



Download and installation of the LuxTrust Middleware



(using Internet Explorer 11)



Before starting the installation of the LuxTrust Middleware, please note that :

- you need **Administrator rights** on your computer ;
- you need one of the following **operating systems** in combination with the following **web browsers** :

Windows XP (32bit) : **Internet Explorer 8** or higher
Firefox 25 or higher

Windows Vista : **Internet Explorer 9** or higher
Firefox 25 or higher

Windows 7 : **Internet Explorer 9** or higher
Firefox 25 or higher
Google Chrome 30 or higher

Macintosh OS 10.6 / 10.7 : **Safari 5** or higher
Firefox 25 or higher

Please do not yet connect your LuxTrust card reader / Signing Stick to your computer; if it is connected, please disconnect it.

Steps to be followed :

- ◆ Please enter the following address in the address bar of your web browser :

<http://drivers.luxtrust.lu/>

◆ Please download the LuxTrust Middleware for your operating system by clicking on the link.

[Support](#) > [Downloads](#) > Middleware

Middleware

IMPORTANT : Please install the Middleware BEFORE connecting your device



Smartcard, Signing Stick & eID Card

 [Windows 32-bit](#)

 [Windows 64-bit](#)

 [Ubuntu 32-bit](#)

 [Ubuntu 64-bit](#)

 [Mac OS X 10.7 \(Lion\)](#) (will be available soon for eID)

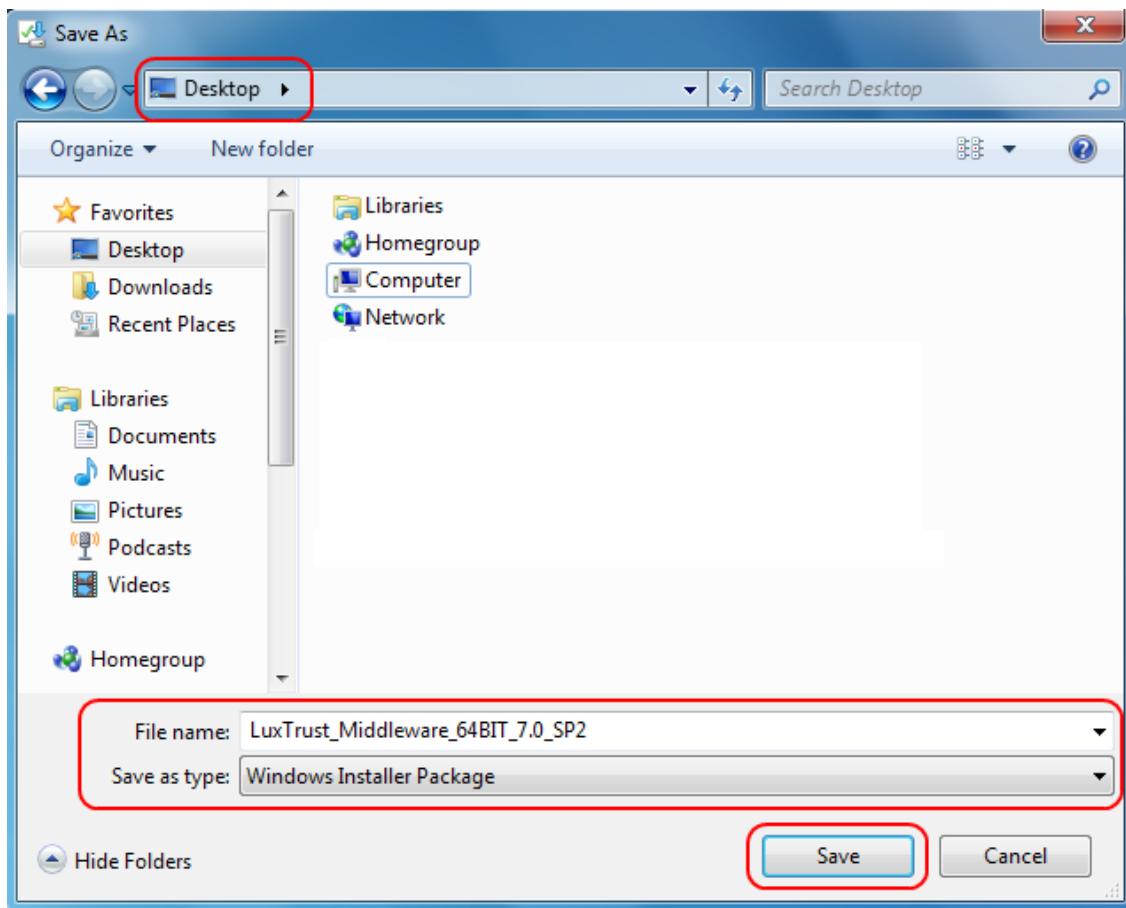
 [Mac OS X 10.8 \(Mountain Lion\)](#) (will be available soon for eID)

