



## eSignTrust Hardware Installation Guide

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# eSignTrust Hardware Installation Guide

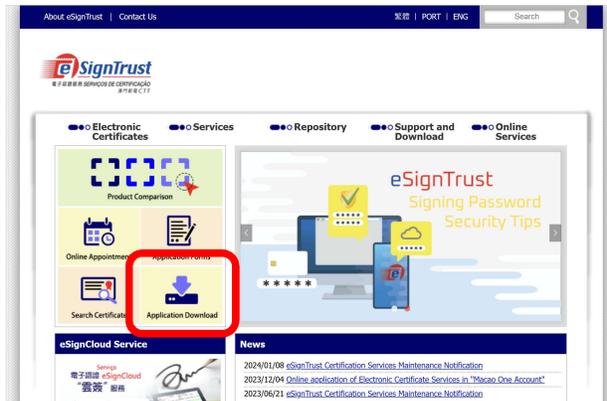
## eSignTrust Driver and Certificate Installation

Before using the eSignTrust Electronic Certificate, please proceed to the eSignTrust website <https://www.esigntrust.com> to download and install the necessary hardware drivers and Root and Intermediate CA Certificates:

- Bit4ID JSign Smart Card Driver
- ACS Unified Smart Card Reader Driver (installed when the card reader is not automatically recognized)
- eSignTrust Root and Intermediate CA Certificates

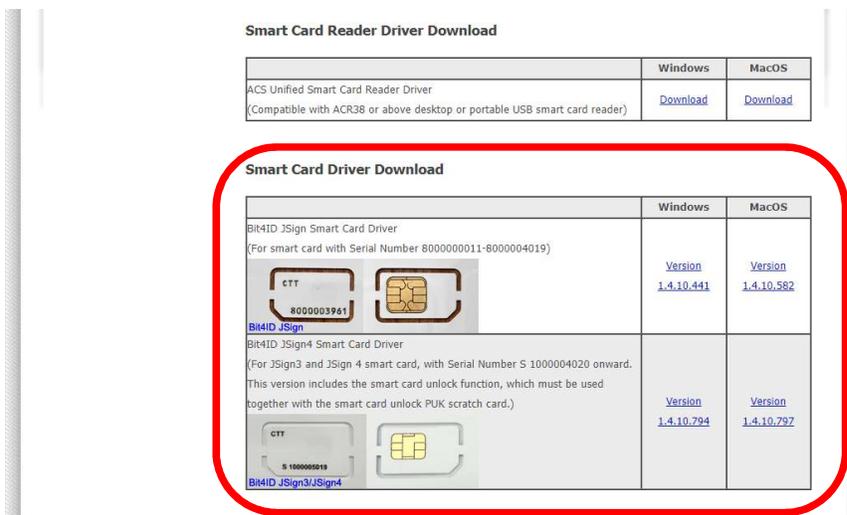
### 1. Install the Bit4ID JSign Smart Card Driver

Go to eSignTrust website (Home Page -> Application Download) and install the relevant Driver.



Select the relevant Smart Card Driver to download:

- Bit4ID JSign Smart Card Driver (For Smart Card with Serial No. 8000000011-8000004019)
- Bit4ID JSign4 Smart Card Driver (For Smart Card with Serial No. S 1000004020 onward. This version includes the smart card unlock function, which must be used together with the smart card unlock PUK scratch card.)



Remark: The downloaded file is required to be unzipped to obtain the installation (.EXE) file.

Open the Bit4ID JSign / Bit4ID JSign4 installation file (.EXE / .DMG), and follow the on-screen instructions to complete the installation.

A “Bit4id–PKI Manager” program shortcut will be added to the Desktop after successful installation.



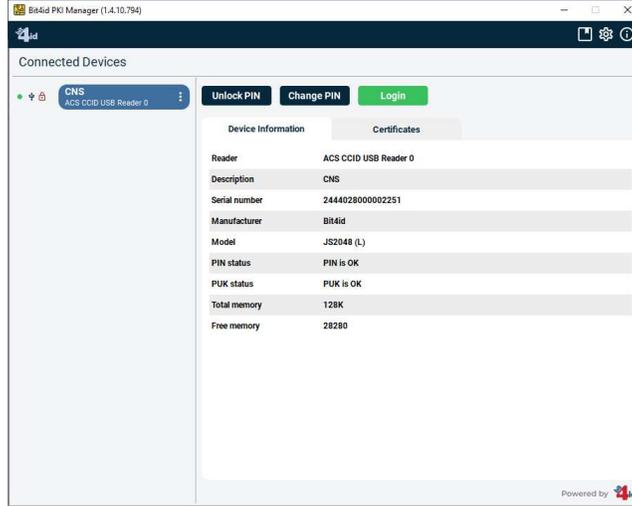
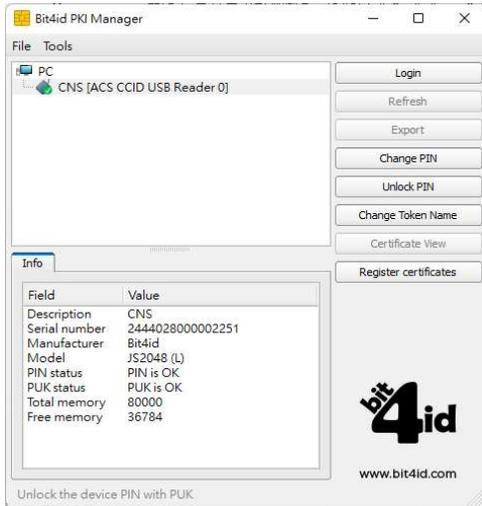
JSign

