



NRO- Ascertia GSD

Valerio Minichiello
Banca d'Italia

U2A NRO – Focus Session

- 1 Installation steps summary
- 2 6.9.0.x “summer” release – Main updates
- 3 Q&A (online and offline)

Troubleshooting – which information to provide?

- **Please specify OS and browser in use plus type of installation (SU or MU)**
- **Please check first (with internal IT and/or NSP) and share then with 4CB:**
 - Browser console log file (F12 button)
 - Browsers network trace file (F12 button)
 - GSD log files:
 - Service log “C:\Windows\ServiceProfiles\LocalService\Documents\Ascertia\Go-Sign-Desktop\ logs”
 - Child instance log (%userprofile%/Documents/ Ascertia/Go-Sign-Desktop/logs/go-sign-desktop.log)





4.1

Installation steps summary

Installation steps summary

Installation steps for both Single (SU) and Multi User (MU) client are described in the following documents:

- ✓ **ESMIG U2A Qualified Configurations_v1_3_3**
- ✓ **4CB - FAQ_GoSign Desktop_v2.0.docx**
 - ✓ additional clarifications also around qualified configurations

Current client release 6.9.0.1 distributed on 24DEC21.

Installation steps summary – MU client

- **Remove any previous release:**
 - Stop the parent/service instance and any other child/user instance
 - Client de-installation + check service deleted + check all Ascertia folders/subfolders deleted
 - Clean up the “gosign” certificate from Trusted Root stores of both the Current User and LM
- **Download** MU msi package from esmig portal external URLs
- Run **ADSS-Go-Sign-Desktop-v.6.9-Win64-MU.msi** installation package
 - Installation of *gosign* self signed certificate should be explicitly accepted
- Run **GSD.exe**
 - This command will add the gosign certificate into LM trust store and will not be required in the next package

Installation steps summary – MU client

- **Post installation checks (IT Admin):**
 - “gosign” certificate present in Admin and LM trust store + host file correctly updated
 - GSD service has to be started FIRST and will be listening on 8782 port
 - <https://client.go-sign-desktop.com:8782/gosign-desktop> (confirms service running)
 - Child instances will start during NRO task and will listen on higher ports e.g. 8784, 8786 ecc
 - Business users have NOT to start manually the Go-sign-desktop.exe tray application!
 - In case of need, please check and share
 - Service log file “C:\Windows\ServiceProfiles\LocalService\Documents\Ascertia\Go-Sign-Desktop\ logs”
 - User log file (%userprofile%/Documents/ Ascertia/Go-Sign-Desktop/logs/go-sign-desktop.log)

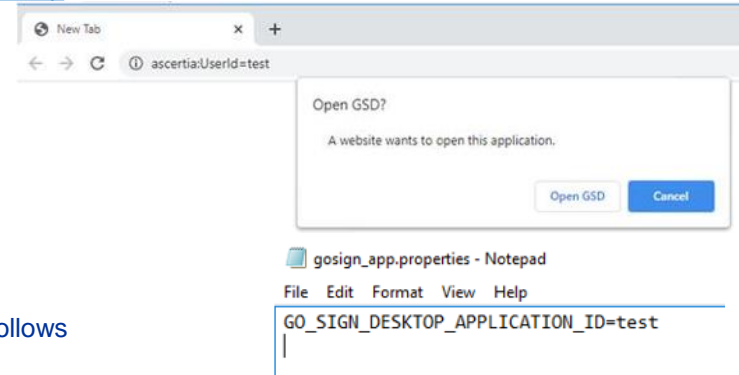
Installation steps summary – MU client

- **Post installation checks (USER):**

- GSD service running: <https://client.go-sign-desktop.com:8782/gosign-desktop>

- Check if user is able to start “manually” a GSD client instance

- Open Chrome and type the following URL “ascertia:UserId=test”
- Click Open GSD
- Check `c:\users\%username%\gosign_app.properties` is populated as follows



- If NOK, please investigate any GPO or UAC possibly preventing the user to update the `gosign_app.properties` file. NRO will not work properly in case GSD application launched by the user during NRO task cannot create and/or update the `gosign_app.properties` file.



4.2

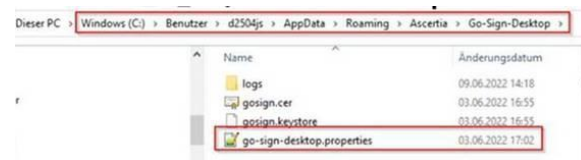
6.9.0.x release
main updates





6.9.0.x (Summer) release main updates

- go-sign-desktop.properties file moved into new path:
 - `%userprofile%\AppData\Roaming\Ascertia\Go-Sign-Desktop`
 - File should be recreated in user profile with every new Go Sign installation
 - 'GOSIGN_DESKTOP_LOG_FILE_PATH' its default value is 'default':
`AppData\Roaming\Ascertia\Go-Sign-Desktop\logs\go-sign-desktop.log`.
 - Another path can be entered e.g. '\\<file server IP>\Shared\gosign' and Go>Sign Desktop will append the username and the file name and start logging at the shared network location. Child instance should have access to the network location!
 - Log file rolling mechanism active; can be customized.





