



public

# [GS] GLOBALTRUST Trust2Go

## [public - Trust2Go-User Documentation]

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[Stand: 20th of January 2023]

# 1 [T2G-DOK3] SIGNATOR-DOCUMENTATION TRUST2GO

## Online-Version of this Documentation:

<https://service.globaltrust.eu/static/trust2go-benutzer-en.pdf>

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This documentation is dedicated to the ⇒ Signator and describes all provided components, information, processes and use-cases for using Trust2Go.

### **Hint!**

The used screenshots in this documentation should ease the use of the App. Depending on the smartphone, workstation or browser you are using the screenshots could differ from what you are seeing. You can help us with the usability if you document the differences and tell us where they are so we can work on it, also if there are screenshots or steps missing do not hesitate to contact us with your experience.

## 1 [INFODEF] USED DEFINITIONS

### Account

Collection of all data from the ⇨ Signators which gives him/her the permission to use the ⇨ Qualified Remote Signature Creation Device (QRSCD).

### AktivierungsPIN (ActivationPIN)

For the use of the ⇨ Signer's Interaction Component (SIC) and the activation of the ⇨ QRSCD Private Key from the ⇨ Signator given password. Is used for protection of the ⇨ QRSCD Private Key and for the communication of the ⇨ Signators with the Signature Activation Module. The ActivationPIN only can be used together with the ⇨ TransportPIN and with the phone number from your order. If you want to change an already existing ActivationPIN, you will have to know what the previous ActivationPIN has been. It is not possible to use the ⇨ QRSCD Private Key when you forgot your current ActivationPIN. There is no chance for third-party (incl. VDA) to activate the ⇨ QRSCD Private Key in any other way.

### AuthenticationApp 'Trust2GoAuthApp'

Smartphone-App for the use of the ⇨ Second-factor authentications to authorize a qualified ⇨ Signature. During the process of the registration in the AuthenticationApp the app will be connected from the ⇨ Signator with an asymmetrical authentication key from the VDA and will be assigned to the ⇨ Signator's smartphone.

### batch signature

Providing several ⇨ Hash-values with an individual ⇨ Signature each, but in the case of qualified ⇨ Signatures the list of the ⇨ Hash-values has to be available before the start of the signature process.

### FacelD

A method which is provided by the smartphone's operating system to use the ⇨ Second-factor authentications. The use of the FacelD has to be approved by the ⇨ Signator on his smartphone according to his operating system.(like iOS or Android).

### Fingerprint

A method which is provided by the smartphone's operating system to use the ⇨ Second-factor authentications. The use of the Fingerprint, it has to be approved by the ⇨ Signator on his smartphone according to his operating system.(like iOS or Android).

### First-factor authentication ("1FA")

The first mechanism for authentication of a qualified ⇨ Signature is always a password, given by the ⇨ Signator which is called ⇨ AktivierungsPIN (ActivationPIN). The PIN then gets hashed and saved for verification purposes in the ⇨ Server Signing Application (SSA) and is one of the components which is needed so the activation of the ⇨ QRSCD Private Key.

### Hash-value

The hash-value of a file which is going to be signed, where only authorized hash procedures are allowed.

### HSM

Hardware Security Module for the secure use of the ⇒ Private Keys from the ⇒ Signators and the execution of the ⇒ Signature.

### **JSON Web Token (JWT)**

A Token which contains the needed signature data of the ⇒ Signator). Is created according to ⇒ [RFC7519] and is being used for communication between the Signers Interface and ⇒ Server Signing Application (SSA).

### **JSON Web Signature (JWS)**

Signed ⇒ JSON Web Token (JWT), JWS is being created according to ⇒ [RFC7515] and with the use of the ECDSA algorithm using P-256 curve and SHA-256.

### **PINCode**

A method which is provided by the smartphone's operating system and can be used as confirmation for the ⇒ Second-factor authentication. The code will be given through the ⇒ AuthenticationApp and the ⇒ Signator during the process of the Signature Activation Protocol.

### **Private Key**

A private key which is only assigned to the ⇒ Signator which is doing ⇒ Signature with this key. Private keys together with Trust2Go only are being generated and used in the suitable ⇒ HSM. A transmission does not happen in a Trustworthy Systems Supporting Server Signing from TSP or in any other ways. The public key which is associated to the private key will get his own certificate. Private keys in Trust2Go [GCP] are going to be created and maintained according to 4.5, 6.1 and 6.2.

### **Qualified Signature Creation Device (QSCD)**

Signature creation device for providing qualified ⇒ Signatures after a request from the ⇒ Signator.

### **Qualified Remote Signature Creation Device (QRSCD)**

Signature creation device (⇒ QSCD) which is issued in the Trustcenter of the VDA and creates qualified ⇒ Signatures after the request of the ⇒ Signators. As signature creation device an Hardware security module is being used.

### **QRSCD Private Key**

The ⇒ Private Key from the ⇒ Signator which can only be used in the ⇒ Qualified Remote Signature Creation Device (QRSCD).

### **Scalable Key Storage (SKS)**

Is a certified procedure according to [CEN EN 419 221-5] for managing the ⇒ QRSCD Private Key of the ⇒ Signators, which makes sure, that the ⇒ QRSCD Private Key is only being used from the ⇒ Signator on a certain HSM as provided from the VDA.

### **Second-factor authentication ("2FA")**

The second mechanism for authentication of a qualified ⇒ Signature could be used with an ⇒ AuthenticationApp or via SMS. This is used as a confirmation that the ⇒ AktivierungsPIN (ActivationPIN) actually comes from the ⇒ Signator. Depending on the confirmation method the mechanism uses a TAN (as "nonce", when using SMS) or a ⇒ JSON Web Signature (JWS) (when using an ⇒ AuthenticationApp).

### **Server Signing Application (SSA)**

All of the remotely installed programs that identify the ⇒ Signator and release the ⇒ Qualified Remote Signature Creation Device (QRSCD) for ⇒ Signature.

### **Signator (or subscriber)**

Person who creates a ⇒ Signature with the help of a Signers Interface

### **Signature**

Encryption of a ⇒ Hash-values with the ⇒ QRSCD Private Key from the ⇒ Signator and connecting with the certificate from the ⇒ Signators according to ⇒ [eIDAS-VO], [SVG] and [SVV].

### **Signing process**

All steps to create a single ⇒ Signature or multiple, summarized signatures(⇒ batch signature).

### **Signer's Interaction Component (SIC)**

Local programming component under control of the ⇒ Signators, which activates the ⇒ Signing process.

### **Transaction**

Every process which is defined in Trust2Go.

### **Transactionnumber (TAN)**

One time useable identifier, which can be used as a ⇒ Second-factor authentication for a qualified ⇒ Signature. Alternatives to the TAN<sup>1</sup> are ⇒ PINCode, ⇒ FaceID, ⇒ Fingerprint). In the process of activation of the ⇒ Second-factor authentications you HAVE TO use a TAN u will receive via SMS

### **TransportPIN**

The password which is assigned by with an issued certificate that saves the ⇒ QRSCD Private Key against unauthorized usage. Before using the ⇒ QRSCD Private Key to ⇒ Signature the ⇒ Signator HAVE TO assign a ⇒ AktivierungsPIN (ActivationPIN) which differs from the TransportPIN.

### **Transaction-ID**

randomly generated 5-8 number and letters combination which gets generated by the Signers Interface and gets assigned to a single ⇒ Signing process. The transaction-id helps the ⇒ Signator upon release by the ⇒ Second-factor authentication as additional auxiliary feature for the assignment from a ⇒ Signature to a certain ⇒ Signing process.

### **TSP**

Shortcut for the Trust Service Provider GLOBALTRUST (company name: "e-commerce monitoring gmbh").

### **QRSCD Private Key**

The ⇒ Private Key from the ⇒ Signator which can only be used in the ⇒ Qualified Remote Signature Creation Device (QRSCD).

### **Qualified Signature Creation Device (QSCD)**

Signature creation device for providing qualified ⇒ Signatures after a request from the⇒ Signator.

## 2 [INFOSECRET] PRIVACY- AND ACTIVATIONMANAGEMENT

The Trust2Go-Service is using following secrets:

- the ⇒ **TransportPIN**: set when a certificate is delivered for the first time
- the **first** assigned ⇒ **AktivierungsPIN** (ActivationPIN): set from the ⇒ Signator
- a **newly** assigned ⇒ **AktivierungsPIN** (ActivationPIN): set from the ⇒ Signator only if the Signator asks to change the ⇒ AktivierungsPIN (ActivationPIN)
- ⇒ Fehler! Verweisquelle konnte nicht gefunden werden.: you get sent via SMS, for confirmation of a ⇒ Transaction
- You need a ⇒ **PINCode**: locally on the smartphone of the ⇒ Signator for confirmation of a signature request through the ⇒ AuthenticationApp
- ⇒ **FaceID** or ⇒ **Fingerprint**: locally on the smartphone available safety mechanism for confirmation through the ⇒ AuthenticationApp

**Timeouts, you need to be aware of:**

- Automatic Logout after 15 minutes in "Trust2GoWeb".
- Registration of the ⇒ AuthenticationApp from the ⇒ Signator or the SMS-Activation could take up to 600 seconds.
- From the signature request until the authentication through the ⇒ AuthenticationApp, via SMS or TAN Generator could take up to 600 seconds.

### **Hint!**

The 'Trust2GoAuthApp' does not have an automatic timeout after the start of the app, it will be active until the User actively stops the app. It depends on the operating system of the phone how you can stop an app running on your phone.



### 3 [INFOTRUST2Go] INFORMATION ABOUT OPERATIONAL STRUCTURE

#### Use-Cases overview

- The ⇒ Signator can use multiple ⇒ QRSCD Private Keys in one use of the Trust2GoApp.
- The same ⇒ AktivierungsPIN (ActivationPIN) is used with one ⇒ Signature for all certificates of the same username.
- If a new certificate is subsequently obtained with its own ⇒ QRSCD Private Key the ⇒ TransportPIN assigned to this ⇒ QRSCD Private Key HAVE TO be replaced by the ⇒ AktivierungsPIN (ActivationPIN).
- The ⇒ Signator can replace the existing ⇒ AktivierungsPIN (ActivationPIN) with a new⇒ AktivierungsPIN (ActivationPIN) anytime.

#### Legal Repository (Policies and Practises)

DE: <https://globaltrust.eu/certificate-policy/>

EN: <https://globaltrust.eu/en/certificate-policy-2/>

#### Important information about Trust2Go

DE-TEXT: <https://service.globaltrust.eu/static/qualified-info-de.txt>

EN-TEXT: <https://service.globaltrust.eu/static/qualified-info-en.txt>

DE-PDF: <https://service.globaltrust.eu/static/general-de.pdf>

#### Imprint

DE-TEXT: <https://service.e-monitoring.at/static/impressum.txt>

EN-TEXT: <https://service.e-monitoring.at/static/imprint.txt>

DE-HTML: <https://globaltrust.eu/impressum/>

EN-HTML: <https://globaltrust.eu/en/imprint/>

#### TOS

DE-TEXT: <https://service.e-monitoring.at/static/agb.txt>

EN-TEXT: <https://service.e-monitoring.at/static/terms.txt>

DE-PDF: <https://www.e-monitoring.at/static/agb.pdf>

EN-PDF: <https://www.e-monitoring.at/static/terms.pdf>

### 4 [INFOSERVICE] TECHNICAL REQUIREMENTS

#### Hint

Within company networks it may be necessary to enable access in the local firewall configurations.

To use Trust2Go one of the following requirements has to apply.

#### A) **PRODUCTION**

##### (1) SMS-User - Production - StandAlone-Signature

- valid contract for at least one Trust2Go certificate:  
qualified or advanced
- Mobilephone with the ability to receive text messages (Operating system does not matter)

- Access to://t2g.globaltrust.eu (Port 443)
- Windows Workstation from Windows 10
- Installation e-Sign Agent (⇒ 8 [KompEsign] Installation + Configuration 'Trust2GoClient' (e-Sign Agent))

**(2) App-User - Production - StandAlone-Signature**

- valid contract for at least one Trust2Go certificate:  
qualified or advanced
- Smartphone with the operating system:  
Android (from 8.0.0, recommended from 10.0) or  
iOS (from 10, recommended from 11)
- Installation 'Trust2GoAuthApp'  
⇒ 6 [KompAppAndr] Installation (First/New) Productionversion 'Trust2GoAuthApp' -  
Version Android or  
⇒ 7 [KompAppIos] Installation (First/New) Productionversion 'Trust2GoAuthApp' -  
Version IOS
- Access to https://t2g.globaltrust.eu (Port 443)
- Windows Workstation from Windows 10
- Installation e-Sign Agent (⇒ 8 [KompEsign] Installation + Configuration 'Trust2GoClient' (e-Sign Agent))

**(3) SMS-User - Production - Process-Integration**

- valid contract for at least one Trust2Go certificate:  
qualified or advanced
- Mobilephone with the ability to receive text messages (Operating system does not  
matter)
- Access to https://t2g.globaltrust.eu (Port 443)
- Integration of the API-functions

**(4) App-User - Production - Process-Integration**

- valid contract for at least one Trust2Go certificate:  
qualified or advanced
- Smartphone with the operating system:  
Android (from 8.0.0, recommended from 10.0) or  
iOS (from 10, recommended from 11)
- Installation 'Trust2GoAuthApp'  
⇒ 6 [KompAppAndr] Installation (First/New) Productionversion 'Trust2GoAuthApp' -  
Version Android oder  
⇒ 7 [KompAppIos] Installation (First/New) Productionversion 'Trust2GoAuthApp' -  
Version IOS
- Integration of the API-functions

**B) TEST**

**(1) SMS-User - Test - StandAlone-Signature**

- valid contract for at least one Trust2Go certificate: qualified or advanced
- Mobilephone with the ability to receive text messages (Operating system does not matter)
- Access to <https://t2gtest.globaltrust.eu> (Port 443)
- Windows Workstation from Windows 10
- Installation e-Sign Agent (⇒ 8 [KompEsign] Installation + Configuration 'Trust2GoClient' (e-Sign Agent), p20)

**(2) App-User - Test - StandAlone-Signature**

- valid contract for at least one Trust2Go certificate: qualified or advanced
- Smartphone with the operating system: Android (from 8.0.0, recommended from 10.0) or iOS (from 10, recommended from 11)
- Installation 'Trust2GoAuthApp'
  - ⇒ 6 [KompAppAndr] Installation (First/New) Productionversion 'Trust2GoAuthApp' - Version Android, p14 or
  - ⇒ 7 [KompAppIos] Installation (First/New) Productionversion 'Trust2GoAuthApp' - Version IOS, p15
- Access to <https://t2gtest.globaltrust.eu> (Port 443)
- Windows Workstation from Windows 10
- Installation e-Sign Agent (⇒ 8 [KompEsign] Installation + Configuration 'Trust2GoClient' (e-Sign Agent), p20)

**(3) SMS-User - Test - Prozess-Integration**

- valid contract for at least one Trust2Go certificate: qualified or advanced
- Mobilephone with the ability to receive text messages (Operating system does not matter)
- Access to <https://t2gtest.globaltrust.eu> (Port 443)
- Integration of the API-Functions

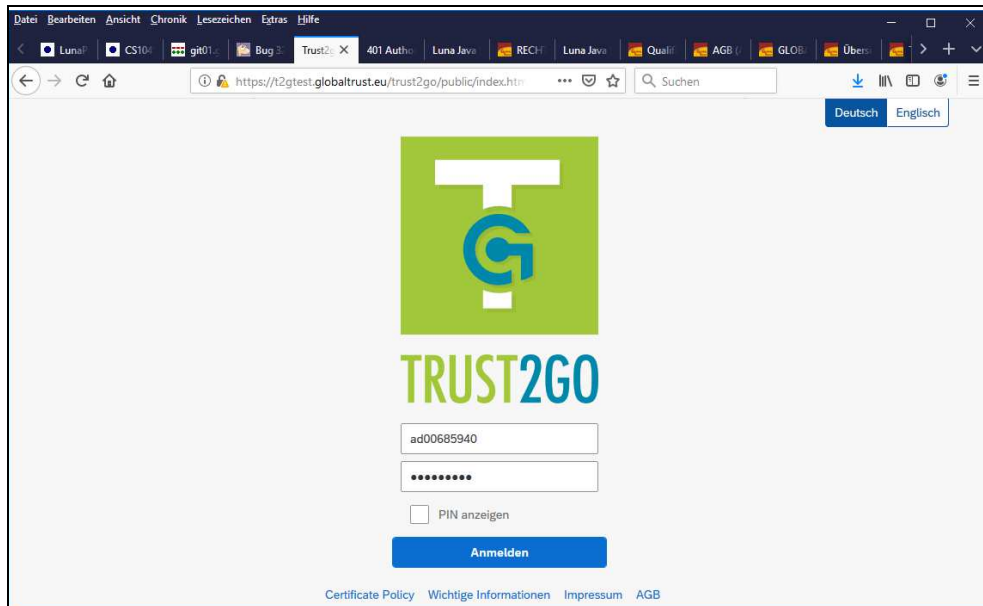
**(4) App-User - Test - Prozess-Integration**

- valid contract for at least one Trust2Go certificate: qualified or advanced
- Smartphone with the operating system: Android (from 8.0.0, recommended from 10.0) or iOS (from 10, recommended from 11)
- Installation 'Trust2GoAuthApp'
  - ⇒ 6 [KompAppAndr] Installation (First/New) Productionversion 'Trust2GoAuthApp' - Version Android, p14 or
  - ⇒ 7 [KompAppIos] Installation (First/New) Productionversion 'Trust2GoAuthApp' - Version IOS, p15
- Integration of the API-Functions



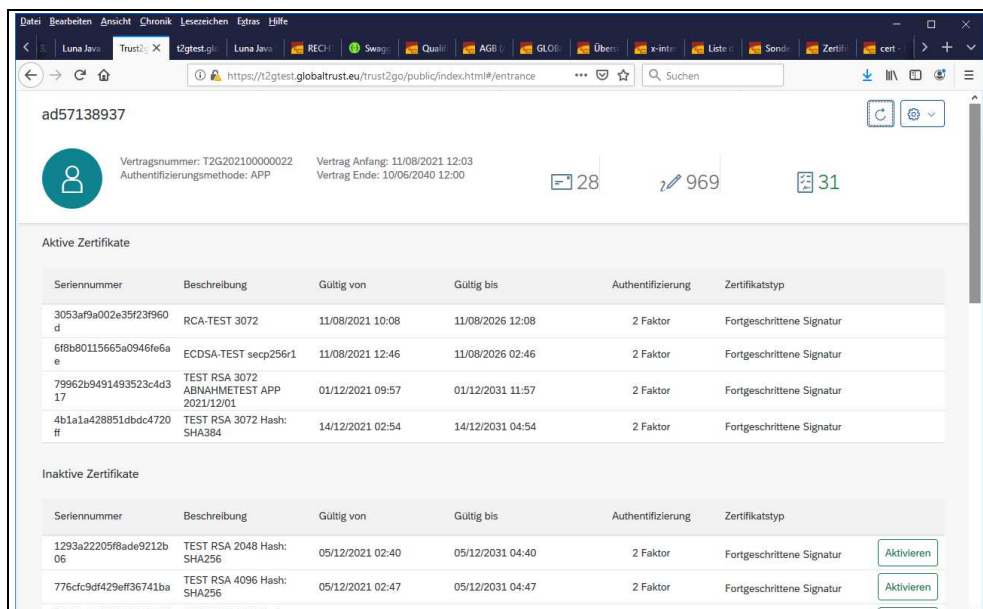
## 5 [INFOWEB] INFORMATION CONTRACTDETAILS OF THE SIGNATOR VIA 'TRUST2GOWEB'

<https://t2g<sup>2</sup>.globaltrust.eu/trust2go/public/index.html>



Fehler! Textmarke nicht definiert.

Login ⇒



Fehler! Textmarke nicht definiert.

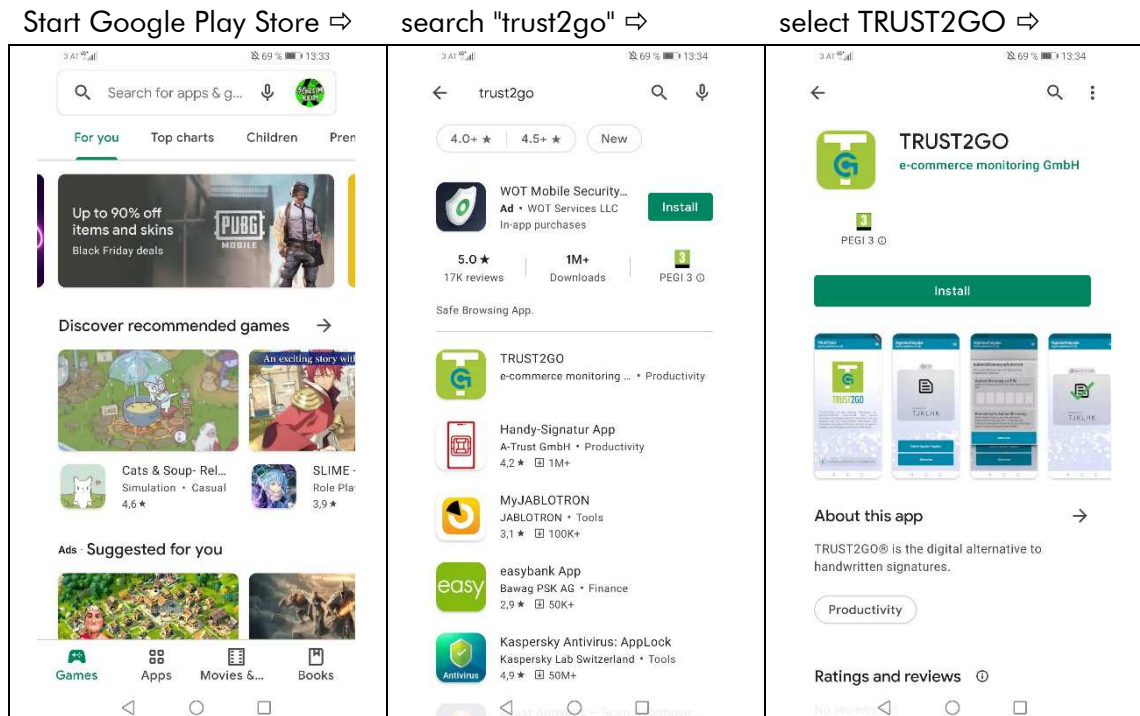
## 6 [KOMPAPPANDR] INSTALLATION (FIRST/NEW) PRODUCTIONVERSION 'TRUST2GOAUTHAPP' - VERSION ANDROID

### Hint

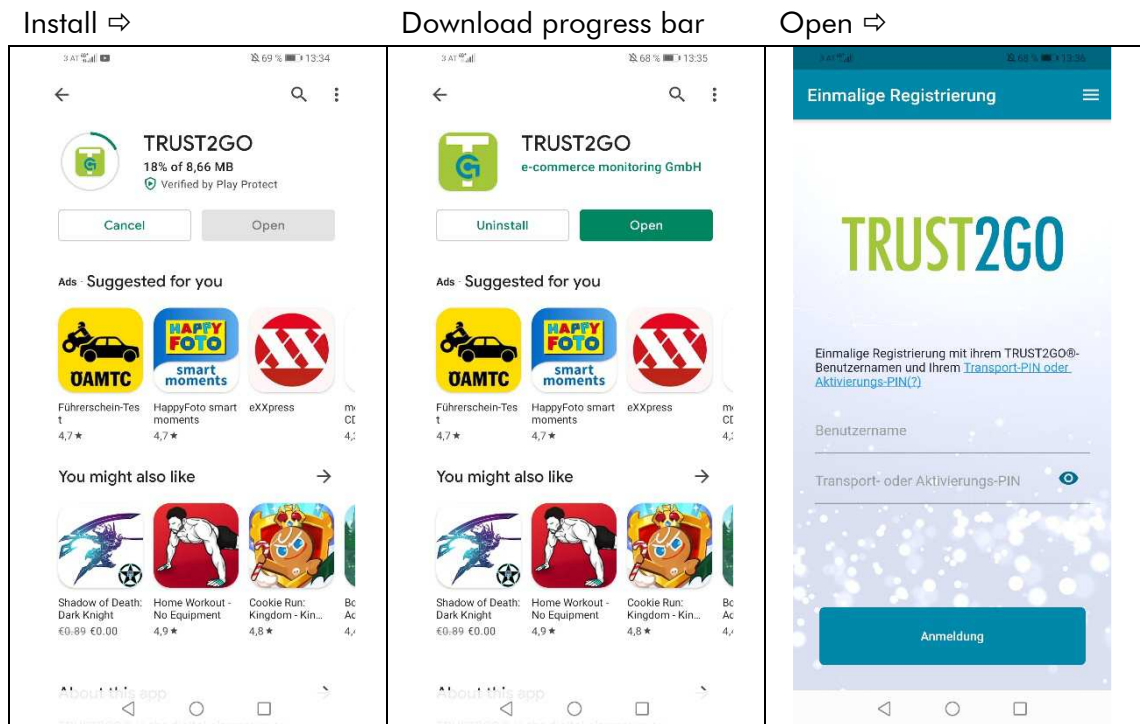
- This section describes the initial installation of the 'Trust2GoAuthApp'. Depending on the type of change to the app, there are different steps to follow when installing it again. Please read the information from the TSP carefully. Deviating can lead to suspension or loss of all your certificates.
  - Procedure for an small update (some features of Trust2Go will be improved, but there will be no system change)
- ⇒ 11 [UpdateAuthApp] Update 'Trust2GoAuthApp' (p45)
- Procedure when changing the test system⇒ Produktionssystem  
STEP 1 ⇒ 17 [DeRegAuthApp] DeRegistration through 'Trust2GoAuthApp' (p71)  
STEP 2 ⇒ 19 [DeInstAuthApp] Uninstallation 'Trust2GoAuthApp' (p77)  
STEP 3 ⇒ 6 [KompAppAndr] Installation (First/New) Productionversion  
'Trust2GoAuthApp' - Version Android (p14) (this section)

### System requirements:

Android from Version 9.0.0 (recommened from Version 10)



Fehler! Textmarke nicht definiert.



Fehler! Textmarke nicht definiert.

Next step ⇒ 9 [FirstRegAuthApp] (First)Registration 'Trust2GoAuthApp' - inclusive Activation of the QRSCD Private Key (p38)

## 7 [KOMPAPPIOS] INSTALLATION (FIRST/NEW) PRODUCTIONSVERSION 'TRUST2GOAUTHAPP' - VERSION IOS

### Hint

- This section describes the initial installation of the 'Trust2GoAuthApp'. Depending on the type of change to the app, there are different steps to follow when installing it again. Please read the information from the TSP carefully. Deviating can lead to suspension or loss of all your certificates.
- Procedure for an small update (some features of Trust2Go will be improved, but there will be no system change)  
⇒ 11 [UpdateAuthApp] Update 'Trust2GoAuthApp' (p45)
- Procedure when changing the test system ⇒ Produktionssystem  
STEP 1 ⇒ 17 [DeRegAuthApp] DeRegistration through 'Trust2GoAuthApp' (p71)  
STEP 2 ⇒ 19 [DeInstAuthApp] Uninstallation 'Trust2GoAuthApp' (p77)  
STEP 3 ⇒ 7 [KompApplos] Installation (First/New) Productionsversion  
'Trust2GoAuthApp' - Version IOS (p15) (this section)

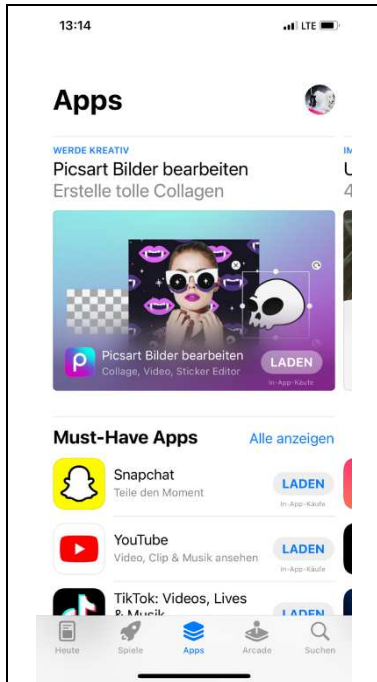
## System requirements

Phone: from iPhone 5S

Operating system: iOS from version 10.0 (recommened version from 12.4.8)



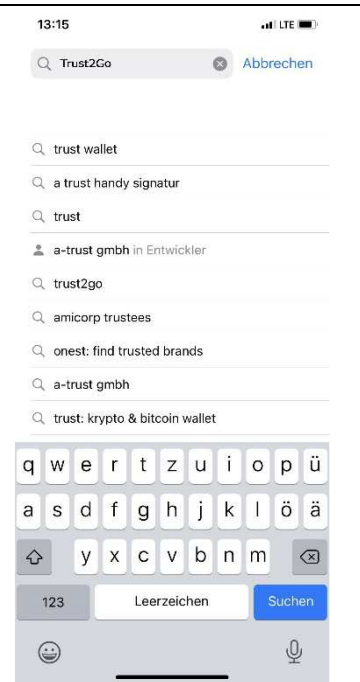
Start Apple Store ⇒



search ⇒



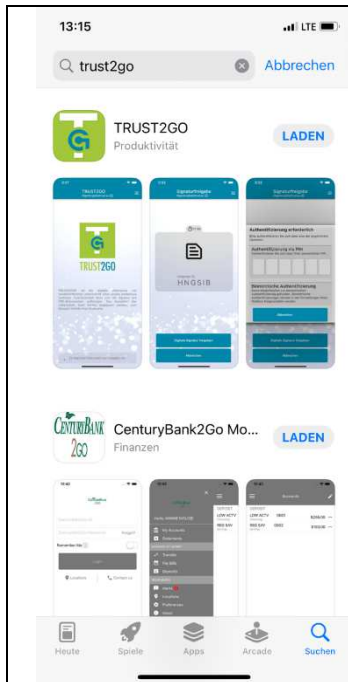
Trust2Go ⇒



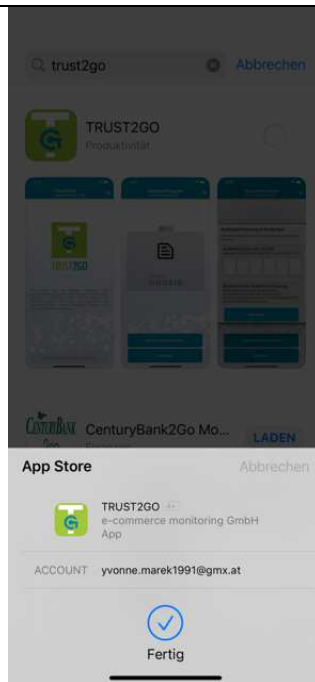
Fehler! Textmarke nicht definiert.



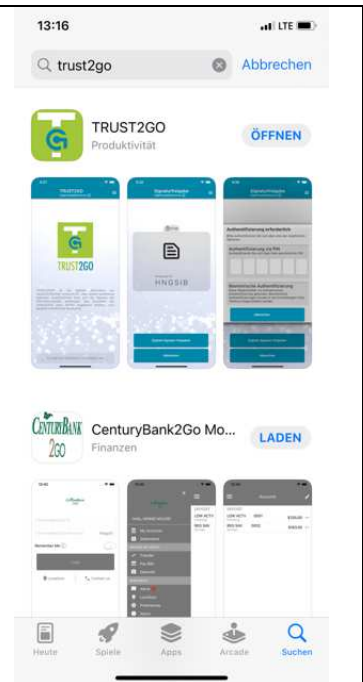
App trust2go ⇒



DOWNLOAD ⇒

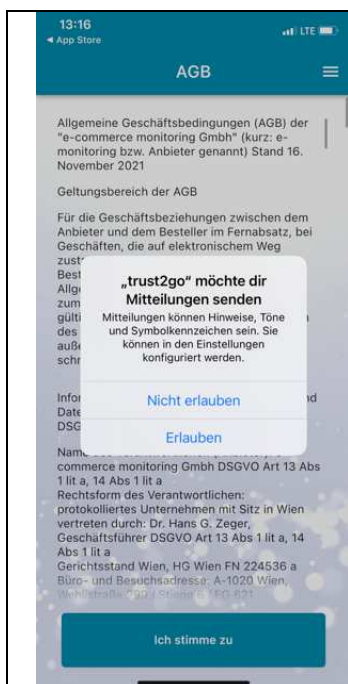


Installation progress

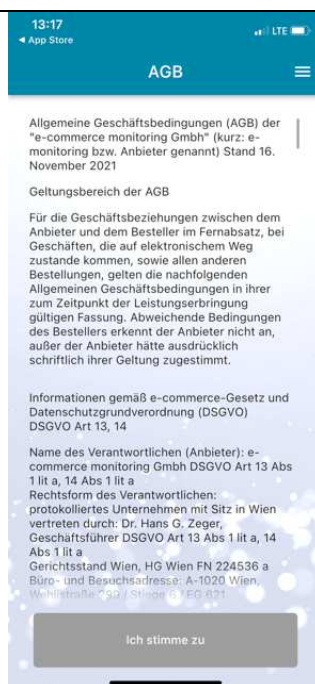


Fehler! Textmarke nicht definiert.

