Renewal of CUG Certificate for use with DKMAnet

Contents

Background

The company behind the CUG certificates used to log in to DKMAnet until spring 2015 no longer offers this service. Existing certificates can still be used, but only until the end of August 2015, and no new certificates will be issued.

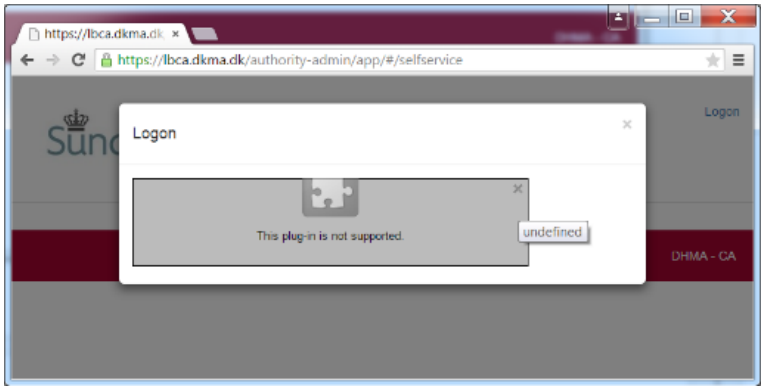
The Danish Health and Medicines Authority has developed a new solution for issuing certificates to DKMAnet users that are not employed in a company with a Danish CVR registry number. The new solution offers a feature for "renewal" of an existing CUG certificate by issuing a corresponding certificate of the new type. The new certificate will have the same internal identification number – the RID-number – as the old one, and you will be able to log in to your existing DKMAnet user account with the new certificate right away. How to carry out such a "renewal" is described in the following.

How to start the renewal

You start the renewal or rather replacement process by clicking the following link. Internet Explorer (11), Firefox and Google Chrome can all be used to carry out the process – copy the link and paste it into the browser's address line if you need to use a different browser than the one set as standard on your pc.

https://lbca.dkma.dk/authority-admin/app/#/selfservice

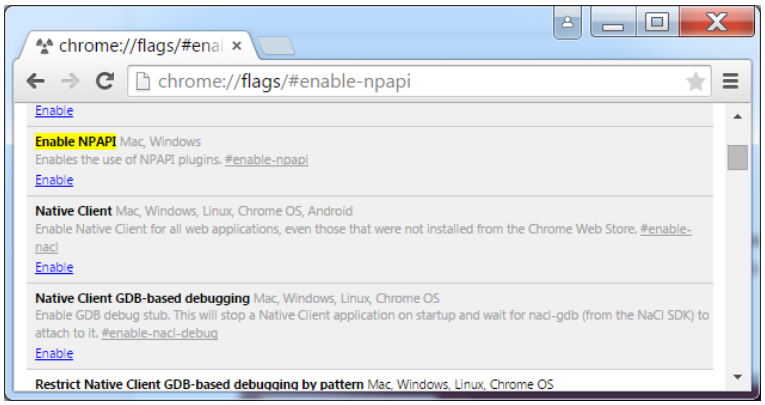
If you are using Google Chrome, version 42 or later, you will see that the Java plug-in on the page is not supported:



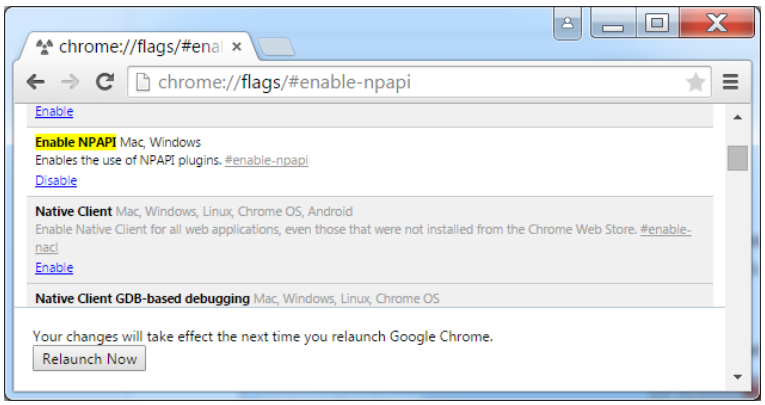
Google has chosen to disable Java plug-ins for security reasons, but for the time being you can allow Java plug-ins to run by copying the following link into Chrome's address line:

chrome://flags/#enable-npapi

In the screen that follows, click the underlined "Enable" below the highlighted "Enable NPAPI":

