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LuxTrust :
FAQ : www.luxtrust.lu in the section 'Support & FAQ'
Helpdesk LuxTrust : Phone : 24 550 550
E-mail : helpdesk@luxtrust.lu

BCEE :
Helpdesk e-Banking : Phone : 4015 6015
E-mail : ehelpdesk.ebb@bcee.lu

- **How can I check whether my computer runs of the correct Java version?**

Please click on this link to check whether the **J**(ava) **R**(untime) **E**(nvironment) 1.6 update 10 (or a more recent version) is installed: <http://www.java.com/en/> and then on the title 'Do I have Java?'

If the following message appears, this means that there is no Java incompatibility to use the S-net solution with LuxTrust.

Verified Java Version



Congratulations!

You have the recommended Java installed (Version 7 Update 21).

If Java is not installed or if the installed version is older than JRE 1.7, please download and install Java Runtime Environment version 7 update 21 (or higher) by following the indications at:

<http://www.java.com/en/download/manual.jsp>.

Should there be an older Java version than Java 7 installed on your computer, please uninstall this version **FIRST** via the menus 'START', 'SETTINGS', 'CONTROL PANEL', 'ADD/REMOVE PROGRAMS', **BEFORE** downloading and installing the correct version.

- **How can I choose a new password ?**

When activating your certificate, the PIN, which is contained in the 'LuxTrust Codes' envelope needs to be changed into a password with the following characteristics:

Password length and authorized characters	
SMS	Length : 8 characters, alphanumerical, containing some special signs
Token	Length : 8 characters, alphanumerical, containing some special signs

- **Procedure for unblocking the PIN after 3 unsuccessful tries**

SMS	Automatic reset after 24 hours. No intervention by the user is needed. Please note that it is not possible to speed up this resetting procedure
Token	Automatic reset after 24 hours. No intervention by the user is needed. Please note that it is not possible to speed up this resetting procedure

- **I can't remember my activation code.**

You can find your activation code in the S-net message 'Your LuxTrust order has been registered' or 'Your LuxTrust order has been finalized'.

Please connect to the S-net solution and choose 'Mail', 'Inbox'. Please then select the message with the title 'Your LuxTrust order has been registered' or 'Your LuxTrust order has been finalized'. You will find your chosen activation code for the LuxTrust product you ordered under 'Selected activation code'.

- **Within how many days do I need to activate my Signing server: SMS or Token?**

You dispose of 60 days, to be counted as from the date on which you receive a confirmation mail of the shipping date of your LuxTrust product, to activate your signing server: SMS or Token at the LuxTrust site (<http://activate.luxtrust.lu/>).

You can easily retrace the date of your order within S-net. All you need is to connect to the S-net solution and choose the menus 'Mail' and 'Inbox'.

The date of the message intitled 'Your LuxTrust order has been finalized' is indicating the shipping date of your LuxTrust product.

- **What does the message 'Activation of the certificate failed' mean?**

Please check whether your computer runs a compatible Java Runtime Environment version (Java 1.7 or higher).

- **I get a pop-up message telling me that my LuxTrust certificate is not valid for BCEE and afterwards an error message indicating that my configuration is incomplete**

After activating your Signing server: SMS or Token at the LuxTrust site, it may take LuxTrust up to **4 hours** to validate this activation. Should this validation not have taken place yet, you will get a pop-up message telling you that your certificate is not valid yet for BCEE and afterwards an error message telling you that your configuration is incomplete.

- **May I link several S-net agreements to a LuxTrust certificate?**

Within S-net, please choose 'Options' and afterwards within the 'LuxTrust' submenu please select 'To attach agreements'. Please then choose the S-net agreements to be attached to a certificate by ticking the correspondent boxes.

- **What to do in case of loss/non-receipt of a LuxTrust product?**

Please contact the LuxTrust helpdesk by dialling ++352 24 550 550. The LuxTrust helpdesk is available from Monday to Friday from 8 a.m. until 7 p.m. and on Saturdays from 8 a.m. until 12 noon. You can also contact the LuxTrust helpdesk by e-mail at helpdesk@luxtrust.lu

- **What to do if I lose a LuxTrust product: how about security?**

Please note that your LuxTrust product is only working in combination with a password. Moreover, to connect to S-net, the security elements such as user id and password need to be entered at each connection. There is no visible link for your LuxTrust product with the S-net solution.

However, we strongly recommend that you suspend or even revoke your LuxTrust certificate at the site www.luxtrust.lu. Please choose the menu 'My certificate' and afterwards the menu '[Suspend](#)' or '[Revoke](#)' and follow the indications displayed at the screen. Please be informed that, unless you reactivate a suspended product within 30 days following the suspension the product will be automatically revoked and this revocation cannot be undone. The act of revoking a product is definitive. The product will become unusable.

- **Glossary of the used terms**

for S-net:

Identification number: This number of 7 digits is written at the top left corner of your S-net agreement.

IPIN: Initial Personal Identification Number. Each agreement is provided with an IPIN initialization code. You need to use the latter, which has been provided by BCEE for your first connection, just to replace it on that occasion by a password, which you have defined by yourself.

for LuxTrust:

Password: The initial password needs to be changed into a personal password with the following characteristics, at the activation of your certificate:

Password length and authorized characters

SMS	Length: 8 alphanumeric characters, containing some special signs
Token	Length: 8 alphanumeric characters, containing some special signs

Challenge: the challenge of 6 digits contained in your 'LuxTrust Codes' often is used to suspend, reactivate or to revoke your LuxTrust product.