(Version 1.4.10.441)



JSign4

(Version 1.4.10.794)



2. Install the ACS Unified Smart Card Reader Driver (to be installed when the card reader is not automatically recognized by the computer)

The Smart Card Reader provided by eSignTrust is plug & play on Microsoft Windows, if the device is not automatically recognized by the system or users using MacOS, please manually download and install the driver:

**Smart Card Reader Driver Download**

	Windows	MacOS
ACS Unified Smart Card Reader Driver (Compatible with ACR38 or above desktop or portable USB smart card reader)	<a href="#">Download</a>	<a href="#">Download</a>

**Smart Card Driver Download**

	Windows	MacOS
Bit4ID JSign Smart Card Driver (For smart card with Serial Number 800000011-8000004019)	<a href="#">Version 1.4.10.441</a>	<a href="#">Version 1.4.10.582</a>
Bit4ID JSign4 Smart Card Driver (For JSign3 and JSign 4 smart card, with Serial Number S 1000004020 onward. This version includes the smart card unlock function, which must be used together with the smart card unlock PUK scratch card.)	<a href="#">Version 1.4.10.794</a>	<a href="#">Version 1.4.10.797</a>

Open the installation file (.EXE / .DMG), and follow the on-screen instructions to complete the installation.

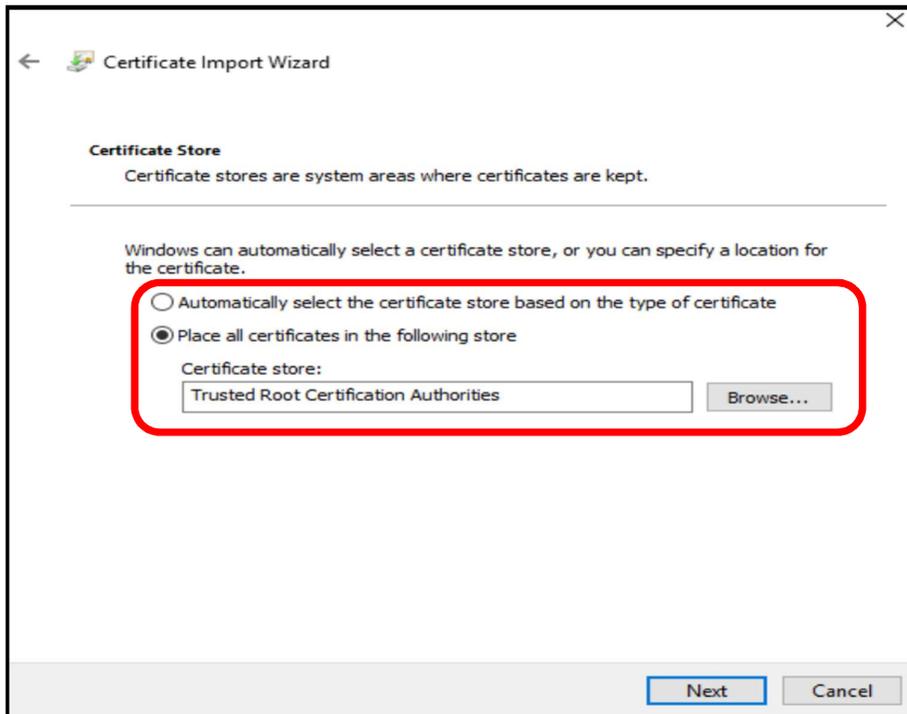
### 3. Install the eSignTrust Root and Intermediate CA Certificates

Users can go to eSignTrust website (Home Page -> Repository -> eSignTrust Root and Issuing CA Certificates), and choose to use the eSignTrust Root and Issuing CA Certificates Batch Installation Tool to install all eSignTrust Root and Issuing CA certificates, or to manually install the following Root and required Intermediate certificates individually:

- Root Certificate G03
- Qualified Certificate CA for Government G03
- Qualified Certificate CA for Corporate G03
- Qualified Certificate CA for Personal G03
- Normalised and Encipherment Certificate CA for Government G03
- Normalised and Encipherment Certificate CA for Corporate G03
- Normalised and Encipherment Certificate CA for Personal G03

#### Windows Users

During installation of Root Certificate, please choose to install the certificate into the “Trusted Root Certification Authorities” store. For installation of Intermediate CA certificates, please choose “Automatically select the certificate store based on the type of certificate”.