 [Mac OS X 10.9 \(Mavericks\)](#) (will be available soon for eID)

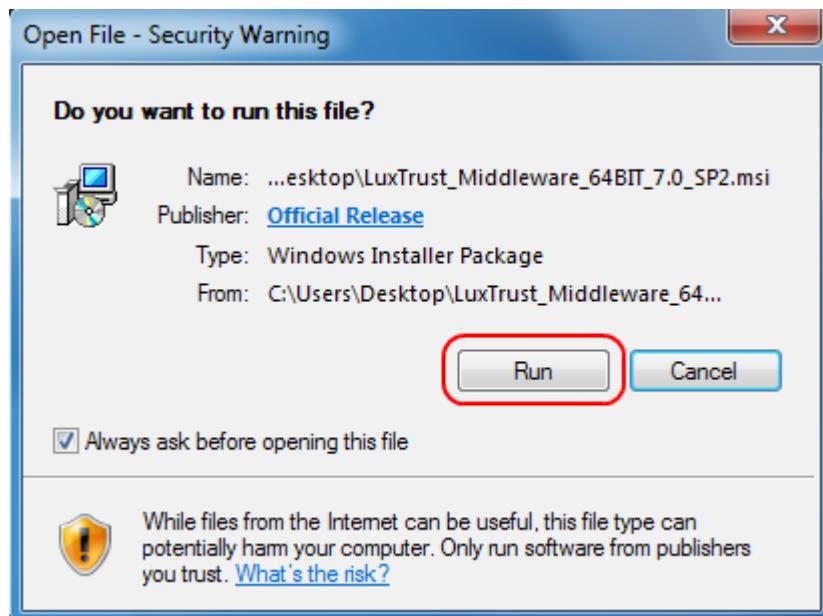
◆ Please 'Save as' the Middleware on your computer.



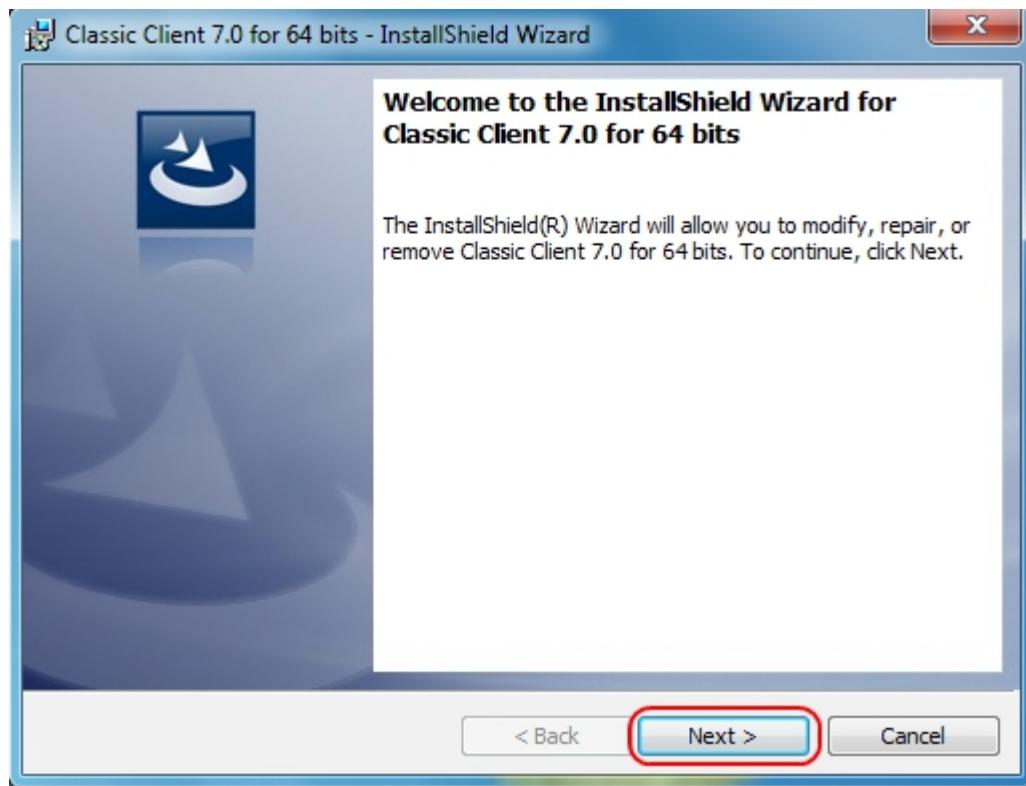
◆ For practical reasons, we recommend to preferentially save the file on your desktop.



