatically close applications and attempt to restart them after setup is complete.", then click [OK].



* If the process of this Client Tool has ended, this screen will be skipped.

5. The screen below will be displayed. It closes automatically when uninstallation is completed.



6. Others

6.1. User's operation environment

6.1.1. Supported Operating Systems

The following operating systems are supported:

- Microsoft® Windows® 7 Service Pack 1 32bit
- Microsoft® Windows® 7 Service Pack 1 64bit
- Microsoft® Windows® 8.1 32bit
- Microsoft® Windows® 8.1 64bit
- Microsoft® Windows® 10 32bit
- Microsoft® Windows® 10 64bit

6.1.2. Display language

The following languages are supported:

- Japanese
- English

6.1.3. Supported Proxy Authentication Type

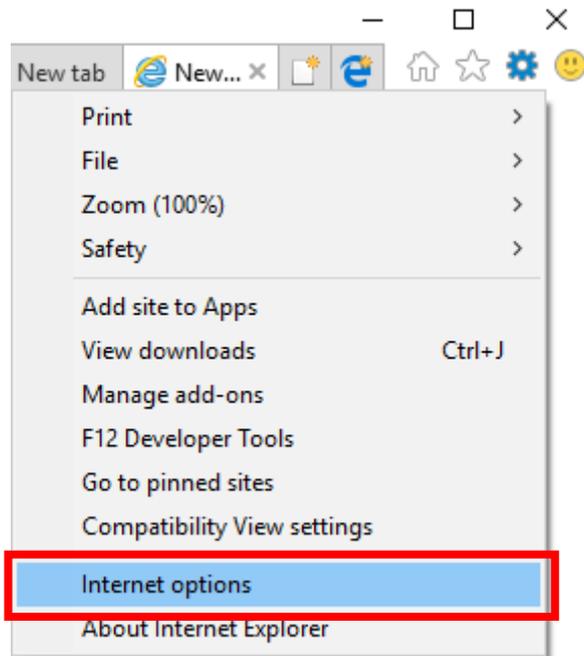
This application supports the following Proxy authentication protocols:

- Basic Authentication
- NTLM Authentication

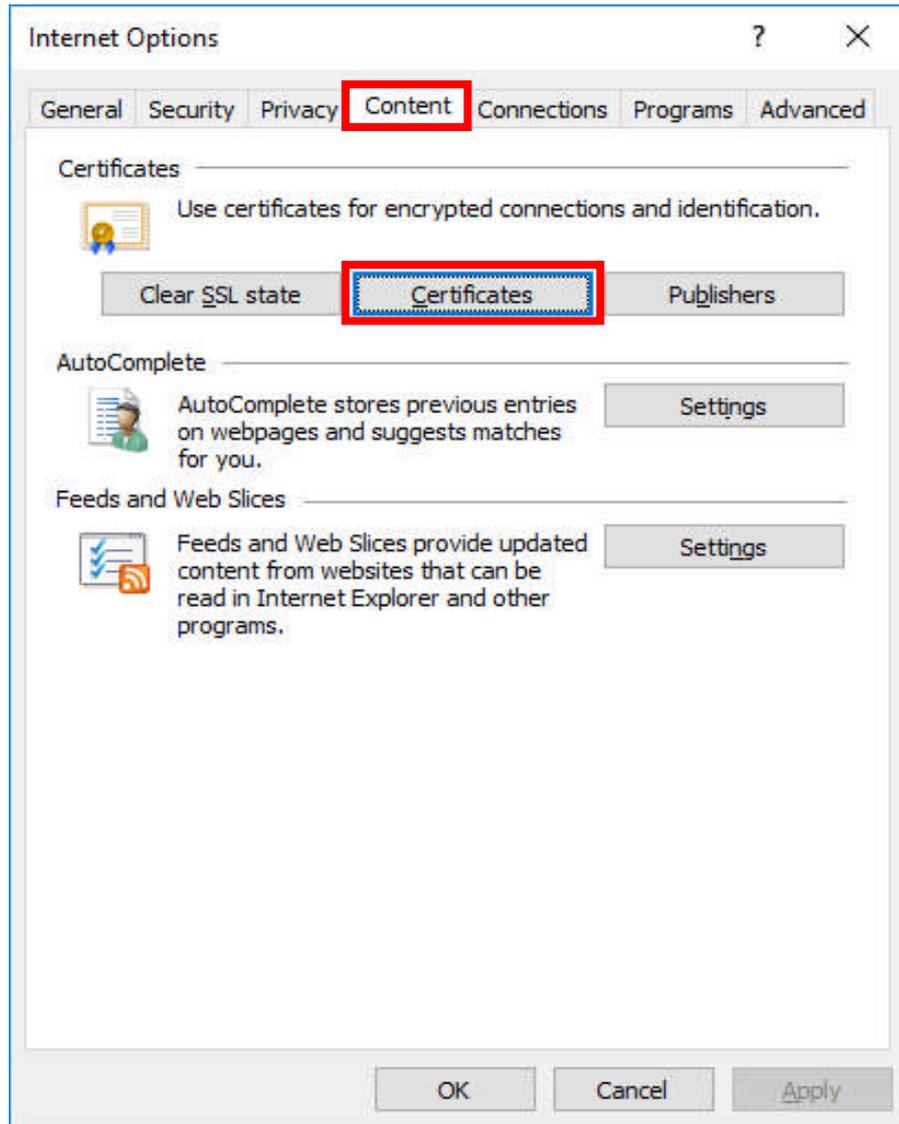
6.2. How to confirm the certificate (IE)

