

true-Sign V

macOS User Guide

DigiCert One Signing Service

V1.0.4 - 03/2025



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1 Requirements

1.1 Supported operating systems

The application is built for both Intel and Arm64 (M1+) based macOS operating systems using the electron framework which requires a minimum operating system version to function. true-Sign V will use the latest version of electron available at the time of release to include the most up to date security patches. Therefore, newer versions of true-Sign V will no longer guarantee compatibility with end-of-life macOS operating systems versions.

The following table list the minimum OS requirements for version of true-Sign V:

true-Sign V	Electron version	Oldest supported macOS version
1.0.0 – 1.0.3	26.2	10.13 (High Sierra)
1.0.4	34.1	11.7.10 (Big Sur)

1.2 Required outgoing connections

1.2.1 DigiCert One Signing Service

To add your DigiCert One credentials and to sign documents, the application needs to perform HTTPS requests to the DigiCert One Signing Service (<https://digicert.com>) and its subdomains (depending on the provider / region to be used).

This table list the required outgoing connections:

Provider	URLs
DigiCert One America	https://one.digicert.com/
DigiCert One CH	https://one.ch.digicert.com/
DigiCert One EU	https://one.nl.digicert.com/

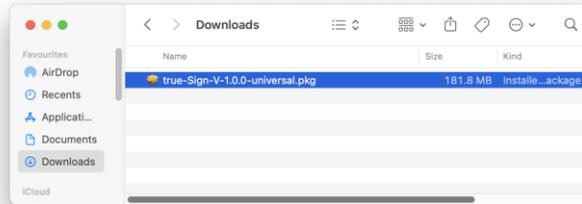
1.2.2 Single sign-on (SSO) provider

DigiCert offers single sign-on login using SAML 2.0. This authentication flow requires outgoing network access to your IDP provider and its resources (JS, CSS, ...).

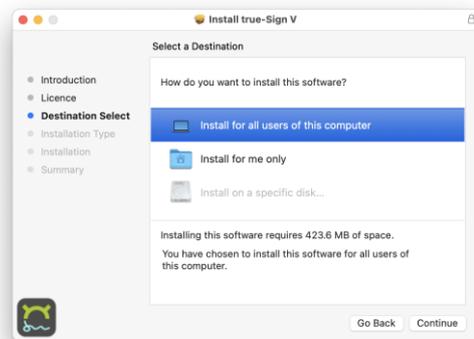
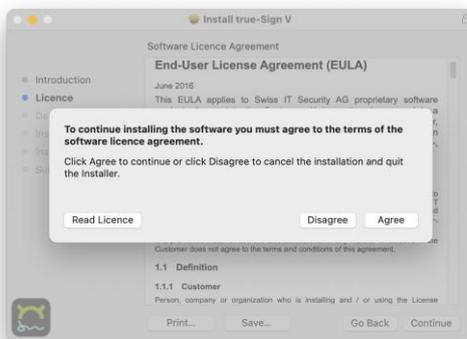
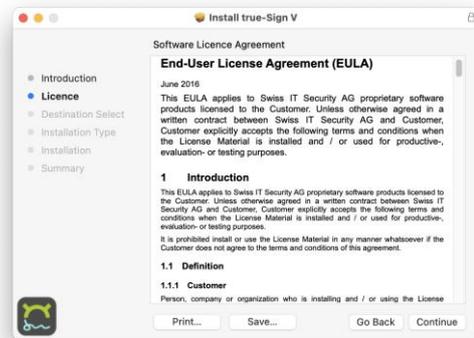
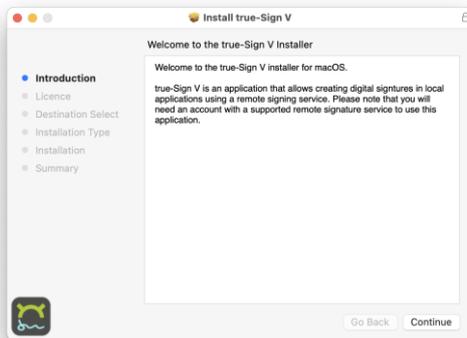