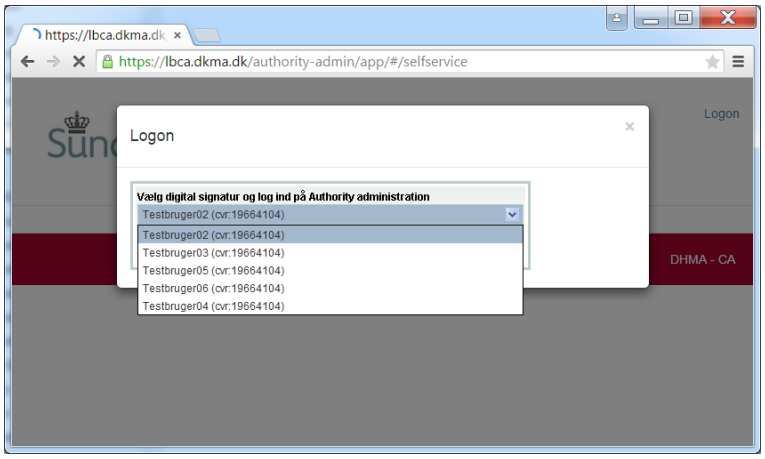


And then click the "Relaunch Now" button that appears at the bottom of the window:



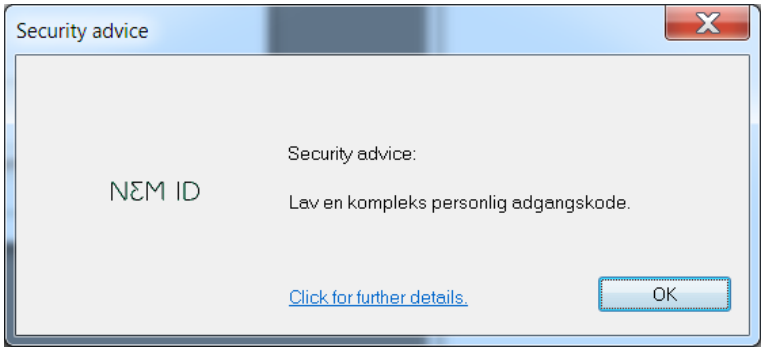
Finally, go back to https://lbca.dkma.dk/authority-admin/app/#/selfservice.

When you get to the logon box page, please select the relevant old CUG certificate from the drop down list if you have more than one certificate installed. The old certificates are all marked with "(cvr: 19664101)":

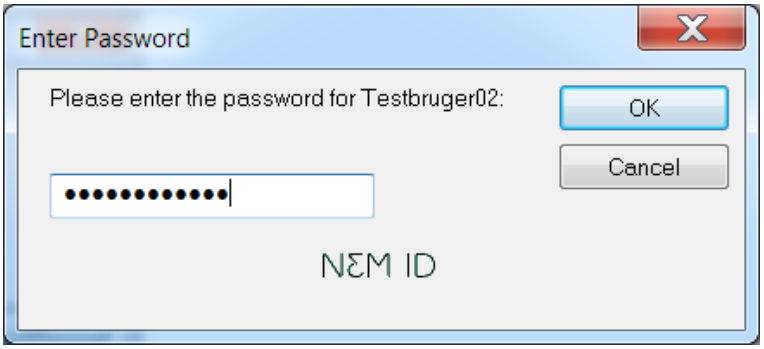


Then click OK to log on.

