Nordea

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Objectives

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1 Objectives

1.1 Document objectives

This is the User Guide for the Nordea Security Client 2. It is intended for end users and Nordea support staff.

1.2 Terminology

In the document, the following terms are used.

- 1. Nordea Security Client 2 a PC Client used to sign files and download certificates
- 2. Nordea Certificate Service A web service used to issue certificates
- 3. Windows Certificate Store Windows storage for certificates. Can be accessed through certmgr.msc

2 Overview

2.1 Components

The Nordea Security Client 2 is provided in a single installation package. It is a single application installed in a dedicated Windows application container. Please note that the installation folder is managed and protected by the Windows platform and might not be accessible without administrator privileges. Typically, the installation folder path should be as follows: c:\Users\<user name>\AppData\Local\Packages\NordeaSecureClientDEMO 2bnd5fqs75xpe\

2.2 Purpose

The purpose of the Nordea Security Client 2 is to provide a way for the user to: Sign files using a certificate stored in the Windows Certificate store. Download a certificate from Nordea and either install it in a local Windows Certificate Store or export it in a .p12 file.

3 Installation

The Nordea Security Client 2 comes in a single standard Windows installation package. Start the installer from the provided MSIX package.

Note: Windows will automatically translate this screen to the local windows language.



Note: There is no option to choose an installation folder. The Nordea Security Client 2 is installed in a specific Windows application container that is fully managed by the Windows operating system.

4 User interface

The **Main** menu is launched when you start Nordea Security Client 2. To start it, click the application icon labelled **Nordea Security Client 2** from the Windows Start Menu. The **Main** menu has 5 active buttons: **Configuration**, **Certificate Download**, **Certificate Renewal**, **Signing** and **User Guide**. There is also a version information label in the bottom right corner.

Nordeo		
	Personalize The Solution Configuration Request New Certificate Certificate Download Renew Certificate Certificate Renewal Sign Files Signrig	
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4.1 Configuration

The **Configuration** view enables users to customise **Certificate Service Address**, **User ID/Signer ID**, **Customer ID/Sender ID** and **Output Folder**. Note that values set here are applied in all other operations within the Nordea Security Client 2 application.

lordea Security Client 2			-	o x
Nordea				
Con	figuration	E		
Certificate Service Address:	https://filetransfer.nordea.com/serv			
User ID / Signer ID:	1234567890			
Sender ID / Customer ID:	1234567890			
Output Folder:	C:\Temp\			
Back	Save			
	Configuration Certificate Service Address: Integr//fietransfer.nordea.com/sen User/D / Signer ID: 2324567890 Output Folde: CitTempl Back Sme			
02027	Thales Group			v1.0.0

4.1.1 Certificate Service Address

Specify the Certificate Service Address that is used to obtain certificates.

4.1.2 User ID / Signer ID

The User ID / Signer ID value can be found in the Customer Agreement as "Signer ID" for Corporate Access and Corporate Access Lite customers, and as "Logon ID" for Finnish and Corporate eGateway Web Services customers. The stored value is pre-filled in all the respective fields in the Certificate Download and Certificate Renewal views. It is also used during the Sign operation.

4.1.3 Customer ID / Sender ID

The **Customer ID** / **Sender ID** value can be found in the Customer Agreement as "Sender ID" for Corporate Access and Corporate Access Lite customers. The "Customer ID / Sender ID" field in the Signing view will be pre-filled with this value.

4.1.4 Output Folder

The **Output** folder is the location where the Nordea Security client 2 will store all signed files and exported .p12 certificate files. Please make sure the Output folder defined should be existing in the PC.

4.1.5 Reset To Defaults

All four fields can be reset to their default values using the button in the upper right corner.



- Click on the icon in upper right corner.
- Click the **Reset To Defaults** pop-up button.

Nordea Security Client 2	•		-		
Nordea					
Con	figuration	Reset To Defaults			
Certificate Service Address:	https://filetransfer.nordea.com/serv				
User ID / Signer ID:	1234567890				
Sender ID / Customer ID:	1234567890				
Output Folder:	C:\Temp\				
Back	Save				
62022	Thaias Grown			v10.0	

• Confirm the action by clicking **OK** in the pop-up dialog. You can also close this dialog if you do not want to reset to default.

4 Nordea Security Client 2		-		×
Noi	rdea			
	Configuration Reset To Defaults			
	You are about to reset all values to default and return to the main page.			
	BICK SHOP			
	©2022 Thates Snow		v10.0	

4.2 Certificate download

The **Certificate Download** view is used to get a new certificate from Nordea. Please make sure that the **Certificate Server Address** is correctly set in **Configuration View**.

If you already have a valid Nordea certificate, you can alternatively use the **Certificate Renewal** view, which has less information to complete.