## MacOS Users

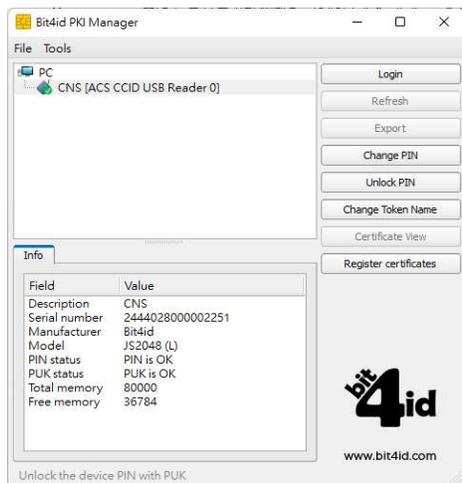
Please install the Root and Intermediate CA Certificates into the Keychain Access.



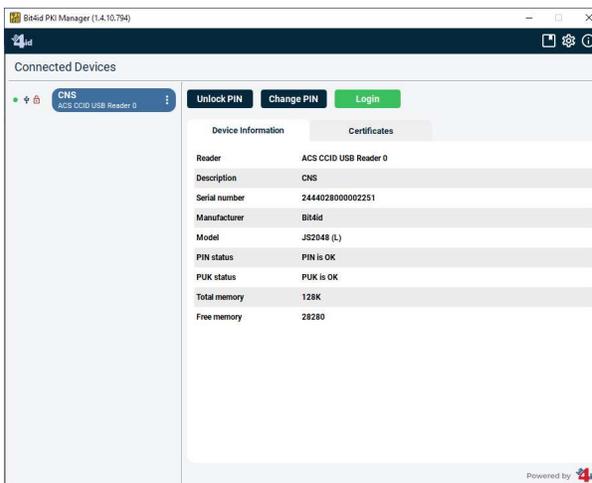
## Installation Check

Open the Bit4id PKI Manager program, smart card information will be shown if installation is successful.

Version 1.4.10.441

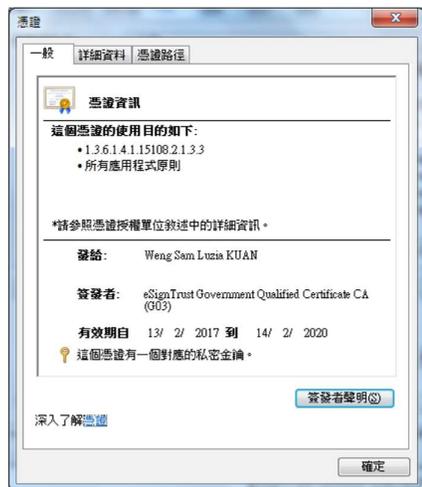


Version 1.4.10.794

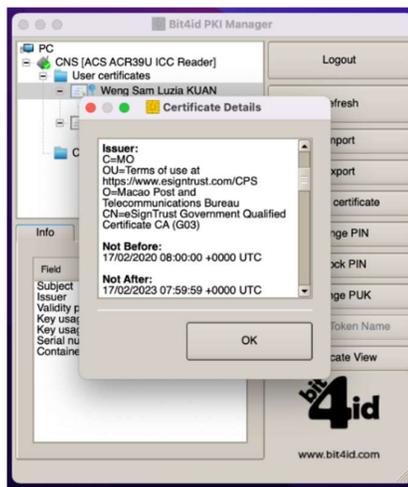


Select "Login" and enter the smart card PIN, the certificates on the smart card will be shown, by double-clicking on the certificate can view the certificate details.