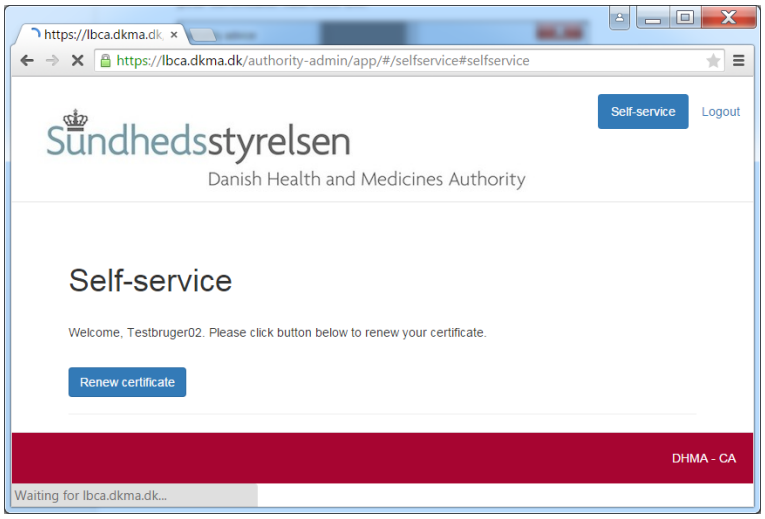
You may get a security prompt reminding you – in Danish – to create a secure, i.e. complex, password for your certificate, or to keep your password secret, or some similar advice. Just click OK:



Type in your password for the existing CUG certificate and click OK:



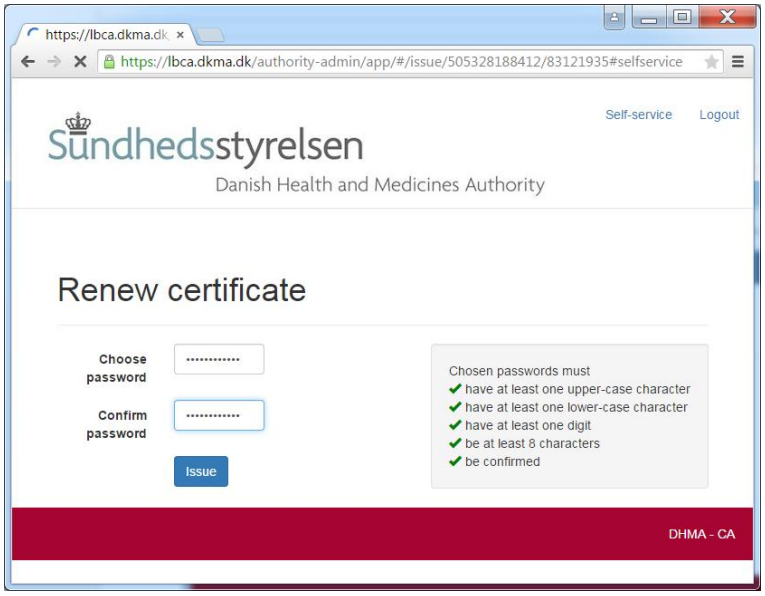
And then click the “Renew certificate” button:



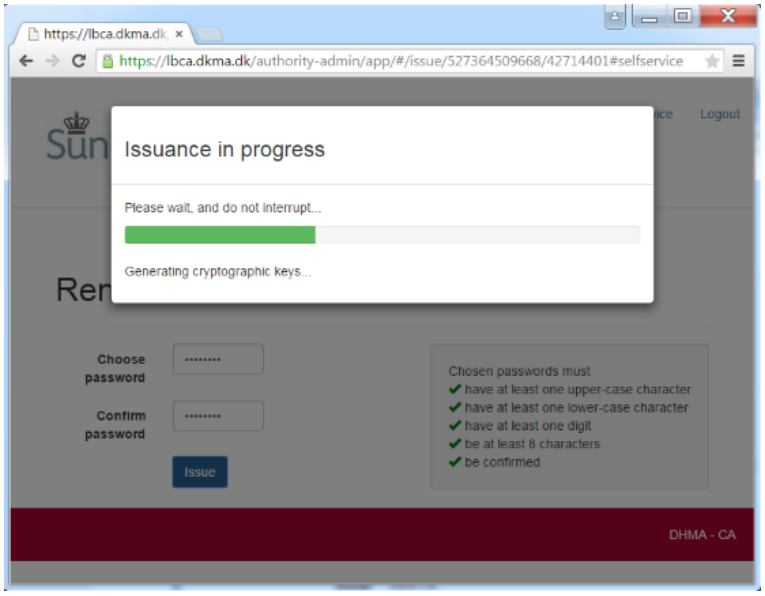
The installation process

In the next screen, you need to decide on a personal password that you will be asked to supply each time you use the new certificate to log in to DKMAnet. The password will be known only by you - it is not stored in DHMA systems in any form. The password should be easy for you to remember and difficult for others to

guess. You may re-use your current password if it complies with the requirements given on the screen. The requirements will be ticked off one by one as they are fulfilled. Please type the password into both fields and click the “Issue” button:



When you see the following window, please wait.