2 Installing true-Sign V

After downloading the installer, double click the .pkg file to start the installation:



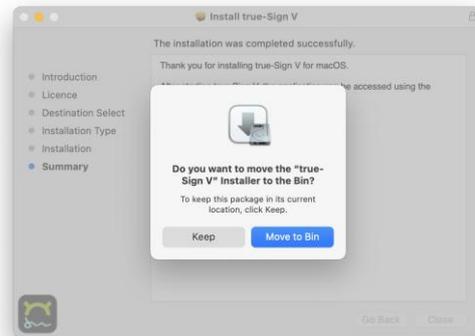
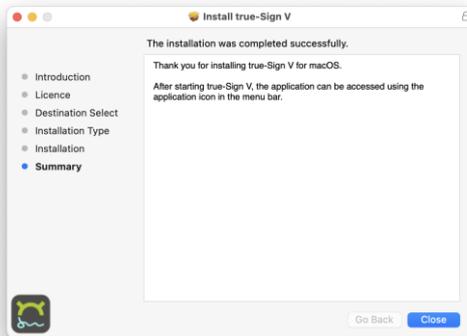
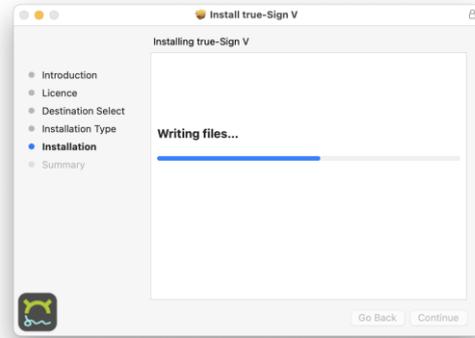
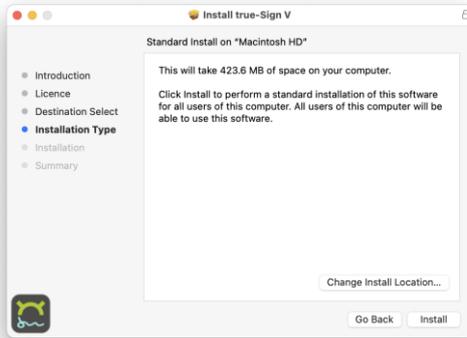
The installer will guide you through the installation:



Depending on your macOS version, the dialogs shown may differ.



You can install true-Sign V for all users or only for yourself (*Install for me only*). Note that installing the application for all users requires administrative rights.



After the installation is complete, true-Sign V is available from the Launchpad under the name **true-Sign V** with the following application icon:

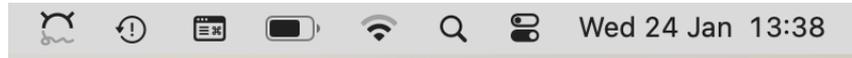




3 Using true-Sign V

3.1 Starting true-Sign V

After starting true-Sign V from the Launchpad, a new icon  is placed on the menu bar:

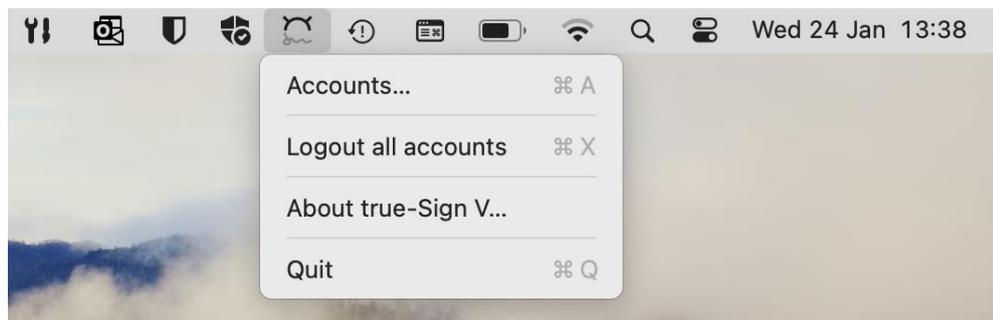


The first start after the installation may take longer than usual.