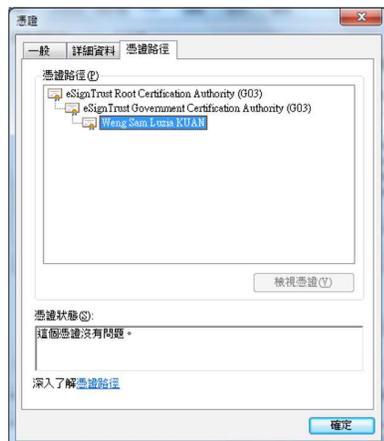
Windows



MacOS



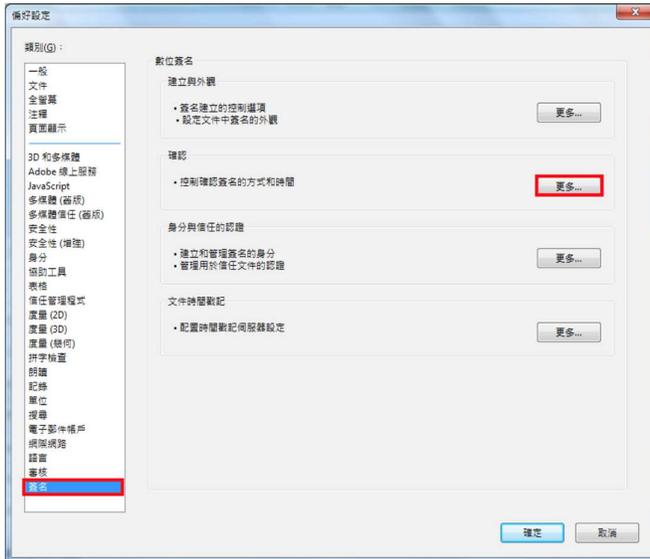
Check the Certificate Path, a 3-layer Certificate Path indicates that the certificate installation is successful.



# Adobe Acrobat Settings

## Windows Users

Go to “Menu -> Edit Preferences”, select “Signatures” from the left menu, and under the subtitle “Verification”, select “More”.



Please tick the boxes “Verify signatures when the document is opened”, “Require certificate revocation checking to succeed whenever possible during signature verification”, “Validating signatures” and “Validating certified documents”, then click “OK”.



## MacOS Users

When receiving a signed document at the first time, select “Signature Properties”.



Select “Show Signer’s Certificate”



Select the top layer Root Certificate, go to the tab “Trust”, and select “Add to Trusted Certificates”.



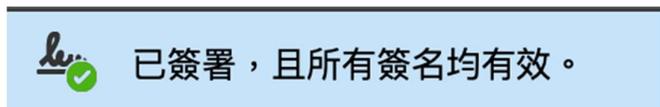
Select “OK”



Tick the box “Use this certificate as the trusted root”, then click “OK”.

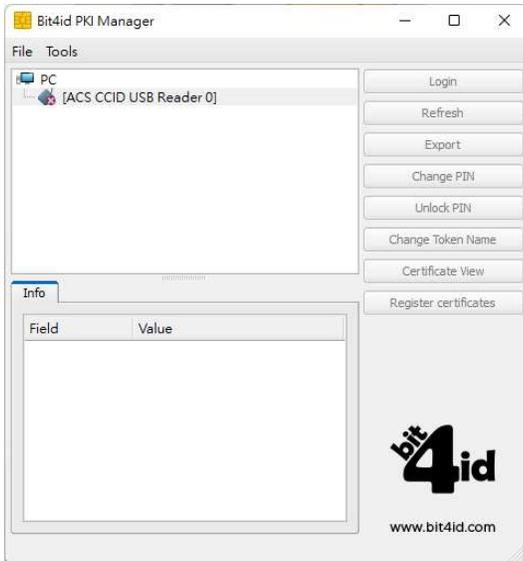


Close the file and re-open to validate the signature again.



## Troubleshooting

- A smart card reader detected in the Bit4ID PKI Manager program but no smart card details shown

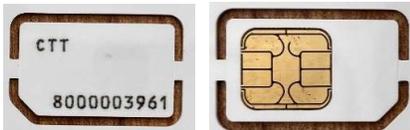


Please check if the direction of inserting the smart card is correct, and if the relevant smart card driver is installed properly. If the smart card is still not recognizable, please return the smart card to our eSignTrust Registration Office for further checking.

Gemalto Smart Card (with oval shape smart chip, card serial number starts with “0”. This type of smart card is end of support, please contact eSignTrust for more information.)



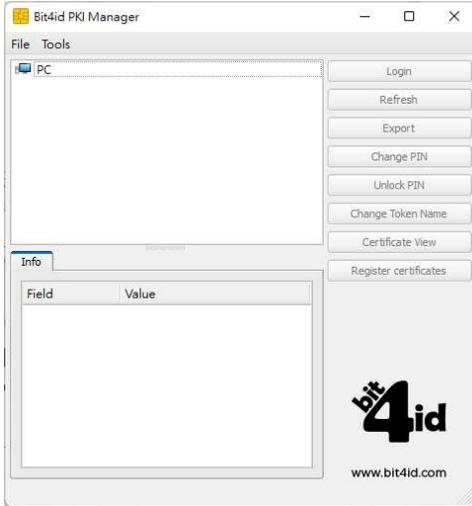
Bit4ID JSig Smart Card (with rectangular shape smart chip, card serial number from 8000000011 – 8000004019)



Bit4ID JSig3 and JSig4 Smart Card (with rectangular shape smart chip, JSig3 card serial number from S1000004020 – S1000005019, JSig4 card serial number from S1000005070 onward.)