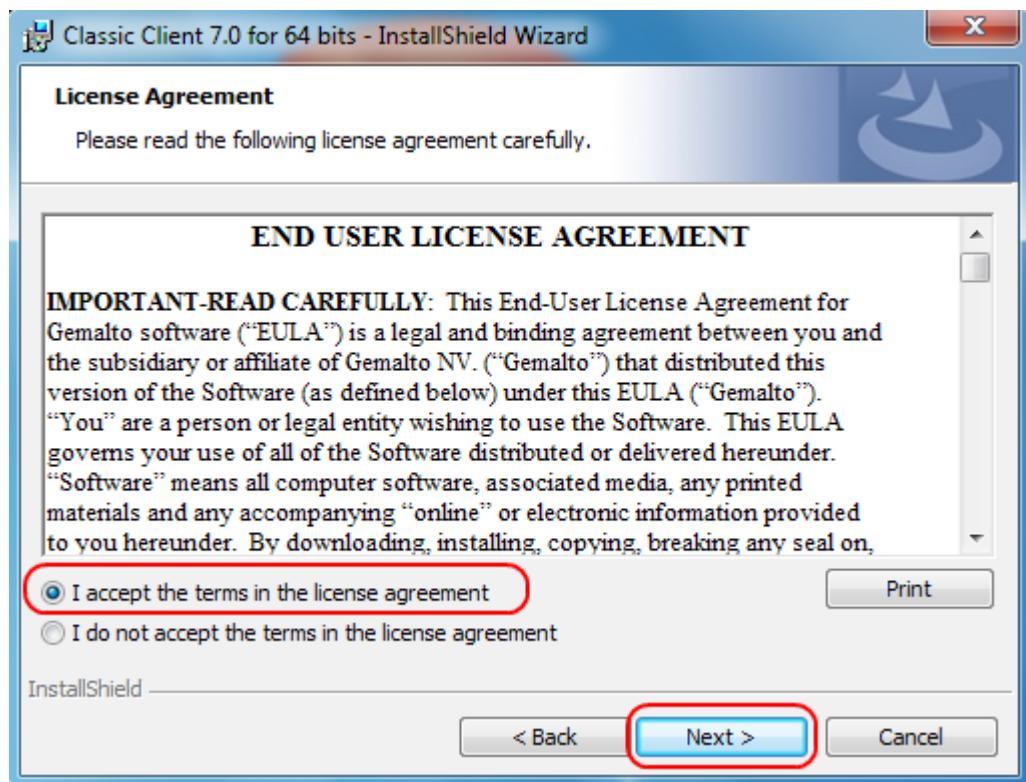
◆ After having completed the download , please click on 'Run' for starting the installation.