If you have registered the true-Sign V PKCS#11 library in an application such as Adobe Acrobat Reader, true-Sign V will automatically be started when the application loads the PKCS#11 library and tries to access the certificates and keys.

Clicking on the icon opens the application menu:



With the following options:

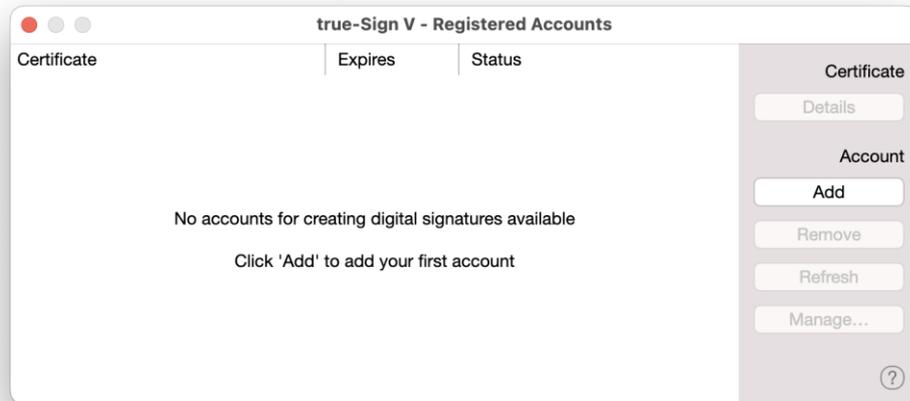
- | | |
|-----------------------------|--|
| Accounts... | Open the accounts dialog where you can add, refresh, or remove your DigiCert One account. |
| Logout all accounts | If you have logged in to DigiCert One for creating a signature, the DigiCert One login is cached until you close the application. DigiCert One requires a new logon after some time has passed.

By selecting Logout from accounts, you can clear the cached information at any time. The next signature or account refresh operation will require a new authentication with DigiCert One. |
| About true-Sign V... | Opens the about dialog where you have quick access to the log file and the absolute path of the PKCS#11 library for registration with applications such as Adobe Acrobat Reader. |
| Quit | Quit the true-Sign V application. |

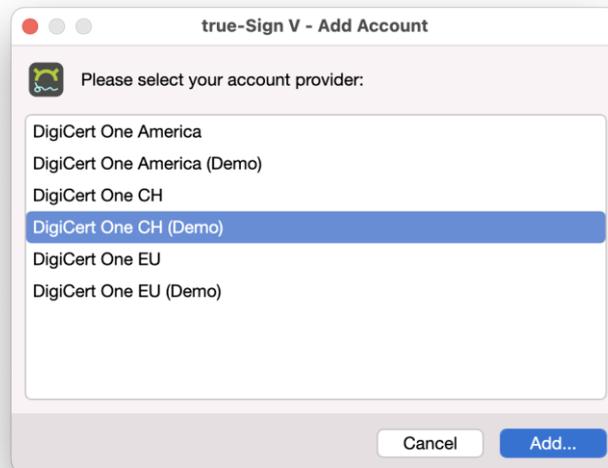


3.2 Adding your DigiCert One Account

After the initial installation, no accounts are configured. Add your DigiCert One account by clicking on the menu bar icon and selecting **Accounts...** :