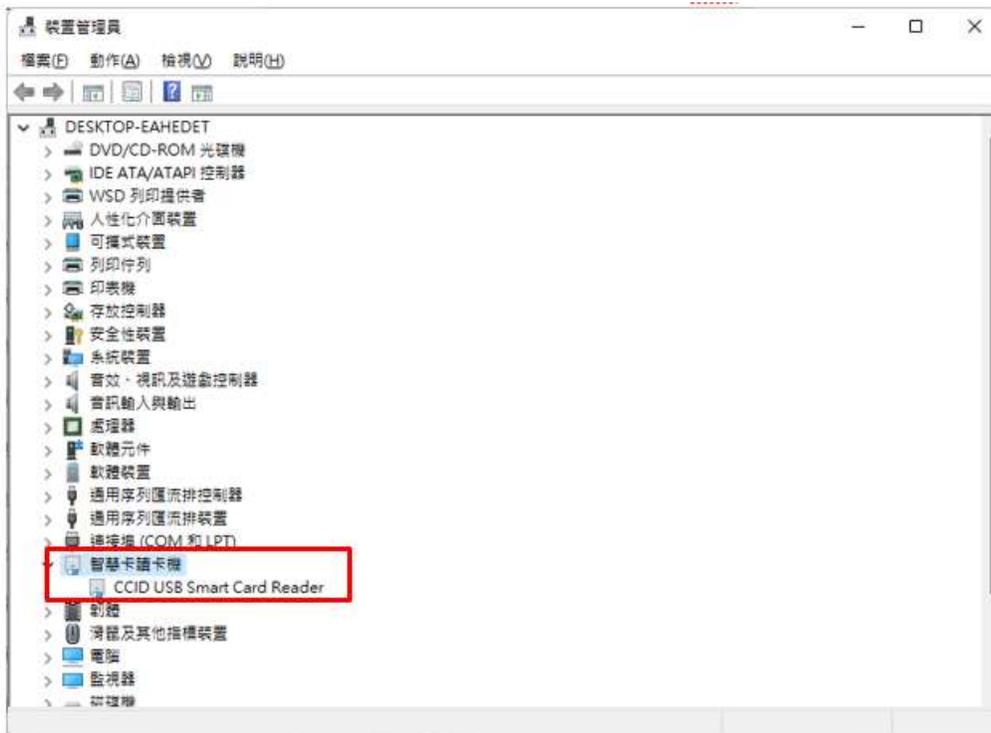
- Both smart card reader and smart card not shown



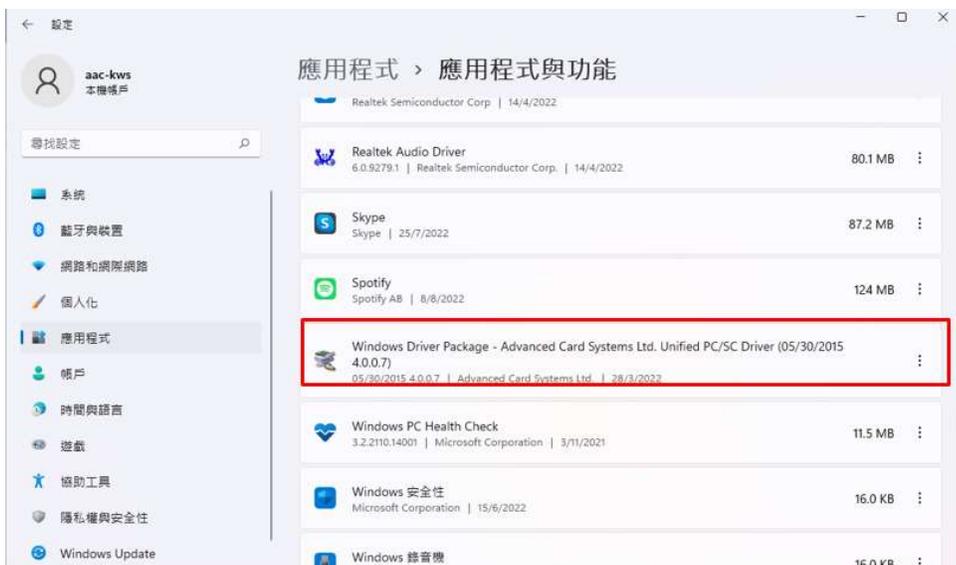
Please check if the card reader is properly plugged and the driver is installed. Please check the LED light status on the card reader, where flashing slow indicates that the reader is at standby condition, constantly on means connected and flashing frequently is when the reader is currently reading the smart card. In case where the LED light is not on, please return the smart card reader to our eSignTrust Registration Office for further checking.

### Windows Users

Open Windows Device Manager to check if the card reader is connected.