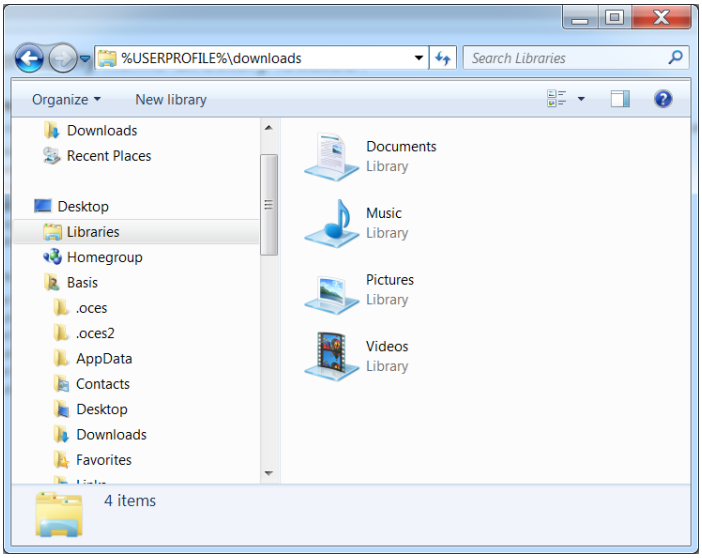
In Firefox you will then be prompted to either open or save the file - please select “save”.

Finding the new certificate on your pc

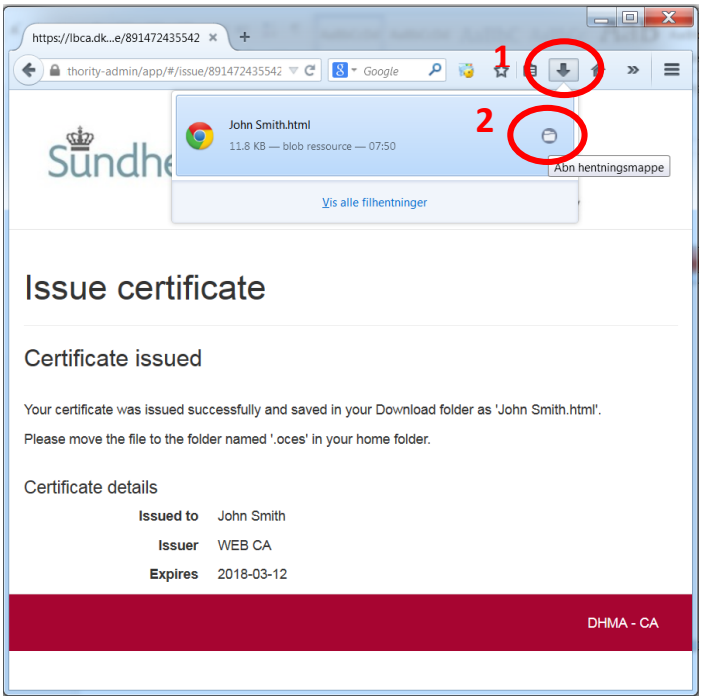
The certificate will be saved as an HTML file in the “downloads” folder on your pc and will not be installed in the certificate store like the old type of certificate. The file carries the same name as the old certificate, with the extension “.html” added, e.g. “John Smith.html”.

Please note that the name of the “downloads” folder depends on the language of your Windows (or other) operating system. If you do not know the folder name in the language of your operating system, it may be difficult to use Explorer to browse your way to the folder. Here are a number of alternative ways of opening the “downloads” folder in an Explorer window:

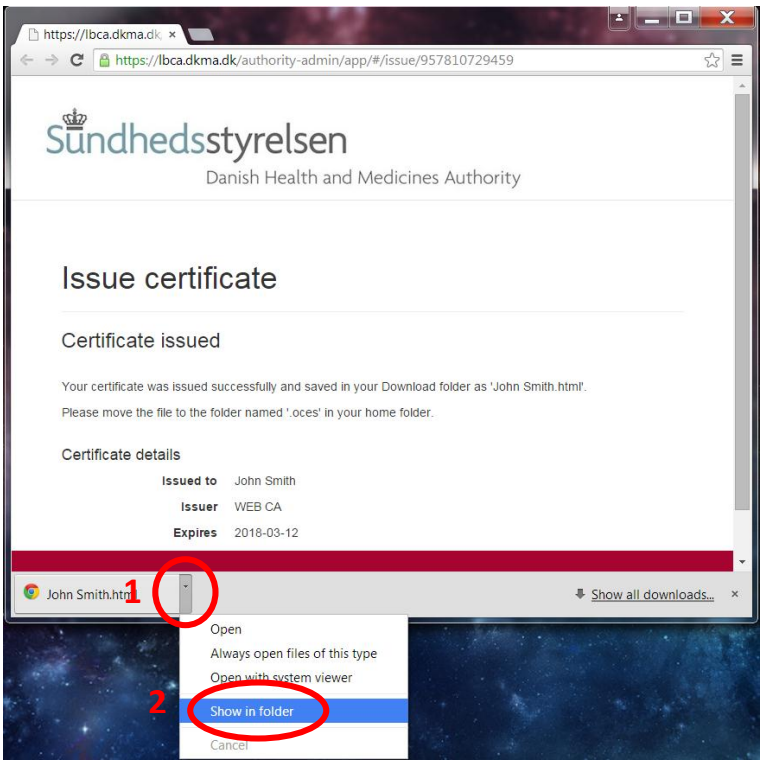
1. Open an Explorer window, e.g. by clicking the Windows Start button and then “Documents” (in your language), type “%userprofile%\downloads” into the address line, and press ENTER:



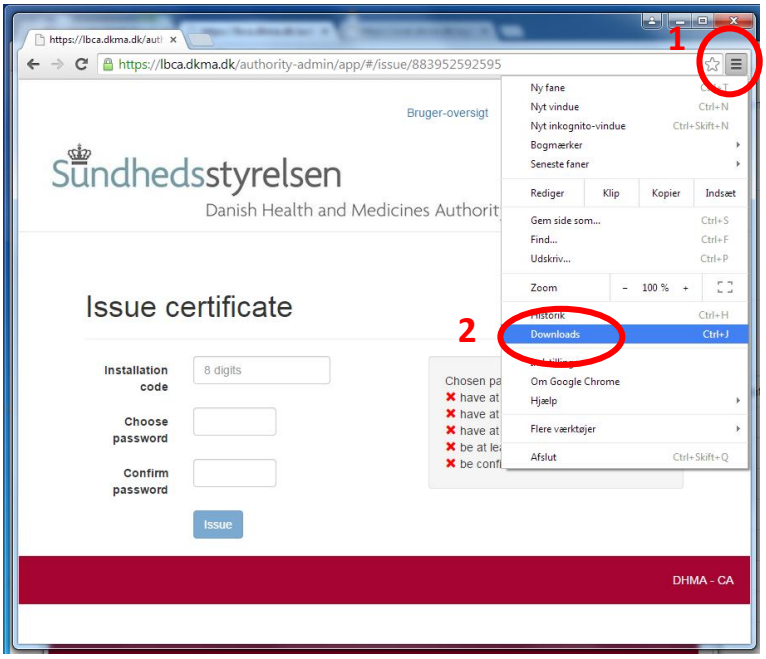
2. If you use Firefox: in your browser window, select to see the downloaded file in the downloads folder:



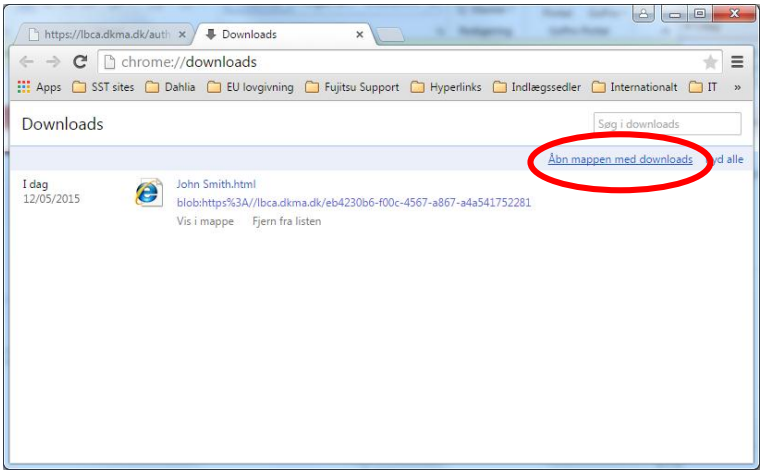
3. If you use Google Chrome: if you still have the file link at the bottom of the browser window, click the small down arrow and select “Show in folder”:



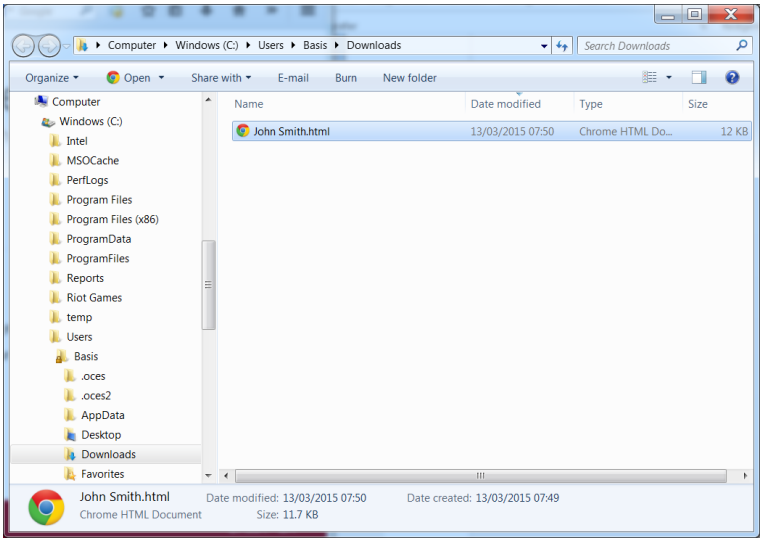
4. Or, if you use Google Chrome: first select to see all downloads:



Then click on the link to open the downloads folder:



5. Using any of these methods, you should end up with the “downloads” folder open and the certificate HTML file shown in the Explorer window:



Please note that as the certificate is stored in a file and not “installed” in the true sense of that word, you are able to rename the certificate. This may be convenient if you will need access to DKMAnet for different companies using different certificates.

Making a backup copy

Before you start using your certificate, you should make a backup copy of it in a secure location, e.g. on a network drive that is regularly backed up or on an external backup device.

For that purpose, the certificate file is just like any other file: take a copy of it and save the copy in a secure location.

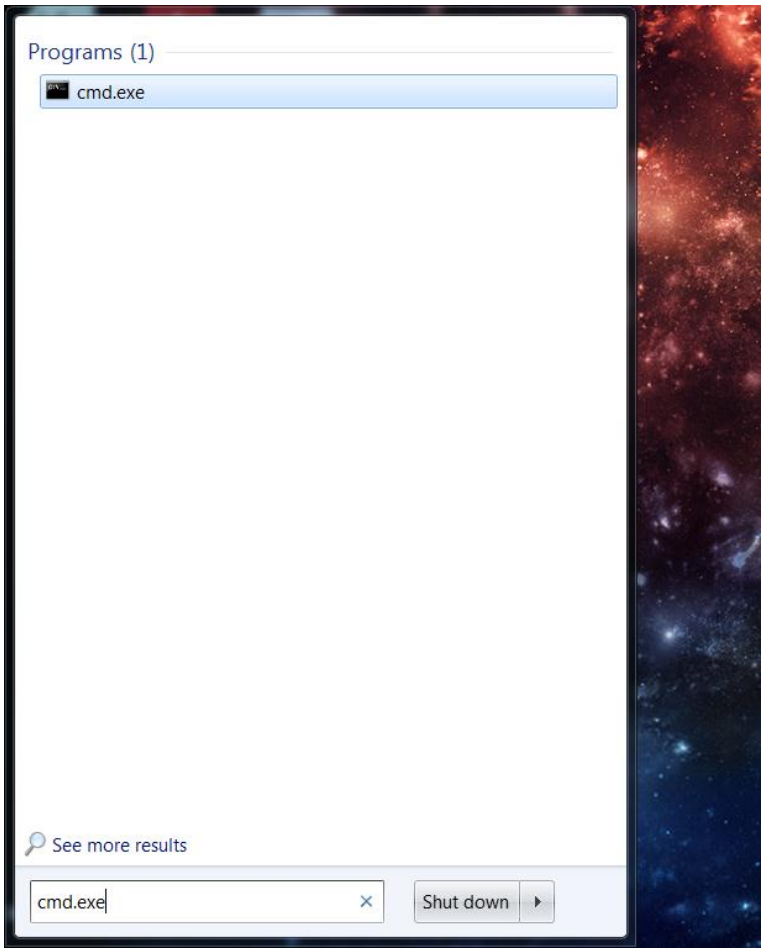
Easy access to certificate from DKMAnet login