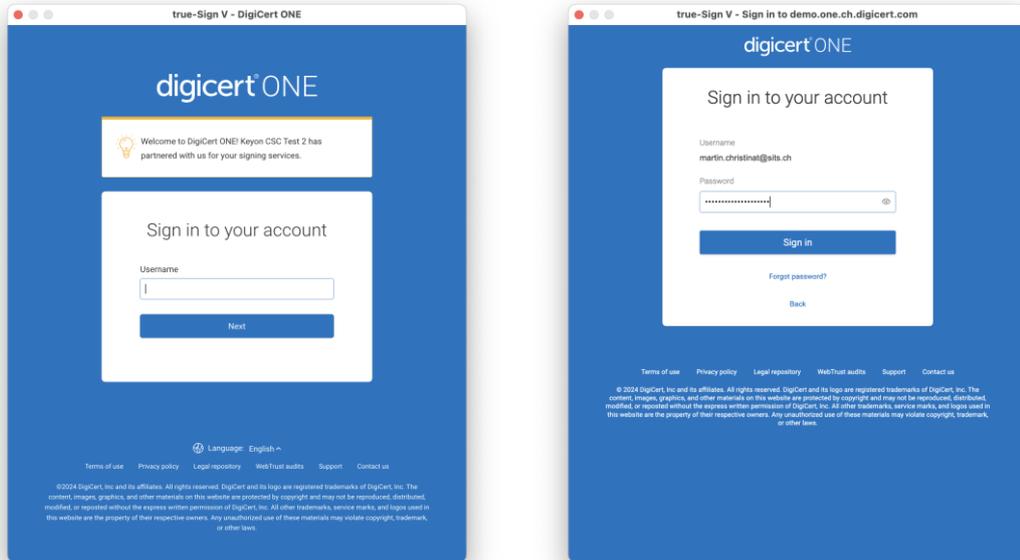


Click the **Add** button to open the provider selection dialog:

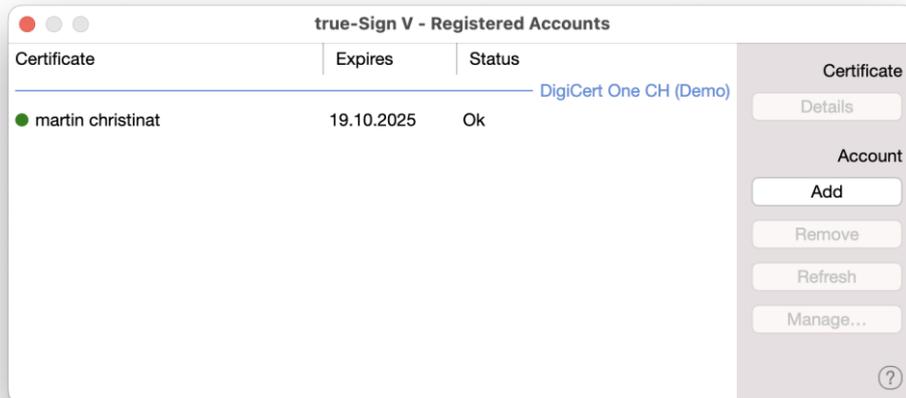




Select the region where your DigiCert One account was created. Click **Add...** which opens a browser window to let you log in to your DigiCert One account:



After the successful authentication, the certificates associated with your account are now available in the account dialog:

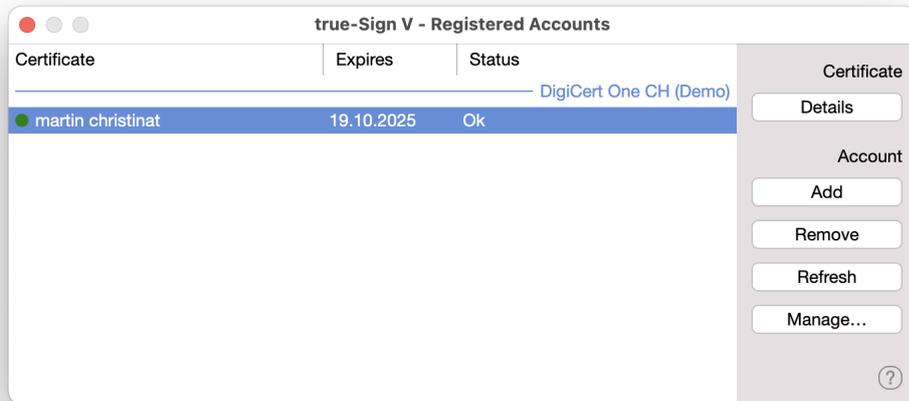


Depending on the number of credentials, it may take a few seconds after the browser windows closes for the credentials to appear in the account window.