6.9.0.x (Summer) release main updates

- Log4j 2.17.1 + IAIK 1.6.5 PKCS11 libraries included
- About panel reporting the correct release number
- Heartbeat = FALSE
- Browser (Google Chrome 98.0.4758.81 or Microsoft Edge 98.0.1108.43) issue fixed: certificates take long time to load and signing fails when using locally held keys



6.9.0.x (Summer) MU release main updates

- Userinfo.properties file replaced by sqlite db (GSD.db)
 - SQLite GSD.DB journal file DELETE rights are necessary
 - Path: *C:\Windows\ServiceProfiles\LocalService\Documents\Ascertia\Go-Sign-Desktop*
- Improved logging for both service and child instances (also lighter at INFO level)
- Broken service definition issue fixed + Parent log file path fixed:
“C:\Windows\ServiceProfiles\LocalService\Documents\Ascertia\Go-Sign-Desktop\logs”
- “Large port” (Spanish BCC) and duplicate entries issue in GSD.db (CBF) fixed
- Install and uninstall procedures improvements



Side remarks (1/3)

- 64bit client available only
- Same client to be used in all stages.
- Technical support from 4CB will be provided for new .x release and the previous one (6.9.0.1)
- Customer should open support request to 4CB only and NOT to Ascertia directly. 4CB will involve Ascertia as appropriate



Side remarks (2/3)

- Customers should explicitly authorize in their antivirus/security tools the below dll file in order to ensure correct execution of the NRO sign/verify flow. 4CB is discussing with Ascertia for an alternate solution/approach that avoid such explicit permission.

sqlite-3.27.2.1-10120b6a-a511-495b-a25d-573ced408dee-sqlitejdbc.dll



Side remarks (3/3)

- Child instances dynamic management is on going
 - Meanwhile, Terminal server admin should activate this setting on TS infrastructure (unless already done)
<https://support.citrix.com/article/CTX891671>
 - This registry key allows to terminate executables that have been started by / from a published application (only valid for Citrix TS environment). Exe foøe to be added in the key would be **javaw.exe**, in this specific case.
- “gosign” certificate management is possibly being revised in order to still comply security requirements while easing the operational management
 - Certificate renewal procedure and Terminal server cluster installation procedure (for current gosign selfsigned certificates) will be included in the updated Esmig documentation



4.3

Q&A

GSD MU Service installation path incorrect



- Stop the parent/service instance and any other child/user instance
- Delete the existing service “sc delete Go-Sign-Desktop”
- Run the following command * as administrator (option 1 as default)
- Clean up the gosign certificates from the Trusted Root CA stores of both the Current User (certmgr.msc) AND the local Computer (certlm.msc)
- Execute once from admin the command “C:\Program Files\Ascertia\Go-Sign-Desktop\Go-sign-desktop.exe” (or account that performed installation). This command will add the gosign certificate into admin trust store

GSD MU Service installation path incorrect



- Execute once from admin the command “C:\Program Files\Ascertia\Go-Sign-Desktop\GSD.exe” (or account that performed installation). This command will add the gosign certificate into LM trust store
- Re-start the service and advise if it starts and listens on 8782 port. Child instances will start during NRO task and listen on higher ports e.g. 8784, 8786 ecc (business users have NOT to start manually the Go-sign-desktop.exe tray application!!)
- Service definition manual command:

```
"C:\Program Files\Ascertia\Go-Sign-Desktop" → Go-Sign-DesktopNT.exe //IS//Go-Sign-Desktop --Install="C:\Program Files\Ascertia\Go-Sign-Desktop\Go-Sign-DesktopNT.exe" --Jvm="C:\Program Files\Ascertia\Go-Sign-Desktop\runtime\jre\bin\server\jvm.dll" --StartMode=jvm --StopMode=jvm --Classpath="C:\Program Files\Ascertia\Go-Sign-Desktop\app\lib\*" ; "C:\Program Files\Ascertia\Go-Sign-Desktop\app\Go-Sign-Desktop.jar" --StartClass=com.ascertia.adss.gosign.desktop.ASC_DesktopMain --StartParams=start --StopClass=com.ascertia.adss.gosign.desktop.ASC_DesktopMain --StopParams=stop --Startup=auto
```

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