The login box at DKMAnet.dk allows you to select the certificate you want to use for login. There is a "Browse" button that will allow you to select the certificate file from the downloads folder, but the login box automatically displays any certificate found in the ".oces" folder on your pc.

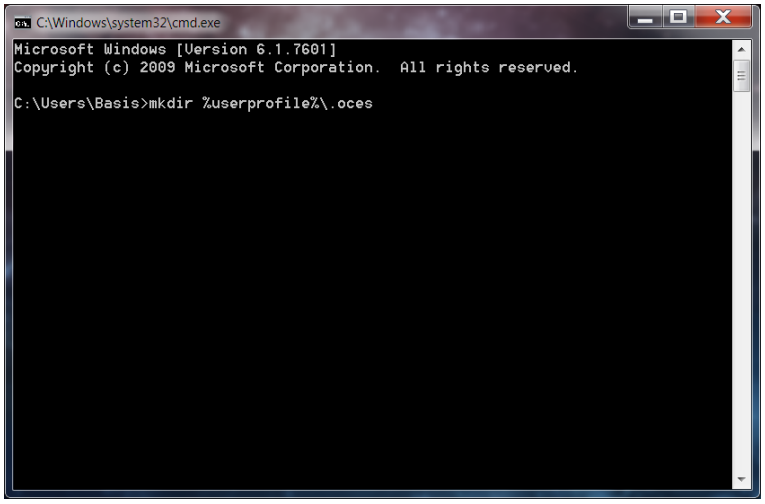
If you have already been using a certificate to log in to DKMAnet, the ".oces" folder will already exist on your pc (like it does in the screen shot above), as a sibling folder on the same level as the downloads folder. In that case simply copy (or move) the certificate HTML file from the downloads folder to the ".oces" folder.

If there is no ".oces" folder on your pc, you have to create it first, before copying the certificate file. This is a bit difficult, because Windows Explorer does not allow you to give a new folder a name that starts with a period (".").
The easiest way to create the ".oces" folder in the correct location is to use the Command Prompt:

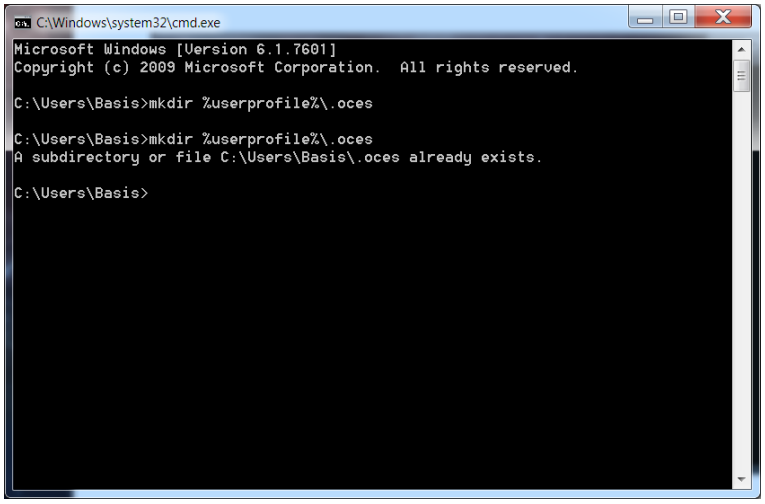
Click the Windows Start button, type "cmd.exe" into the search field, and press ENTER:



In the Command Prompt window that opens, type “mkdir %userprofile%\.oces” and press ENTER:



If the “.oces” folder should already exist, the command will have no effect:



Then close the window by clicking the red cross or by typing “exit” and pressing ENTER.