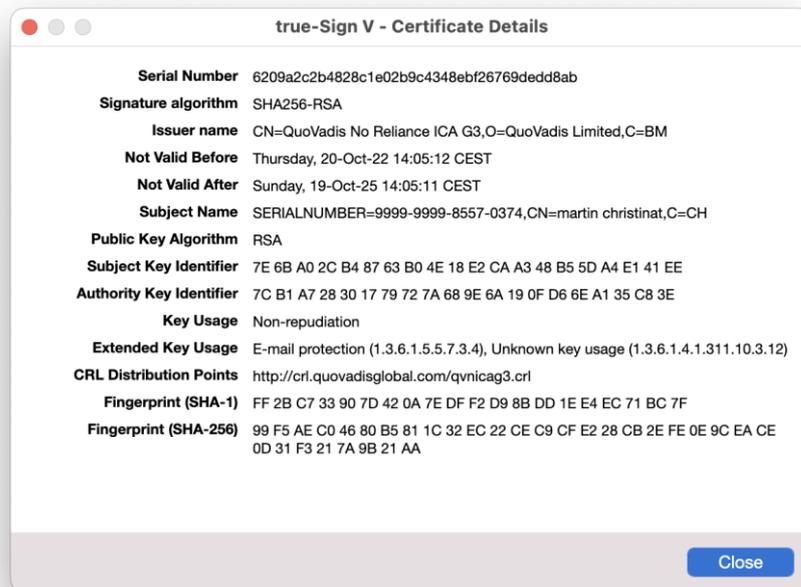


3.3 Showing certificate details

To show the details of a specific certificate, select it in the account dialog and click on Details:



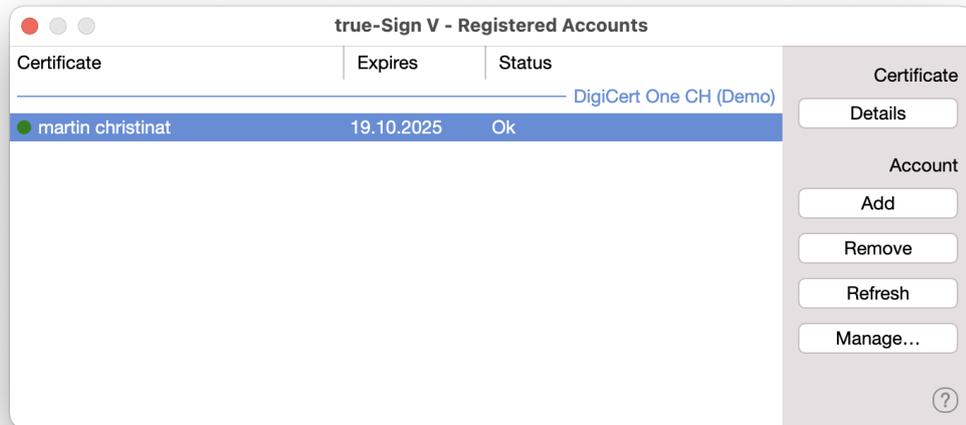
A new window will open showing the details of the selected certificate such as lifetime and fingerprints:



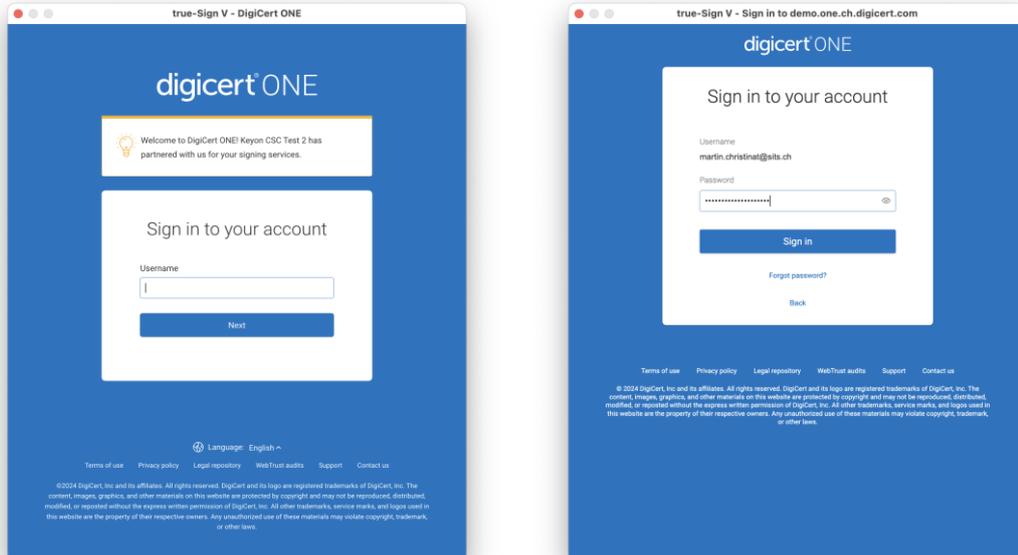


3.4 Refreshing a registered account

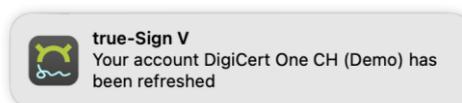
If credentials are added or revoked in your DigiCert One account, select a certificate in the account, and click on **Refresh**:



If your login has expired or you just started a new session, you will be asked to login to your account again:



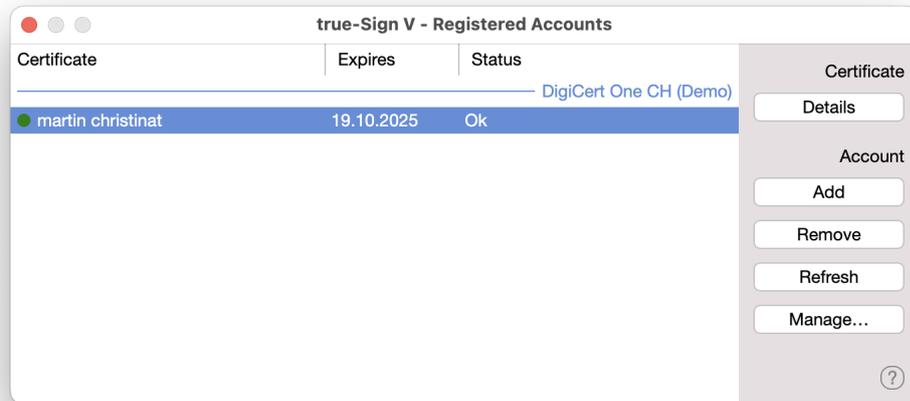
A notification is shown after a refresh has completed (if allowed in macOS):



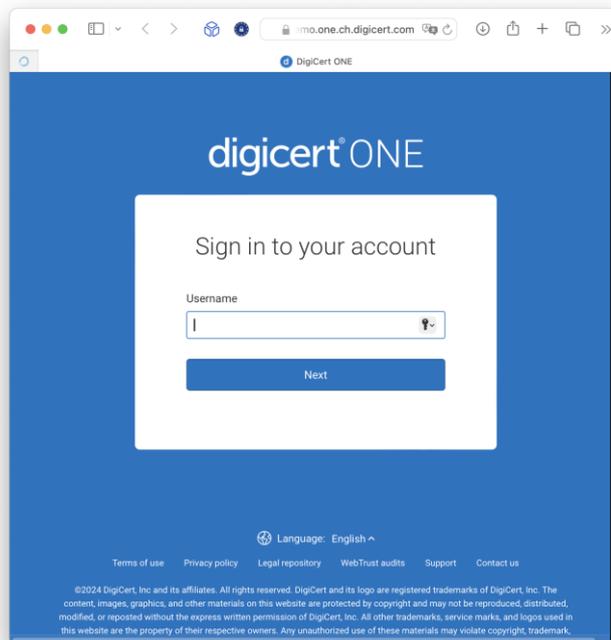


3.5 Open the management page for a registered account

The DigiCert One Document Manager page of an account can be opened by selecting one of its credentials and clicking on **Manage...** :