4.2.1 Downloading a new certificate and installing it to the local Windows Certificate Store

Nordea	
Certifica	te Download
Name / Certificate Receiver:	
User ID / Signer ID:	
SMS Activation Code:	
Country Code:	×
Certificate Key Length:	2048 ~
Certificate Hash Algorithm:	SHA2 - 256 V
Action: Install locally: The certificate will be downloaded a	Install locally Export to file indistaled in the Microsoft Certificate Store.
Back	Request Certificate

- Specify **Name / Certificate Receiver** as stated in your agreement with Nordea. It is important that you use the exact spelling as in the Customer Agreement as this will be verified during the process.
- Specify User ID / Signer ID as stated in in the Customer Agreement.
- Provide the one time use **SMS Activation code**, received from Nordea during registration of the service. The SMS code was previously sent to your mobile phone. If you do not have an SMS code, please contact Nordea to receive a new one.
- Select a **Country Code**, depending on which country you use the service from.
- Select required Certificate Key Length and Certificate Hash Algorithm values from the lists.

- In Action, choose Install locally.
- Click on **Request Certificate**.
- If the installation is successful a confirmation message appears and you are returned to the **Main** menu.
- The new certificate is stored in Certificates-Current User / Personal / Certificates as shown in the following figure:



4.2.2 Downloading a new certificate and exporting it to a file

Nordea Security Client 2	 7		×
Nordea			
Certificate Download Certificate Key Length: 2048 Certificate Kash Algorithm: SHA2 - 258 Certificate Hash Algorithm: SHA2 - 258 Certificate Key Length: SHA2 - 258 SHA2 - 258 <th></th> <th></th> <th></th>			
©2022 Thales Group		v1.0.0	

- Specify **Name / Certificate Receiver** as stated in your agreement with Nordea. It is important that you use the exact spelling as in the Customer Agreement as this will be verified during the process.
- Specify User ID / Signer ID as stated in the Customer Agreement.
- Provide one time use **SMS Activation code**, received from Nordea during registration of the service. The SMS code was previously sent to your mobile phone. If you don't have an SMS code, please contact Nordea to receive a new one.
- Select a **Country Code**, depending on which country you use the service from.
- Select required Certificate Key Length and Certificate Hash Algorithm values from the list.
- In Action, choose Export to File.
- Enter the **Password** to protect the certificate file, again in **Confirm Password**.
- Click **Request Certificate**.
- If the export is successful a confirmation message appears and you are returned to the **Main** menu.
- The new certificate is stored in a .p12 file in the **Output Folder** specified in the **Configuration** view.

4.3 Certificate renewal

Certificate Renewal is used to replace an existing valid Nordea certificate with a more recent one. Please note that after downloading a new Nordea certificate, the previous one is no longer valid even if it has not yet expired.

4.3.1 Installing a new certificate locally

💠 Nordea Security Client 2	-		×
Nordea			
Certificate Renewal			
User ID / Signer ID: 1234567890			
Action: O Install locally O Export to file			
Install locally: The certificate will be downloaded and installed in the Microsoft Certificate Store.			
Back Request Certificate			
@2022 Thales Group		v1.0.0	

• Specify User ID / Signer ID as stated in the Customer Agreement.

• Click Request Certificate.

- If the installation is successful a confirmation message appears and you are returned to the Main menu.
- The new certificate is stored in **Certificates-Current User / Personal / Certificates** as shown in the following figure:

🥁 certmgr - [Certificates - Current User\Personal\Ce	ertificates]	-	-		×
File Action View Help					
🗢 🔿 🙍 🛅 📋 🤉 📾 🖬					
Certificates - Current User Certificates - Current User Certificates Tusted Root Certification Authorities Enterprise Trust Active Directory User Object Third-Patry Root Certification Authorities Third-Patry Root Certification Authorities Third-Patry Root Certification Authorities Third-Patry Root Certification Authorities Third-Patry Root Certificates Certificates Trust Certificate Enrollment Requests Smart Card Trusted Roots	Issued To	Issued By Thales DEMO Iocalhost Nordea Corporate CA 01		Expirat	ion Da 022 022 024
	<				;

Note: The old certificate is not removed from the Windows Certificate Store.