The following are the steps for confirming the certificate from Internet Explorer:

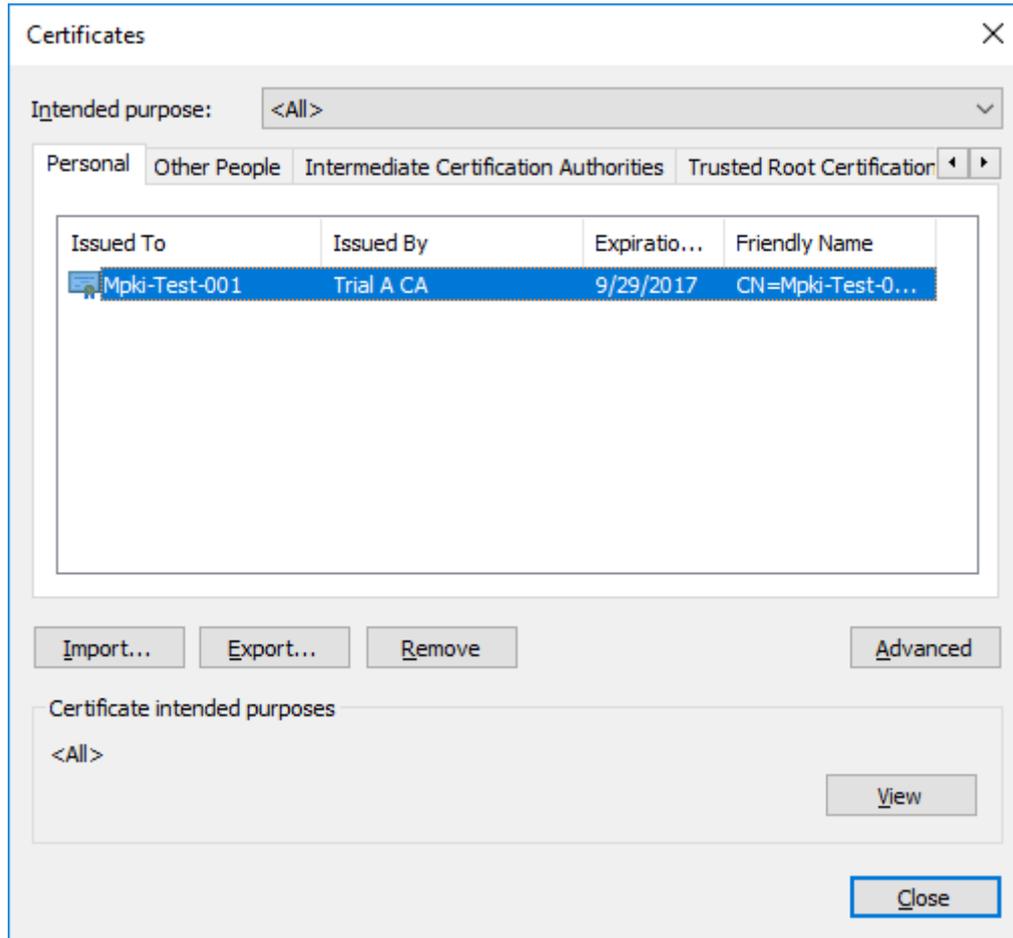
1. Run the Internet Explorer.
2. Select [Internet options].