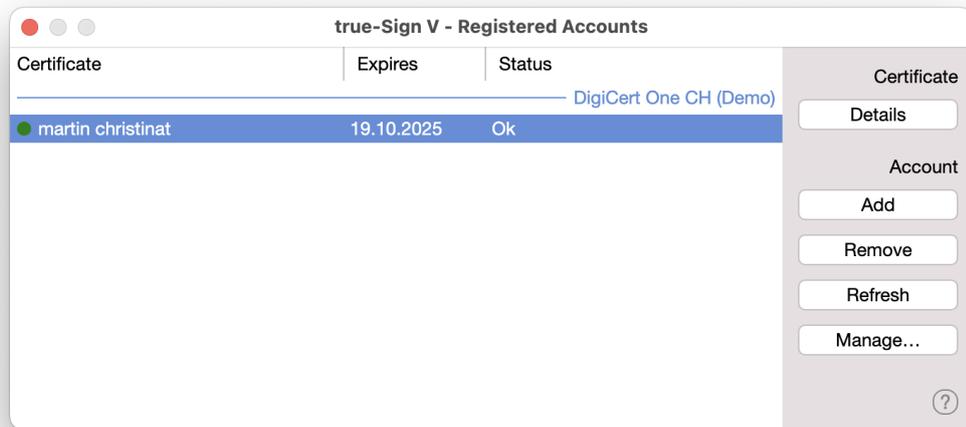
The DigiCert One page will then be opened in Safari. Note that you will have to login regardless of any valid cached credentials in true-Sign V:



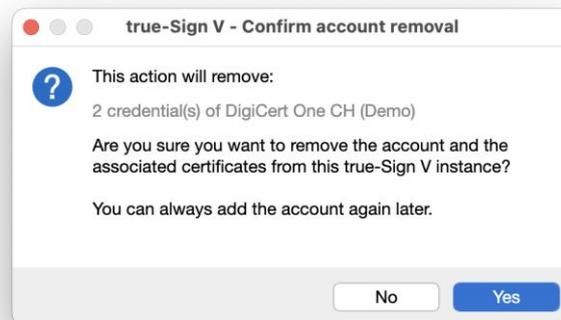


3.6 Removing a registered account

Select a certificate belonging to the desired account and click on **Remove...** :



A confirmation dialog is shown before the account will be removed:



Removing an account only affects the local true-Sign V installation. The DigiCert One account and the associated credentials are still available after the removal and can be added back if required.



3.7 Accessing the log and PKCS#11 library path

The About window is accessible by clicking on the menu bar icon and selecting **About true-Sign V...** :



Show log opens the log viewer.

The path of the installed true-Sign V PKCS#11 library is visible in the About window. It needs to be registered in applications supporting PKCS#11 libraries that will create digital signatures:

Cryptoki library: `/Applications/true-Sign V.app/libTrueSignVP11.dylib`

You can click on the library path to highlight and select the text with the **⌘ c** key combination to copy the selection to the clipboard.



The path differs if true-Sign V is installed for all users of the computer or just for your user account.



4 Configuration

4.1 Application configuration

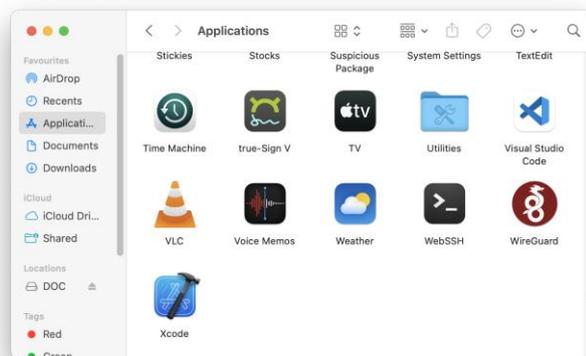
The application specific settings can be adjusted within the **config.json** file. These settings influence the behavior of the client.