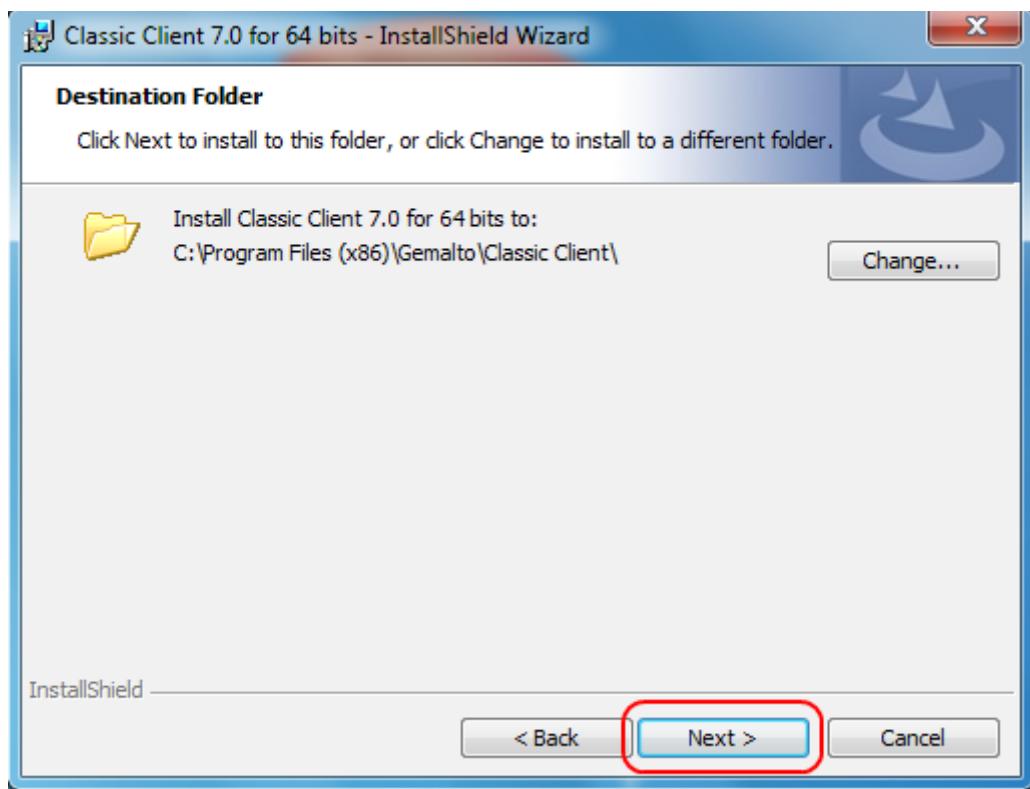
◆ The installation of the Middleware starts. Please click on 'Next'.



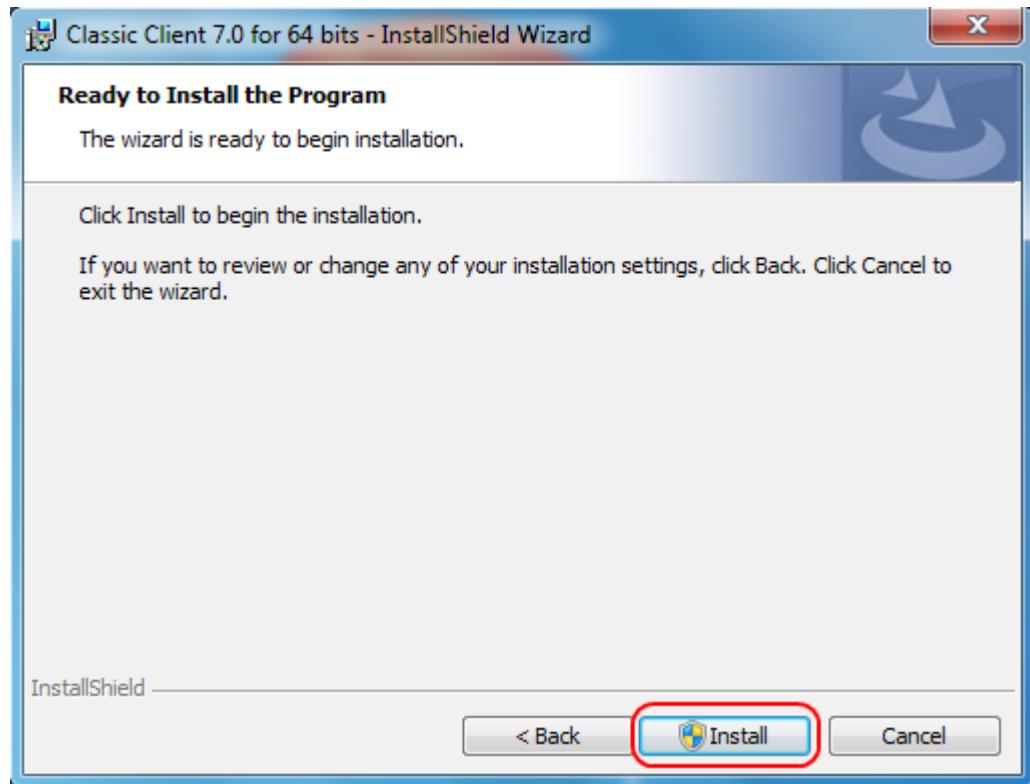
◆ Please accept the terms of the license agreement and click on 'Next'.