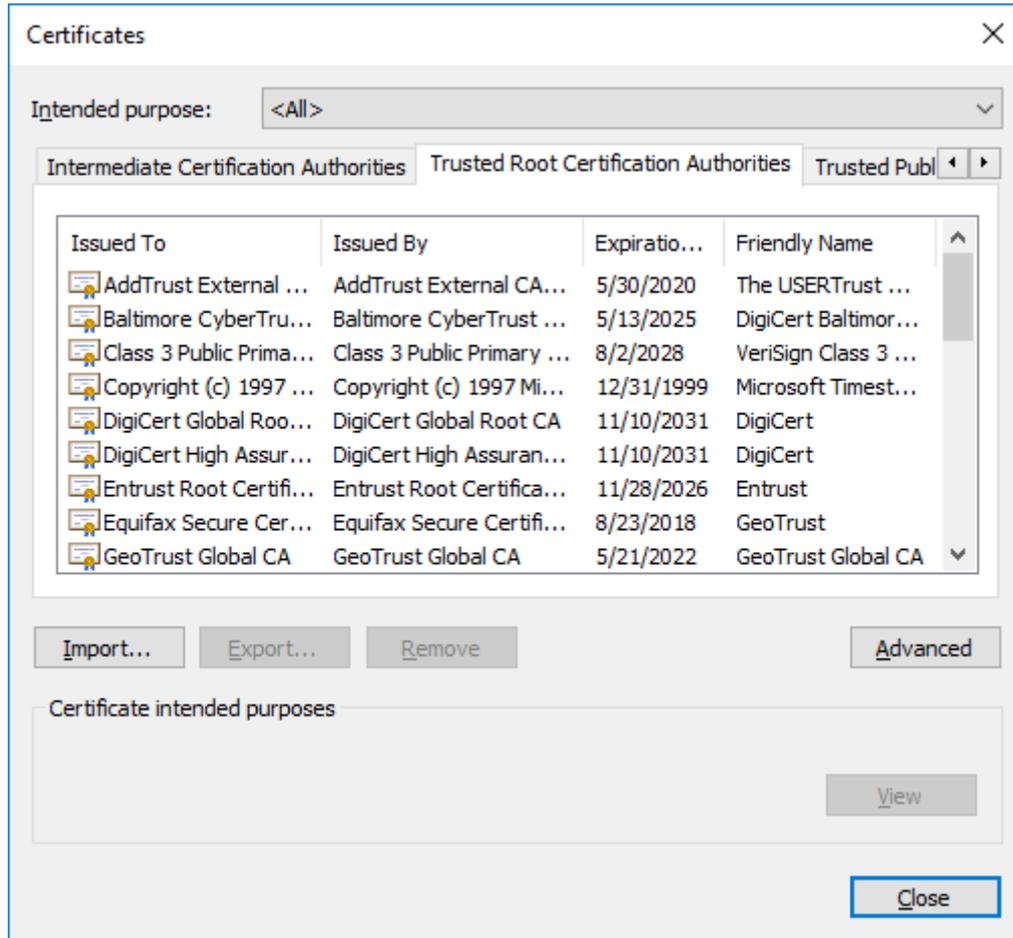
3. Open the [Content] tab and click [Certificates].



4. Confirm the displayed certificates screen.
 - Select [Personal] to display certificates.



- Select [Trusted Root Certification Authorities] to display certificates.