OPEN ⇒



Do not allow ⇒



scroll to the end⇒

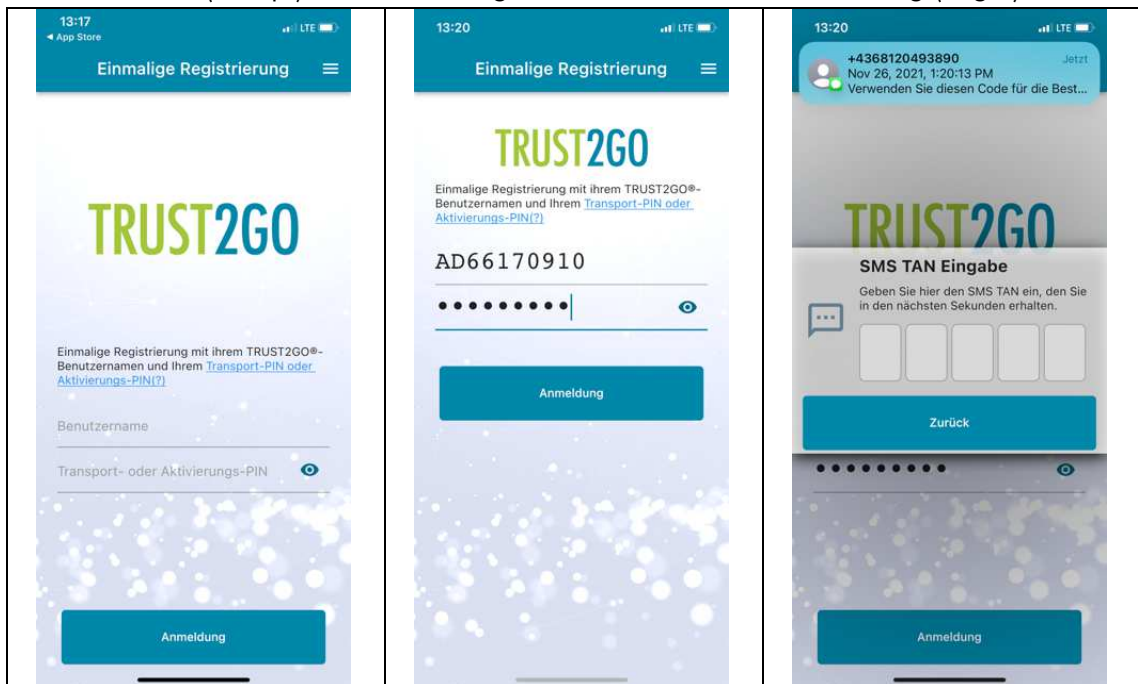


Fehler! Textmarke nicht definiert.

Ich stimme zu (accept) ⇒

fill in Signator information

Anmeldung (Login) ⇒

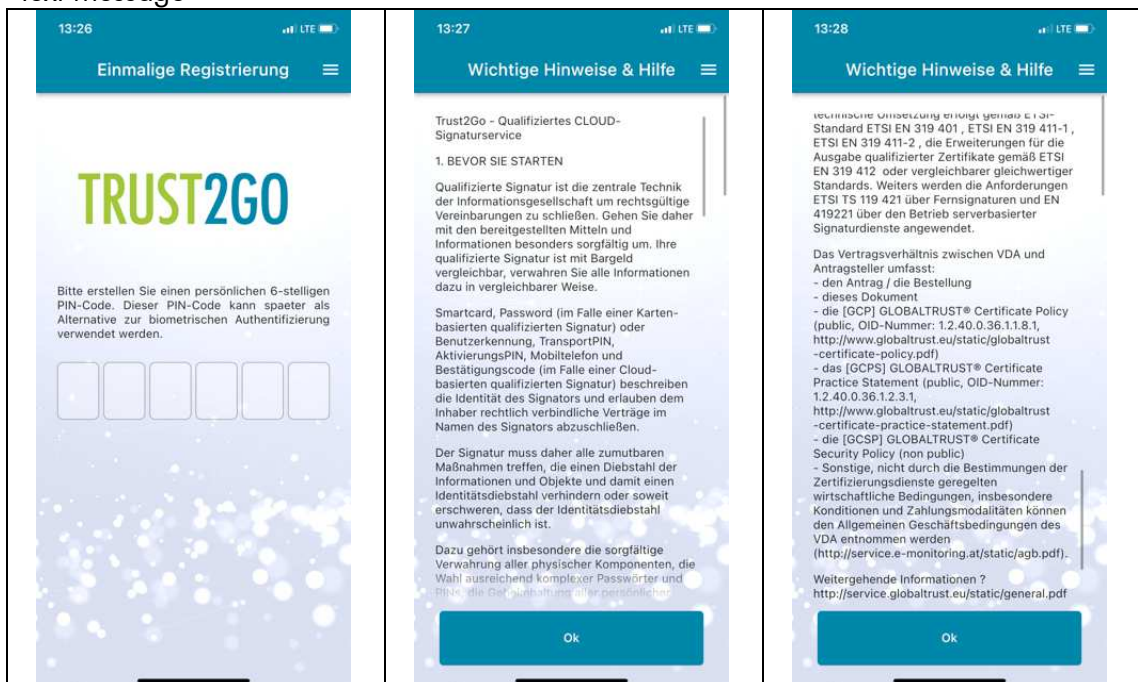


Fehler! Textmarke nicht definiert.

fill in the code from your  
text message ⇒

set personal ⇒ PINCode ⇒

scroll to the end ⇒



Fehler! Textmarke nicht definiert.

OK ⇨



Fehler! Textmarke nicht definiert.

## 8 [KOMPE SIGN] INSTALLATION + CONFIGURATION 'TRUST2GOCLIENT' (E-SIGN AGENT)

### A) *INSTALLATION*

Download of the e-Sign Agent in a suitable directory (e.g. C:\download)  
<https://service.globaltrust.eu/static/eSignAgent.msi>

#### (1) *System requirements*

**.NET Framework 4.8, available on:**

- Windows 10 from 1607 (tested, 1511 is NOT supported)
- Windows 8.1 from v 6.3 B9600
- different Windows-Version have not been tested.

#### **Hint**

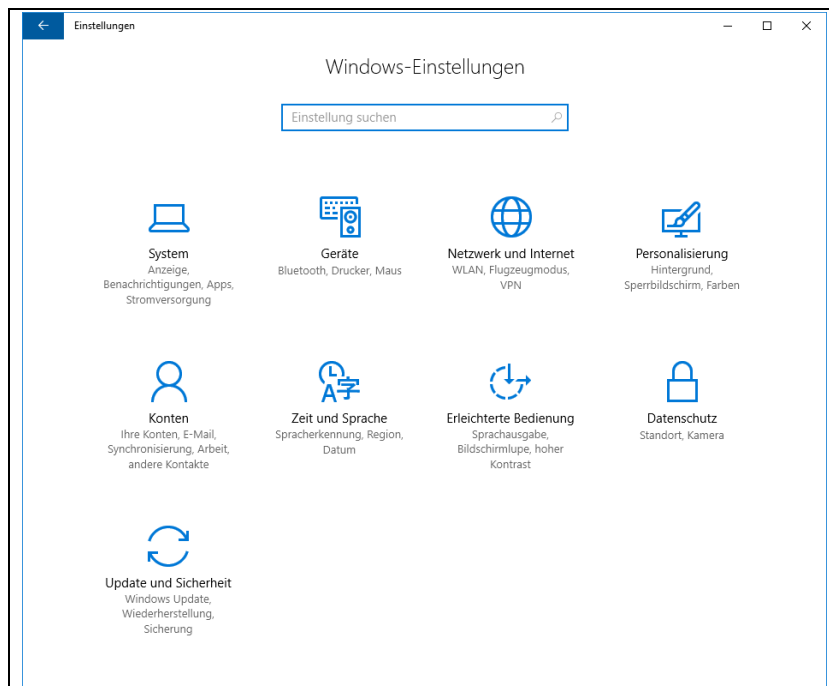
The installation of the e-Sign Agent and the .NET Framework require administrator rights.

#### **Hint**

In rare individual cases, users have reported to us that the installation was not possible because there were incompatibilities with other installed programs. In such cases, we recommend trying the installation on a workstation that is not part of a corporate network. An incompatibility with "baramundi Management Agent" has recently been communicated to us.

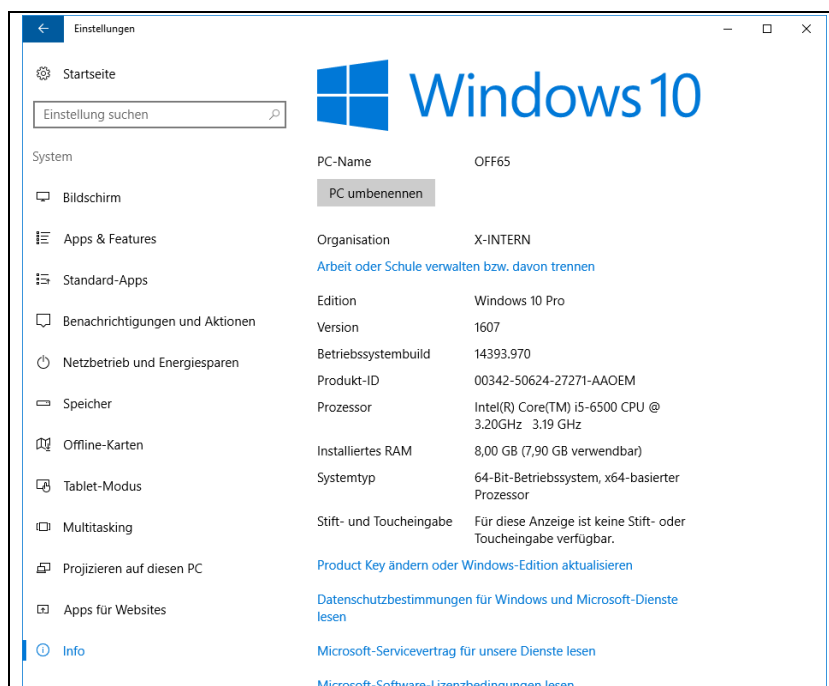
#### (2) *Preparation: detect which Windows Version you have.*

## Versionscreen for Windows 10




Fehler! Textmarke nicht definiert.

System ⇒ Info ⇒



Fehler! Textmarke nicht definiert.

## Versionscreen for Windows 8.1

 + "R" ⇨

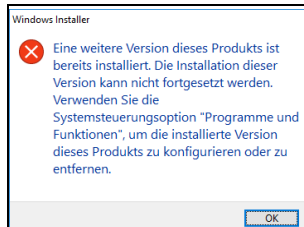


Fehler! Textmarke nicht definiert.

(3) *Start Installation eSign Agent*

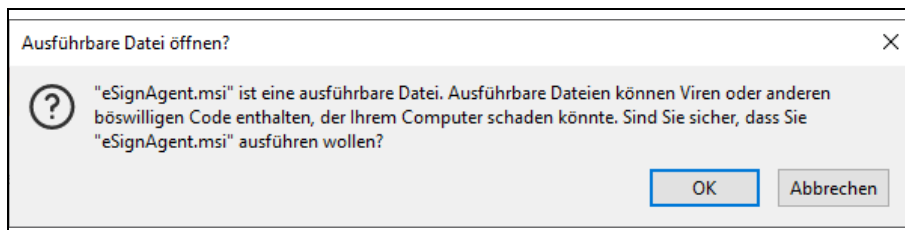
### Hint!

If the program is already installed and you want to install a newer version, you first have to uninstall the old version.(⇒ (6) Uninstall already installed version e-Sign-Agent, p33).



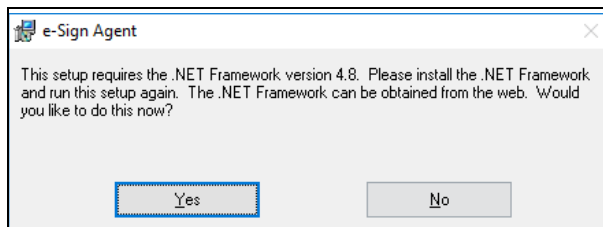
Fehler! Textmarke nicht definiert.

C:\download\eSignAgent.msi ⇒ (Double-click) ⇒



Fehler! Textmarke nicht definiert.

OK ⇒



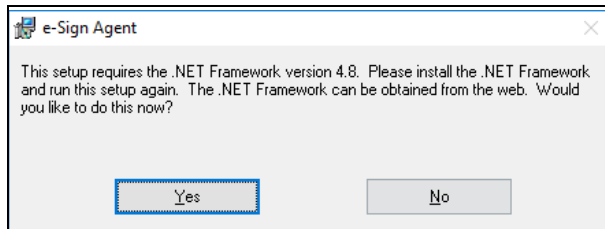
Fehler! Textmarke nicht definiert.

### Hint

If the required .net-Version is missing ⇒ (4) Installation .NET Framework 4.8 (p24)  
otherwise continue with ⇒ (5) Installation e-Sign Agent (p27)

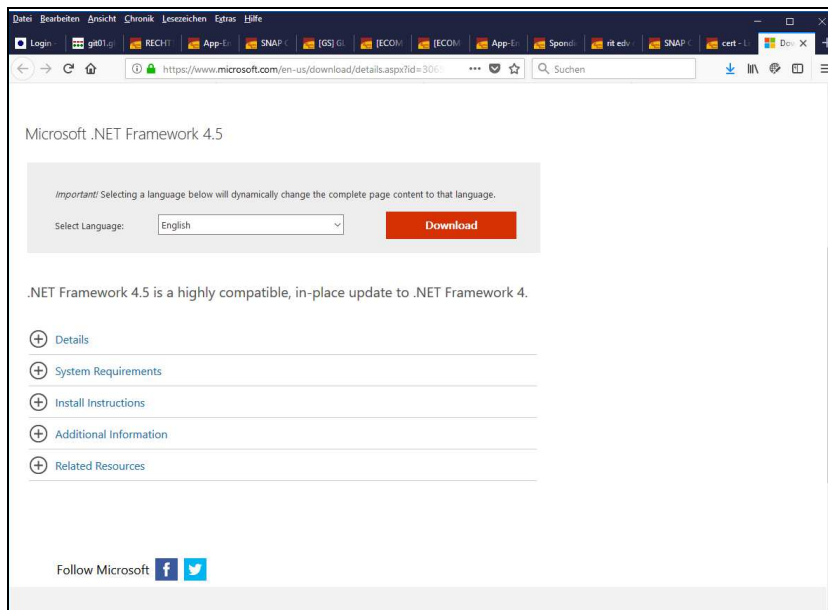
#### (4) Installation .NET Framework 4.8

This section can be skipped if the .NET version 4.8 or higher already is intalled.



**Fehler! Textmarke nicht definiert.**

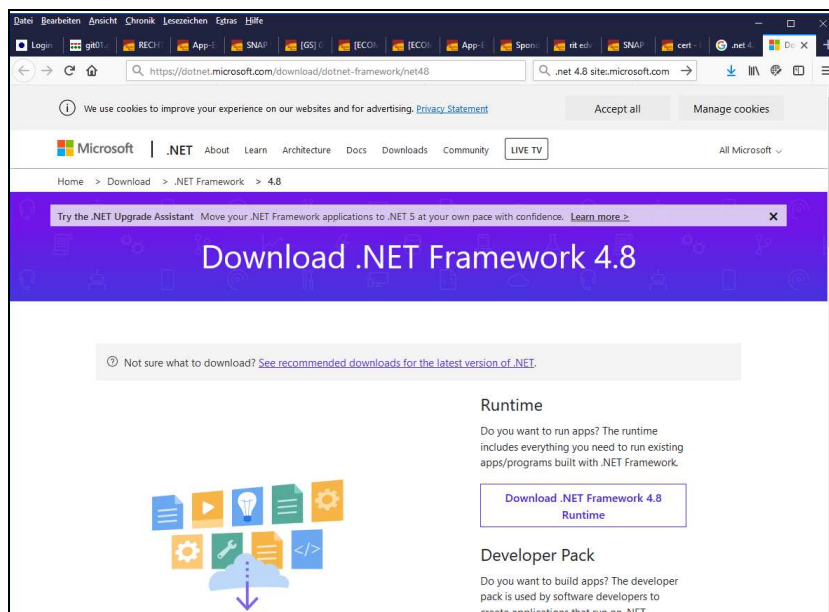
Yes ⇒



**Link to .NET 4.8**

<https://dotnet.microsoft.com/download/dotnet-framework/net48>





Fehler! Textmarke nicht definiert.

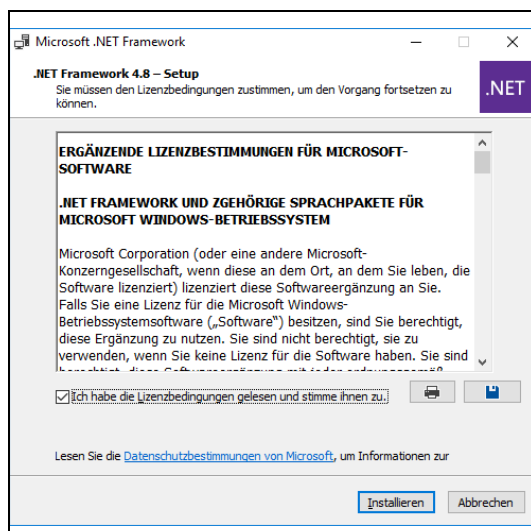
## Web-Installer

<https://dotnet.microsoft.com/download/dotnet-framework/thank-you/net48-web-installer>

## Offline-Installer (reccomended variant)

<https://dotnet.microsoft.com/download/dotnet-framework/thank-you/net48-offline-installer>

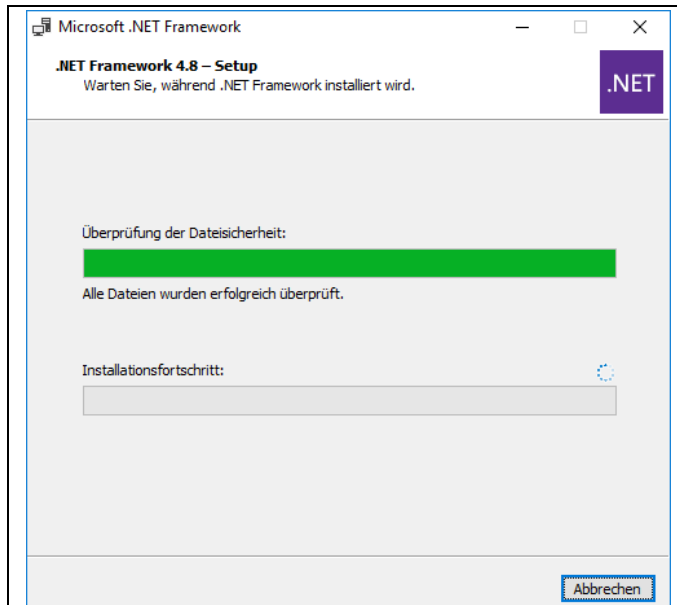
C:\download\ndp48-x86-x64-allos-enu-offline-runtime.exe ⇒ (Doppelclick) ⇒ Ja ⇒



Fehler! Textmarke nicht definiert.

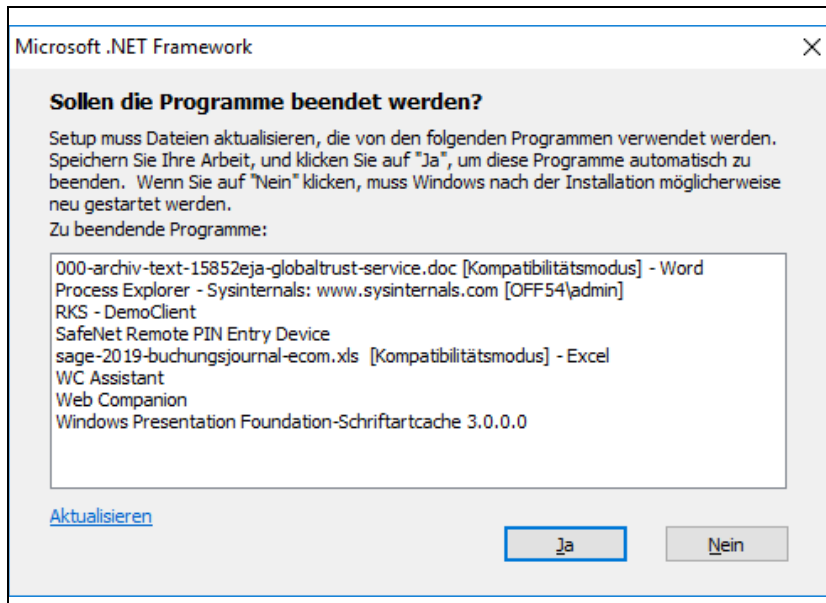
I have read the terms of license and accept them.

Install ⇒



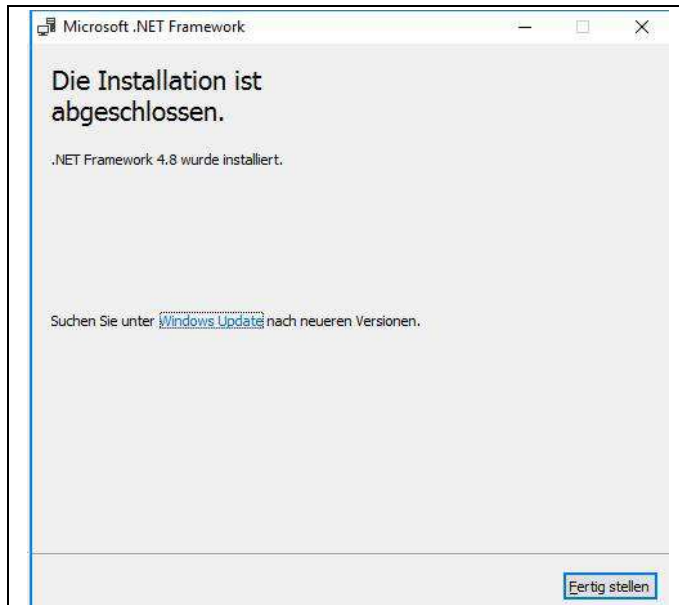
Fehler! Textmarke nicht definiert.

Programs which use .NET have to be closed.



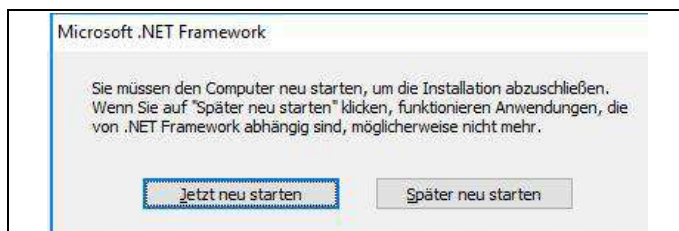
Fehler! Textmarke nicht definiert.

Yes ⇒



Fehler! Textmarke nicht definiert.

Finish ⇒



Fehler! Textmarke nicht definiert.

Restart Later ⇒

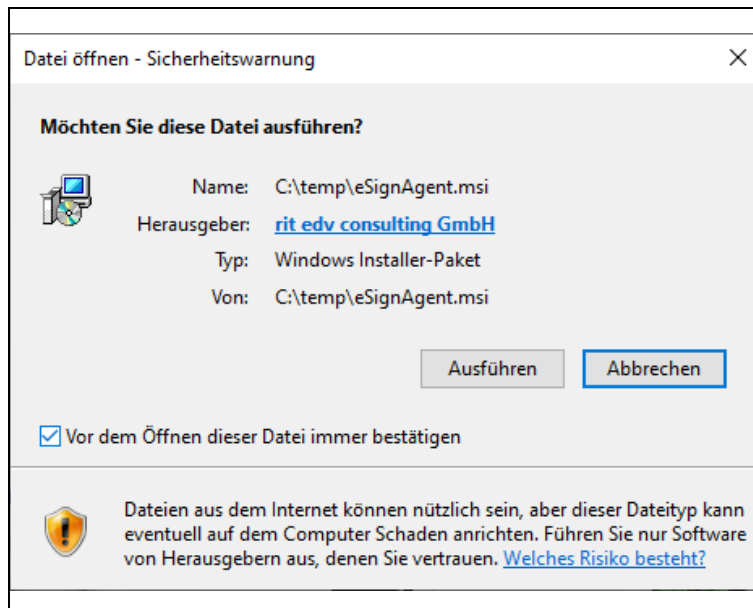
The Programs running on the computer should be closed manually and in order, then you should restart your PC as soon as possible.

### Hint!

Among other things, settings can be changed in Word, e.g. Graphics would not show up anymore: File ⇒ Options ⇒ Advanced ⇒ Show picture placeholders: check the box and uncheck it again.

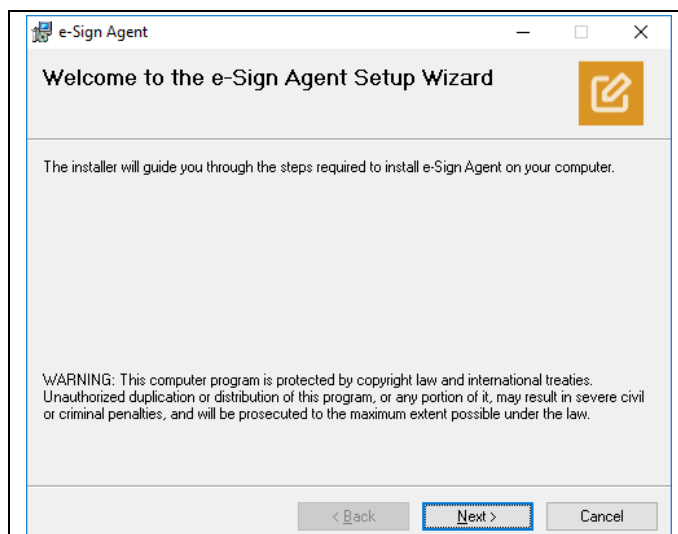
(5) Installation e-Sign Agent

C:\download\eSignAgent.msi ⇒ (Double-click) ⇒



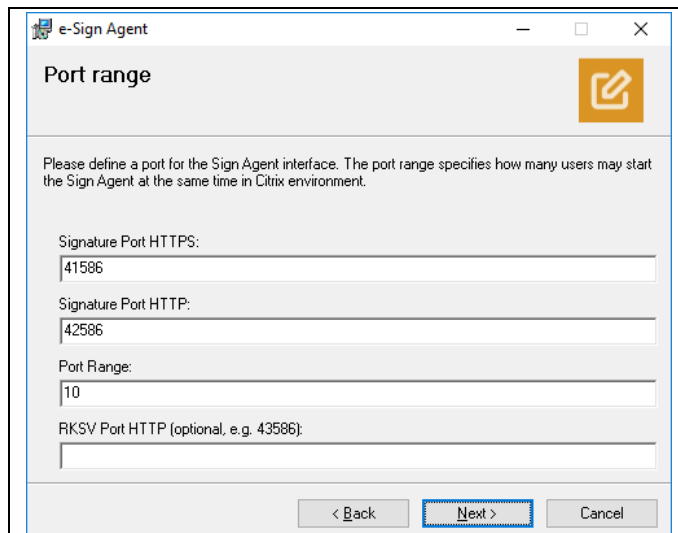
Fehler! Textmarke nicht definiert.

Execute ⇒



Fehler! Textmarke nicht definiert.

Next ➞

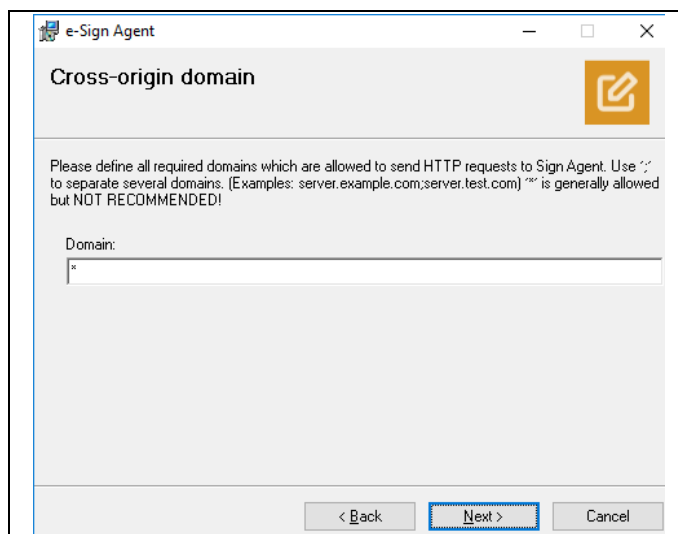


The screenshot shows the 'e-Sign Agent' window with the title 'Port range'. It contains a text box for 'Signature Port HTTPS' with the value '41586', a text box for 'Signature Port HTTP' with the value '42586', a text box for 'Port Range' with the value '10', and a text box for 'RKSVP Port HTTP (optional, e.g. 43586)' which is empty. At the bottom are buttons for '< Back', 'Next >', and 'Cancel'.

**Fehler! Textmarke nicht definiert.**

leave the default values  
RKSVP Port: leave it blank

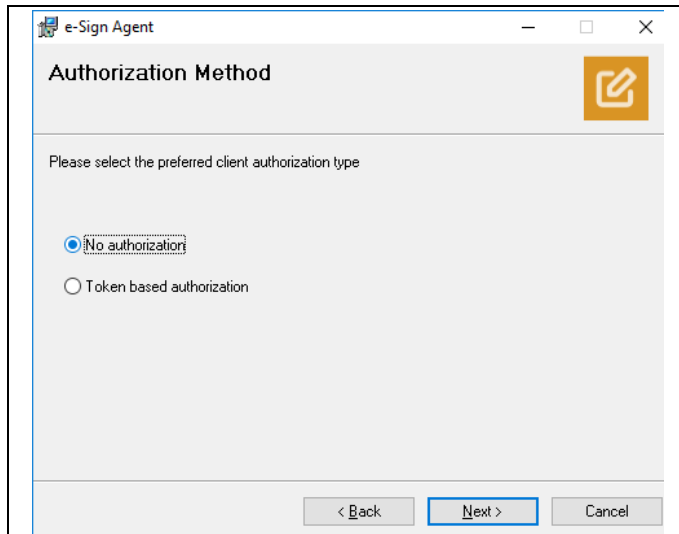
Next ➞



The screenshot shows the 'e-Sign Agent' window with the title 'Cross-origin domain'. It contains a text box for 'Domain' with the value 'x'. At the bottom are buttons for '< Back', 'Next >', and 'Cancel'.

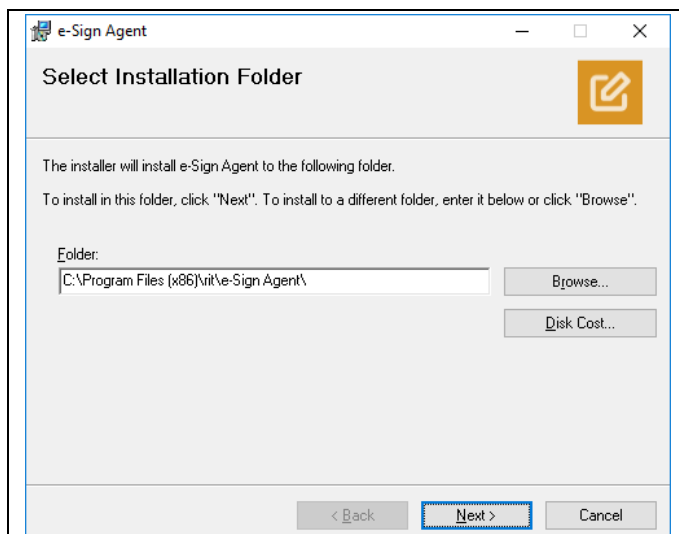
**Fehler! Textmarke nicht definiert.**

leave the default values ⇒ Next ⇒



Fehler! Textmarke nicht definiert.

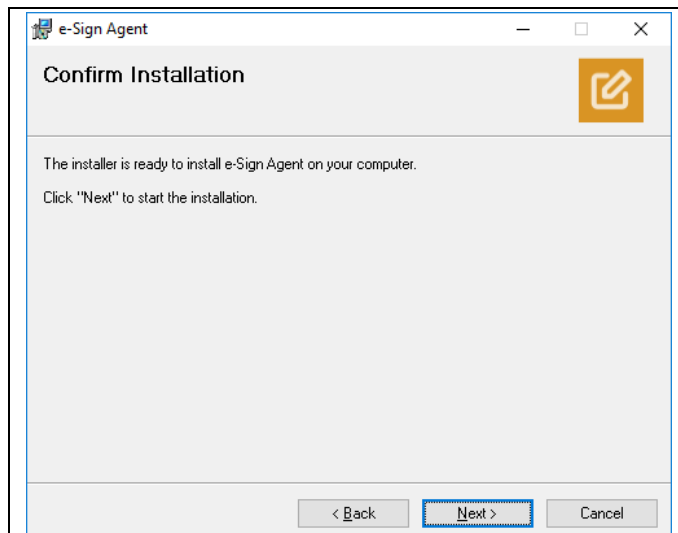
leave default value (No authorization) ⇒ Next ⇒



Fehler! Textmarke nicht definiert.

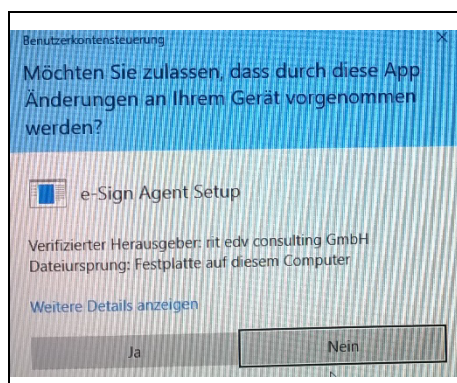
Folder: C:\Program Files (x86)\rit\e-Sign Agent\

Next ⇒



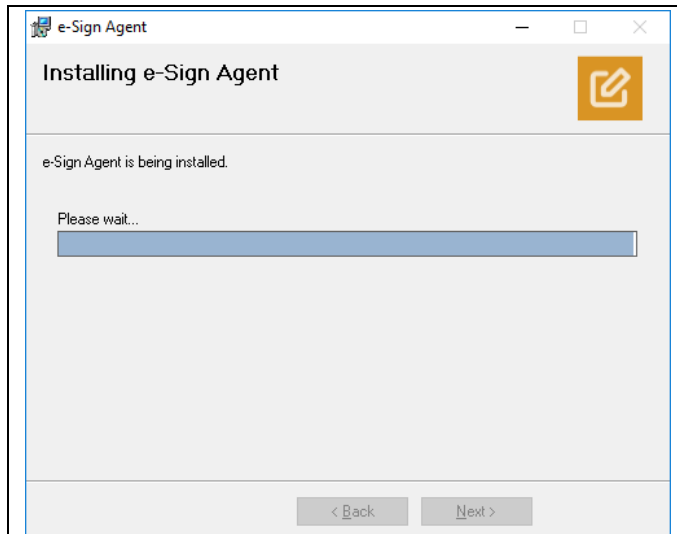
Fehler! Textmarke nicht definiert.

Next ⇒



Fehler! Textmarke nicht definiert.