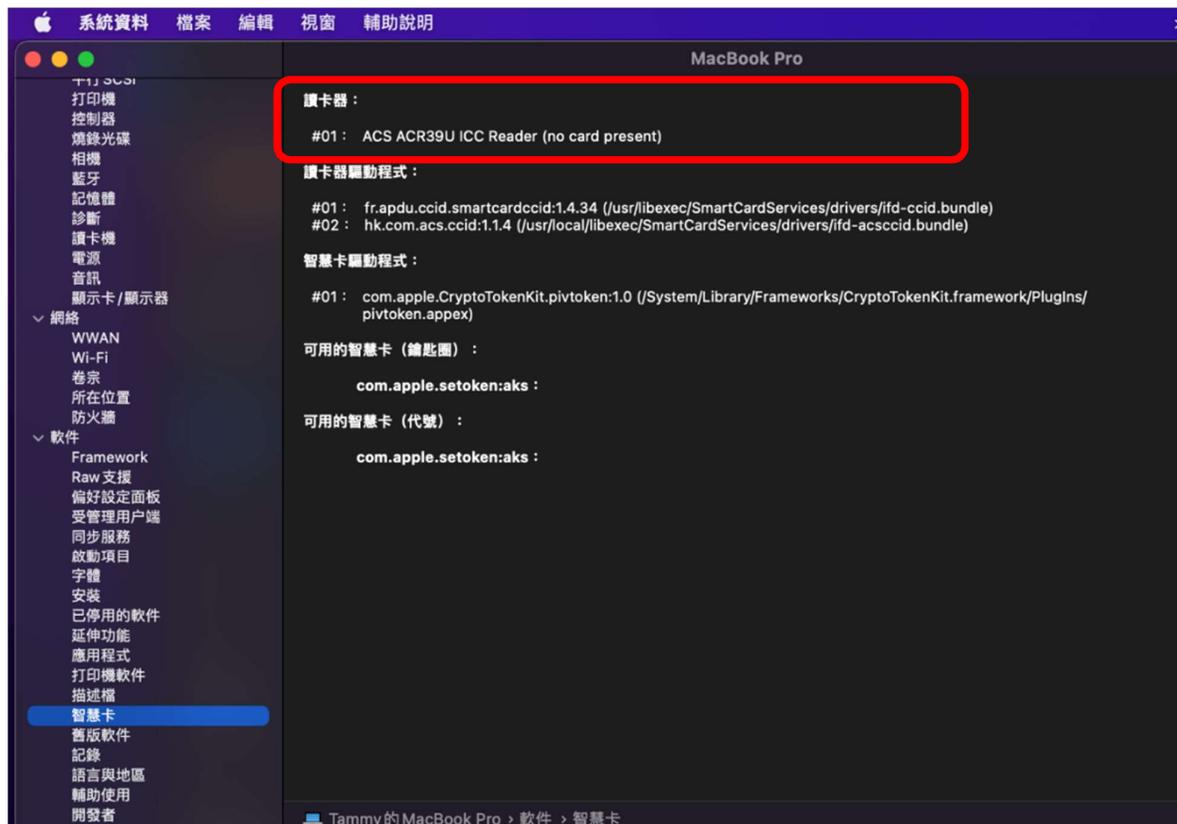
If connected, open “Settings -> Applications” to check if the “ACS Unified PC/SC/ Driver” and “Windows Driver Package – Advanced Card Systems Ltd Unified PC/SC/ Driver” are installed.



The card reader should be plug & play, if it is not recognizable by the system, please unplug the card reader and uninstall the card reader driver from Windows application, then plug in the card reader again to allow the system automatically install the driver or manually download and install the driver from eSignTrust website.

## MacOS Users

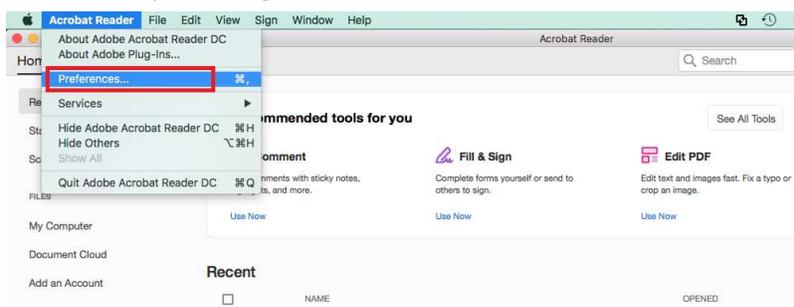
Once the smart card reader is connected, go to “LaunchPad -> Others -> System Information -> Software -> Smart Card” and check if the card reader can be detected. The card reader should be plug & play, if the card reader is not installed automatically, please unplug and reconnect again. If the card reader is still not detected, please return the smart card reader to our eSignTrust Registration Office for further checking, or manually install the card reader driver.