You can now copy or move the certificate HTML file from the downloads folder to the “.oces” folder.

If you cannot locate the “.oces” folder, you can find and open it by opening an Explorer window (e.g. click the Windows Start button and then “Documents” in your language), typing “%userprofile%\.oces” in the address line and pressing ENTER. You should now have two open Explorer windows and be able to copy the certificate HTML file between them.

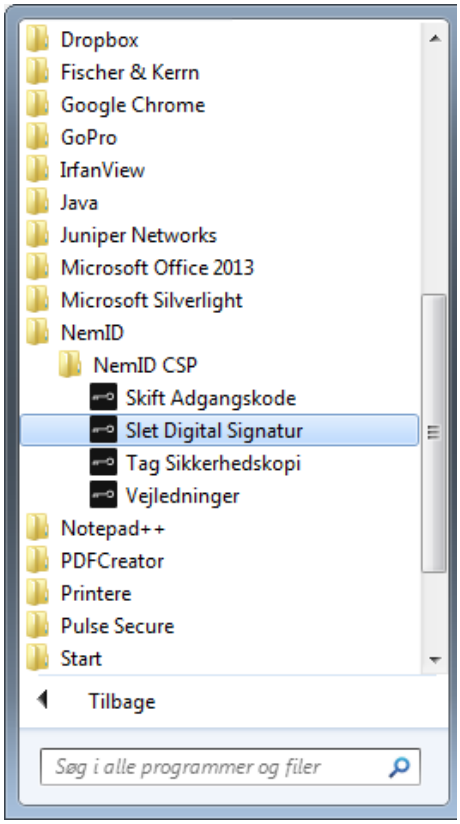
Removing the old certificate

When you have successfully “installed” the new certificate that is to replace your existing CUG certificate of the previously used type – and **after** making sure that you are able to log in to DKMAnet with the new certificate – we recommend that you remove the old certificate.
Unless you remove the old certificate, it will continue to be presented in the DKMAnet login box, even after it has expired or the login no longer supports the old type of certificate.

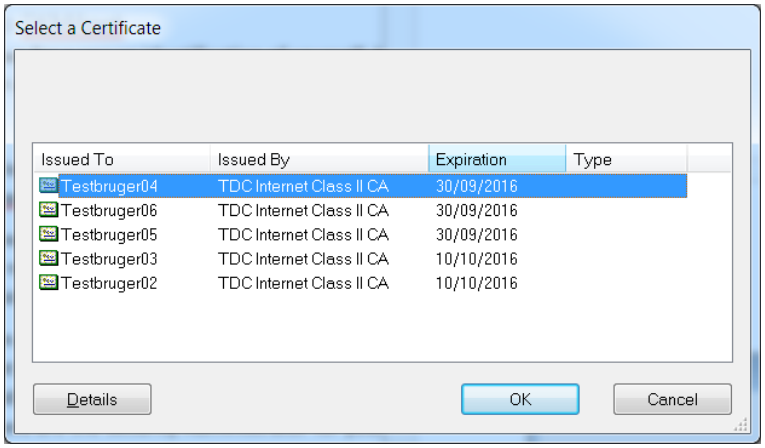
The previously used type of certificate is installed in your computer’s certificate store. In order to remove an old certificate you should start the tool that was installed together with the certificate:

Click the Windows Start button and select “All Programs” in your language.

Find and click the “NemID” program group, then “NemID CSP” and finally “Slet Digital Signatur” (“Delete Digital Signature”):

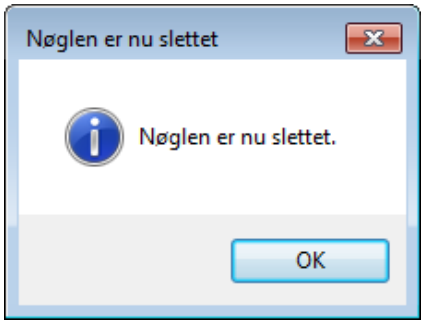


This will open a small window with a list of installed certificates. The CUG certificates of the old type are listed with the text “TDC Internet Class II CA” in the second column:



Select the certificate to be deleted in the list and click OK. Also click OK in the window which prompts you to confirm the deletion:

You will receive a confirmation that the certificate has been deleted:



You may also safely delete all backup copies you may have taken of the old certificate.