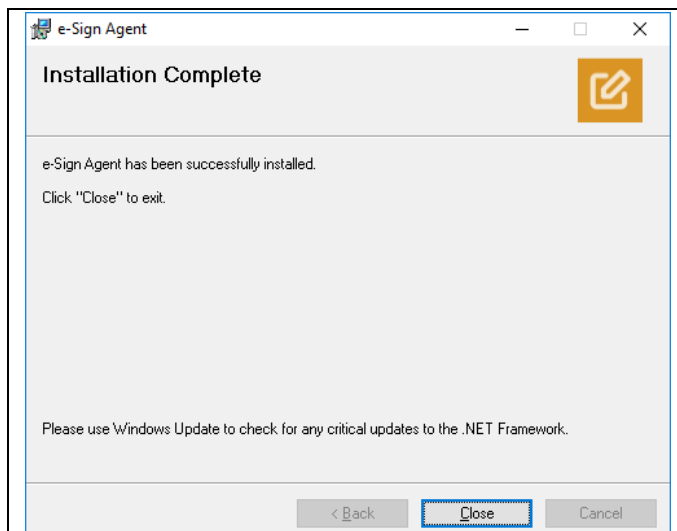
Yes ⇒



Fehler! Textmarke nicht definiert.

### Hint

The additional confirmation can also be in the background on a case-by-case basis.



Fehler! Textmarke nicht definiert.

Close ⇒

### Hint!

Make sure u have the correct Server optopn in the config file C:\Program Files (x86)\rit\e-Sign Agent\SignAgentConfig.json":

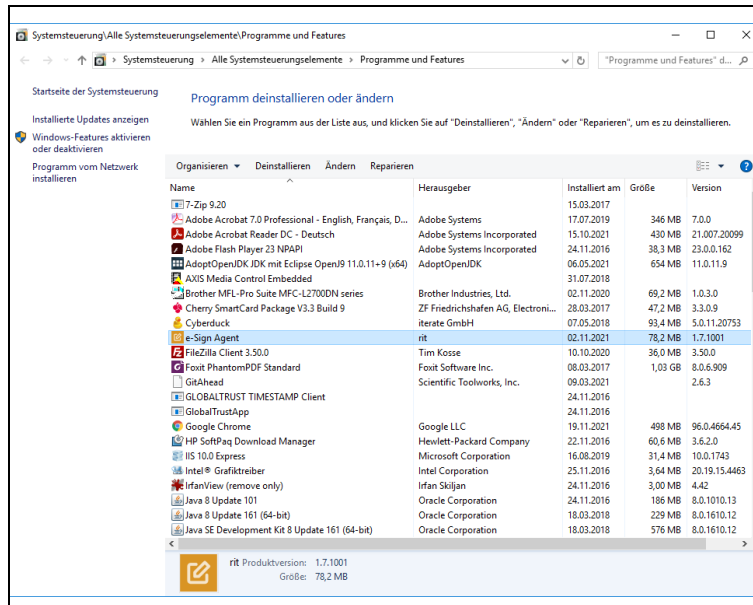
- **Production:** <https://t2g.globaltrust.eu/trust2go>
- **Test:** <https://t2gtest.globaltrust.eu/trust2go>

details for configuration ⇒ b) Configuration e-Sign Agent



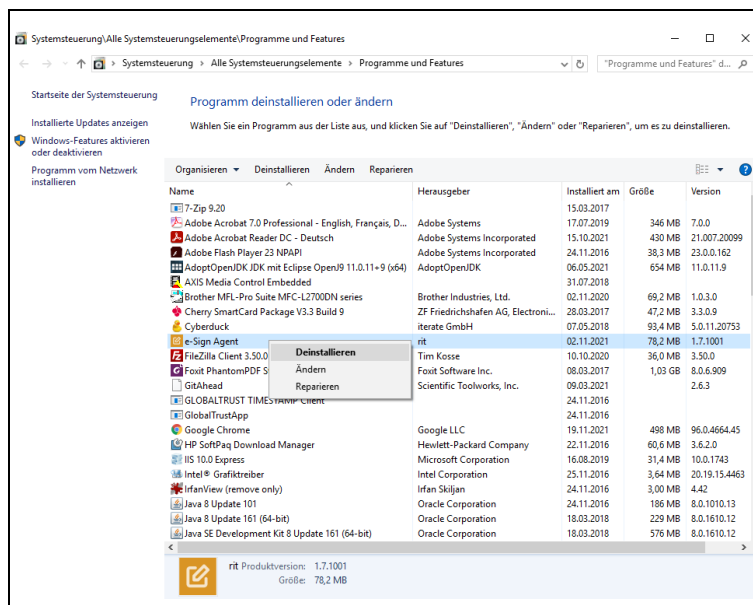
## (6) Uninstall already installed version e-Sign-Agent

Control Panel ⇒ All Control Panel Items ⇒ Programs and Features ⇒



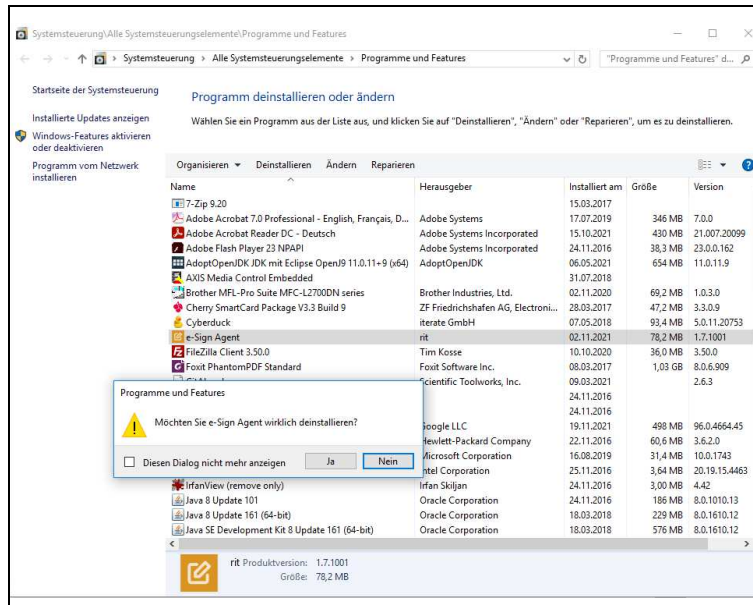
Fehler! Textmarke nicht definiert.

e-Sign Agent ⇒ (right click) ⇒



Fehler! Textmarke nicht definiert.

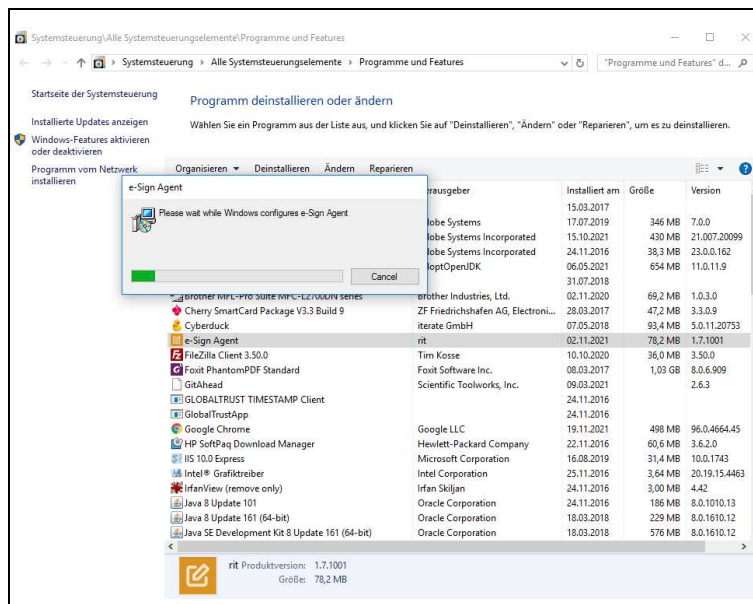
Uninstall ⇒



Fehler! Textmarke nicht definiert.

Yes ⇒

Progress bar of uninstallation.



Fehler! Textmarke nicht definiert.

Afterwards e-Sign-Agent is uninstalled successfully.

## B) CONFIGURATION E-SIGN AGENT

### (1) Configuration 'Trust2GoServer'

After the installation check if the right URL <https://t2g<sup>3</sup>.globaltrust.eu/trust2go> is written in the config file.

C:\Program Files (x86)\rit\e-Sign Agent\SignAgentConfig.json

```
{
  "InterfaceSignatureMethods": {},
  "InterfaceConfigurations": {
    "SignatureHTTPS": {
      "Host": "127.0.0.1",
      "Port": 41586,
      "PortRangeLength": 10,
      "AuthorizationType": "None"
    },
    "SignatureHTTP": {
      "Host": "127.0.0.1",
      "Port": 42586,
      "PortRangeLength": 10,
      "AuthorizationType": "None"
    },
    "RKSX": {
      "Host": "127.0.0.1",
      "Port": 43586,
      "PortRangeLength": 10,
      "AuthorizationType": "None"
    }
  },
  "soapUser": "",
  "soapPassword": "",
  "soapCertificateSubject": "",
  "soapCertificateSerial": "",
  "Origins": [
    ""
  ],
  "CorporateLicense": null,
  "Trust2GoPath": "https://t2gtest.globaltrust.eu/trust2go"
}
```

#### Entry "Trust2GoPath"

- Production: "https://t2g.globaltrust.eu/trust2go"
- Test: "https://t2gtest.globaltrust.eu/trust2go"

### (2) Configuration Logging

e-Sign Agent writes in the following log file

\${USERPROFILE}\rit\e-Sign Agent\e-SignAgent.log

C:\Users\admin\rit\e-Sign Agent\e-SignAgent.log

C:\Program Files (x86)\rit\e-Sign Agent\SignAgent.log4net

```
<?xml version="1.0" encoding="utf-8" ?>
<!-- This section contains the log4net configuration settings -->
<log4net>
  <!-- Define some output appenders -->
  <appender name="ConsoleAppender" type="log4net.Appender.ConsoleAppender" >
    <layout type="log4net.Layout.PatternLayout">
      <conversionPattern value="%date [%thread] %-5level %logger - %message%newline" />
    </layout>
  </appender>

  <appender name="RollingFileAppender" type="log4net.Appender.RollingFileAppender">
```

<sup>3</sup> in test performance you have to type **t2gtest** instead of **t2g**.

```
<file value="%${USERPROFILE}%\rit\e-Sign Agent\e-SignAgent.log" />
<appendToFile value="true" />
<rollingStyle value="Size" />
<maxSizeRollBackups value="10" />
<maximumFileSize value="1000KB" />
<staticLogFileName value="true" />
<layout type="log4net.Layout.PatternLayout">
  <conversionPattern value="%date [%thread] %-5level %logger - %message%newline" />
</layout>
</appender>

<!-- Setup the root category, add the appenders and set the default level -->
<root>
  <level value="INFO" />
  <appender-ref ref="ConsoleAppender" />
  <appender-ref ref="RollingFileAppender" />
</root>

<!-- To disable logging -->
<!-- log4net threshold="OFF" /-->

<logger name="SignLib.PdfSignature.WebServer">
  <level value="INFO" />
</logger>

<!--<logger name="SignAgent.pdfViewer">
  <level value="DEBUG" />
</logger>
<logger name="SignAgent.SettingsWindow">
  <level value="DEBUG" />
</logger>-->
</log4net>
```

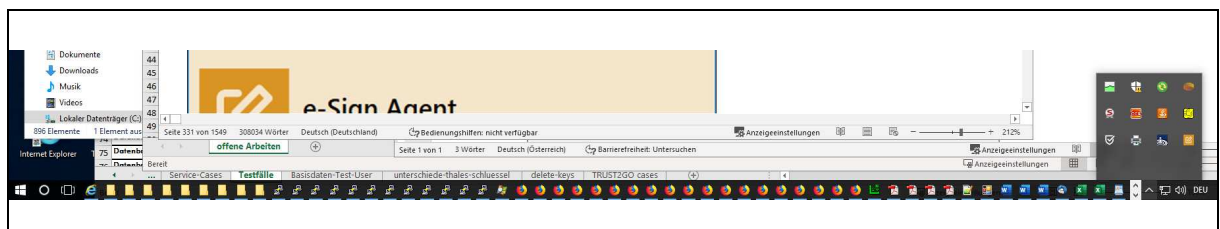
## Example

C:\Users\admin\rit\e-Sign Agent\e-SignAgent.log

```
2021-09-22 15:49:39,704 [1] INFO SignAgent.App - Starting version 1.7.0.3 (32bit)
2021-09-22 15:49:39,720 [1] INFO SignAgent.App - User: admin, Domain: OFF54, Host: OFF54
2021-09-22 15:49:39,720 [1] INFO SignAgent.App - Argument: C:\temp\testpdf-fuer-trust2go-
vorlage.pdf
2021-09-22 15:49:39,829 [1] INFO SignAgent.Configuration.FileBasedConfiguration - Loading
configuration from C:\Program Files (x86)\rit\e-Sign Agent\SignAgentConfig.json
2021-09-22 15:49:39,986 [1] INFO SignAgent.SettingsWindow - Sign Agent installation dir:
C:\Program Files (x86)\rit\e-Sign Agent\
2021-09-22 15:49:40,736 [1] INFO SignAgent.Pdf.PDFService - Embedded HTTP server started on port
11000
2021-09-22 15:49:41,236 [1] INFO SignAgent.SettingsWindow - Opened HTTPS interface for PDF
Signature on port 41586
2021-09-22 15:49:41,736 [1] INFO SignAgent.SettingsWindow - Opened HTTP interface for PDF
Signature on port 42586
2021-09-22 15:49:41,845 [1] INFO SignAgent.Configuration.FileBasedConfiguration - Loading
configuration from C:\Program Files (x86)\rit\e-Sign Agent\SignAgentConfig.json
2021-09-22 15:49:45,049 [1] INFO SignAgent.Pdf.PdfSignature.PdfViewer - Window closing
2021-09-22 15:56:36,302 [1] INFO SignAgent.App - Activating version 1.7.0.3 (32bit)
2021-09-22 15:56:36,302 [1] INFO SignAgent.App - Argument: C:\temp\testpdf-fuer-trust2go-
vorlage.pdf
2021-09-22 15:56:36,302 [1] INFO SignAgent.Configuration.FileBasedConfiguration - Loading
configuration from C:\Program Files (x86)\rit\e-Sign Agent\SignAgentConfig.json
...
```

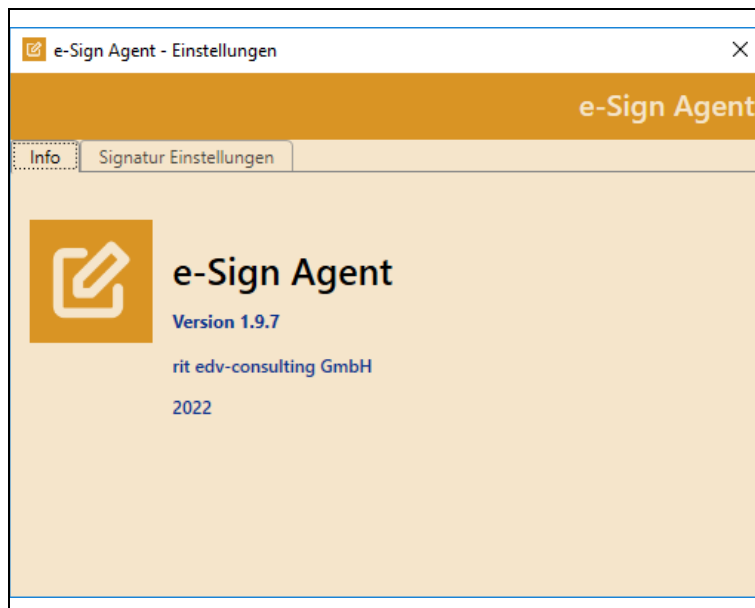
## c) SHOW E-SIGN AGENT VERSION

right bottom corner of your taskbar (e-Sign Agent needs to run)



Fehler! Textmarke nicht definiert.

Taskbar ⇒  e-Sign Agent ⇒ Properties ⇒



**Fehler! Textmarke nicht definiert.**

**Hint**

e-Sign Agent HAVE TO be at least Version 1.9.7!

## 9 [FIRSTREGAUTHAPP] (FIRST)REGISTRATION 'TRUST2GOAUTHAPP' - INCLUSIVE ACTIVATION OF THE QRSCD PRIVATE KEY

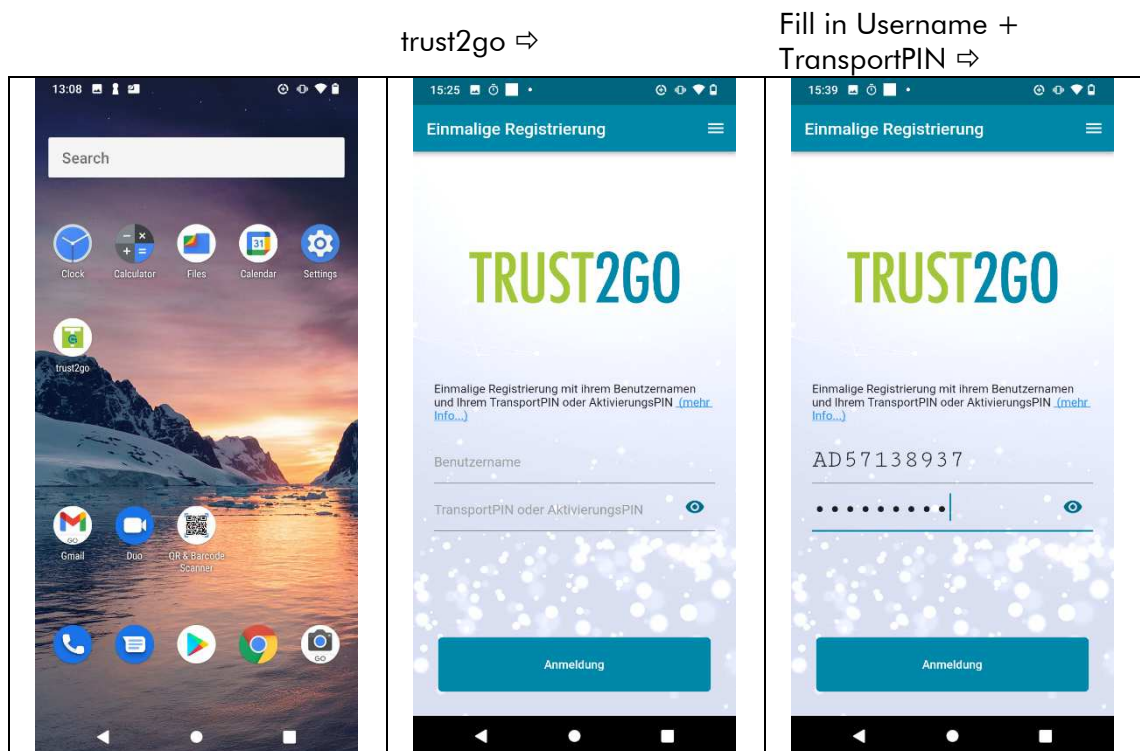
Production-Environment

### Requirement

The 'Trust2GoAuthApp' already have to be downloaded and installed.

### Warning!

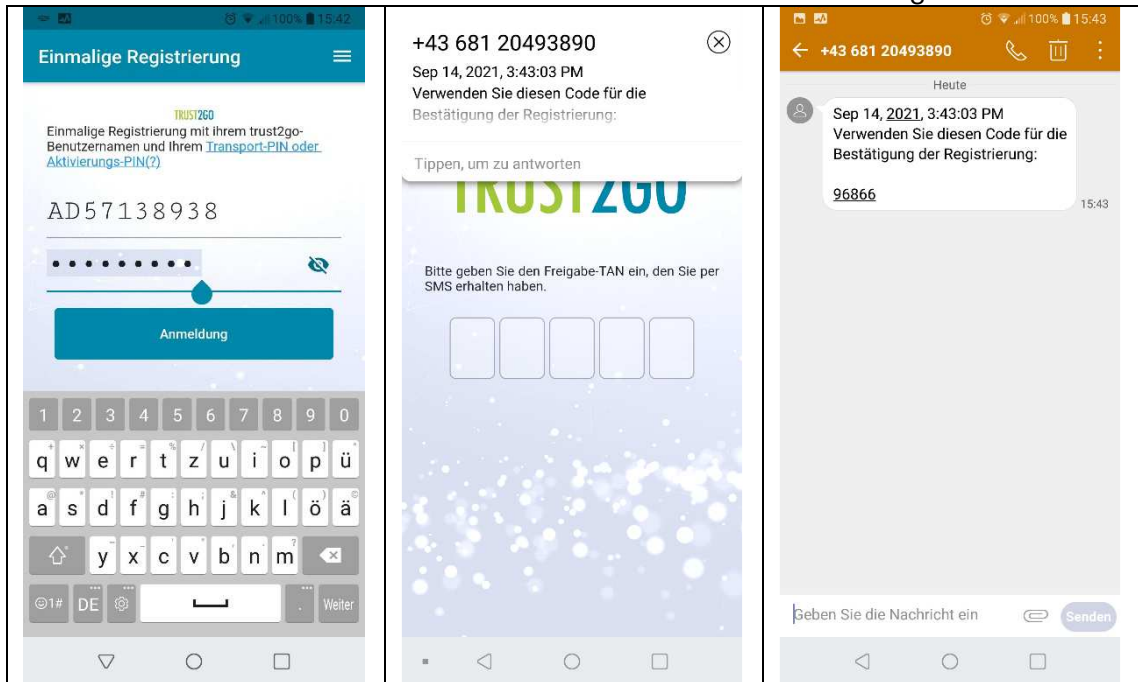
In the course of registration/activation, you must assign an activation PIN. Keep this activation PIN safe. It is required for every signature and is **ONLY** known to you. If it is lost, a new certificate must be issued - for a fee.



Fehler! Textmarke nicht definiert.

Anmeldung (Login) ⇒

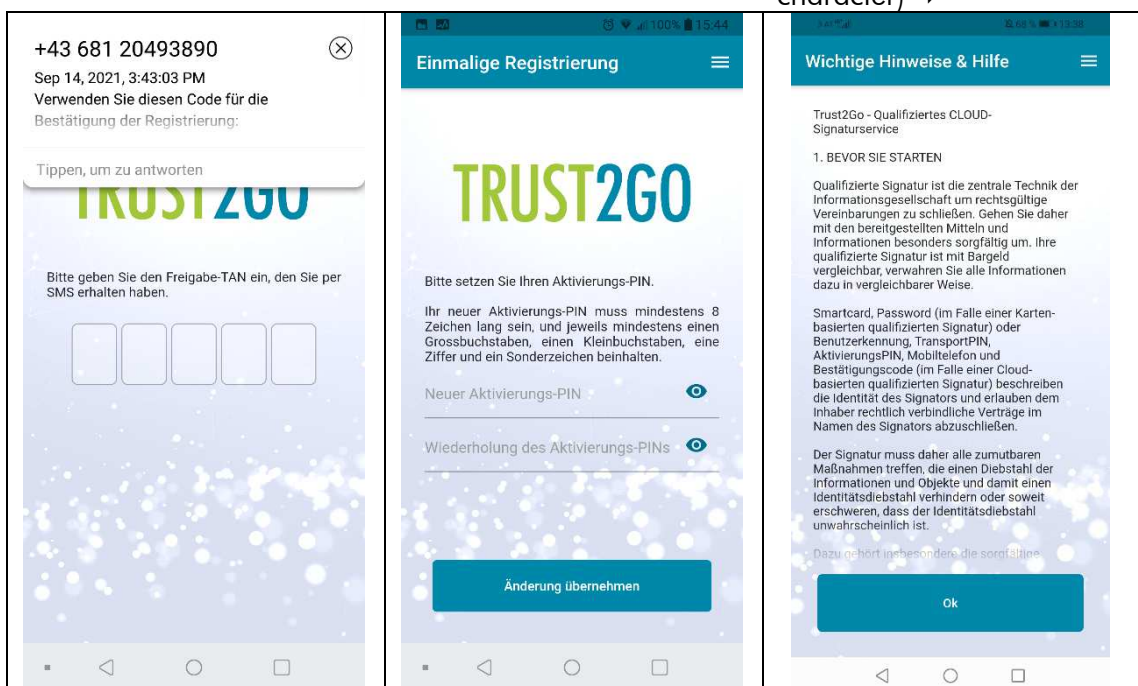
fill in the code from your  
text message ⇒



Fehler! Textmarke nicht definiert.

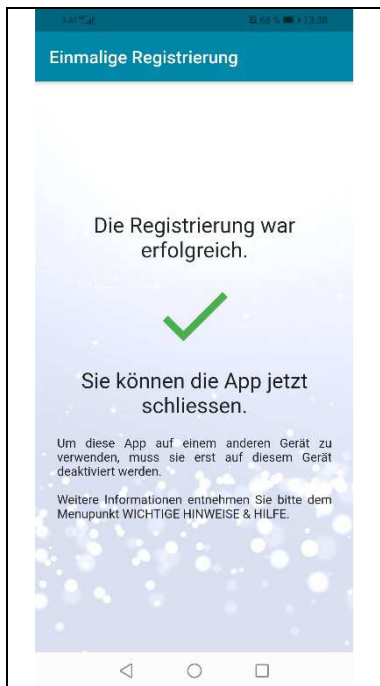
fill in the code from your  
text message ⇒

fill in your **AktivierungsPIN**  
(ActivationPIN) and  
**remember** (min. 8 digits,  
Upper-/lowercase +  
number +special  
character) ⇒



Fehler! Textmarke nicht definiert.

OK ⇨



**Fehler! Textmarke nicht definiert.**

If a ⇨ Signator is registered, open signature requests are queried at intervals of several seconds after the 'Trust2GoAuthApp' is started. Furthermore, changes to the technical data of the smartphone (e.g. changes to the operating system version) are automatically transmitted to the ⇨ Server Signing Application (SSA) from this point in time.

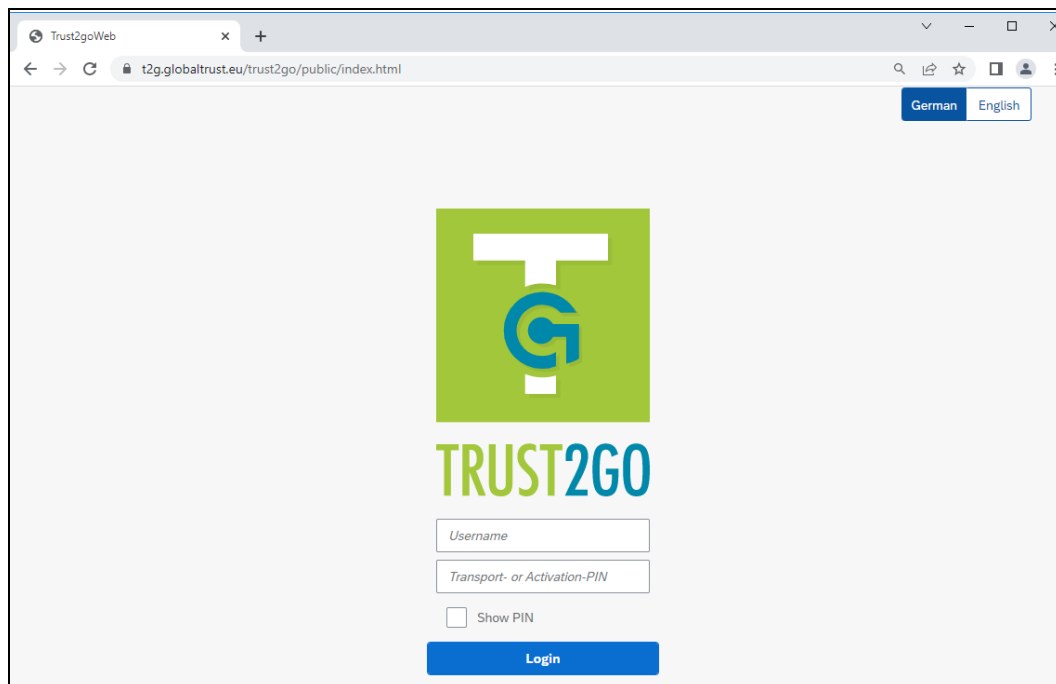


## 10 [FIRSTREGAUTHWEB] (FIRST)REGISTRATION 'TRUST2GoWEB' - INCLUSIVE ACTIVATION OF THE QRSCD PRIVATE KEY

<https://t2g<sup>4</sup>.globaltrust.eu/trust2go/public/index.html>

### Warning!

In the course of registration/activation, you must assign an activation PIN. Keep this activation PIN safe. It is required for every signature and is ONLY known to you. If it is lost, a new certificate must be issued - for a fee.



Fehler! Textmarke nicht definiert.

### at your first registration

**Username** and **TransportPIN** according to your contract must be filled in.

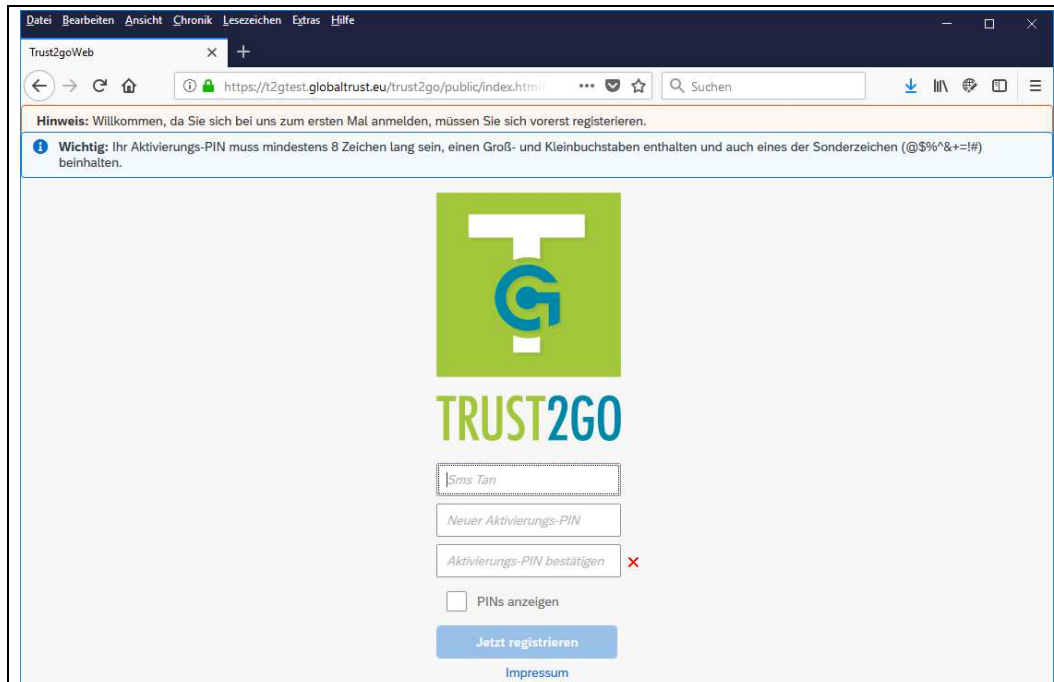
for later logins

You have to fill in **Username** and **AktivierungsPIN (ActivationPIN)**.

---

<sup>4</sup> in test performance you have to type **t2gtest** instead of **t2g**.

Login ⇒



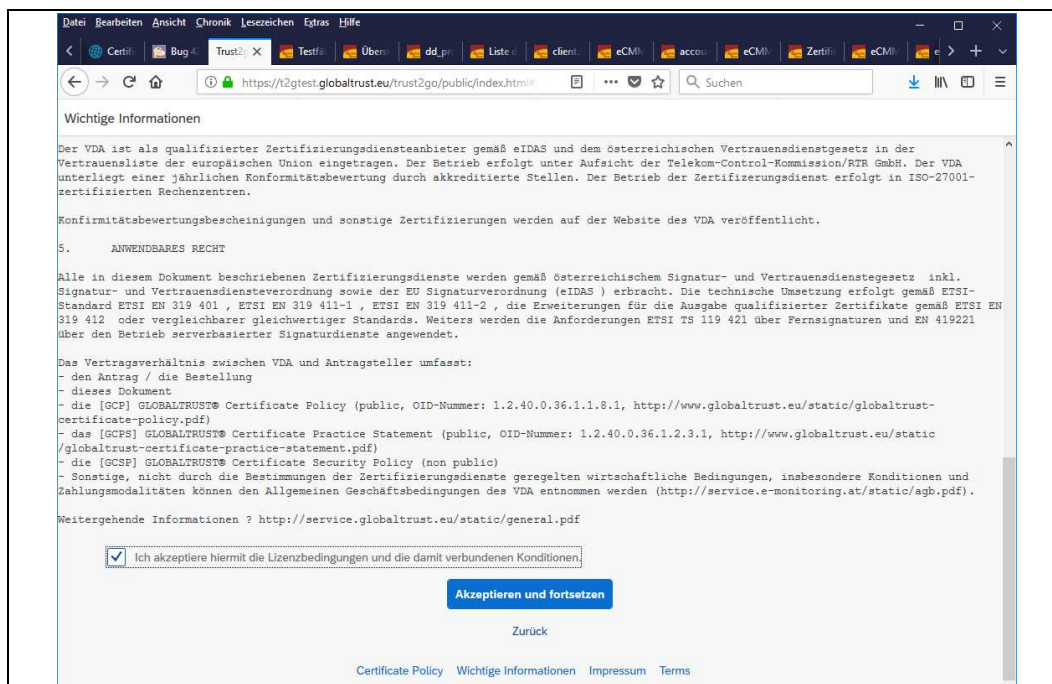
**Fehler! Textmarke nicht definiert.**

You will receive a text message to your announced number.