4.3.2 Exporting a new certificate to a file

4 Nordea Security Client 2	<section-header></section-header>		- 0	×
Nord	lea			
	Certificate Renewal			
	User ID / Signer ID: 1234567890			
	Action: O Install locally O Exp	ort to file		
	Export to File: The certificate will be downloaded and a p12 file created. This file can another computer.	be moved to		
	The file must be protected by a password with the following criteria: • 8-12 letters and digits • At least 4 letters (only a-z or A-Z, no special characters)			
	 At least 2 digits A maximum of two of the same characters in a row The password must not have any connection to your name or anything else 	associated with you		
	Password: *******			
	Confirm Password:			
	Back Request Certificate			
	@2022 Thales Group		v10.0	

- 1. Specify User ID / Signer ID as stated in in the Customer Agreement.
- 2. In Action, choose Export to file.
- 3. Enter the **Password** to protect the certificate file, again in **Confirm Password**.
- 4. Click **Request Certificate**.
- 5. If the export is successful a confirmation message appears and you are returned to the **Main** menu.
- 6. The new certificate is stored in a .p12 file in the **Output Folder** specified in the **Configuration** view.

4.4 Signing

To sign and produce Corporate Access Secure Envelope files, you need to have a valid certificate installed in Certificates-Current User / Personal / Certificates. If you do not, please consult the **Certificate Download** chapter of this User Guide.

Troubleshooting

Nordea Security Client 2		-	□ ×
Nordea			
	Signing		
Signer ID:	12345678970		
Sender ID:	12345678970		
Select File To Sign:	Browse		
Hash Algorithm:	SHA2 - 256 V		
	Back Process		
	02022 Thiles Group		v10.0

- Fill in the Signer ID as stated in the Customer Agreement. If you have filled the Signer ID in the ٠ **Configuration** view, this field will be pre-filled when you open the **Signing** view.
- Fill in the Sender ID as stated in the Customer Agreement. If you have filled the Sender ID in the **Configuration** view, this field will be pre-filled when you open the **Signing** view.
- In Select File To Sign, click Browse and select the file you want to sign. •
- Select a **Hash Algorithm** to use in the signing process. •
- The signed file can be found in the **Output Folder** specified in the **Configuration** view. •

Bez	User Guide Save as FDF To the Top	
Back	User Guide Save as PDF To the Top	
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Conter	nts	
Contents		
Objectives Document object Terminology	fives 6 6	
Overview Components Purpose	7	
	Contents Objectives Document date Terminology Overview Parpose Installation	Contents Contents Contents Contents Contents 4 Objectives 6 Document digetives 6 Construction 7 Component 7 Purpose 7 Installation 8

The User Guide view is dedicated to present this User Guide document. You can either view it directly in the application or export it as a PDF file via the Save as PDF button.

5 Troubleshooting

5.1 Logs

To start collecting application logs, the following log folder must be created on the local drive:

4.5 User Guide

C:\Nordea2Logs\

A separate log file is created for each application run. These logs can be used by Nordea Support to solve issues.

When logging is no longer needed, the log folder can be deleted and no more logs will be created.

5.2 **Problem with installation**

5.2.1 Missing root certificate

Make sure that the following certificate is installed and trusted in your system: DigiCert Trusted G4

5.2.2 Unsupported platform

Check the **Supported Platforms** chapter to see if your system is compliant.

5.3 Cannot download new certificate

There are several possible reasons why a certificate many fail to download. In each case, the error popup dialog will provide the specific reason for failure.

5.4 Certificate is not found for signing or Certificate renewal

The Nordea Security Client 2 requires the user certificate to be stored in Certificates-Current User / Personal / Certificates.

Certificates that are not issued by Nordea, are expired or do not have matching User ID identification are ignored.

To check if the certificate is present, open the Windows Certificate Manager by running **certmgr.csc** from the **Start** menu.

5.5 Exporting certificate to file failed / Saving signed file failed

Check that the **Output Folder** set in the **Configuration** view is accessible and you have sufficient access rights to save files in this folder.

5.6 Cannot open my file to sign

Check if the file is accessible and you have sufficient access rights. Check the size of the selected file. Despite no explicit file size limit, signing files larger than 600 MB can result in unexpected behaviour.

6 Supported platforms

The Nordea Security Client 2 can run on the following Operating Systems:

	32/64 bit	10.0.17763.0 and later
Windows 10		

7 System setting of Regional format

The Regional format defined in Setting of Operating System needs to have time-separator of colon (:) instead of period (.). Otherwise the timestamp produced by Nordea Security Client 2 will be considered not valid by Nordea Certificate Service.

Example of correct Regional format:

Region				
Country or region				
Finland				
Windows and apps might use your country or region to give you local content.				
Regional format				
Current format: English (United States)				
English (United States) \checkmark				
Windows formats dates and times based on your language and regional preferences.				
Some apps may need to be closed and reopened to see formatting changes.				
Regional format data				
Select Change data formats to switch among calendars, date, and time formats supported by the region.				
Calendar:	Gregorian Calendar			
First day of week:	Sunday			
Short date:	2/9/2023			
Long date:	Thursday, February 9, 2023			
Short time:	11:06 AM			
Long time:	11:06:08 AM			
Change data formats				