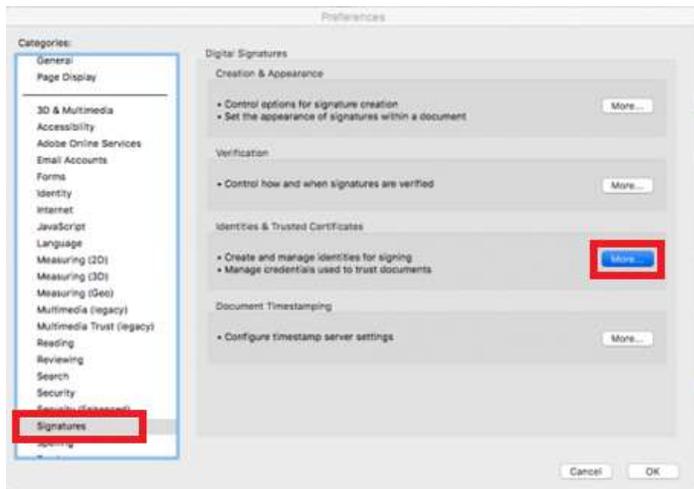
- Smart card not detected in Adobe

For users with the smart card driver already installed on MacOS but the smart card not recognizable in Adobe, please refer to the steps below to manually attach the smart card (PKCS#11) module in Adobe in order to use the certificates on the smart card.

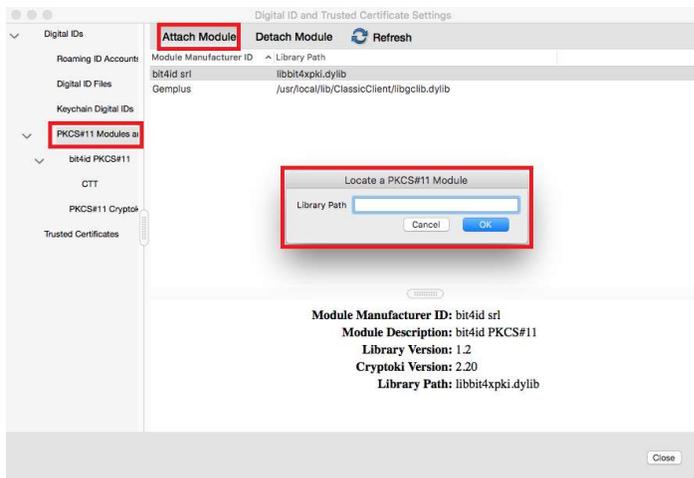
1. Insert the smart card
2. Open Adobe
3. On the top menu, go to “Adobe Reader -> Preferences”



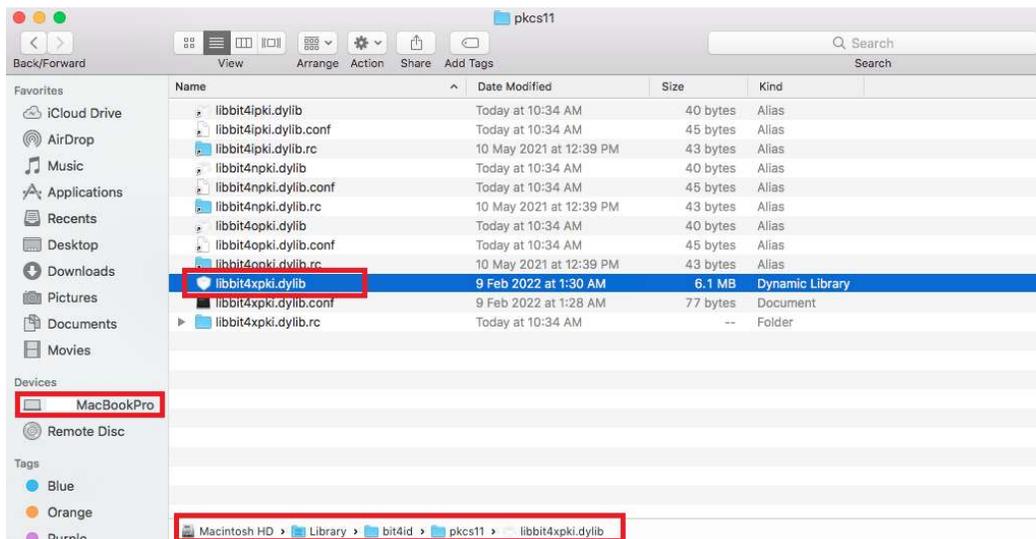
4. Go to the “Signatures” category and select the “More” option under “Identities & Trusted Certificates”