**Allowed characters ⇒ AktivierungsPIN (ActivationPIN):**

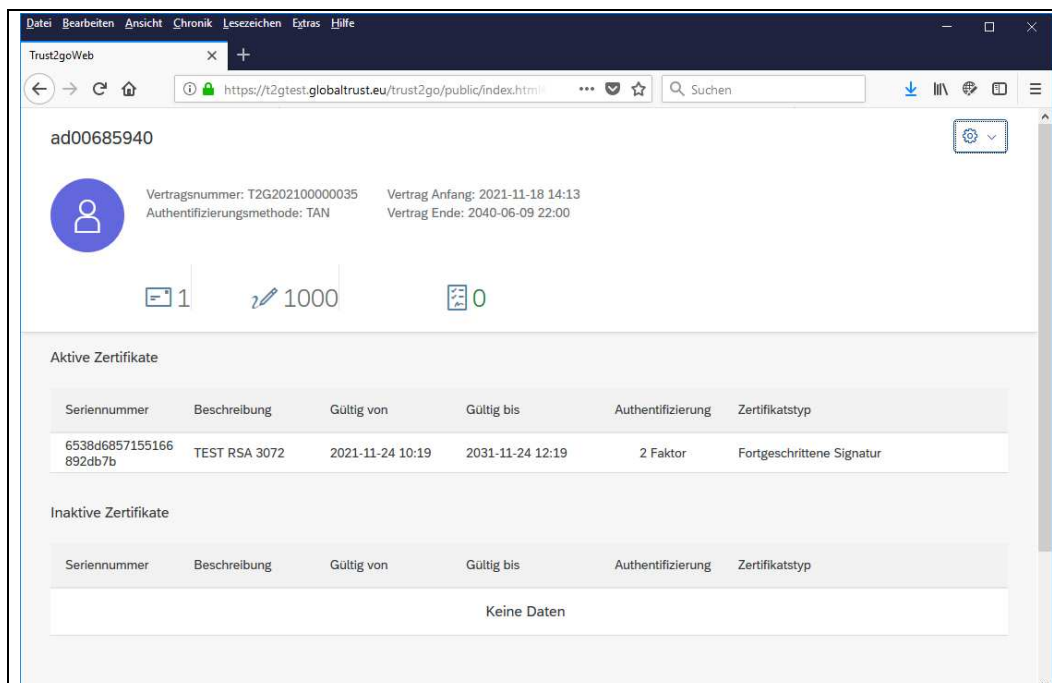
The ⇒ AktivierungsPIN (ActivationPIN) have to be at least 8 digits long, one Upper- and lowercase letter and one of special character (like !\$%&/()=?@).

Jetzt registrieren (Sign up now) ⇒



Fehler! Textmarke nicht definiert.

Accept License requirements ⇒ Akzeptieren und fortsetzen (accept and continue) ⇒



Fehler! Textmarke nicht definiert.



ad00685940

Vertragsnummer: T2G202100000035 Vertrag Anfang: 2021-11-18 14:13  
Authentifizierungsmethode: TAN Vertrag Ende: 2040-06-09 22:00

1 1000 0

Aktive Zertifikate

Seriennummer	Beschreibung	Gültig von	Gültig bis	Authentifizierung	Zertifikatstyp
6538d6857155166892db7b	TEST RSA 3072	2021-11-24 10:19	2031-11-24 12:19	2 Faktor	Fortgeschrittene Signatur

Inaktive Zertifikate

Seriennummer	Beschreibung	Gültig von	Gültig bis	Authentifizierung	Zertifikatstyp
Keine Daten					

- Aktivierungs-PIN ändern
- Benutzer sperren
- Certificate Policy
- Wichtige Informationen
- Impressum
- AGB
- Ausloggen

Fehler! Textmarke nicht definiert.

Log-out ⇨

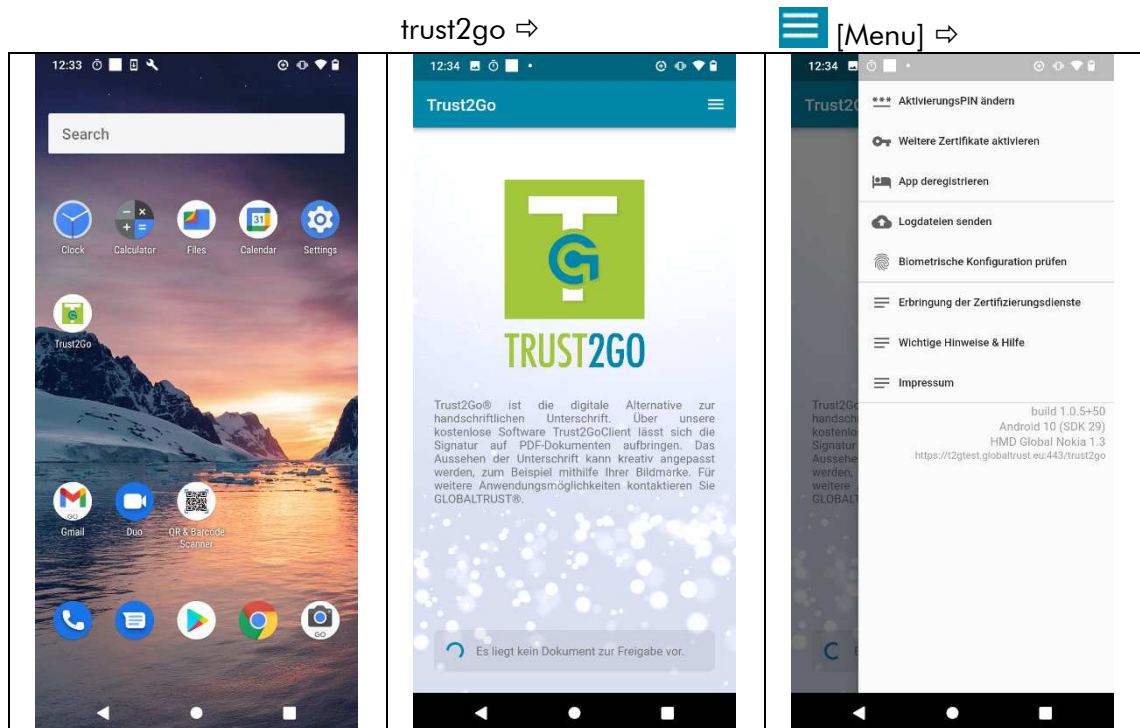
## 11 [UPDATEAUTHAPP] UPDATE 'TRUST2GOAUTHAPP'

**Download of the App Updates is basically the same like the first installation:**

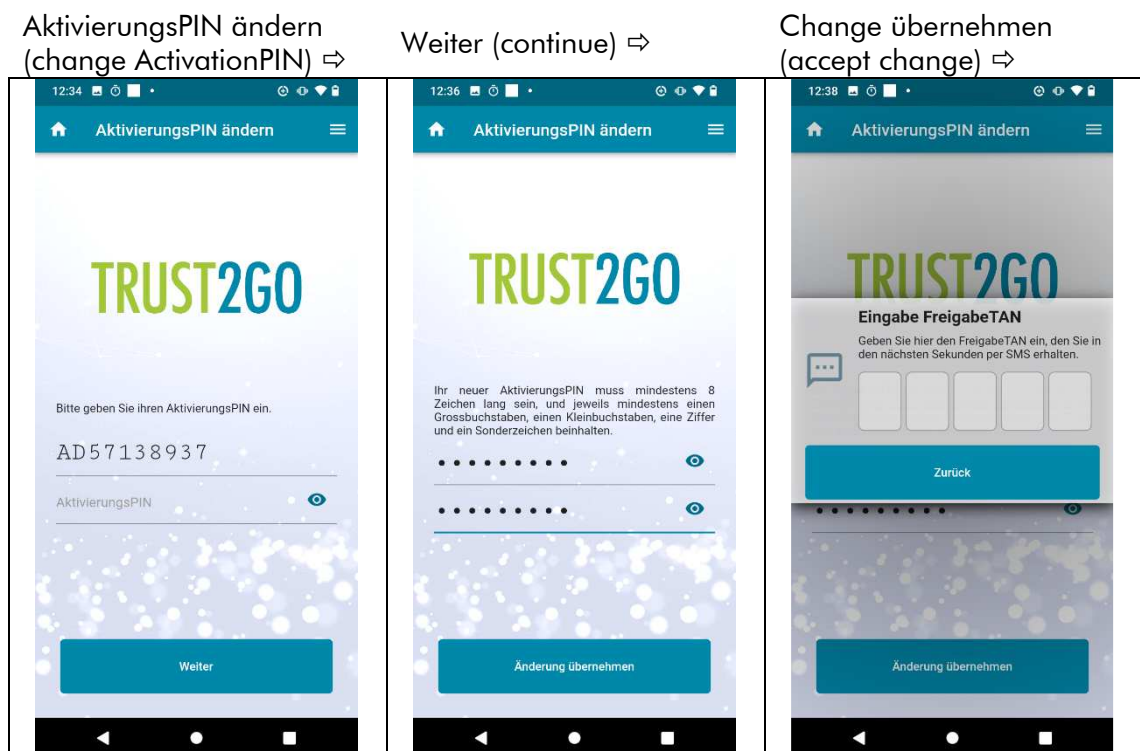
- ⇒ 6 [KompAppAndr] Installation (First/New) Productionversion 'Trust2GoAuthApp' - Version Android (p14) oder
- ⇒ 7 [KompAppIos] Installation (First/New) Produktionsversion 'Trust2GoAuthApp' - Version IOS (p15)

The update is carried out according to the specifications of the respective operating system. After the update, the new version is available, no Trust2Go-specific steps (activations, registrations, ...) are required.

## 12 [AENDAKTPINAPP] CHANGE AKTIVIERUNGSPIN (ACTIVATIONPIN) IN THE 'TRUST2GOAUTHAPP'

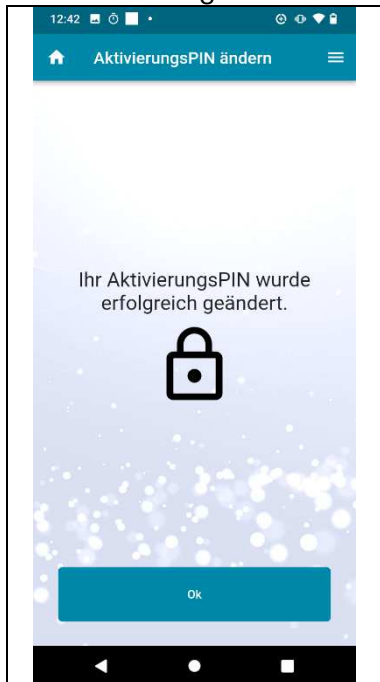


Fehler! Textmarke nicht definiert.



Fehler! Textmarke nicht definiert.

fill in the TAN you received  
via text message ⇒

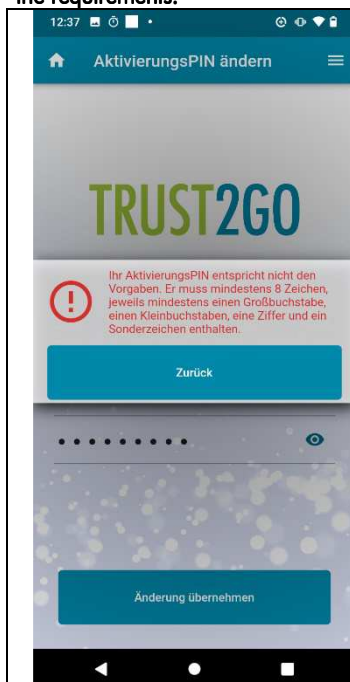


Fehler! Textmarke nicht definiert.

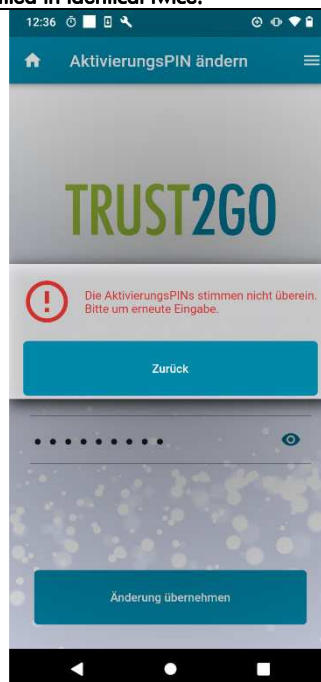
OK ⇒

Typical errors:

Your new ActivationPIN does not meet  
the requirements.



The new ActivationPIN has not been  
filled in identical twice.



The TAN you received per text  
message is filled in wrong



Fehler! Textmarke nicht definiert.

In each case of error, the previous activation PIN is retained and the change must be repeated.

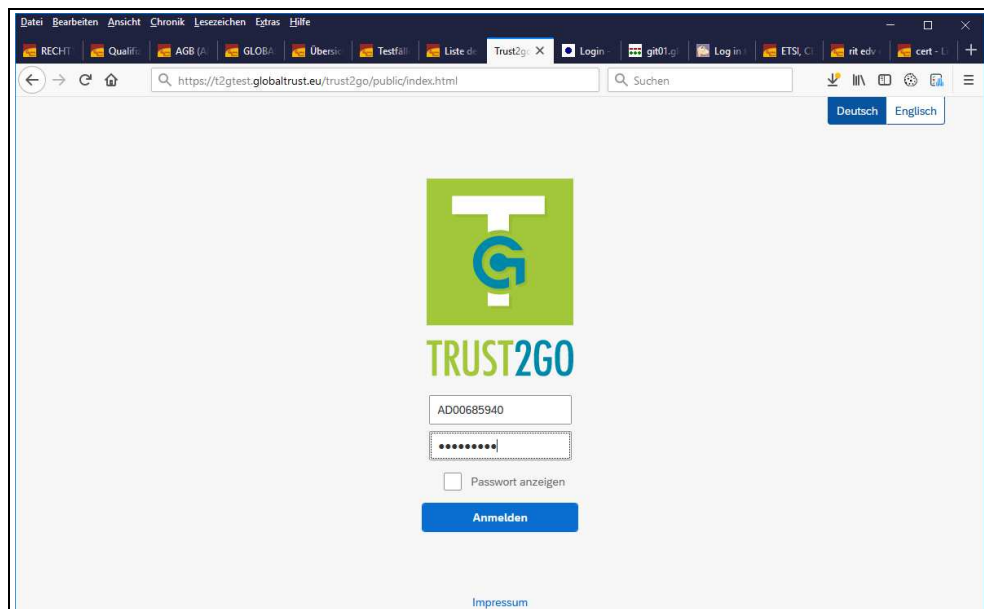
**Hint**

Certificates that have not yet been activated must be activated with the transmitted TransportPIN. You are not affected by the activation PIN change.




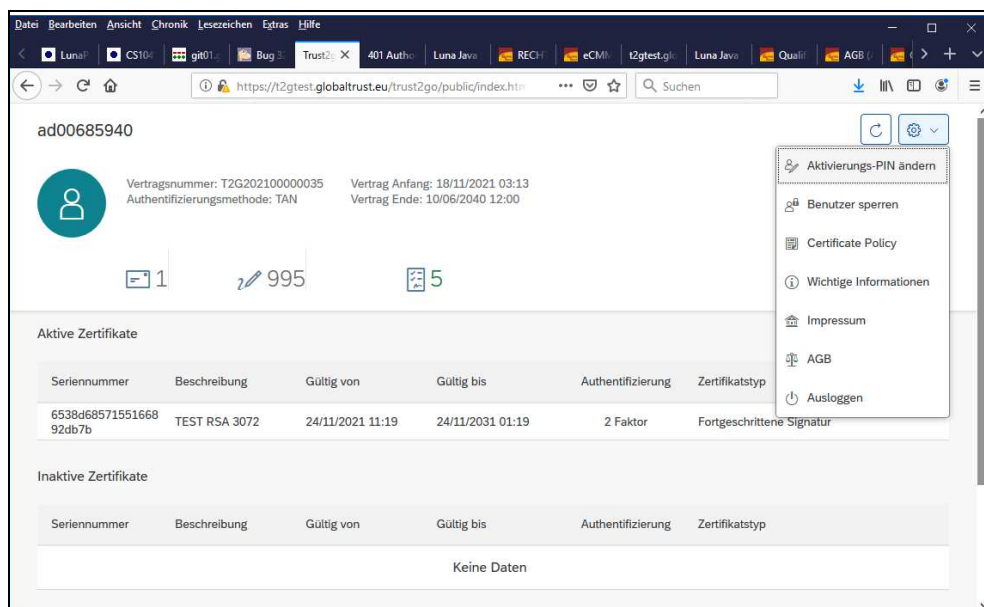
## 13 [AENDAKTPINWEB] CHANGE AKTIVIERUNGSPIN (ACTIVATIONPIN) VIA 'TRUST2GOWEB'

<https://t2g<sup>5</sup>.globaltrust.eu/trust2go/public/index.html>



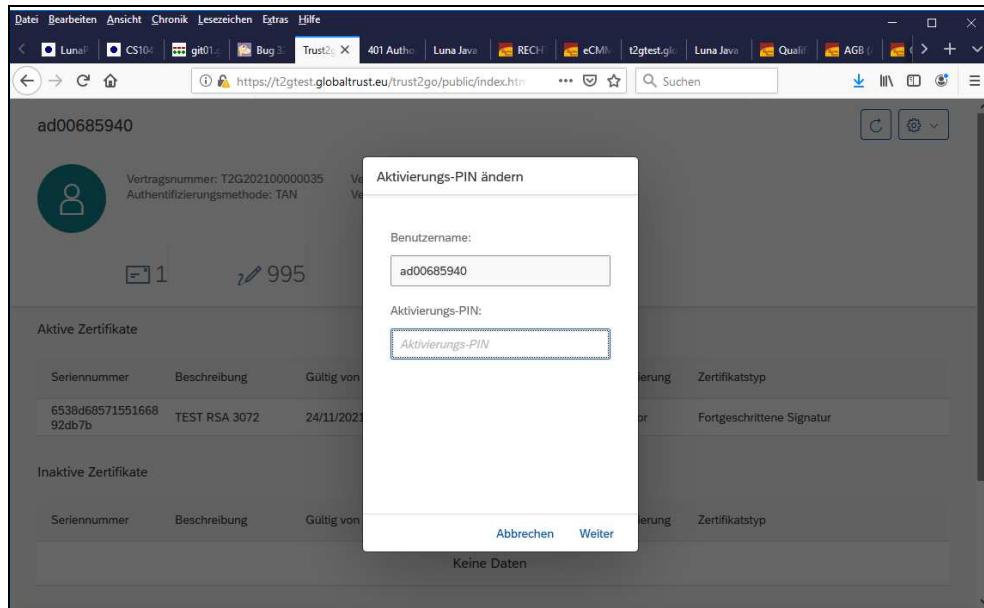
Fehler! Textmarke nicht definiert.

Login ⇒  ⇒



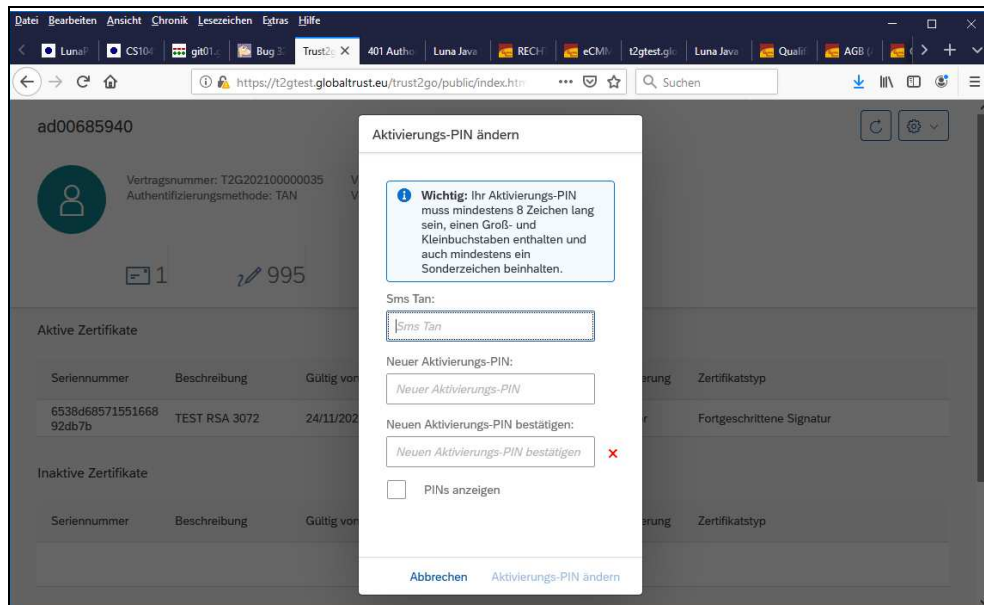
Fehler! Textmarke nicht definiert.

Change ActivationPIN ⇒



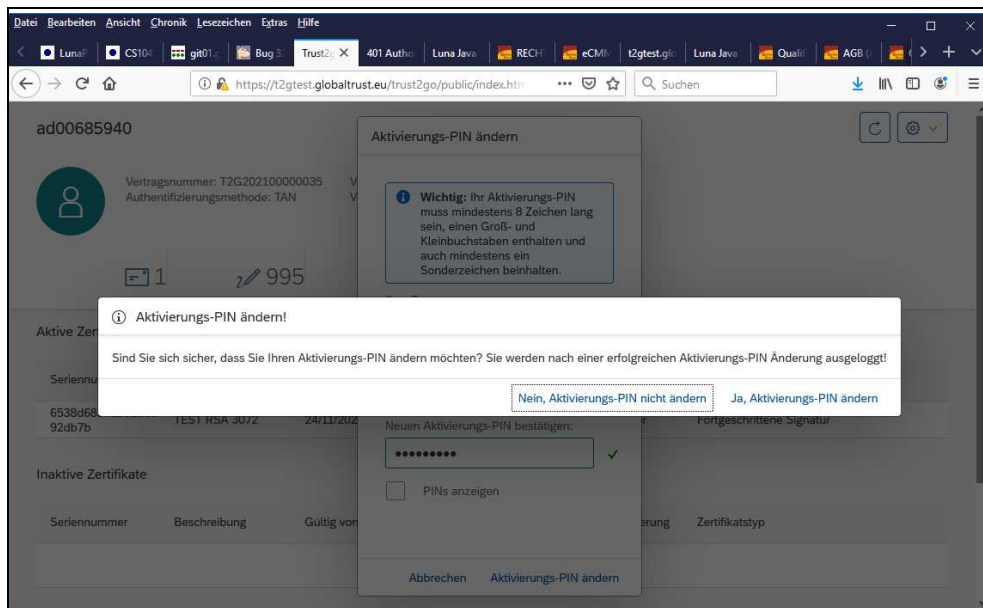
Fehler! Textmarke nicht definiert.

Fill in your previous AktivierungsPIN (ActivationPIN) ⇒ Continue ⇒



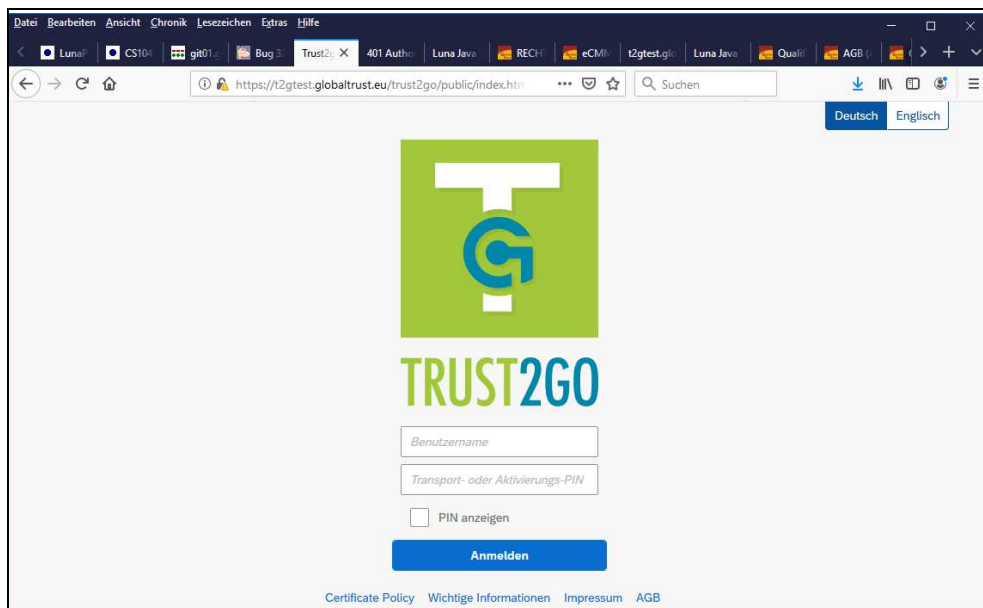
Fehler! Textmarke nicht definiert.

fill in received TAN via text message+ fill in new AktivierungsPIN (ActivationPIN)⇒ change AktivierungsPIN (ActivationPIN) ⇒



Fehler! Textmarke nicht definiert.

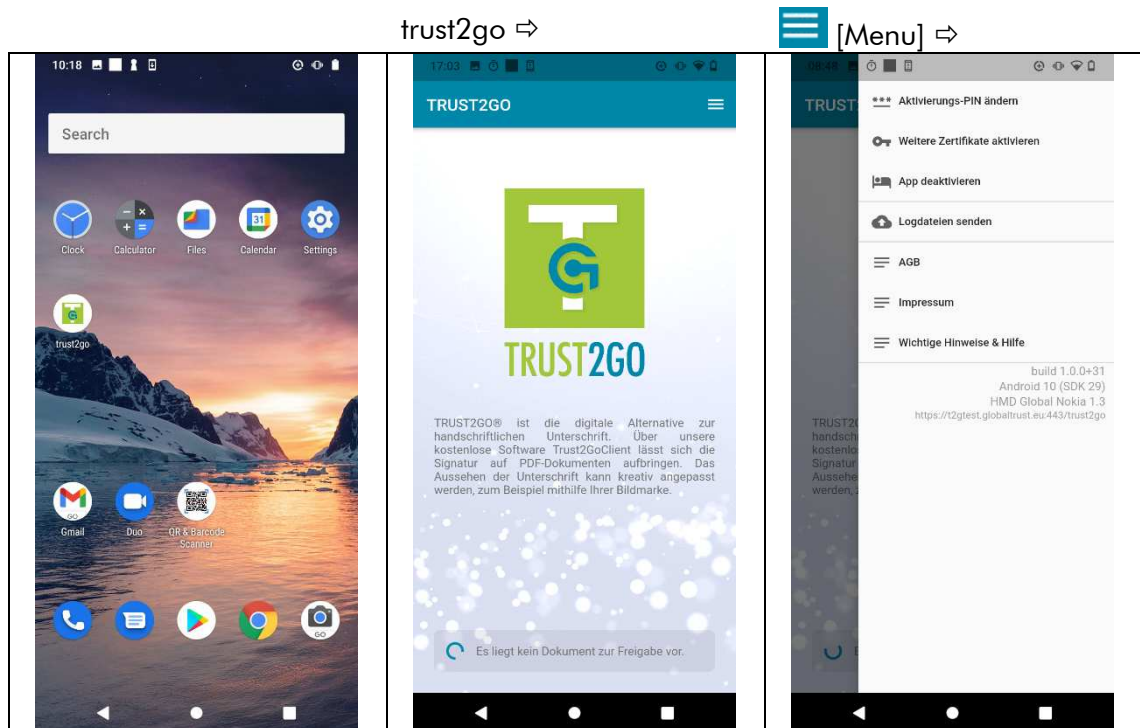
Yes, change ActivationPIN ⇒



Fehler! Textmarke nicht definiert.

Afterwards you can login with your new ⇒ AktivierungsPIN.

## 1.4 [AKTWEITPRIVKEYAPP] ACTIVATION OF MORE CERTIFICATES(PRIVATE KEY) VIA 'TRUST2GOAUTHAPP'

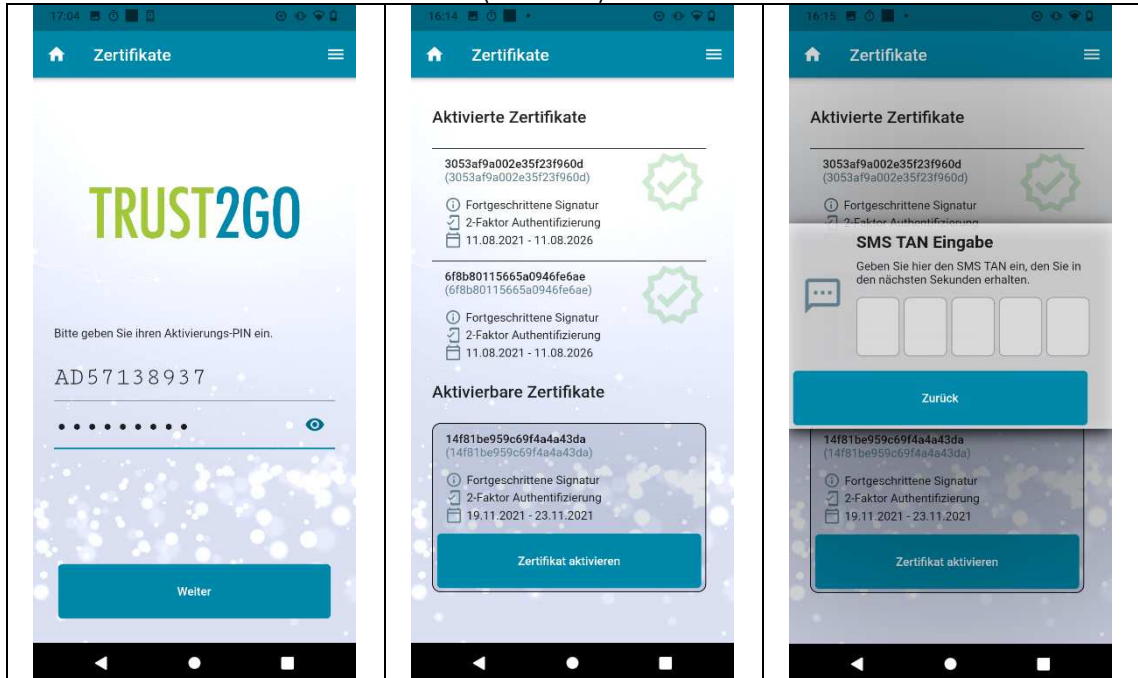


Fehler! Textmarke nicht definiert.

Weitere Zertifikate  
aktivieren (activate other  
certificates)

Signatordaten eingeben  
(fill on your Signator  
details) +  
Weiter(continue)⇒

Zertifikat aktivieren  
(activate certificate) ⇒

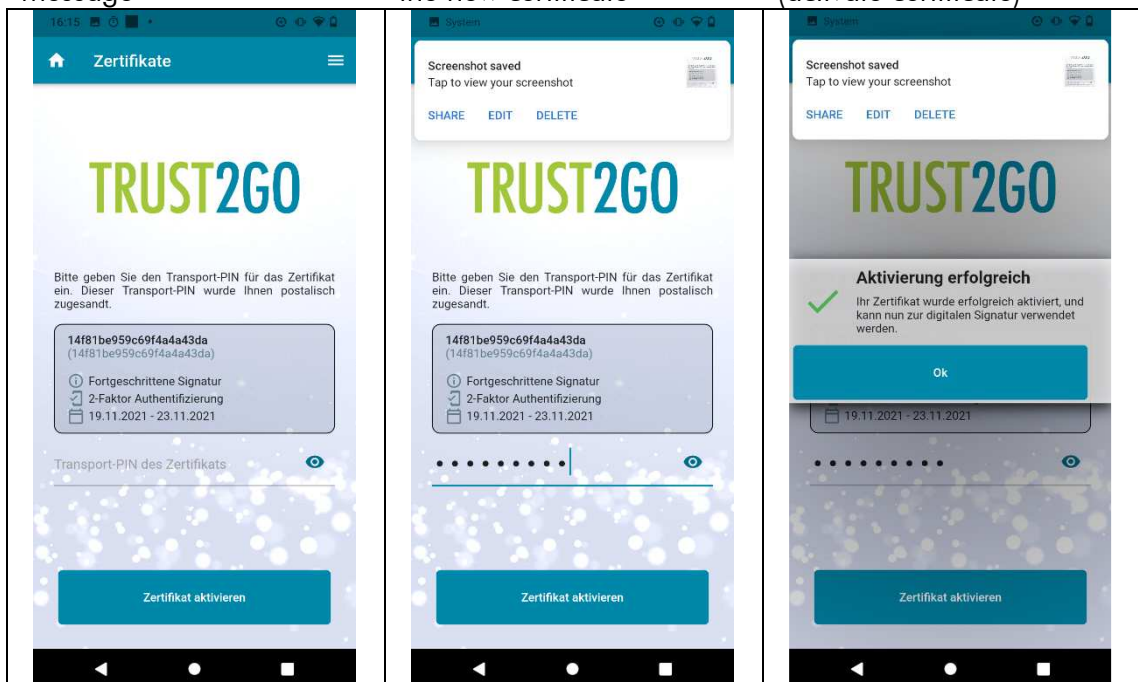


Fehler! Textmarke nicht definiert.

fill in received TAN via text  
message ⇒

fill in the TransportPIN of  
the new certificate ⇒

Zertifikat aktivieren  
(activate certificate) ⇒



Fehler! Textmarke nicht definiert.

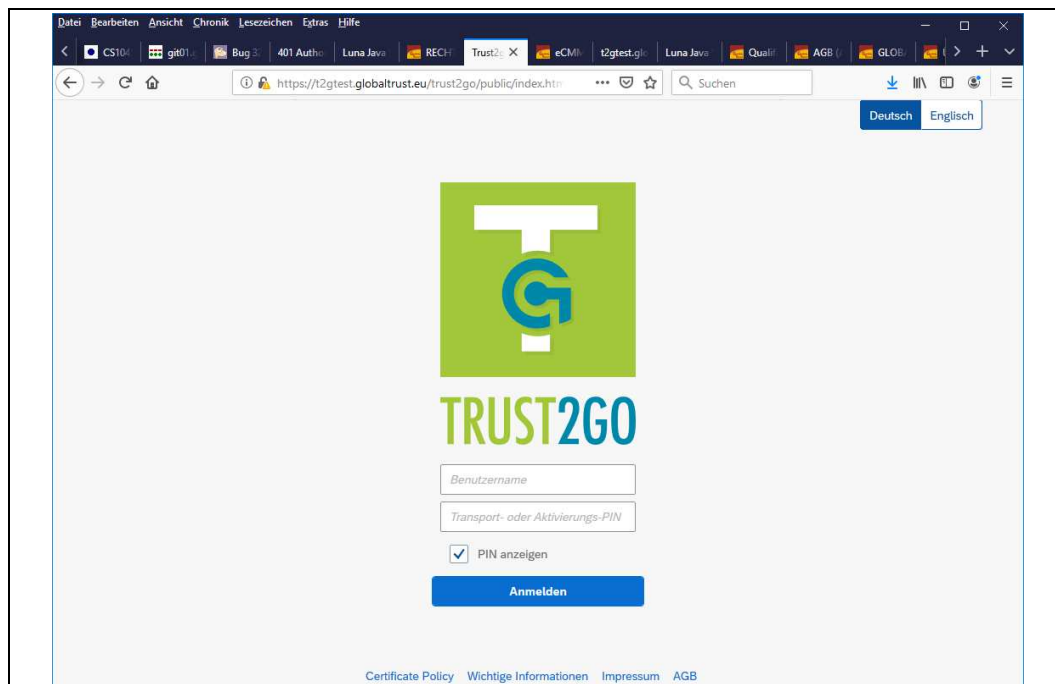
OK ⇨



Fehler! Textmarke nicht definiert.