6.3. Usage Cautions

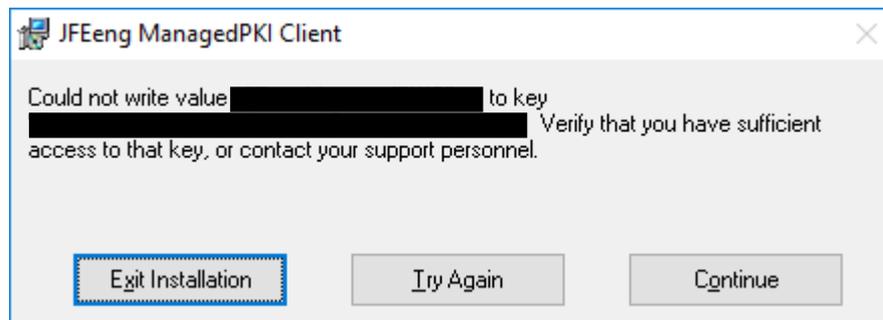
6.3.1. A target user during installation

This application does not support installation for all users by the administrator user.

Therefore, this application must be installed separately for each user.

6.3.2. Registry operation error during installation

This error may occur while installing this application.

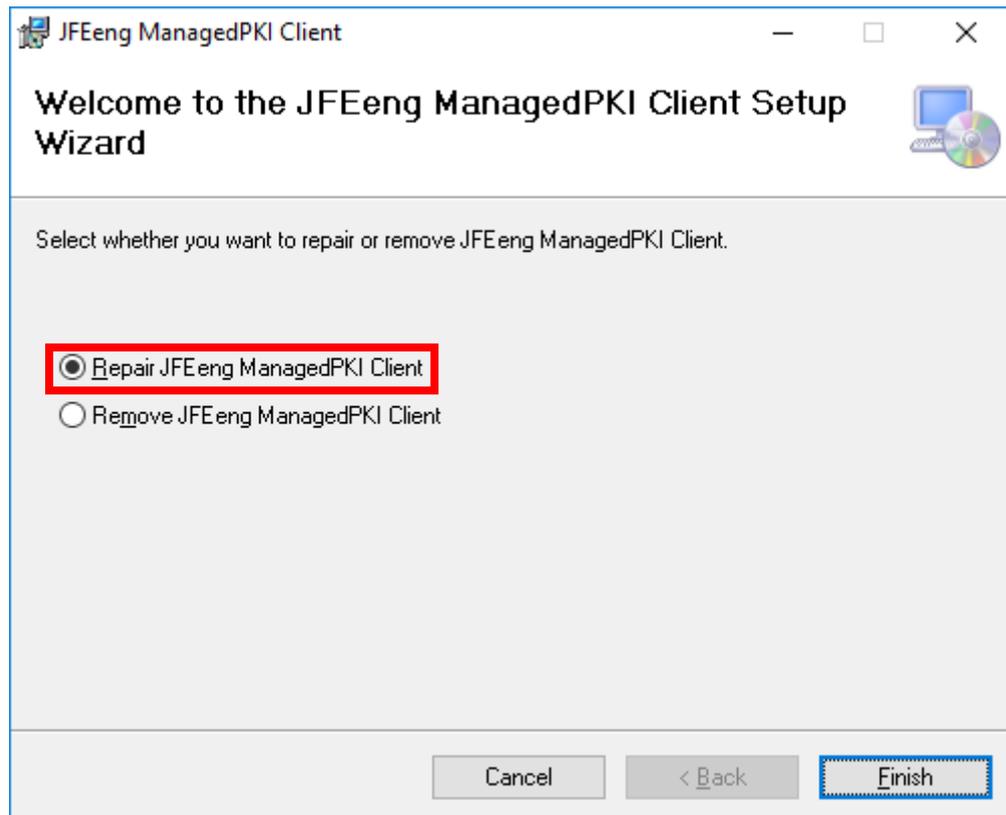


If you click [Continue] on this screen, the installation itself will continue and the application will be installed. However, due to this error, the application may not start automatically during login.

In this case, you will need to reinstall the application or contact the administrator.

6.3.3. Repair installation

After the application is installed and the msi file same as the file used for installation is executed, the screen below will be displayed.



Select "Repair JFEeng ManagedPKI Client" and click [Finish] on this screen to execute the repair installation.

However, this repair installation does not overwrite the existing files. It will be restored if the target files do not exist such as they are deleted manually.

* The original EXE file will be not replaced even when the EXE file of another application is intentionally renamed and copied to the same folder.