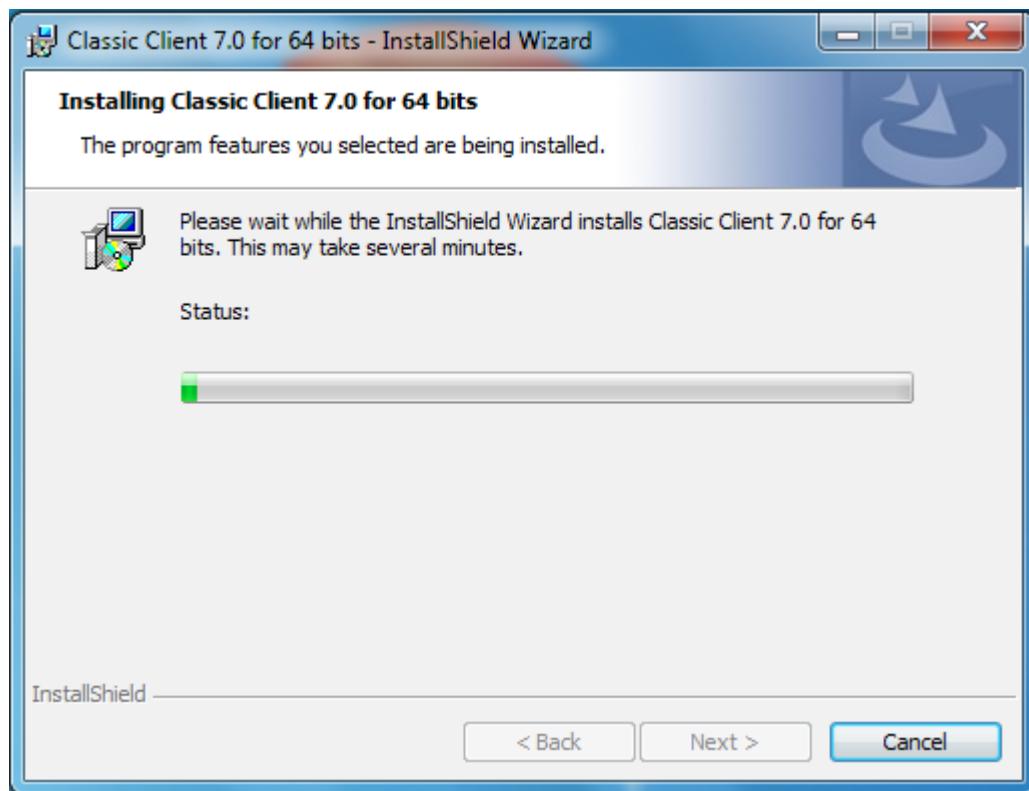
- ◆ The installation path is shown. Please click on 'Next'.