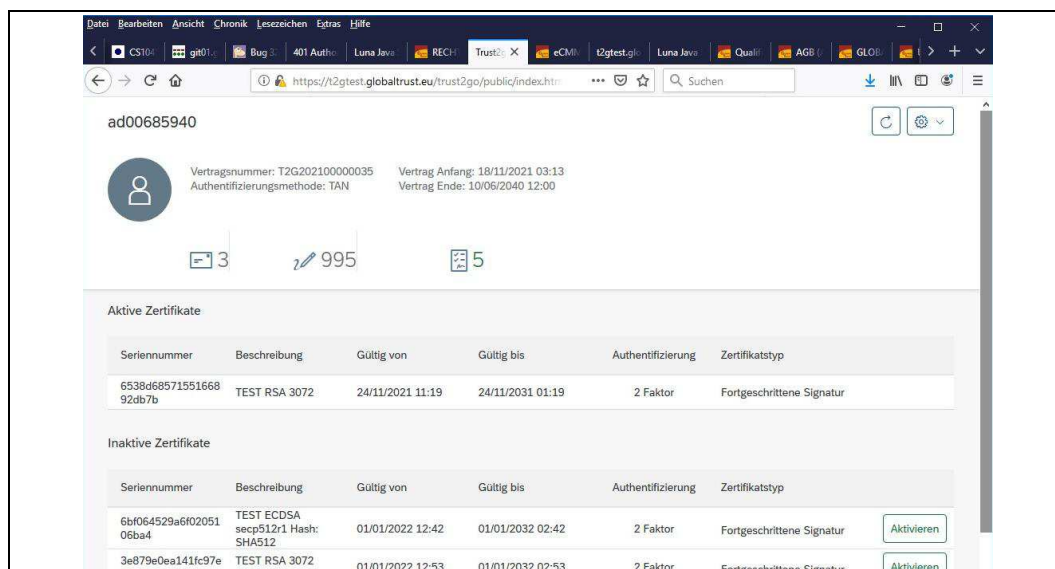
## 15 [AKTWEITPRIVKEYWEB] ACTIVATION OF MORE CERTIFICATES(PRIVATE KEY) VIA 'TRUST2GOWEB'

<https://t2g<sup>6</sup>.globaltrust.eu/trust2go/public/index.html>



Fehler! Textmarke nicht definiert.

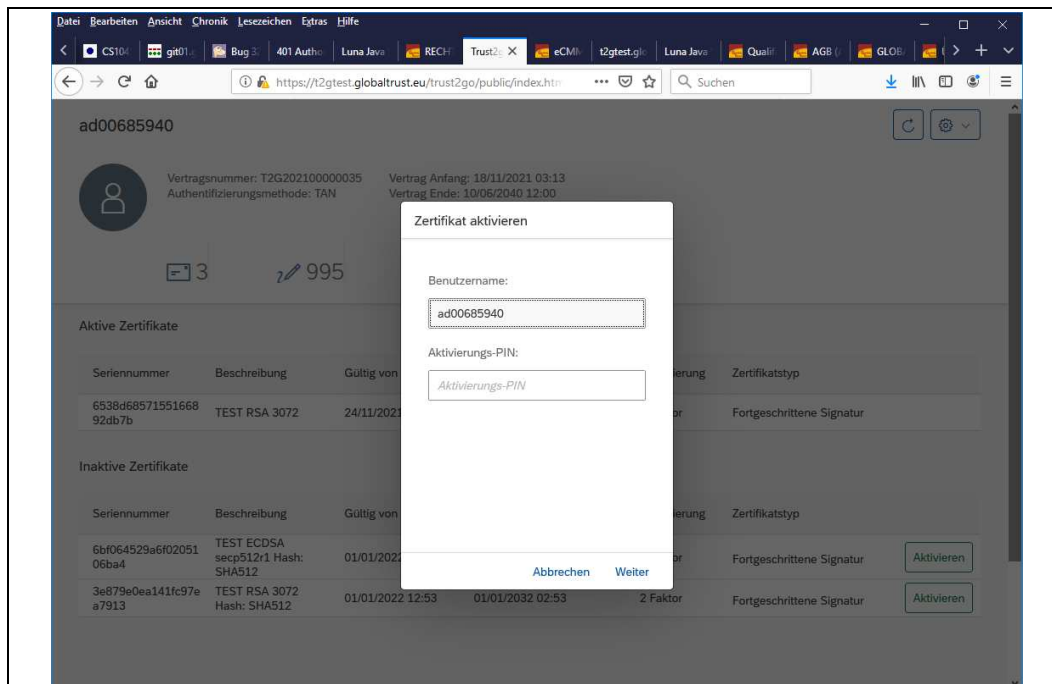
Fill in Username + ActivationPIN ⇒ Login ⇒



Fehler! Textmarke nicht definiert.

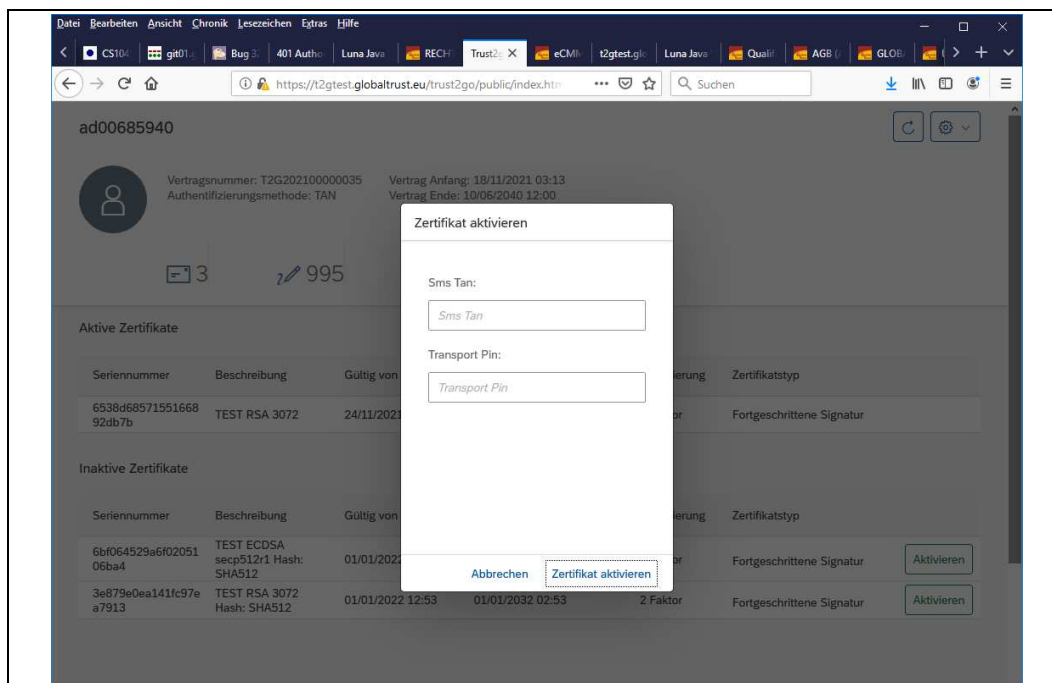


Activate ⇒



Fehler! Textmarke nicht definiert.

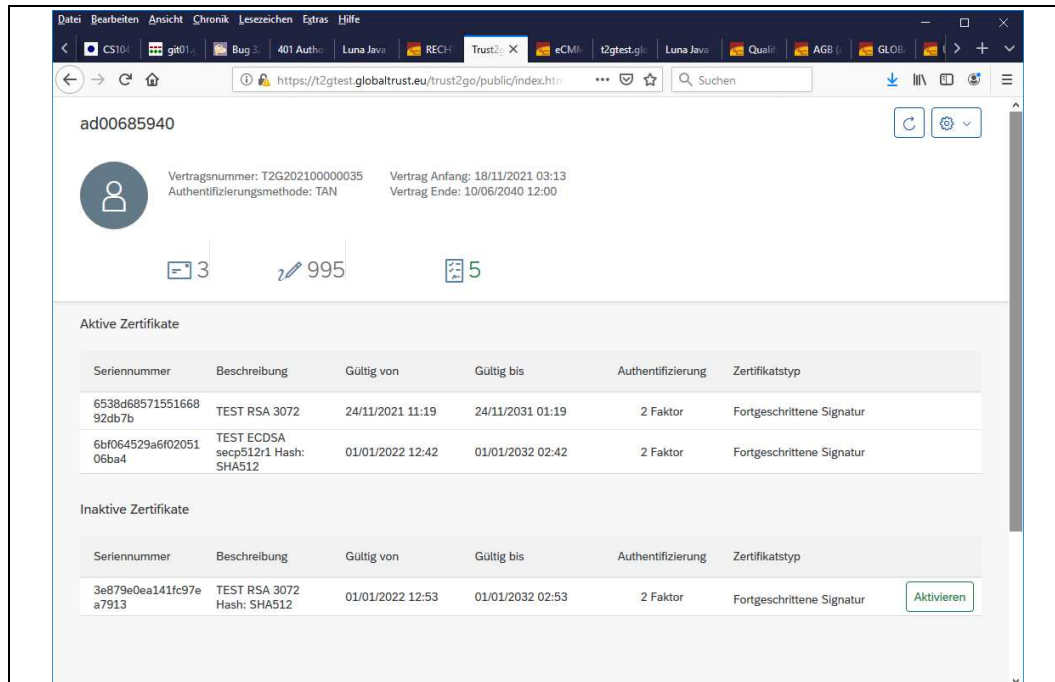
fill in ActivationPIN ⇒ Continue⇒



Fehler! Textmarke nicht definiert.



SMSTan + TransportPIN of the new certificate ⇒ Activate certificate⇒



Fehler! Textmarke nicht definiert.

Afterwards more certificate can be activated.

⚙️ ⇒ Log-out ⇒

## 16 [ERSTQUALSIG] CREATE QUALIFIED SIGNATURE

- A) **CREATE A QUALIFIED SIGNATURE IN PDF VIA 'TRUST2GOCLIENT' (E-SIGN AGENT) + 'TRUST2GOAUTHAPP'**

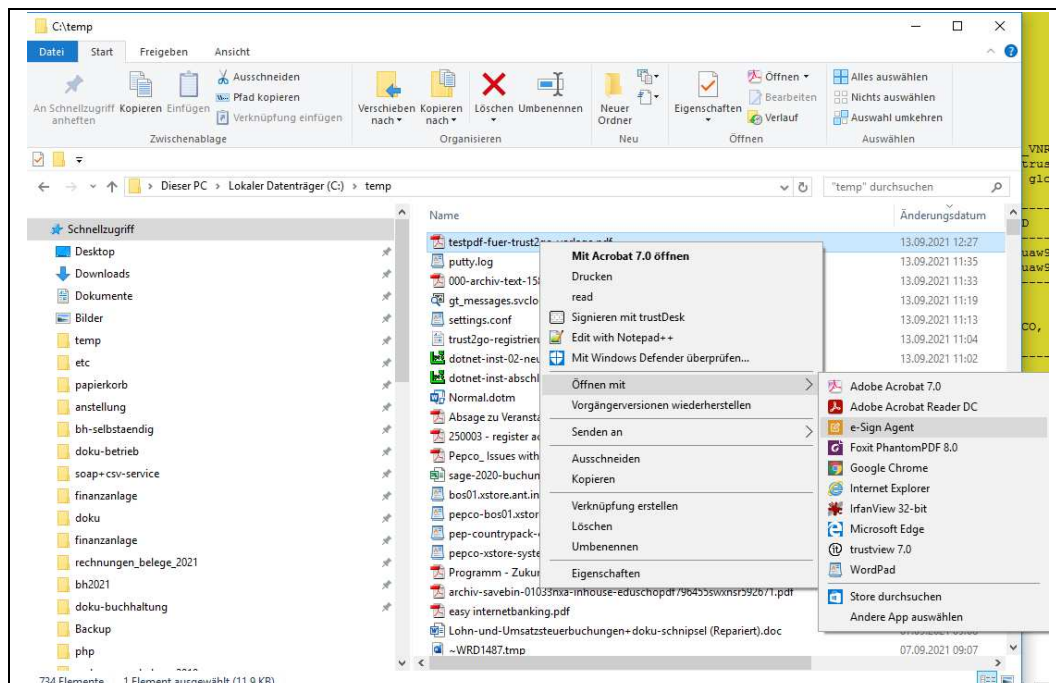
### Hint!

This process is identical for advanced signatures with 2-factor authentication.

### Required components - Client

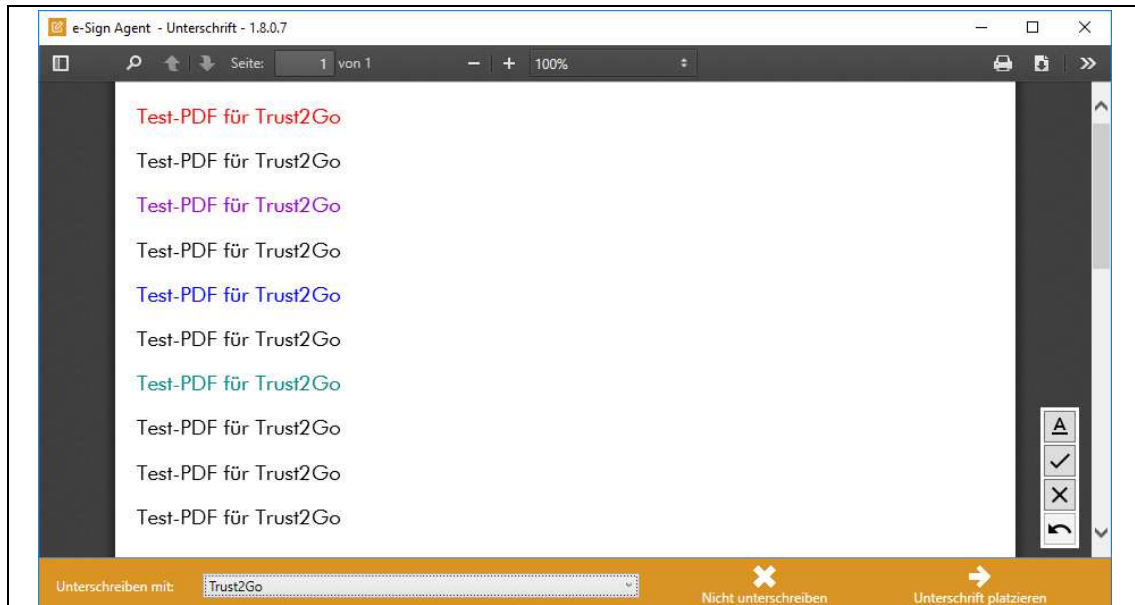
- Installation 'Trust2GoAuthApp':
  - ⇒ 6 [KompAppAndr] Installation (First/New) Productionversion 'Trust2GoAuthApp' - Version Android (p14) [alternatively](#)
  - ⇒ 7 [KompAppIos] Installation (First/New) Produktionsversion 'Trust2GoAuthApp' - Version IOS (p15)
- Installation 'Trust2GoClient':
  - ⇒ 8 [KompEsign] Installation + Configuration 'Trust2GoClient' (e-Sign Agent) (p20)

pdf-file ⇒ (right-click) ⇒ Open with ⇒



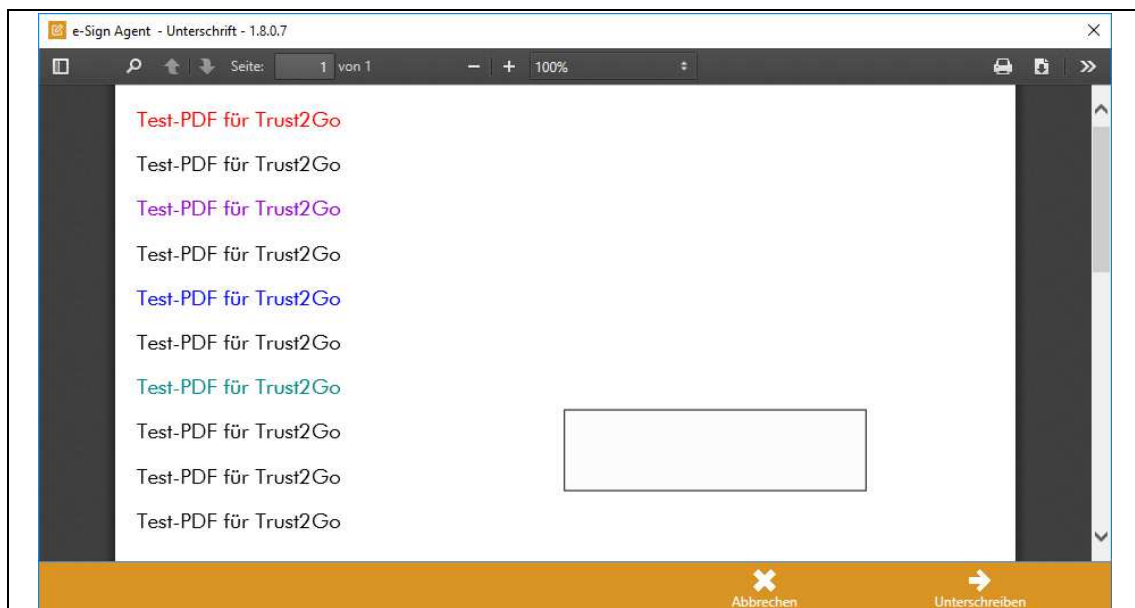
**Fehler! Textmarke nicht definiert.**

e-Sign Agent ⇒ select Trust2Go (in the field with "Unterschreiben with:")⇒



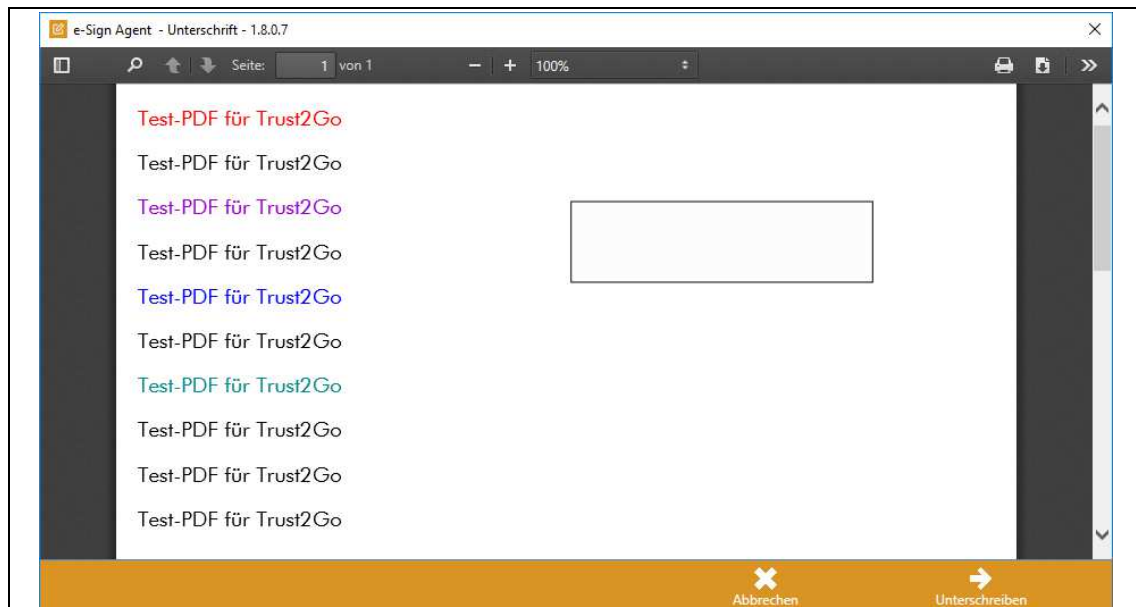
Fehler! Textmarke nicht definiert.

Sign with: Trust2GO ⇒ Place signature⇒



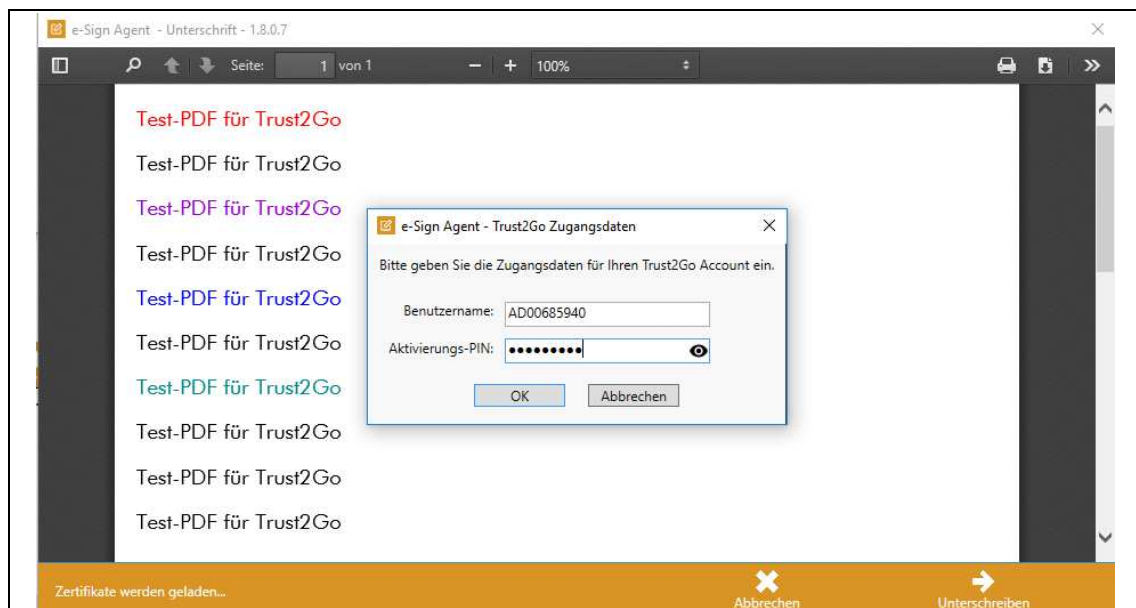
Fehler! Textmarke nicht definiert.

move the box ⇒



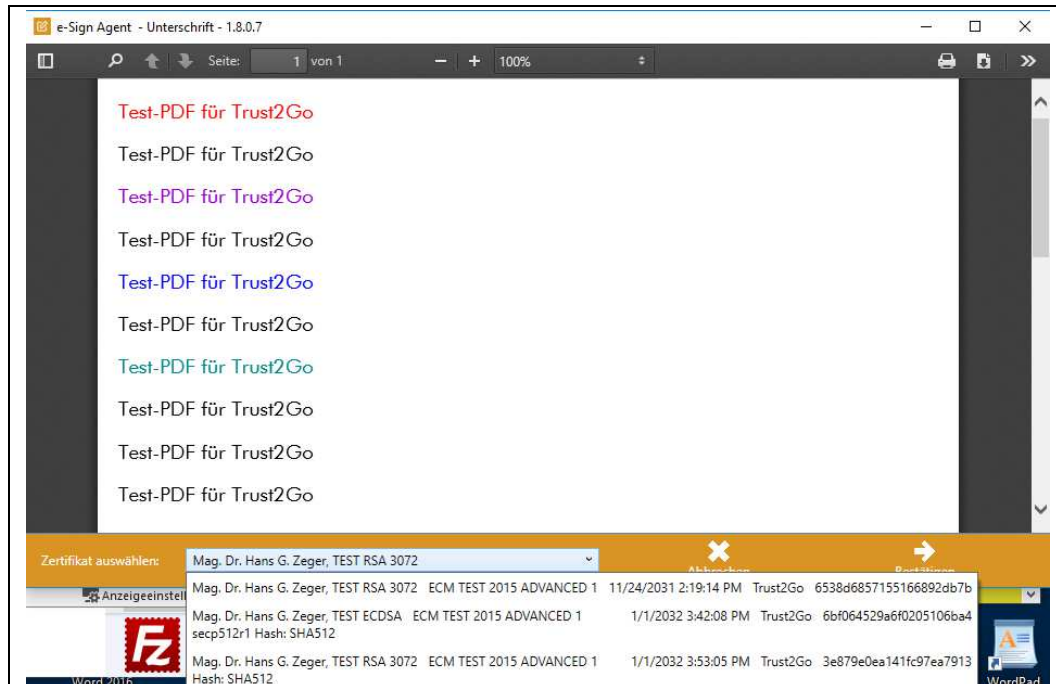
Fehler! Textmarke nicht definiert.

Sign ⇒



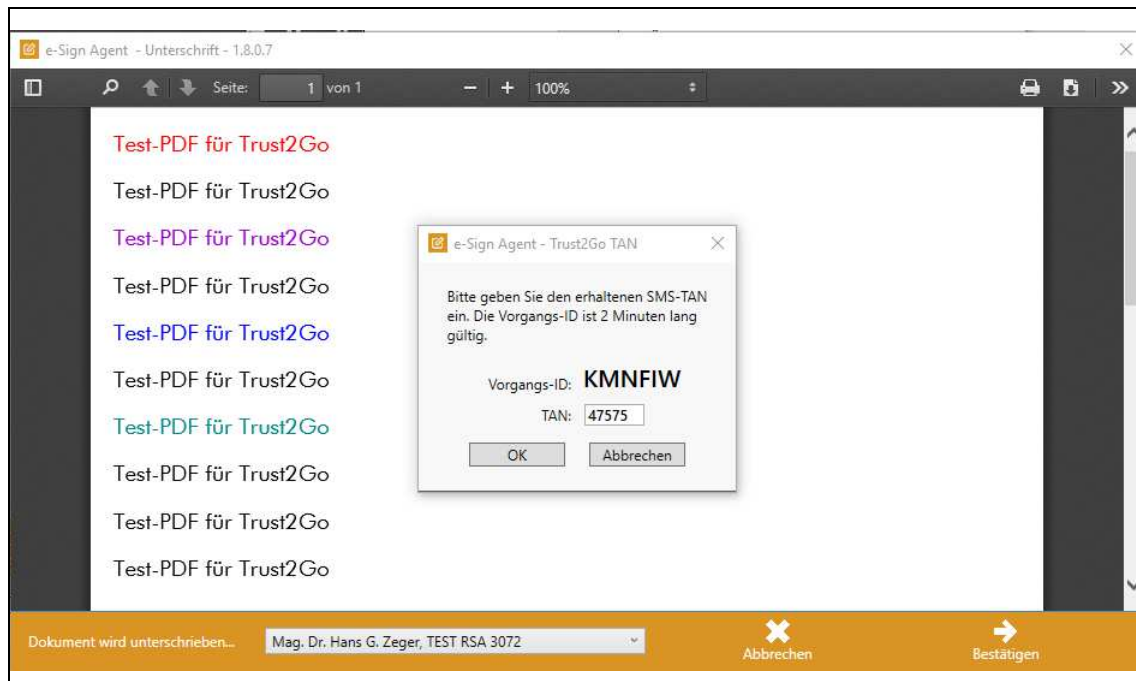
Fehler! Textmarke nicht definiert.

Save ⇒

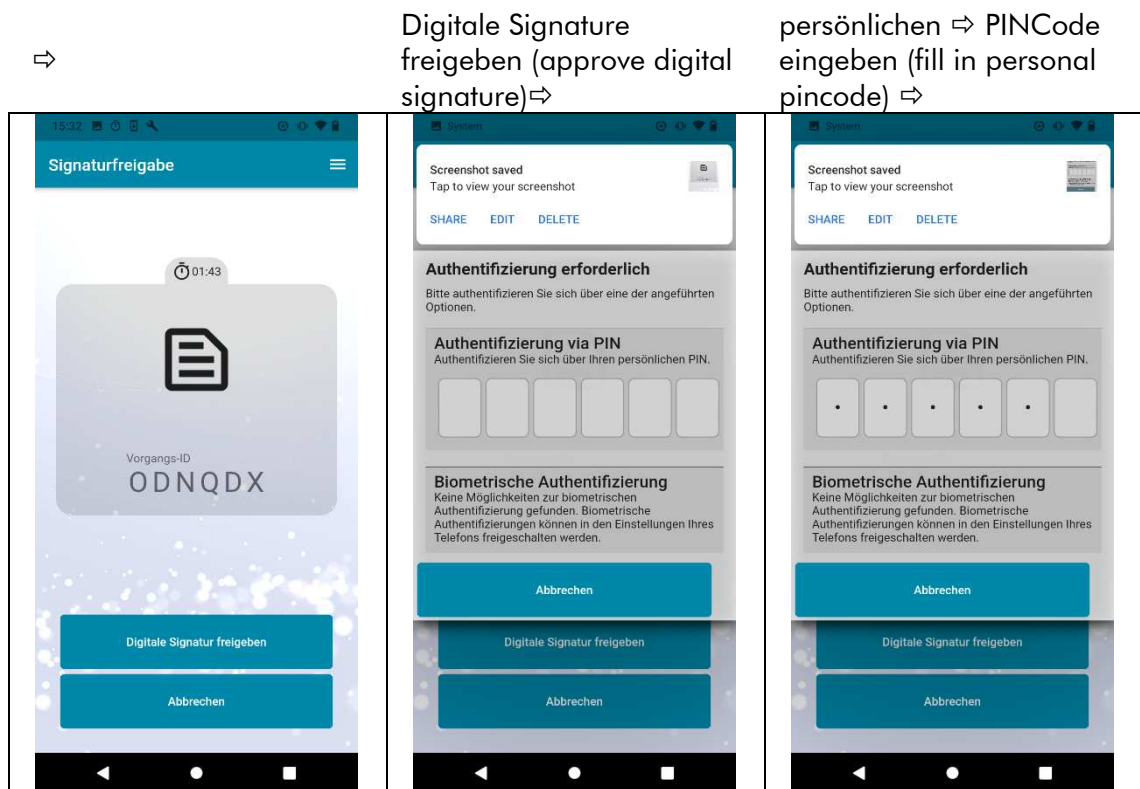


Fehler! Textmarke nicht definiert.

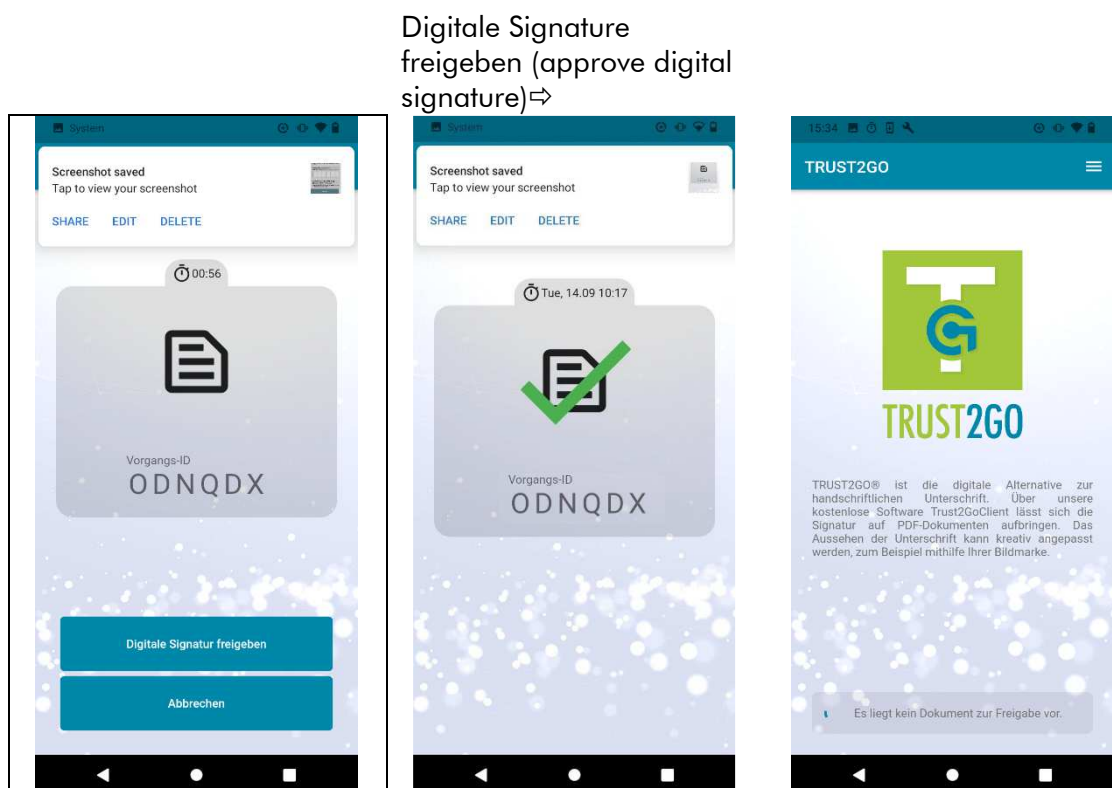
Choose certificate: pick suitable certificate ⇒ Confirm⇒



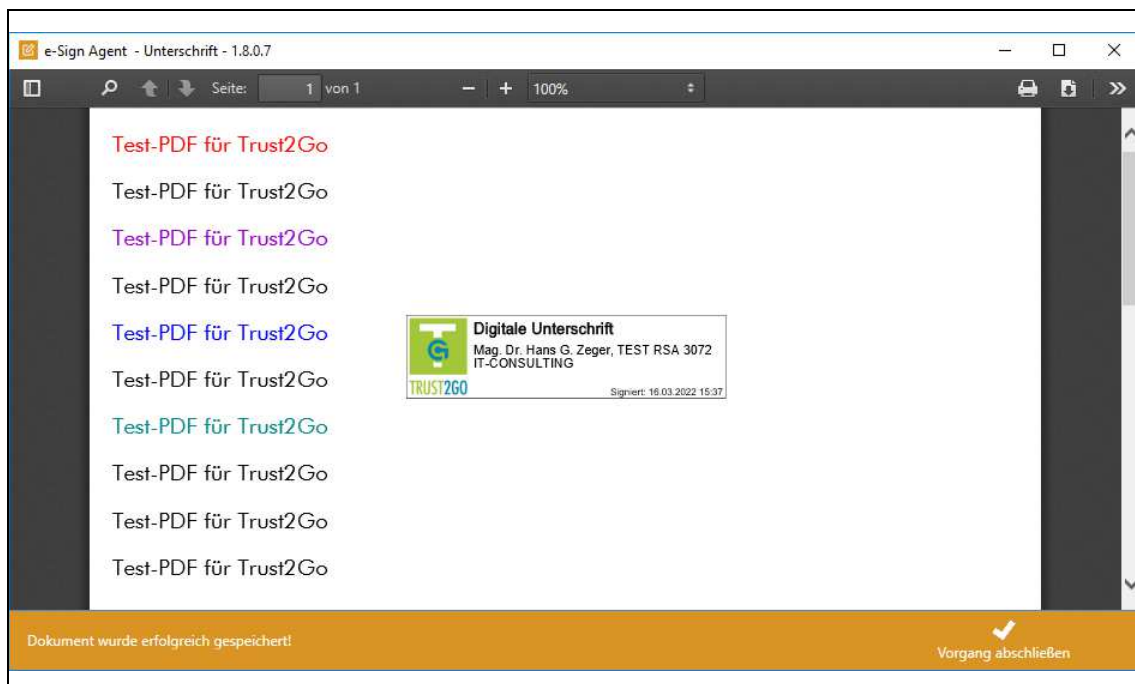
Fehler! Textmarke nicht definiert.