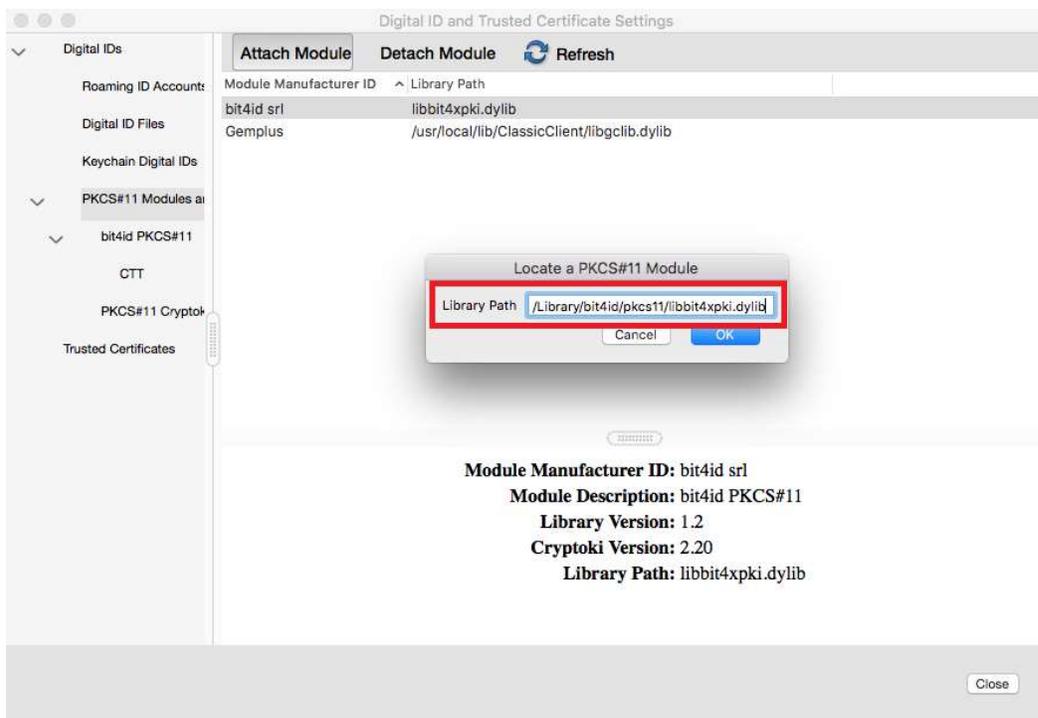


5. Click “PKCS#11 Modules and tokens” and then “Attach module”

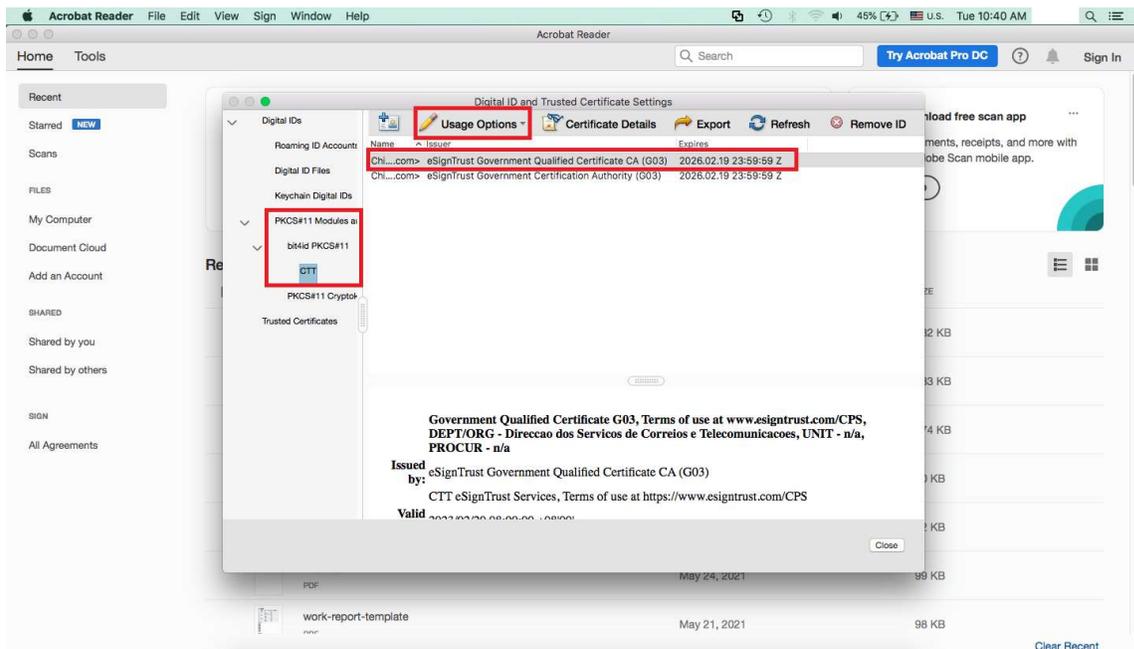


6. For the Library Path, please open “Finder”, in your Devices “Macintosh HD -> Library -> bit4id -> pkcs11”, and locate the Bit4ID smart card module library file “libbit4xpki.dylib”, and drag the library file to Adobe Library Path window (or manually type in the full file path), then click “OK”.





- After attaching the Bit4ID smart card module, you will see your smart card “CTT” under the “bit4id PKCS#11” module, and the certificates on the smart card will be shown on the right. Select the Qualified Certificate on the smart card, and select “Usage Options -> Use for Signing” to define the certificate for digital signing.



- Close the Settings window
- Exit the Adobe program and restart again