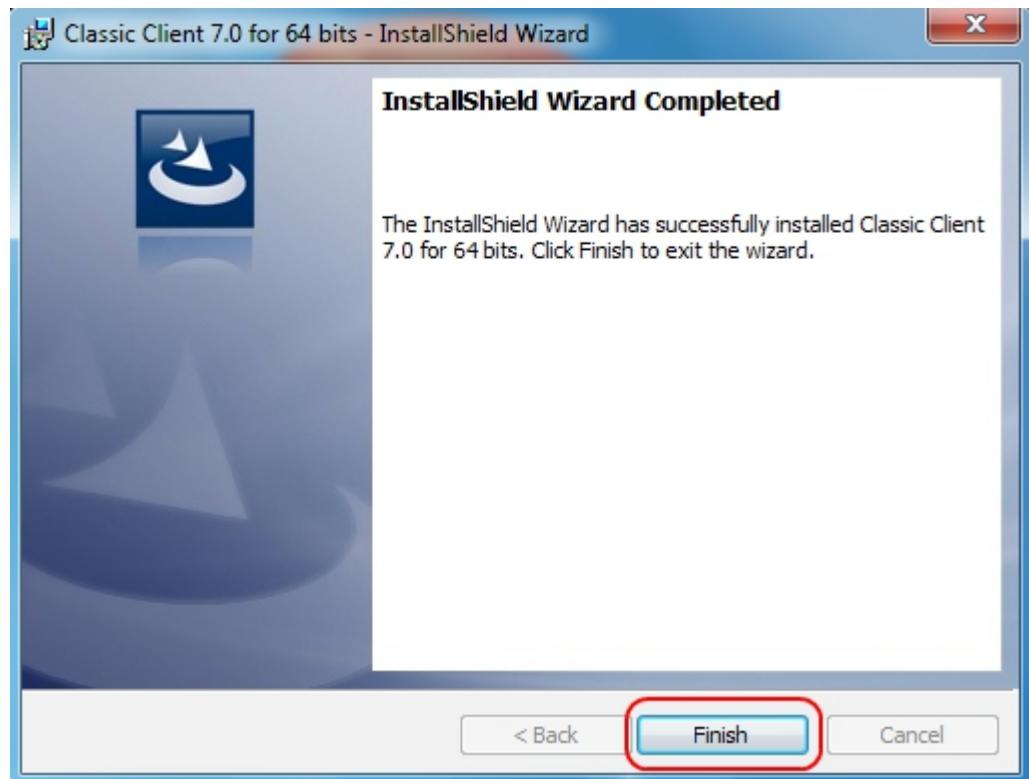
- ◆ Please now click on 'Install'.



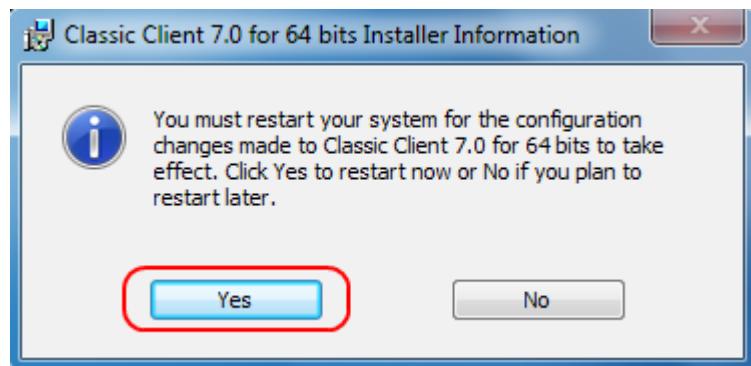
- ◆ A progression bar appears on your screen. Please wait.



- ◆ After completion of the installation, please click on 'Finish'.



- ◆ Please restart your computer by clicking on 'Yes'.



SUPPORT AND ASSISTANCE

If you still need assistance after reading all of the provided help documentation, please refer to the FAQs on the LuxTrust website www.luxtrust.lu and contact, if necessary, the LuxTrust Helpdesk at 24 550 550 (MO-FR 8:00-19:00, SA 9:00-18:00) or by e-mail at helpdesk@luxtrust.lu.