Fehler! Textmarke nicht definiert.

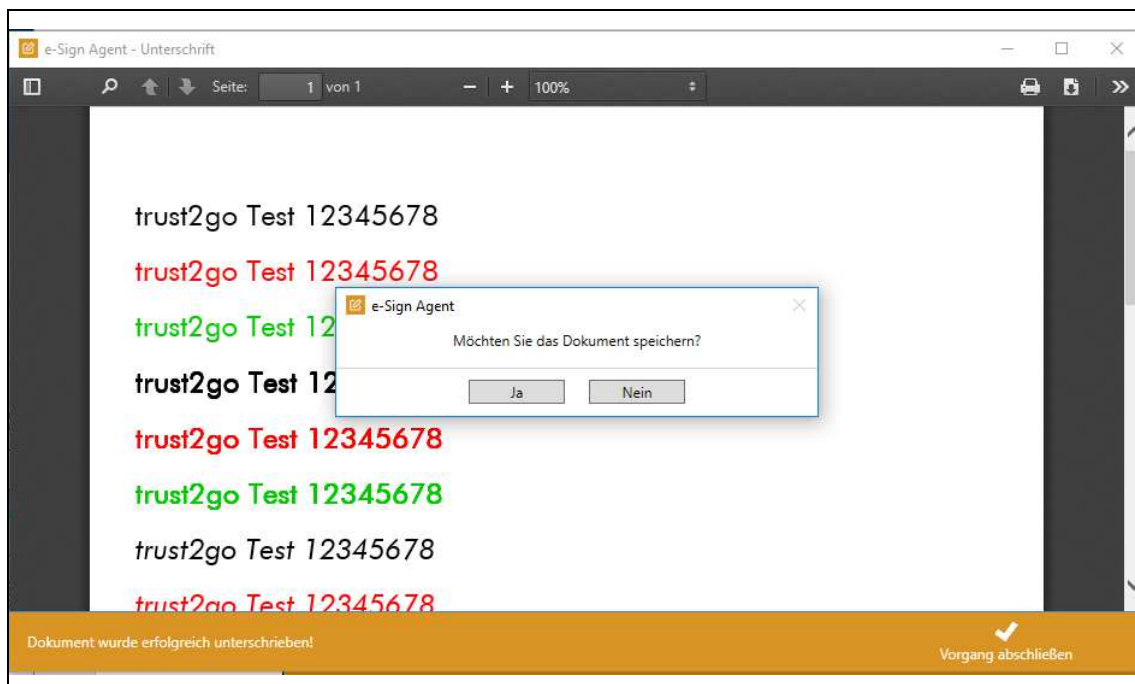


Fehler! Textmarke nicht definiert.



Fehler! Textmarke nicht definiert.

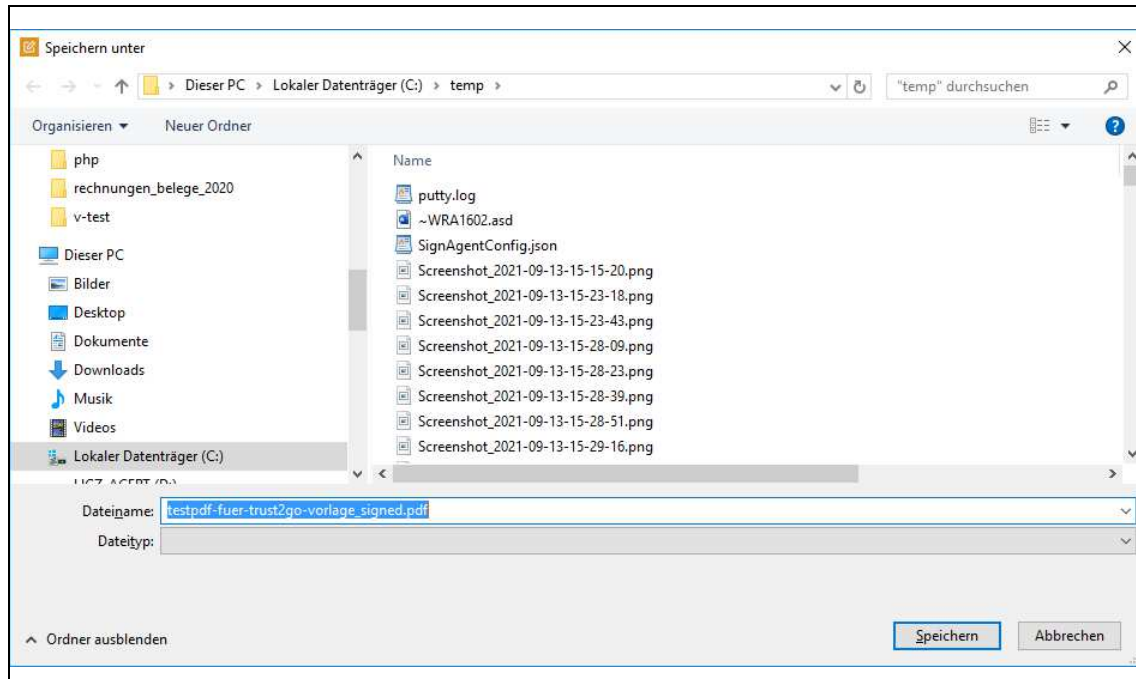
Finish process ⇒



Fehler! Textmarke nicht definiert.



Yes ⇒



**Fehler! Textmarke nicht definiert.**

**optional**

Signature check (⇒ 24 [SignCheckAdobe] Signaturecheck in Adobe Acrobat DC, p88)



## B) CREATE QUALIFIED SIGNATURE IN PDF VIA 'TRUST2GoCLIENT' + SMS

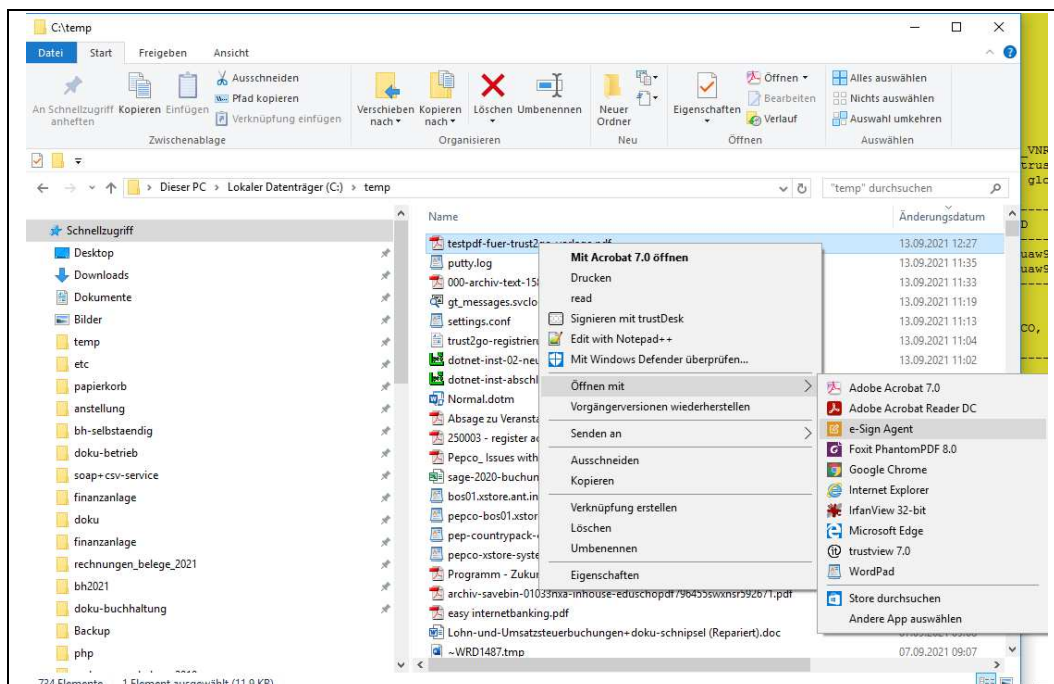
### Hint!

This process is identical for advanced signatures with 2-factor authentication.

### Required components - Client

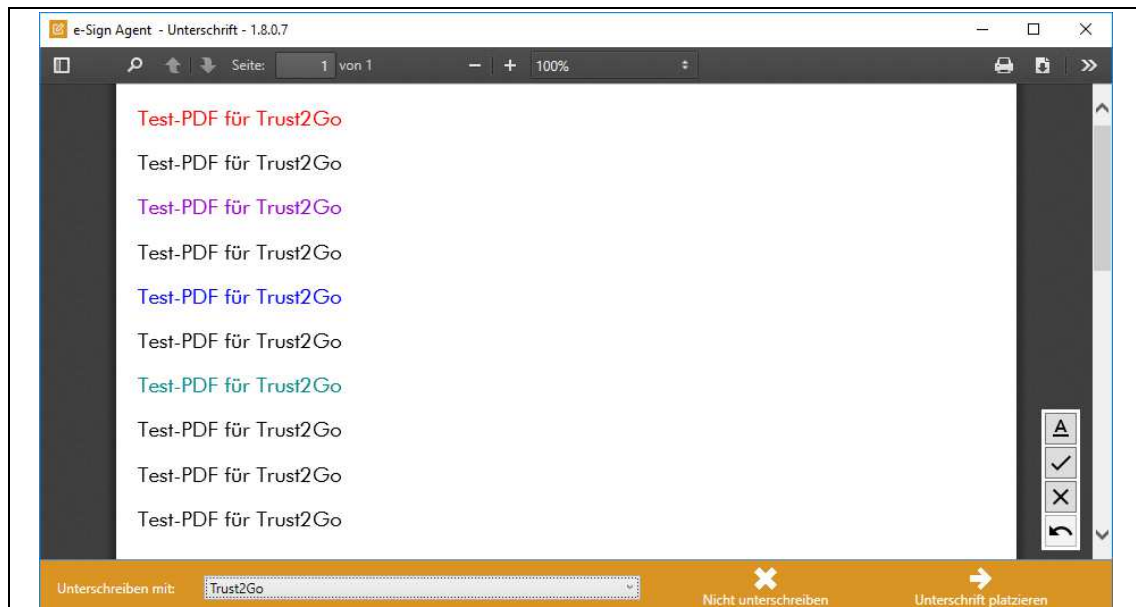
- Mobilephone for receiving text messages (Number according to application)
- Installation 'Trust2GoClient':
  - ⇒ 8 [KompEsign] Installation + Configuration 'Trust2GoClient' (e-Sign Agent) (p20)

pdf-file ⇒ (right-click) ⇒ Open with ⇒



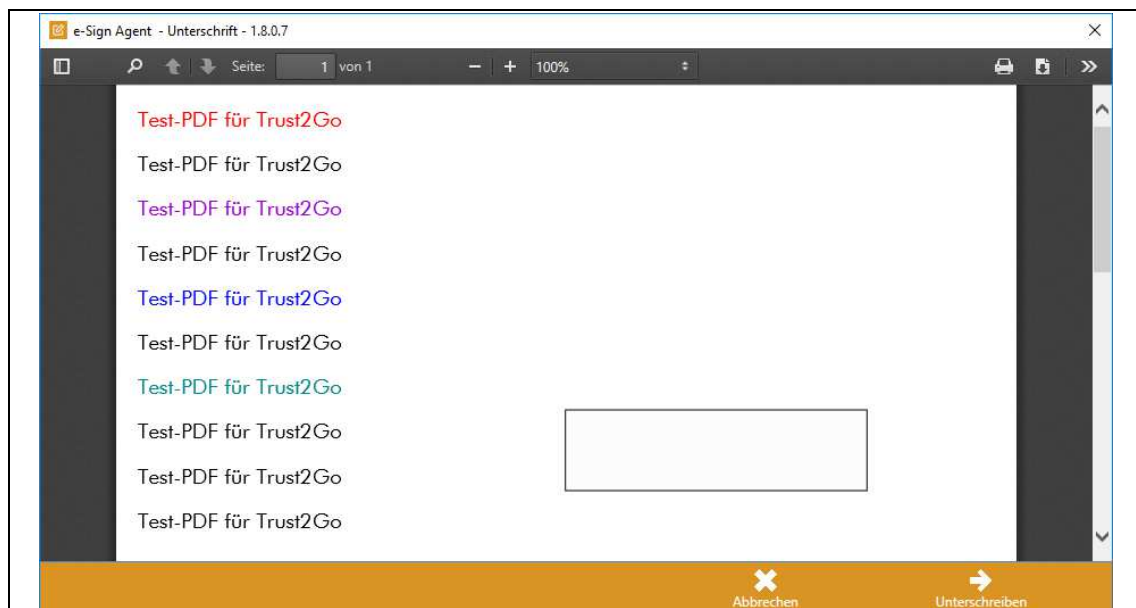
Fehler! Textmarke nicht definiert.

e-Sign Agent ⇨



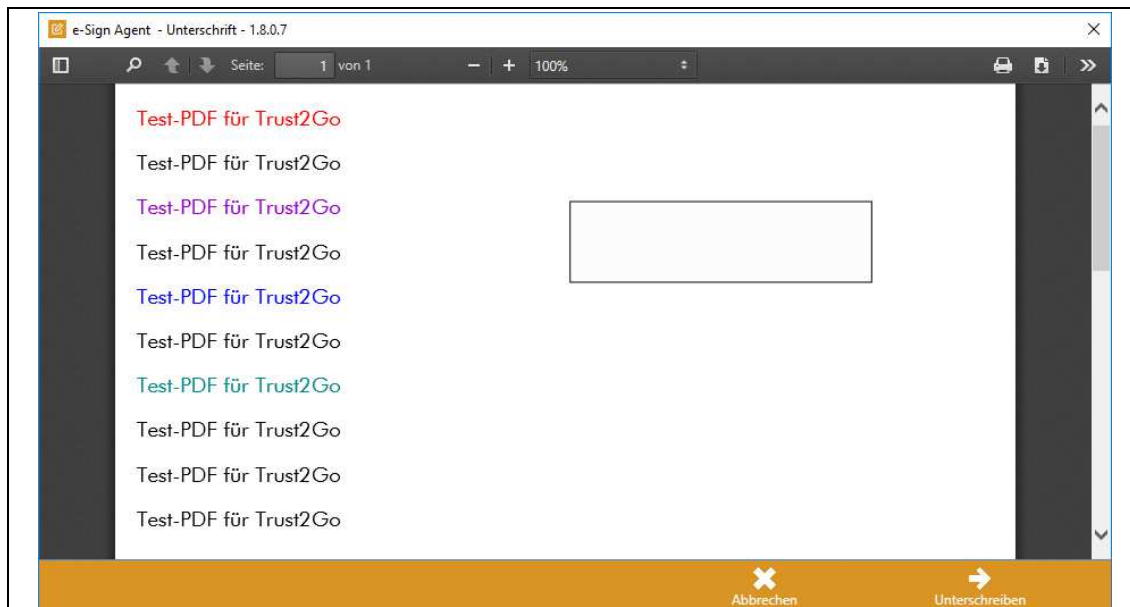
Fehler! Textmarke nicht definiert.

Select Trust2Go (in the field with "Unterschriften with:")⇨



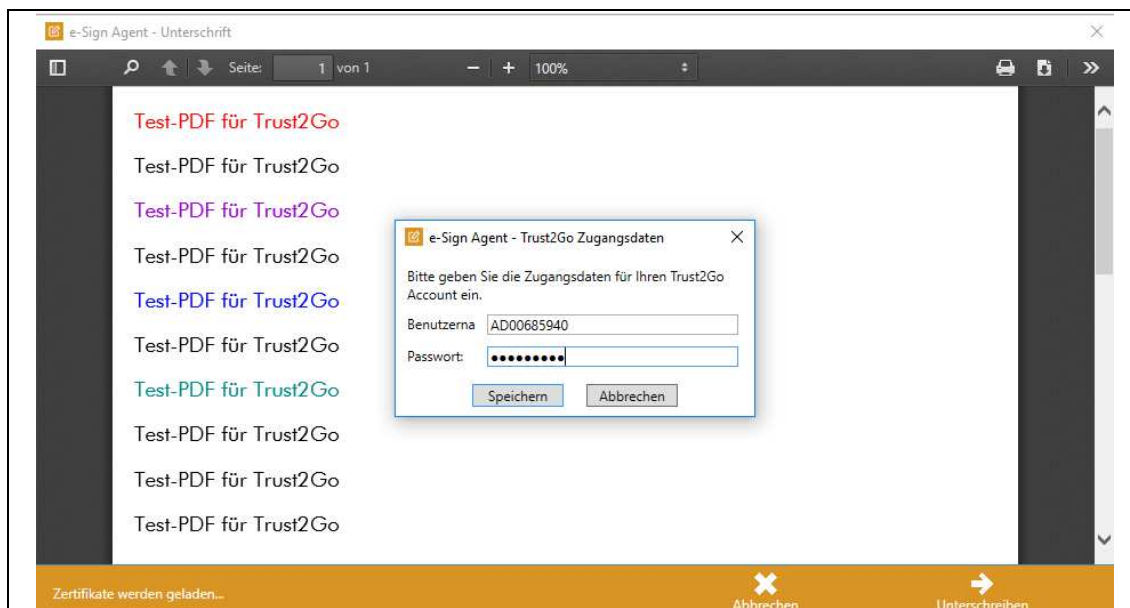
Fehler! Textmarke nicht definiert.

move the box ⇒



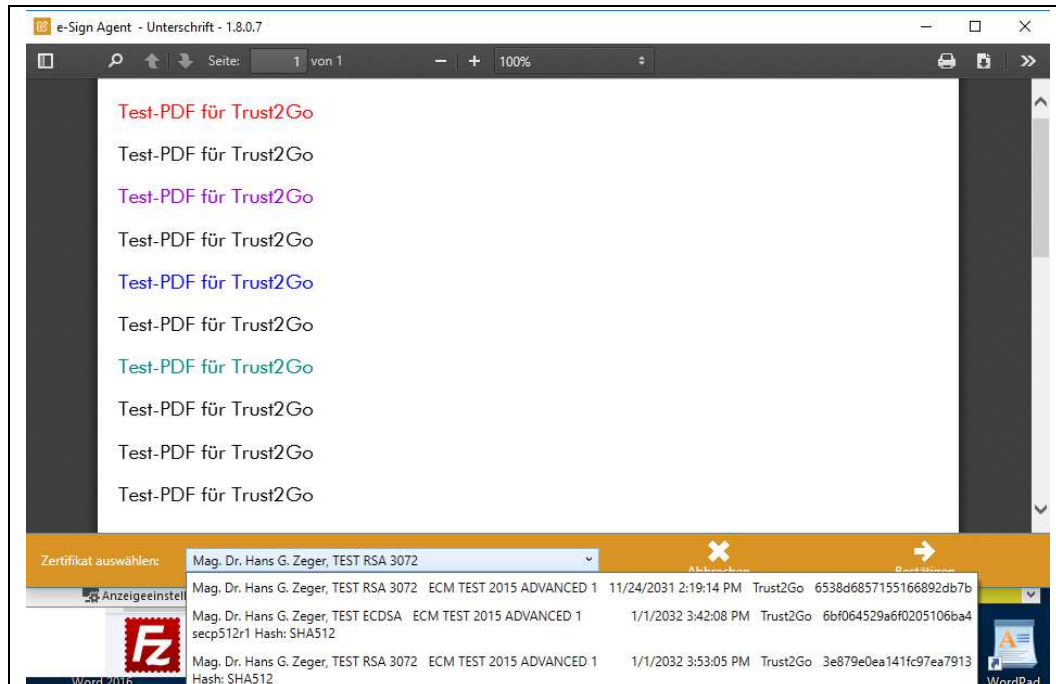
Fehler! Textmarke nicht definiert.

Sign ⇒



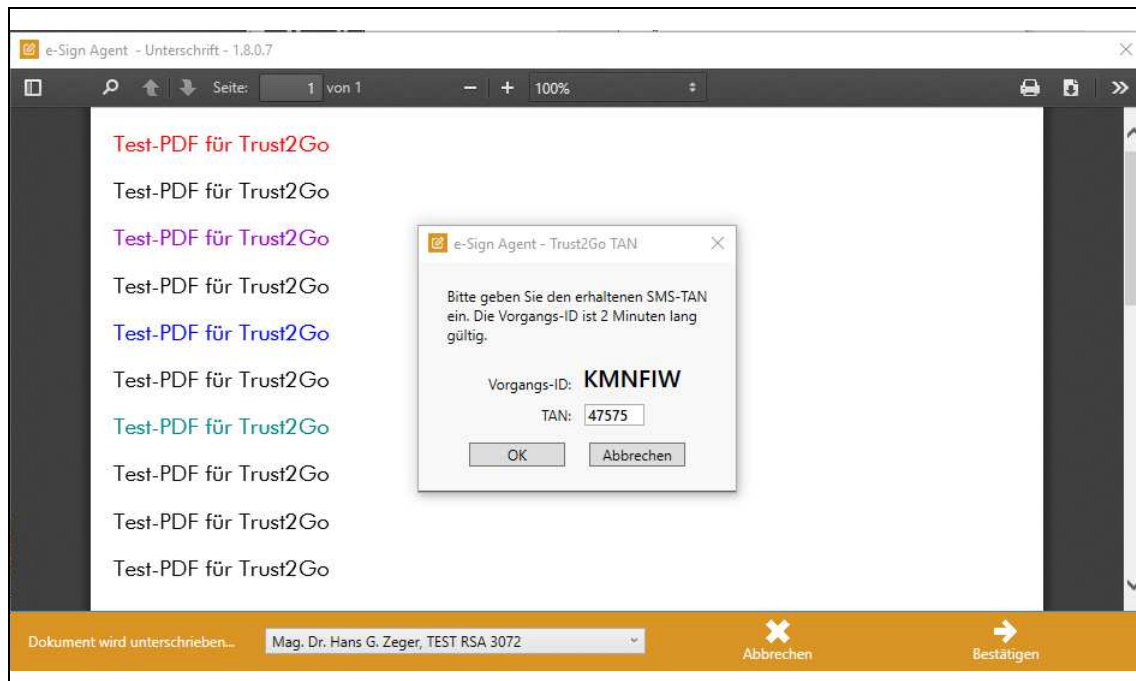
Fehler! Textmarke nicht definiert.

Save ⇒



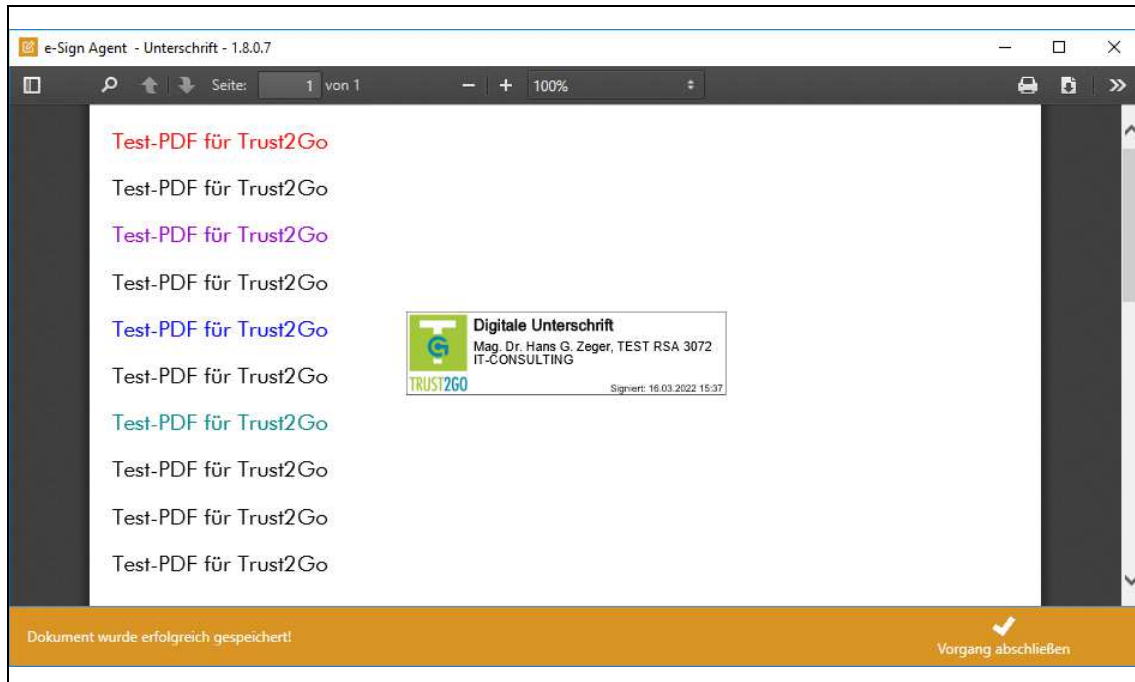
Fehler! Textmarke nicht definiert.

Choose certificate: pick suitable certificate ⇒ Confirm⇒



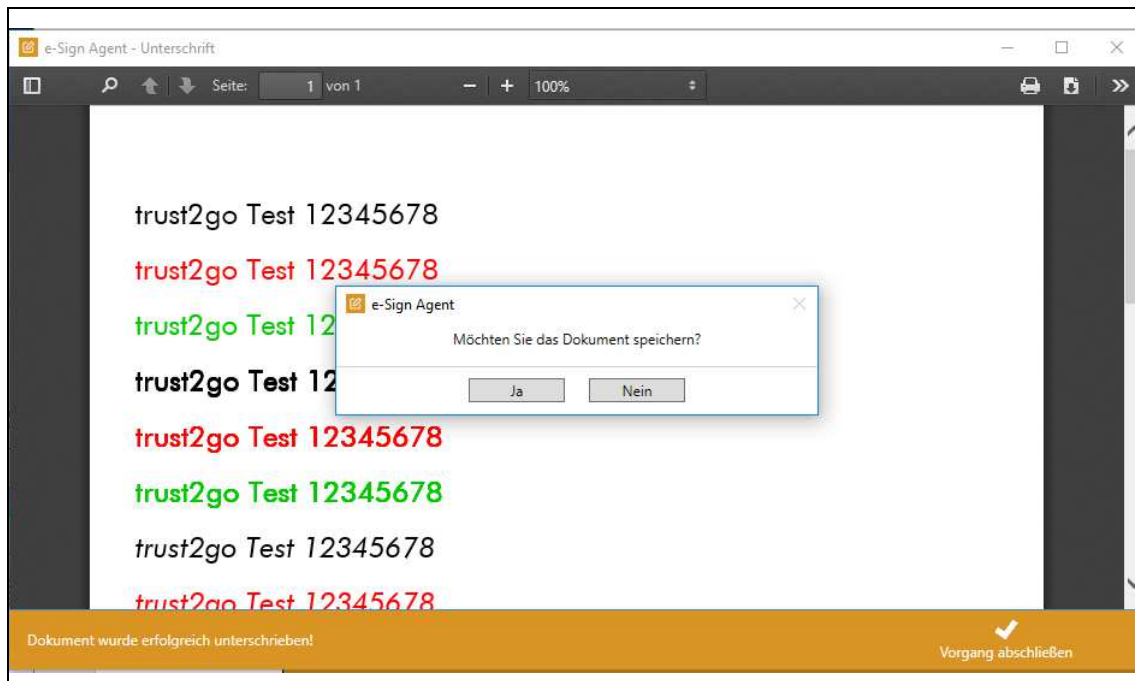
Fehler! Textmarke nicht definiert.

fill in TAN received via text message ⇒ OK ⇒



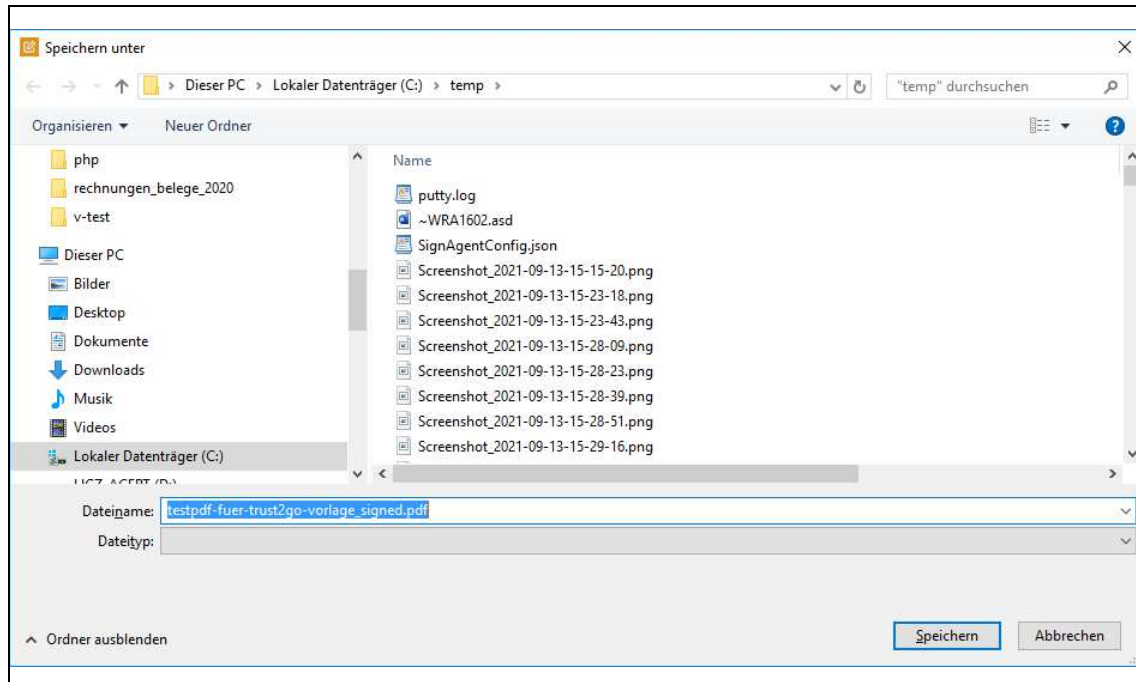
Fehler! Textmarke nicht definiert.

Finish process⇒



Fehler! Textmarke nicht definiert.

Yes ⇒



**Fehler! Textmarke nicht definiert.**

**optional**

Signature check (⇒ 24

[SignCheckAdobe] Signaturecheck in Adobe Acrobat DC, p88)

## 17 [DEREGAUTHAPP] DEREGISTRATION THROUGH 'TRUST2GOAUTHAPP'

When does a DeRegistration through Trust2GoAuthApp makes sense?

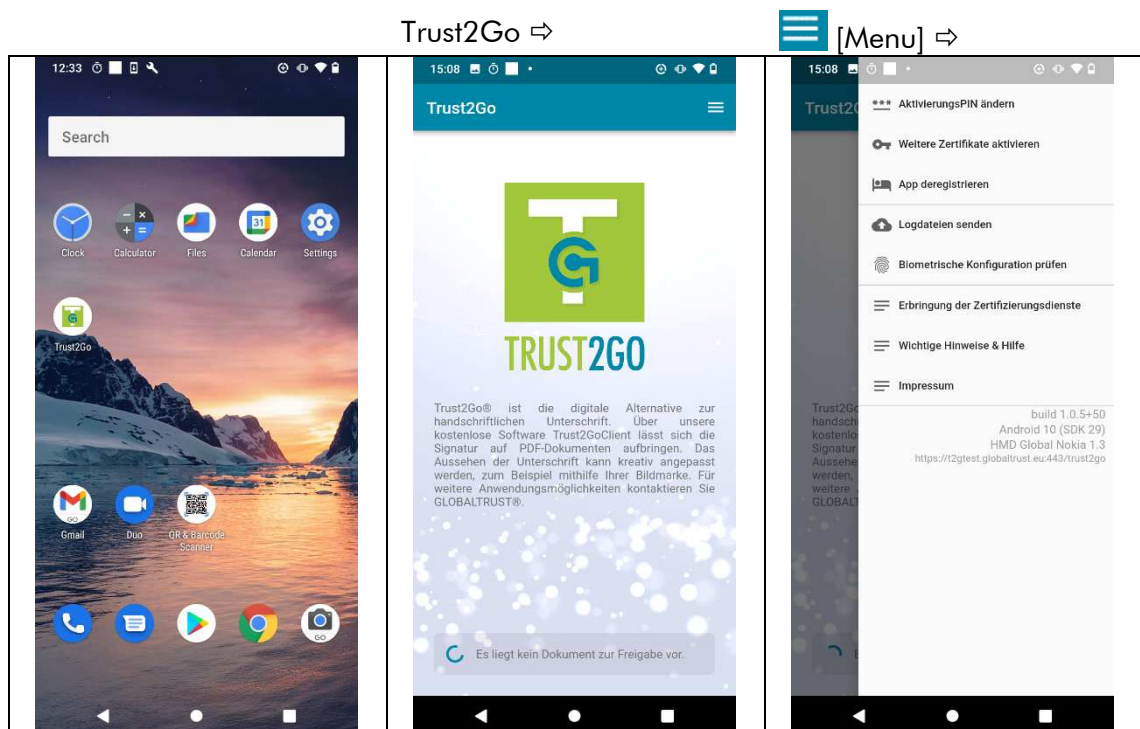
- a change to another smartphone is planned
- the ⇒ AuthenticationApp or the Smartphone is no longer trusted
- if you only want to use text message as ⇒ Second-factor authentication.
- you do not need Trust2Go anymore.
- the change from t2gtest.globaltrust.eu to the Produktionssystem t2g.globaltrust.eu

### Hint

The DeRegistration does not have any effect on the used certificates. If you want to suspend or revoke a certificate you have to do an application from the Signator to the TSP according to (⇒ [GCP] 4.9 + [GCPS] 4.9).

### Hint

If the DeRegistration described in this section using 'Trust2GoAuthApp' is not (or no longer) possible, the TSP must deregister. To do this, the⇒ Signator has to contact the TSP support.



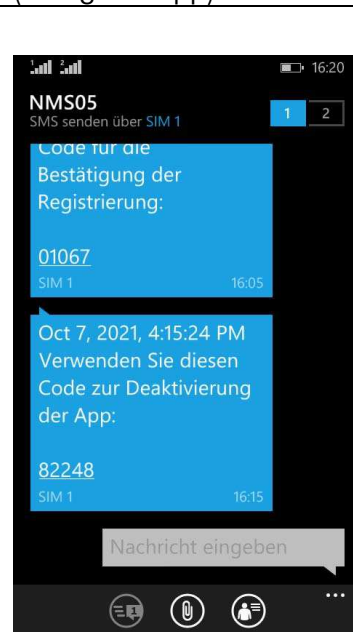
Fehler! Textmarke nicht definiert.



App deregistrieren  
(deregister app)⇒



App deregistrieren  
(deregister app)⇒



Text Message ⇒



Fehler! Textmarke nicht definiert.

fill in code from the text  
message ⇒



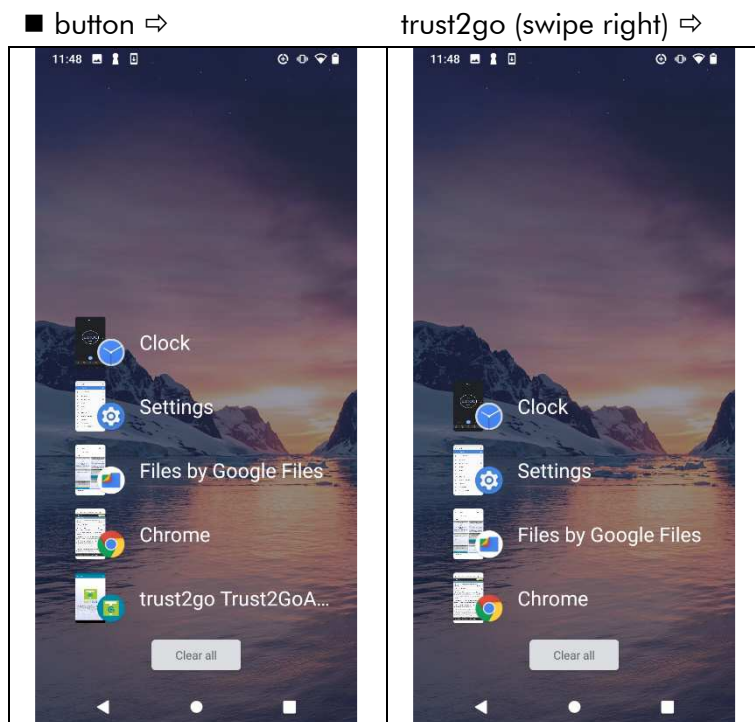
OK ⇒



Fehler! Textmarke nicht definiert.



Afterwards you can close the 'Trust2GoAuthApp', otherwise the app would still run in the background.



Fehler! Textmarke nicht definiert.

### Hint

You also can uninstall the 'Trust2GoAuthApp' afterwards ⇒ 19  
Uninstallation 'Trust2GoAuthApp' (p77).

[DeInstAuthApp]

## 18 [DEREGAUTHWEB] DEREGISTRATION THROUGH 'TRUST2GOWEB'

When does a DeRegistration through Web makes sense?

- you no longer have access to your smartphone.

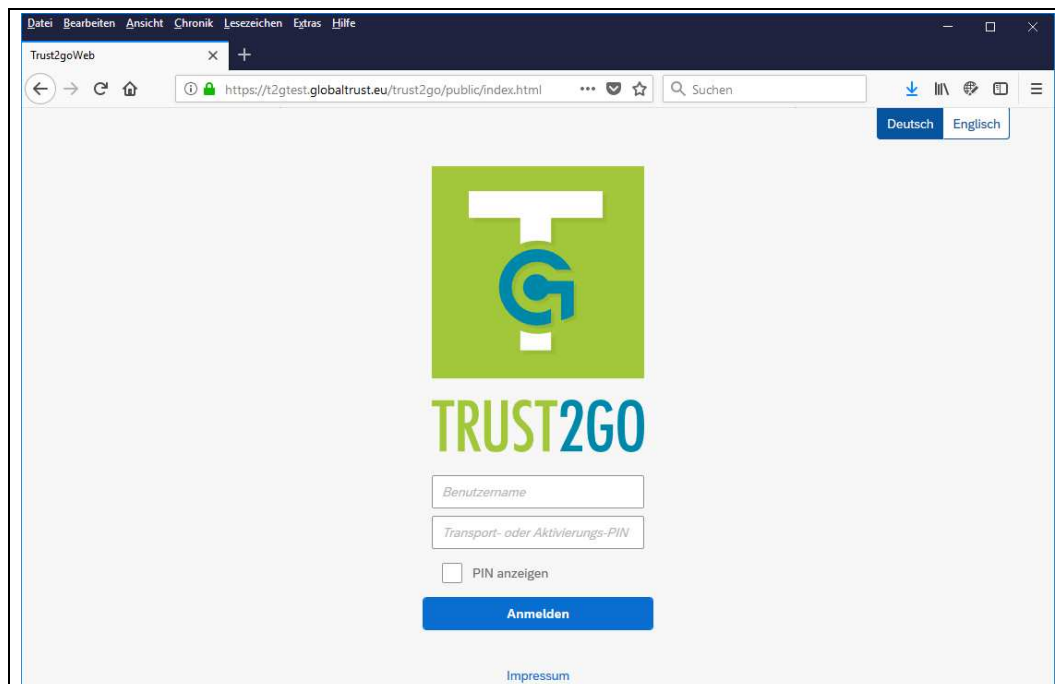
### Hint

The DeRegistration does not have any effect on the used certificates. If you want to suspend or revoke a certificate you have to do an application from the Signator to the TSP according to (⇒ [GCP] 4.9 + [GCPs] 4.9).

### Hint

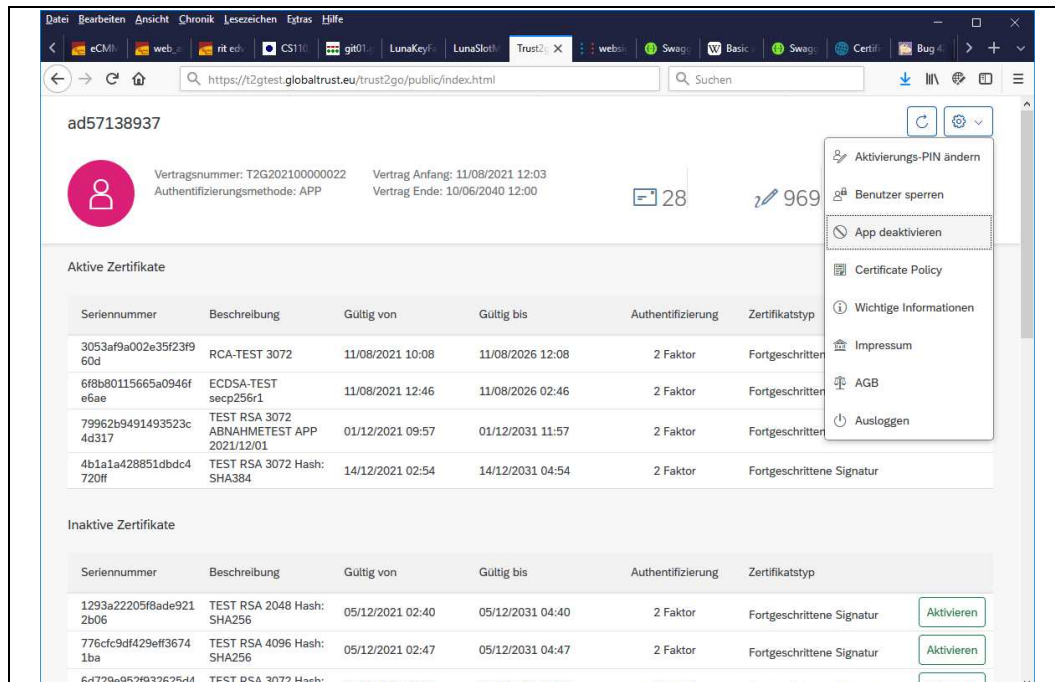
If the DeRegistration described in this section using 'Trust2GoAuthApp' is not (or no longer) possible, the TSP must deregister. To do this, the⇒ Signator has to contact the TSP support.

<https://t2g<sup>7</sup>.globaltrust.eu/trust2go/public/index.html>



Fehler! Textmarke nicht definiert.

Login ⇒   ⇒



The screenshot shows the Trust2Go user interface. At the top, there's a navigation bar with tabs like 'Datei', 'Bearbeiten', 'Ansicht', 'Chronik', 'Lesezeichen', 'Extras', and 'Hilfe'. Below this is a browser window with the address bar showing 'https://t2gtest.globaltrust.eu/trust2go/public/index.html'. The main content area displays a user profile with a pink circular icon and the ID 'ad57138937'. To the right of the profile, there's a settings menu with options: 'Aktivierungs-PIN ändern', 'Benutzer sperren', 'App deaktivieren', 'Certificate Policy', 'Wichtige Informationen', 'Impressum', 'AGB', and 'Ausloggen'. Below the profile, there are two tables: 'Aktive Zertifikate' and 'Inaktive Zertifikate'. The 'Aktive Zertifikate' table has columns: 'Seriennummer', 'Beschreibung', 'Gültig von', 'Gültig bis', 'Authentifizierung', and 'Zertifikatstyp'. It lists four active certificates. The 'Inaktive Zertifikate' table has the same columns and lists three inactive certificates, each with an 'Aktivieren' button next to it.

Seriennummer	Beschreibung	Gültig von	Gültig bis	Authentifizierung	Zertifikatstyp
3053af9a002e35f23f960d	RCA-TEST 3072	11/08/2021 10:08	11/08/2026 12:08	2 Faktor	Fortgeschritten
6f8b80115665a0946fe6ae	ECDSA-TEST secp256r1	11/08/2021 12:46	11/08/2026 02:46	2 Faktor	Fortgeschritten
79962b9491493523c4d317	TEST RSA 3072 ABNAHMETEST APP 2021/12/01	01/12/2021 09:57	01/12/2031 11:57	2 Faktor	Fortgeschritten
4b1a1a428851dbdc4720ff	TEST RSA 3072 Hash: SHA384	14/12/2021 02:54	14/12/2031 04:54	2 Faktor	Fortgeschrittene Signatur

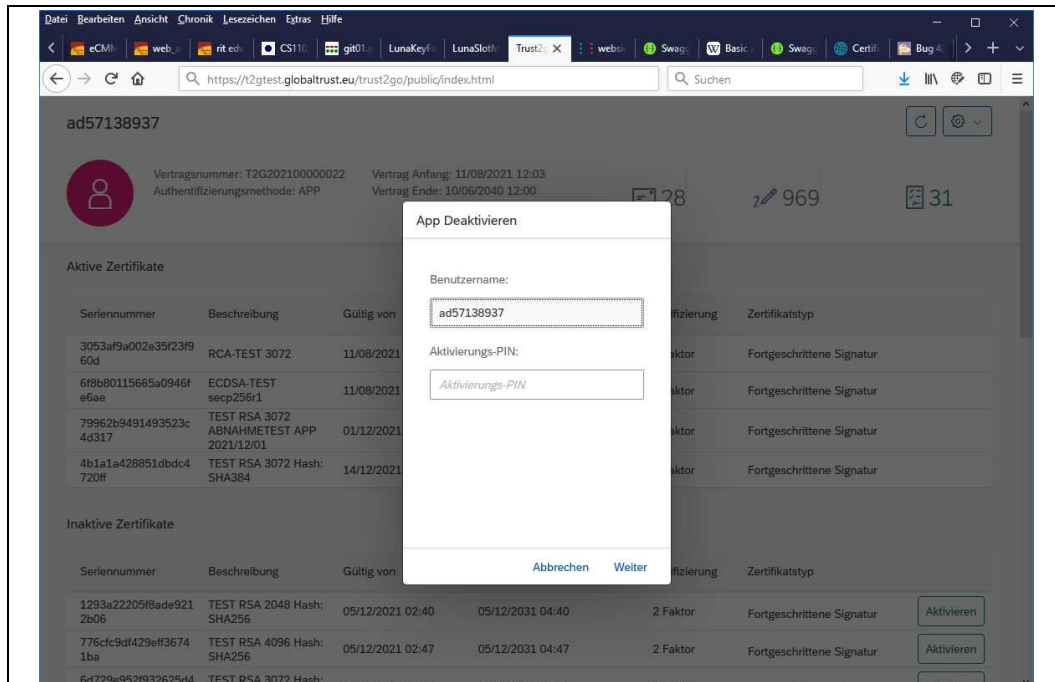
Seriennummer	Beschreibung	Gültig von	Gültig bis	Authentifizierung	Zertifikatstyp	Aktivieren
1293a22205f8ade9212b06	TEST RSA 2048 Hash: SHA256	05/12/2021 02:40	05/12/2031 04:40	2 Faktor	Fortgeschrittene Signatur	Aktivieren
776cfc9df429eff36741ba	TEST RSA 4096 Hash: SHA256	05/12/2021 02:47	05/12/2031 04:47	2 Faktor	Fortgeschrittene Signatur	Aktivieren
6d729e952f932625d4	TEST RSA 3072 Hash: SHA384	05/12/2021 02:47	05/12/2031 04:47	2 Faktor	Fortgeschrittene Signatur	Aktivieren

Fehler! Textmarke nicht definiert.

### Hint

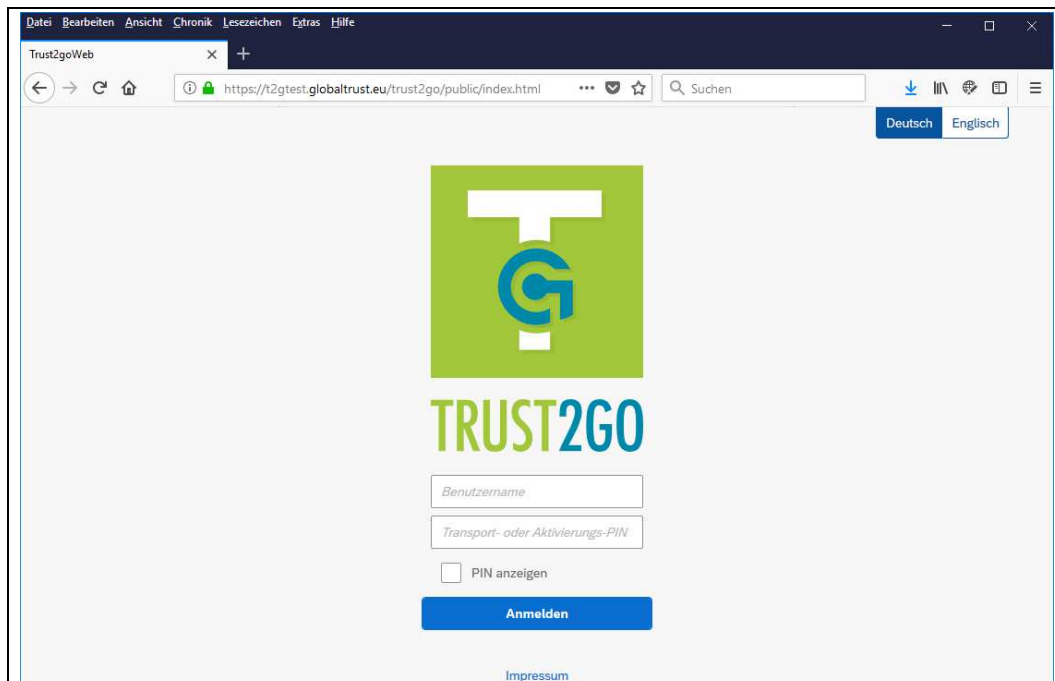
The Menu Option "deactive App" will only show up if the ⇒ Signator has registered the ⇒ AuthenticationApp 'Trust2GoAuthApp'.

'deactivate app' ⇒



Fehler! Textmarke nicht definiert.

Continue ⇒



Fehler! Textmarke nicht definiert.

## 19 [DeInstAuthApp] UNINSTALLATION 'TRUST2GOAUTHAPP'

When does an uninstallation of the App makes sense?

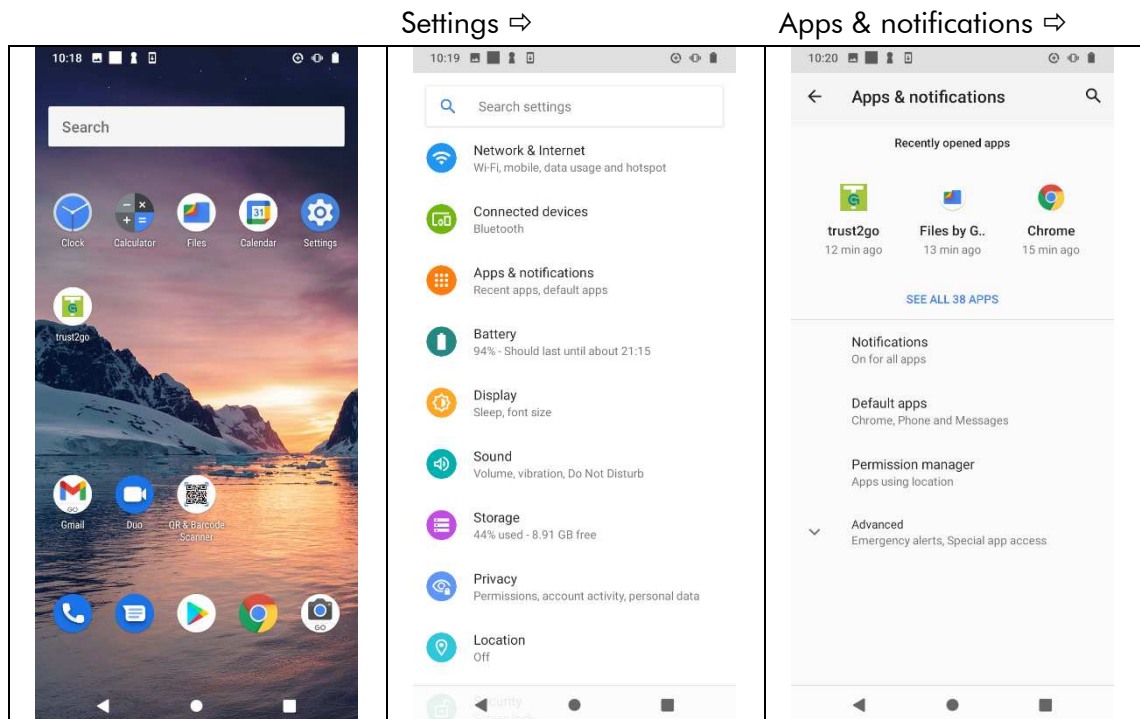
- a change to another smartphone is planned
- you do not need Trust2Go anymore.
- the change from t2gtest.globaltrust.eu to the Productionssystem t2g.globaltrust.eu

### Hint

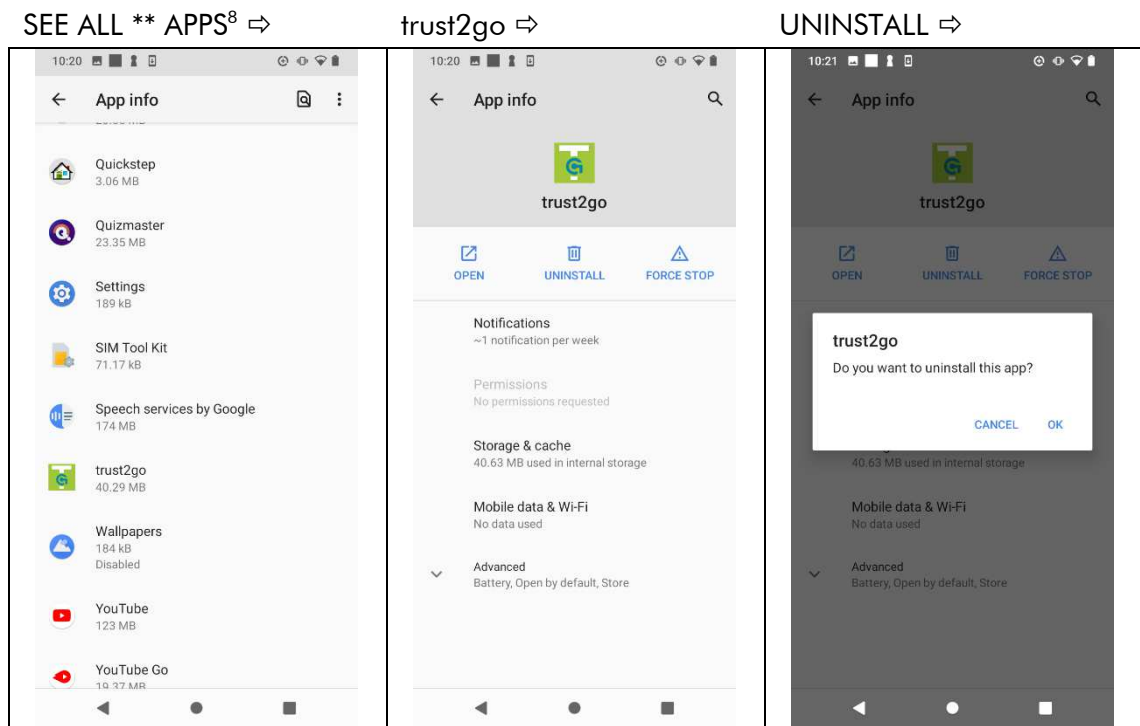
An uninstallation of ⇒ AuthenticationApp without DeRegistration(⇒ 17 [DeRegAuthApp] DeRegistration through 'Trust2GoAuthApp', p71) all the certificates from the ⇒ Signator are not useable anymore and only can changed through the TSP.

### Hinweis

If the DeRegistration described in this section using 'Trust2GoAuthApp' or 'Trust2GoWeb' is not (or no longer) possible, the TSP must deregister. To do this, the⇒ Signator has to contact the TSP support.



Fehler! Textmarke nicht definiert.



Fehler! Textmarke nicht definiert.

OK ⇨

## 20 [SUSPENSIONSIGNATOR] SUSPENSION THROUGH THE SIGNATOR

### When does a suspension make sense?

- if the ⇒ Signator have lost control about his ⇒ AuthenticationApp, e.g. because of losing his smartphone or his smartphone would not work anymore.

### A) *SUSPENSION THROUGH THE SIGNATOR IN 'TRUST2GoWEB'*

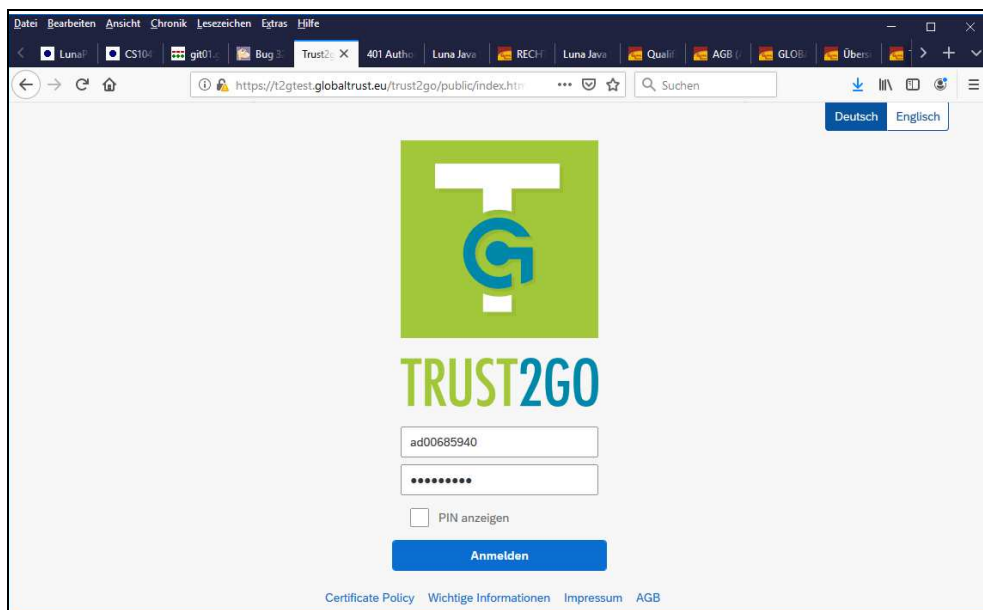
#### Hint 1

For the suspension you at least have to know the ActivationPIN, if you do not have the ActivationPIN anymore you have to contact the TSP.

#### Hint 2

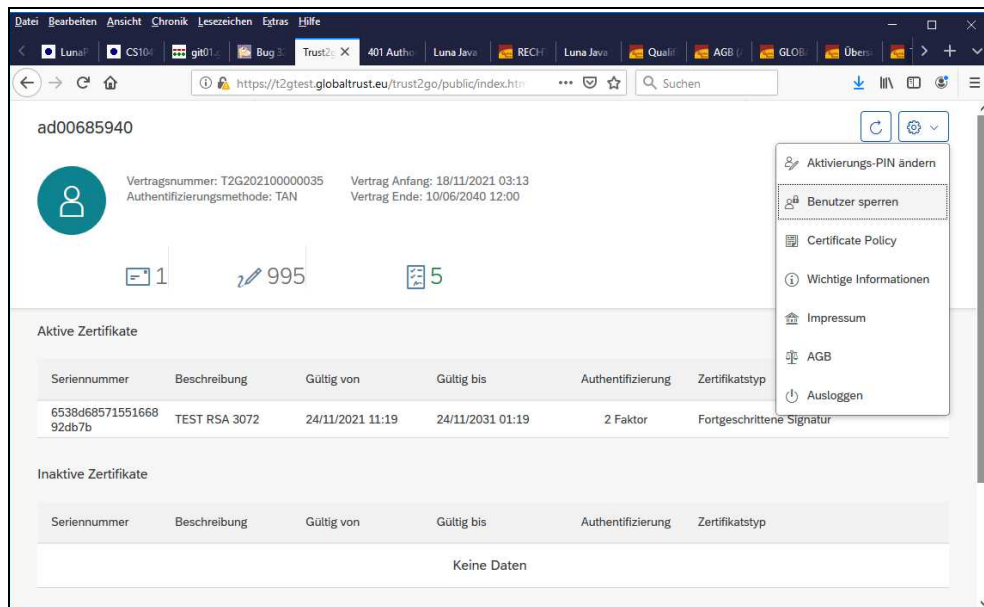
Only the TSP is able to revoke a suspension. (⇒ 22 [AktAccount] Release / Unlock suspension, p84).

<https://t2g<sup>9</sup>.globaltrust.eu/trust2go/public/index.html>



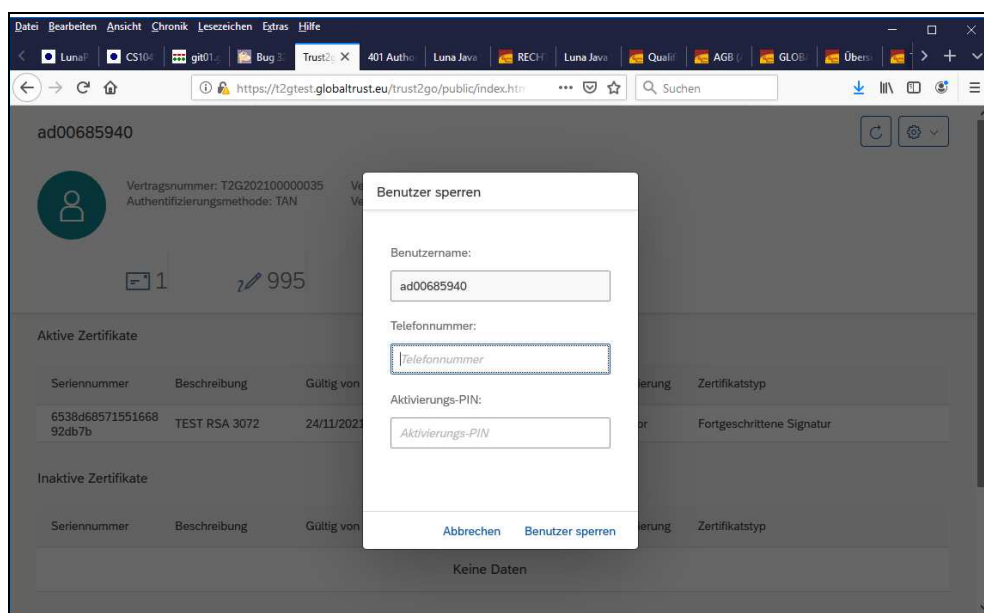
Fehler! Textmarke nicht definiert.

Login ⇒



Fehler! Textmarke nicht definiert.

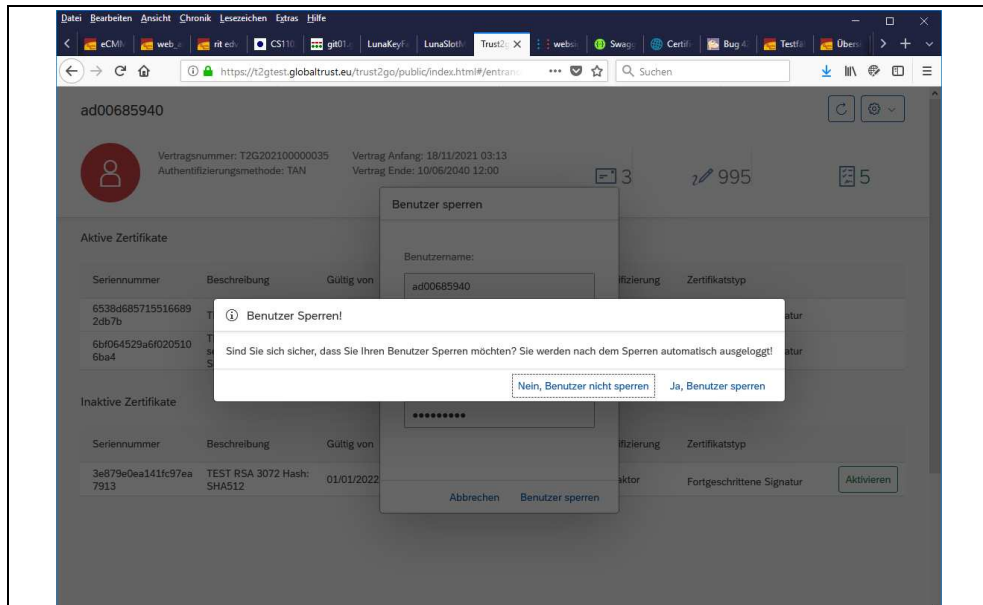
⚙️ ⇒ Lock User ⇒



Fehler! Textmarke nicht definiert.

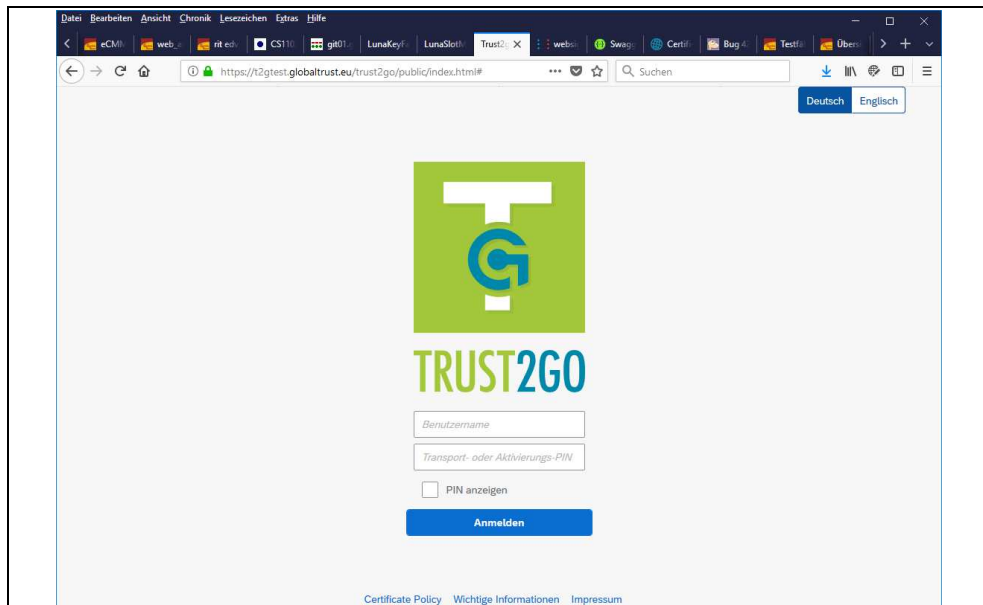


Lock User ⇒



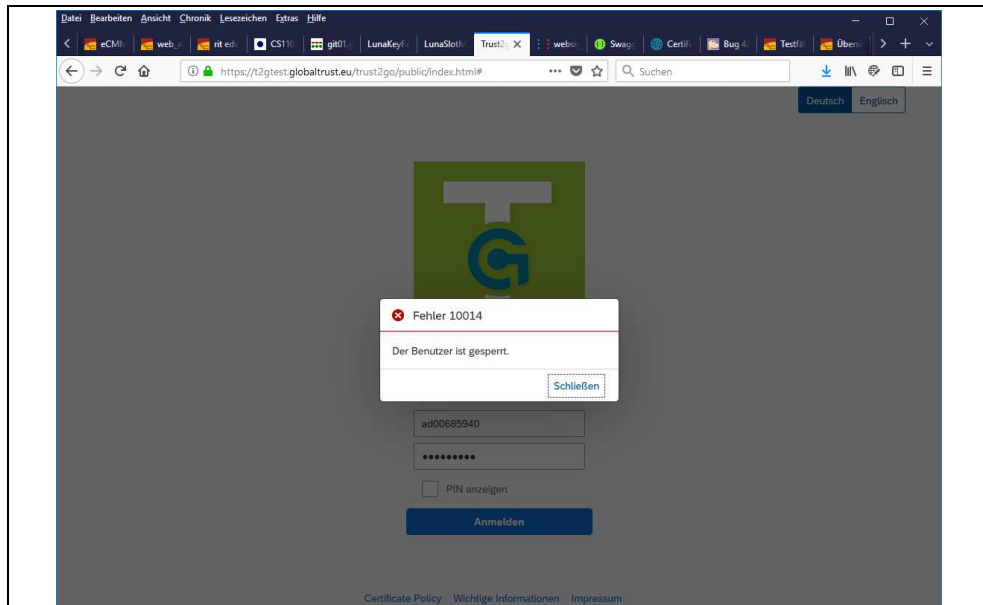
Fehler! Textmarke nicht definiert.

Yes, lock User ⇒



Fehler! Textmarke nicht definiert.

if you want to login after the suspension the following screen will appear.



Fehler! Textmarke nicht definiert.

#### B) *SUSPENSION THROUGH SIGNATOR IN 'TRUST2GOAUTHAPP'*

is not possible.

## 21 [SUSPENSIONVDA] SUSPENSION THROUGH THE TSP

### **When does a suspension make sense?**

- The ⇒ Signator has lost his ⇒ AktivierungsPIN (ActivationPIN).
- The ⇒ Signator does not trust Trust2Go anymore.

### **Suspension issues independent from the Signator**

- The TSP detects any suspicious activities which are against the TOS of Trust2Go.
- The TSP detects activities which could harm the ⇒ Signator or third party.
- If third parties can prove that there is an illegal use with Trust2Go which are in the hand of the ⇒ Signator.
- If there are technical issues which interfere with the reliability of Trust2Go.

The suspension takes place via the internal administration of the VDA and requires either an application from the ⇒ Signators or any of the reasons from above (without any reason).

No proof of damage or unlawful behavior is required for suspension. It is sufficient if the reasons given are credible or plausible.

If the suspension does not take place at the request of the ⇒ Signator, then he will immediately be informed about the suspension and the reason by e-mail.

## 22 [AKTACCOUNT] RELEASE / UNLOCK SUSPENSION

### Reasons for the suspension of an account

- The⇒ Signator has lost the ⇒ AktivierungsPIN (ActivationPIN).
- The ⇒ Signator has typed the ⇒ AktivierungsPIN (ActivationPIN) wrong 5 times.
- The ⇒ Signator has activated the suspension in 'Trust2GoWeb' (⇒ 20 [SuspensionSignator]  
] Suspension through the Signator, p79).
- Based on objective facts, the TSP has justified doubts about the correct use of the account and has suspended it.

### A) **RELEASE SUSPENSION WITHOUT LOSING THE AKTIVIERUNGSPIN (ACTIVATIONPIN) (NO NEED OF NEW CERTIFICATES)**

- The Signator seeks release of the suspension according the police of the TSP (written, by phone, eMail, Web-form): ⇒ [GCP] 4.9 + [GCPS] 4.9
- the application will be checked for authenticity in accordance with the TSP policy: ⇒ [GCP] 4.9 + [GCPS] 4.9
- the TSP releases the account
- Signator can use the 'Trust2GoAuthApp' and 'Trust2GoWeb' with the previous⇒ AktivierungsPIN (ActivationPIN) as already done.

### B) **RELEASE SUSPENSION AFTER LOSING THE AKTIVIERUNGSPIN (ACTIVATIONPIN) AND PROVIDING OF NEW CERTIFICATES**

If the ⇒ Signator loses the⇒ AktivierungsPIN (ActivationPIN) there is no way to activate the ⇒ QRSCD Private Key again. New certificates and ⇒ QRSCD Private Keys have to be issued and activated.

### Preperation:

- The Signator seeks release of the suspension according the police of the TSP (written, by phone, eMail, Web-form): ⇒ [GCP] 4.9 + [GCPS] 4.9
- the application will be checked for authenticity in accordance with the TSP policy: ⇒ [GCP] 4.9 + [GCPS] 4.9
- all of the already issued Trust2Go certificates will be revoked.
- new certificates will be according to the(⇒ [GCP] 4.3) issued and delivered through the TSP with a new⇒ TransportPIN.
- Signator will receive the credentials for the new certificates.
- The TSP releases the ⇒ Second-factor authentication
- afterwards the ⇒ Signator can activate the certificate through 'Trust2GoAuthApp' or 'Trust2GoWeb' (depending on the previously used ⇒ Second-factor authentication)

(1) Activation of the new certificate via 'Trust2GoAuthApp'

Case of use

- Signator is using the 'Trust2GoAuthApp' for the ⇒ Second-factor authentication and wants to continue using it.
- it activates the new certificate analogously to the new registration:  
⇒ **Fehler! Verweisquelle konnte nicht gefunden werden.**, p**Fehler! Textmarke nicht definiert.**

(2) Activation of the new certificate via 'Trust2GoWeb'

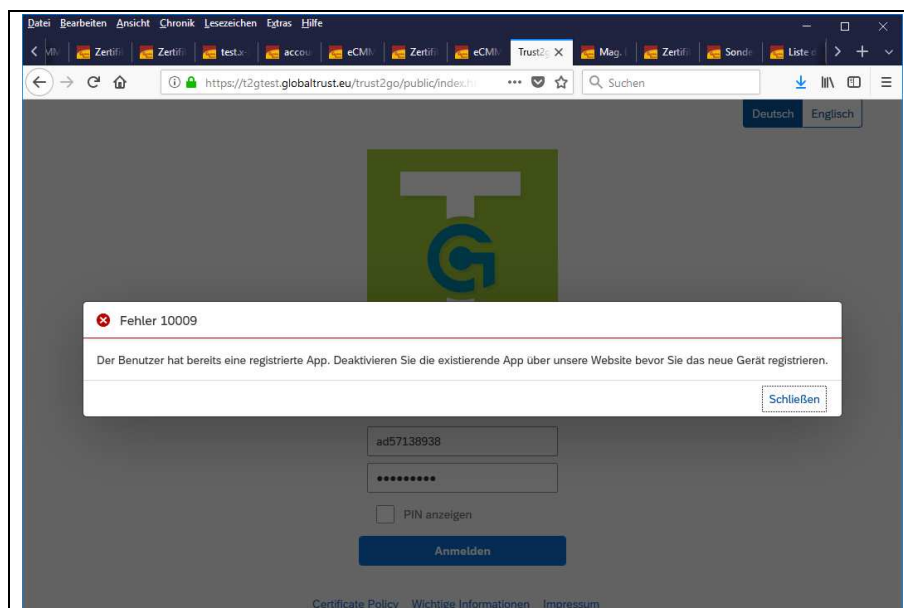
Case of use

- Signator is using text message as the ⇒ Second-factor authentication and wants to continue using it.
- There is no activated certificate
- the ⇒ Signator creates the ⇒ AktivierungsPIN (ActivationPIN) and HAVE TO activate the new certificates in the same session. (⇒ 15 [AktWeitPrivKeyWeb] Activation of more certificates(Private Key) via 'Trust2GoWeb', p55)

Procedure identical to 10 [FirstRegAuthWeb] (First)Registration 'Trust2GoWeb' - inclusive Activation of the QRSCD Private Key

Hint

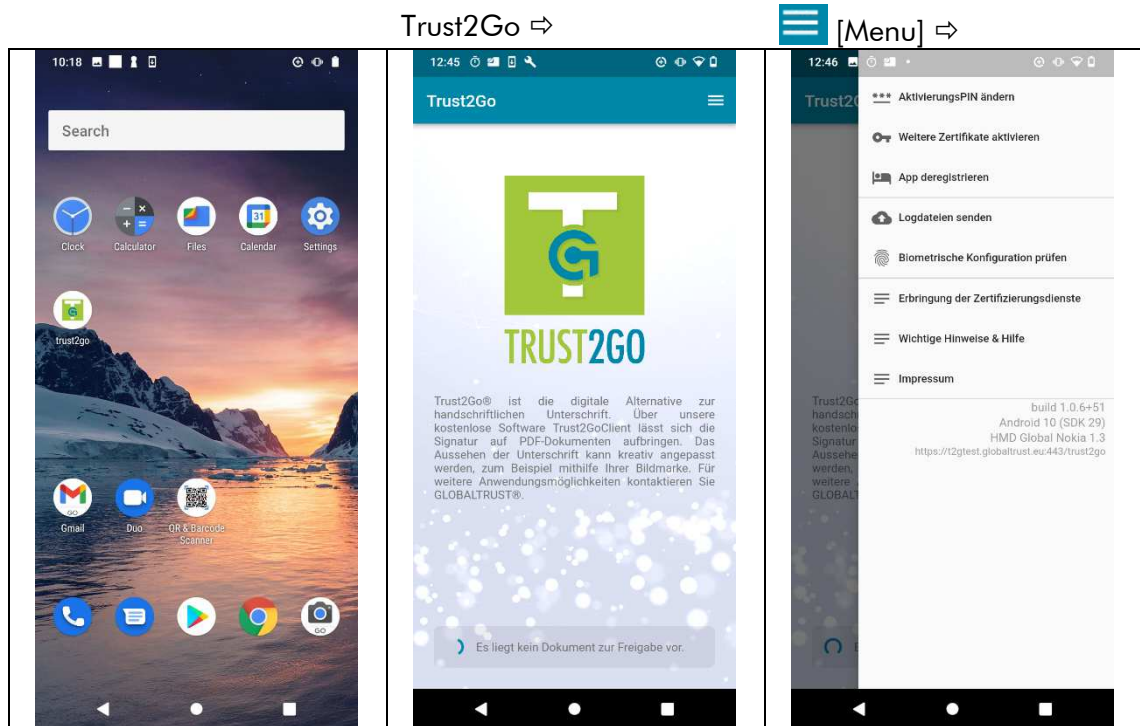
Error when you want to use text message as a ⇒ Second-factor authentication even if you already registered a ⇒ AuthenticationApp.



## 23 [LOGAPP] TRANSMISSION OF THE LOGDATA FROM 'TRUST2GOAUTHAPP'

In the event of problems using the ⇒ AuthenticationApp the⇒ Signator has the option of transmitting the local log data of the 'Trust2GoAuthApp' to the TSP.

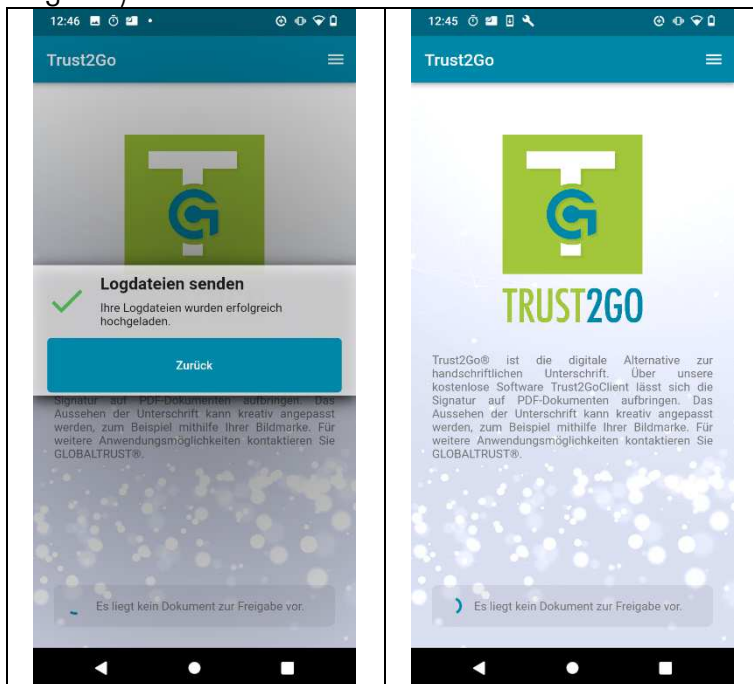
This function is also available if the user name - for whatever reason - is no longer active or no valid contract is available.



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Logdateien senden (send  
logdata) ⇨

Zurück (back) ⇨

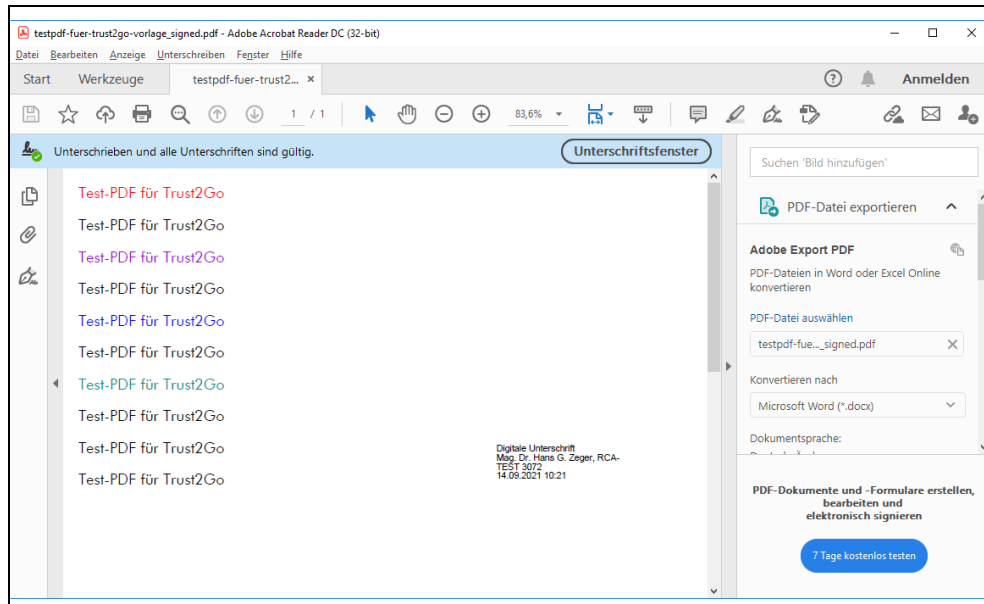


Fehler! Textmarke nicht definiert.

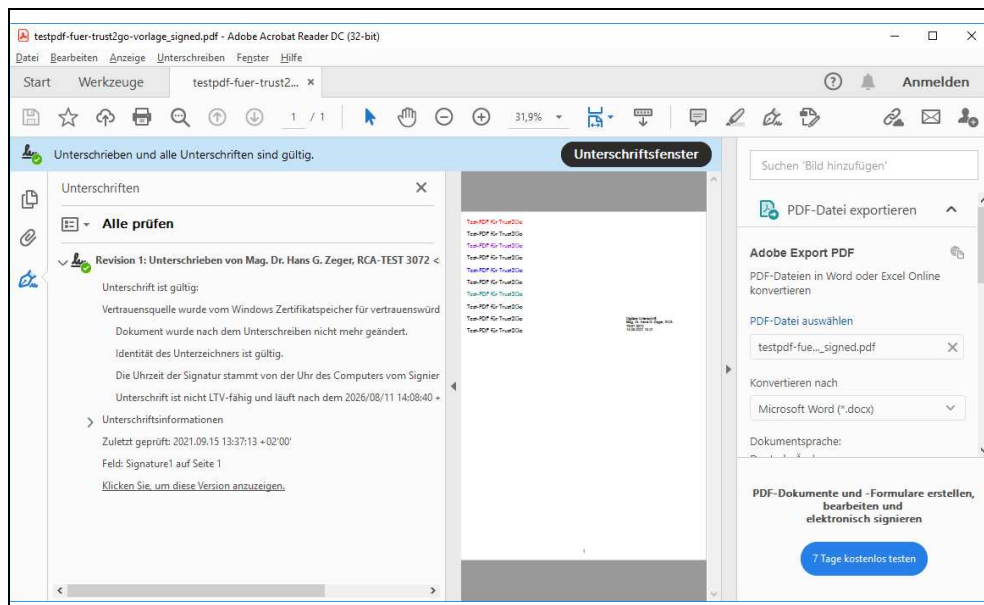
## 24 [SIGNCHECKADOBE] SIGNATURECHECK IN ADOBE ACROBAT DC

### Hint

The process [SignCheckAdobe] is not a Trust2Go process but provides a simple way to check Trust2Go signatures using a free and widely available third-party product.



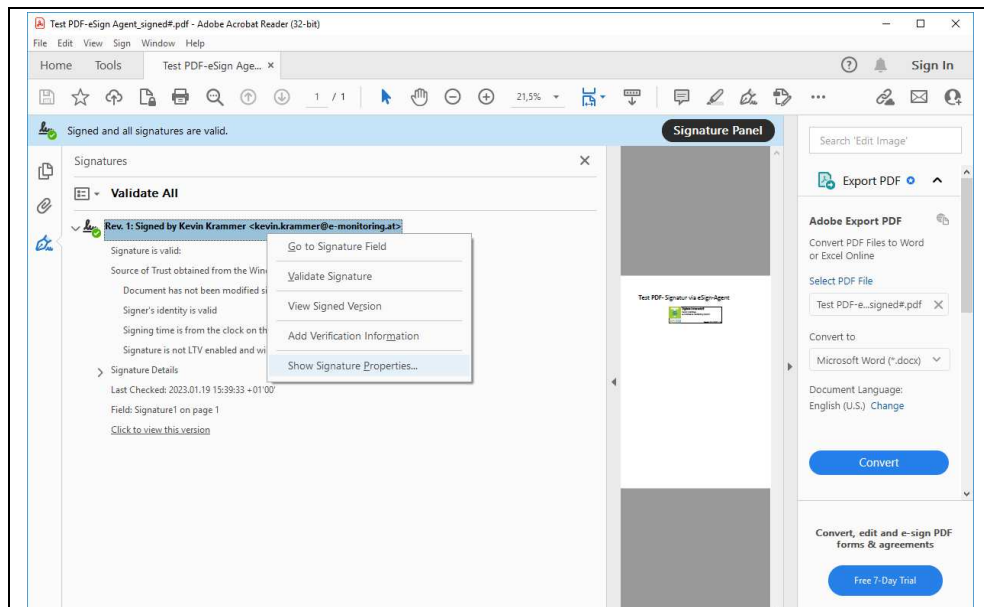
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Fehler! Textmarke nicht definiert.

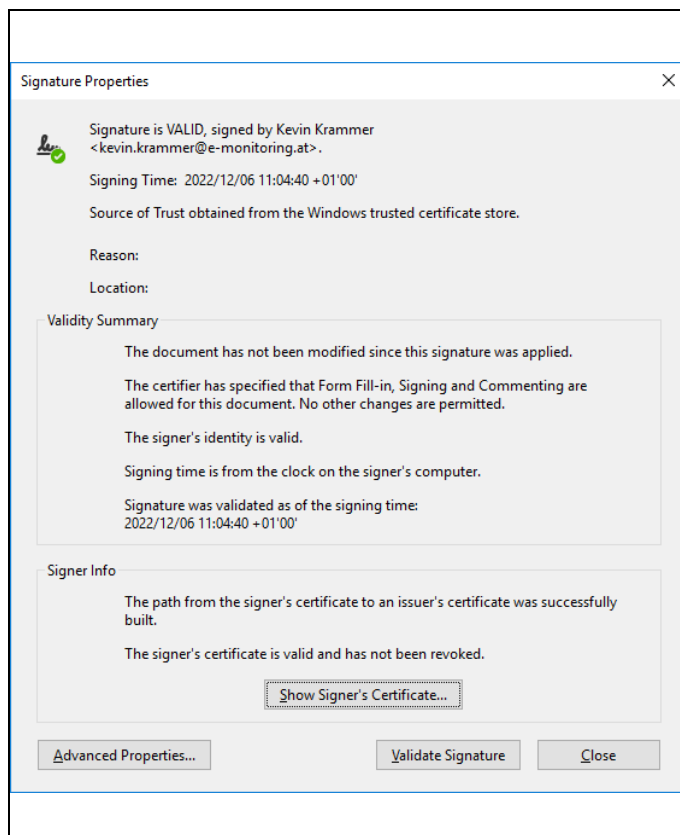


"Revision 1" ⇒ (right click) ⇒



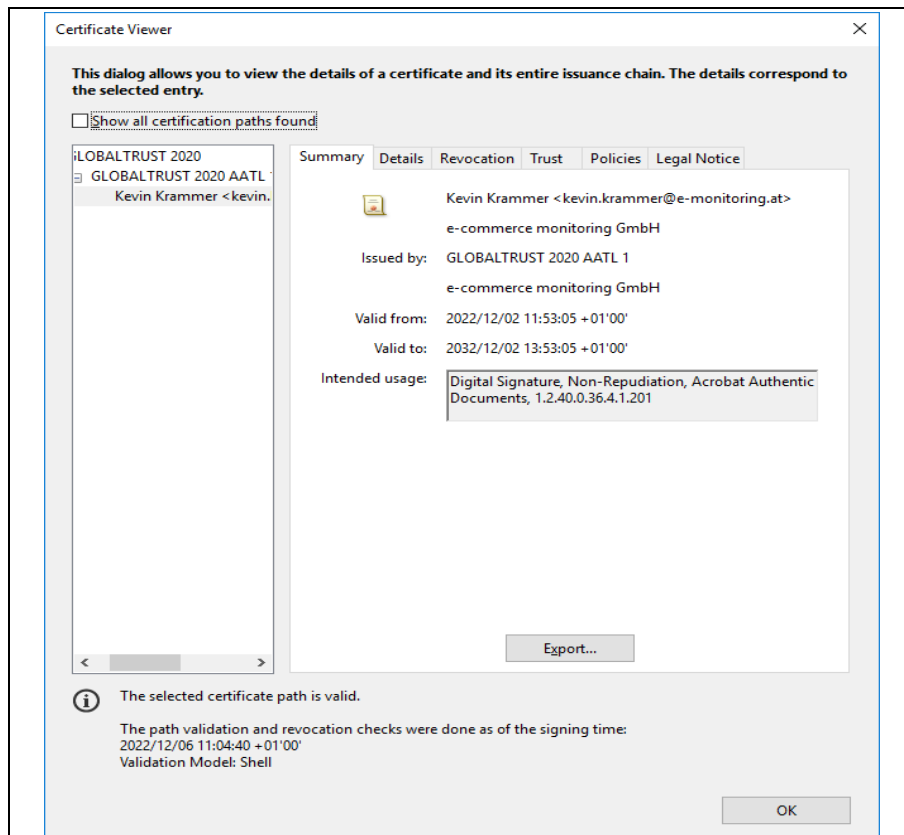
Fehler! Textmarke nicht definiert.

Show Signature Properties... ⇒



Fehler! Textmarke nicht definiert.

Show Signer's Certificate... ⇨



Fehler! Textmarke nicht definiert.

OK ⇨ close ⇨

## 25 [SIGNCHECKEU] TESTING TOOLS OF THE EUROPEAN COMMISSION

The created ⇒ Signatures fulfill the expectation of the EU. The confirmation can be tested through third party testing tools.

### - Digital Signature Service (DSS) Demo Tool:

Testtool: <https://ec.europa.eu/cefdigital/DSS/webapp-demo/>

Info:

<https://ec.europa.eu/cefdigital/wiki/display/CEFDIGITAL/Start+using+Digital+Signature+Services+%28DSS%29+-+Demo#>

### - ETSI Signature Conformance Checker (zT incomplete/faulty)

(needs registration as user)

Testtool: <https://signatures-conformance-checker.etsi.org/pub/index.shtml>

#### Hint I

If a conformity check produces error messages, the ⇒ Signator should inform the VDA, stating the certificate used, the test result (logs, files, screenshots) and a signed document. The VDA analyzes the reasons for the faulty test and - if the fault lies within its sphere of influence - rectifies the fault.

#### Hint II

Conformity with the EU specifications does not guarantee automatic recognition by third-party software (manufacturers of office packages, pdf readers, document management systems, etc.). In individual cases it may be necessary to configure these products for the use of Trust2Go.

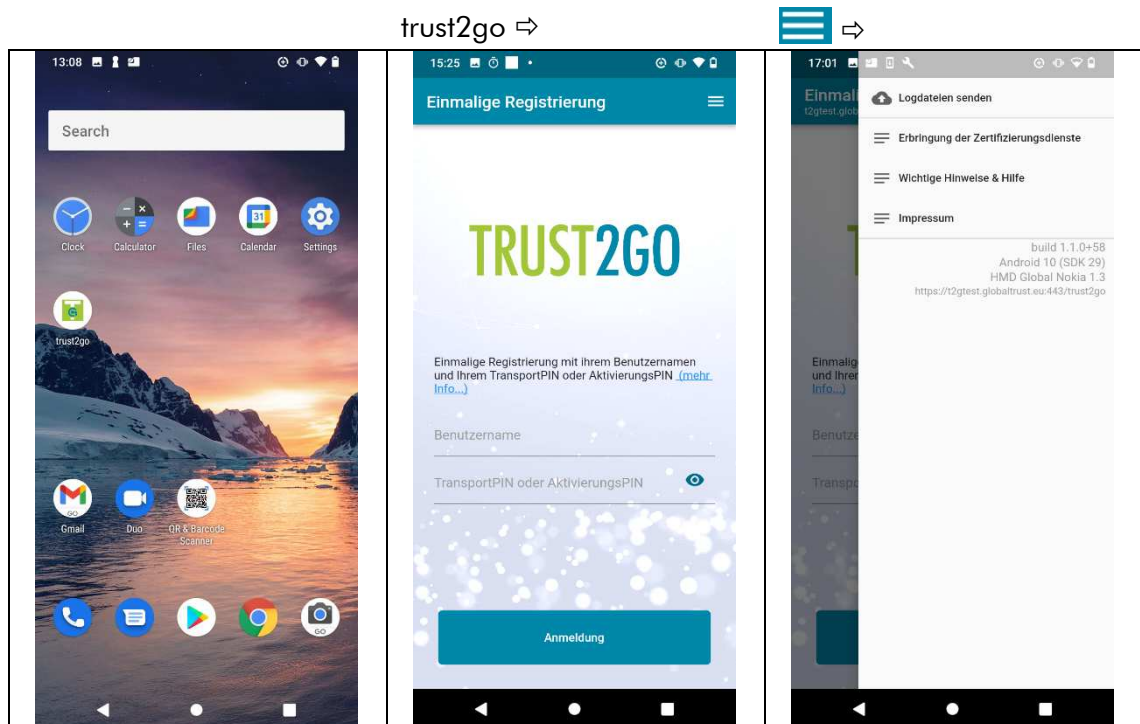
## 26 [CHANGESERV] CHANGE OF THE 'TRUST2GOAUTHAPP' SERVER

### Hint

This change only can be made if the 'Trust2GoAuthApp' is already dregistered

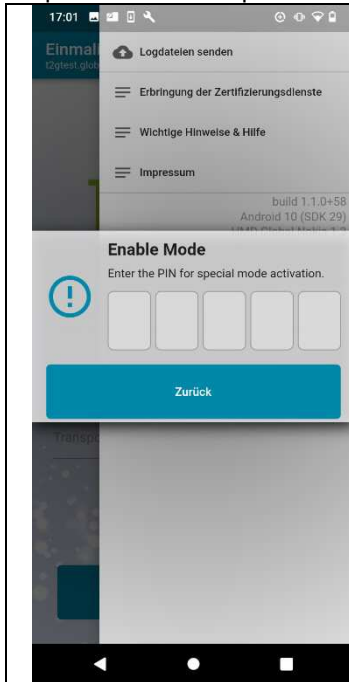
⇒ 17 [DeRegAuthApp] DeRegistration through 'Trust2GoAuthApp'

**If it is not deregistered beforehand then both the Production and the Test environment can not be used anymore!!**

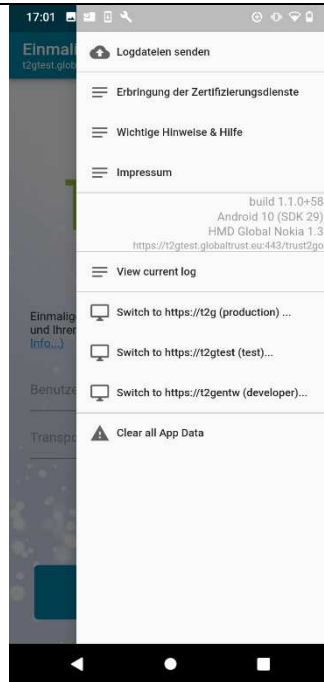


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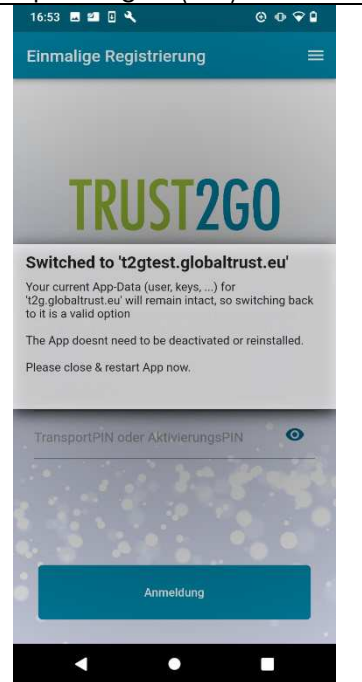
from Version 1.1.1-59: 5  
taps on the free space




fill in code25846 ⇒  
advanced Menu ⇒

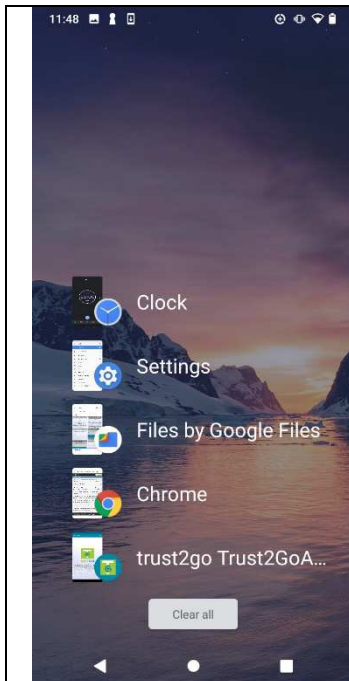


Switch to  
[https://t2gtest\(test\)](https://t2gtest(test)) ⇒

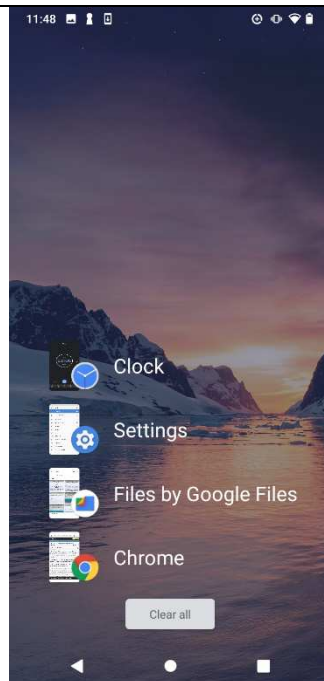


Fehler! Textmarke nicht definiert.

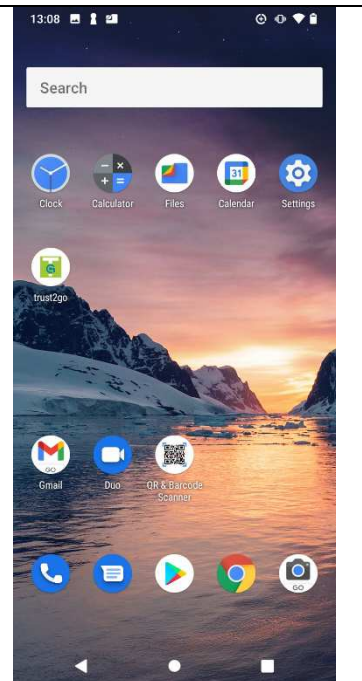
Tasks via  ⇒



close the app (swipe right)  
⇒



go to homescreen  ⇒



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## 27 [CHANGEENV] CHANGE OF 'TRUST2GOAUTHAPP' BETWEEN TEST- AND PRODUCTION-ENVIRONMENT

This section only applies to users of test accounts or users who want to switch between test and production environment.

### Backgroundinformation

The smartphone in connection with the 'Trust2GoAuthApp' represents the 2nd factor or proof of identity required according to eIDAS for qualified signatures. Per smartphone only one proof of identity can be processed at the same time. Production and test environment are completely separate, the 'Trust2GoAuthApp' on a smartphone can only ever be used for one environment. Parallel use of several operating environments or several user names is not possible.

### Three steps for the change Test ⇔ Production are required

- DeRegistration of the 'Trust2GoAuthApp' in already using environment  
⇒ 17 [DeRegAuthApp] DeRegistration through 'Trust2GoAuthApp'
- Change of the environment (Change of the Trust2Go-Servers)  
⇒ 26 [ChangeServ] Change of the 'Trust2GoAuthApp' Server
- Registration of the 'Trust2GoAuthApp' in new environment  
⇒ 9 [FirstRegAuthApp] (First)Registration 'Trust2GoAuthApp' - inclusive Activation of the QRSCD Private Key

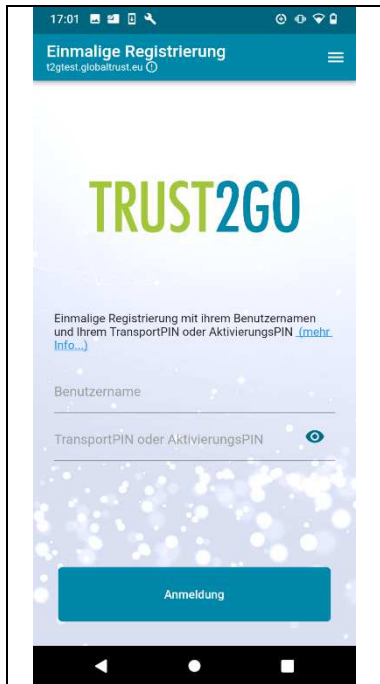
### TIP

It is recommended to use the same ⇒ AktivierungsPIN (ActivationPIN) for test and production. The ⇒ AktivierungsPIN (ActivationPIN) is permanently assigned to the respective certificates. If the ⇒ AktivierungsPIN (ActivationPIN) is lost, it is no longer possible to continue using the certificates and they must be revoked.

### Hint

If no new certificates have been requested or if all previous certificates have been activated, then the "Activation QRSCD Private Key" sub-step is omitted.

trust2go ⇨



Fehler! Textmarke nicht definiert.

#### Hint

If both test certificates and production certificates are to be used, the 'Trust2GoAuthApp' specified procedure must be repeated BEFORE each switch between test and production.

**A change between Test- and Production environment WITHOUT beforehand deregistration is not possible.**

#### No uninstallation of the 'Trust2GoAuthApp'

Under no circumstances should the 'Trust2GoAuthApp' be uninstalled. If you uninstall without prior deregistration, the signer's certificates will be blocked for security reasons!

# VERZEICHNISSE

## SCREENSHOTS (INKLUSIVE BILDSCHIRMMASKEN):

Screenshot 107: Error if you want to activate Text messaging but you already registered the AuthenticationApp.....	85
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