4.1.1 Location of the config file

The location of the config file depends on the type of installation:

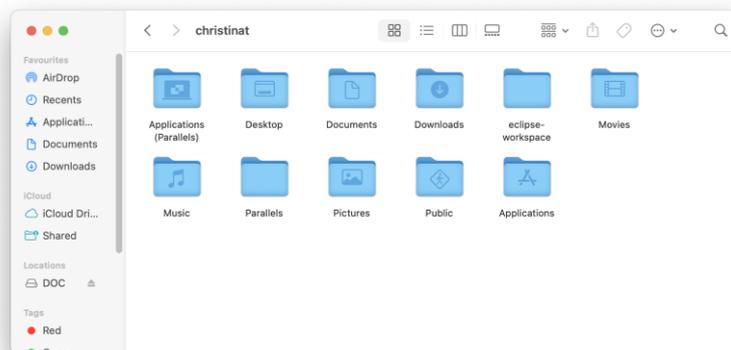
System-wide installation (for all users)

- a) Open Finder
- b) Click **Go** in the Finder menu bar and select **Applications**



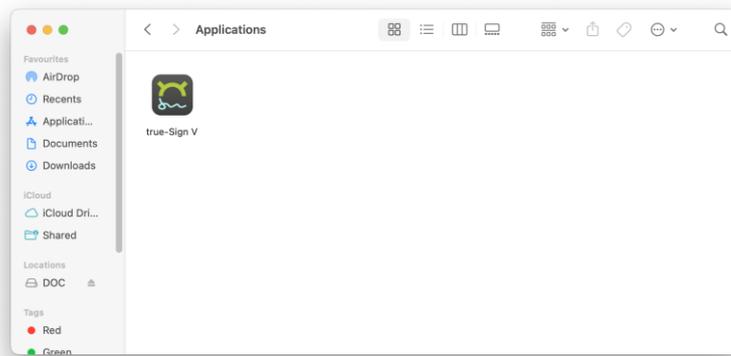
User-only installation (me)

- a) Open Finder
- b) Click **Go** in the Finder menu bar and select **Home**

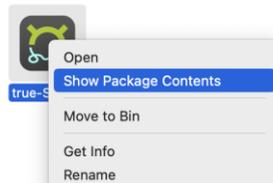




c) Open the **Applications** folder



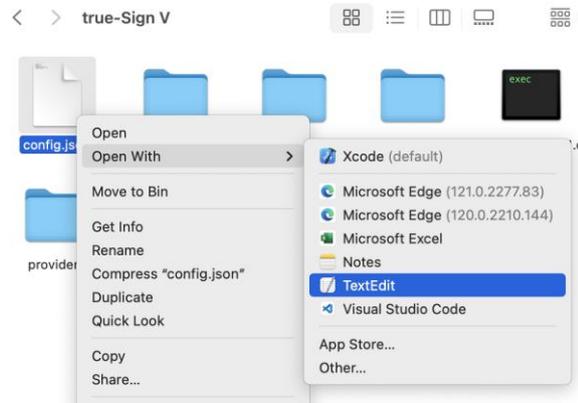
After you opened the application folder, right click true-Sign V and select **Show Package Contents** to reveal the **config.json** file.





4.1.2 Edit the config file

1. Right click **config.json** in the true-Sign V folder and select **Open With > TextEdit**.



2. In TextEdit, change your desired settings:



3. Save the **config.json** file.



You may not be able to save the **config.json** file in the original location if true-Sign V was installed for all users. Save the file in another location and use the Finder to replace the original file with the file saved in a writeable location.

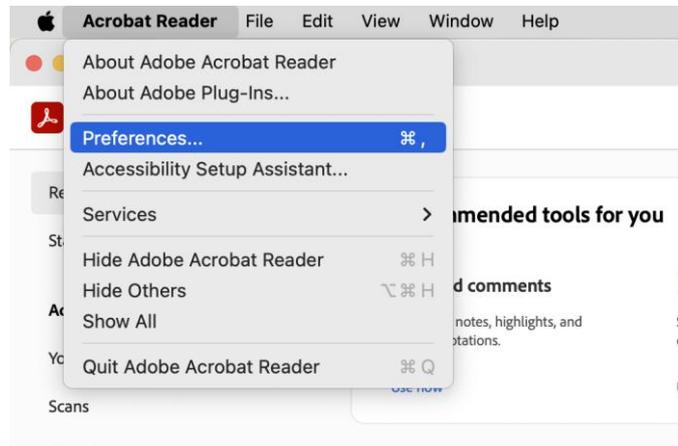
4. Close and restart true-Sign V.



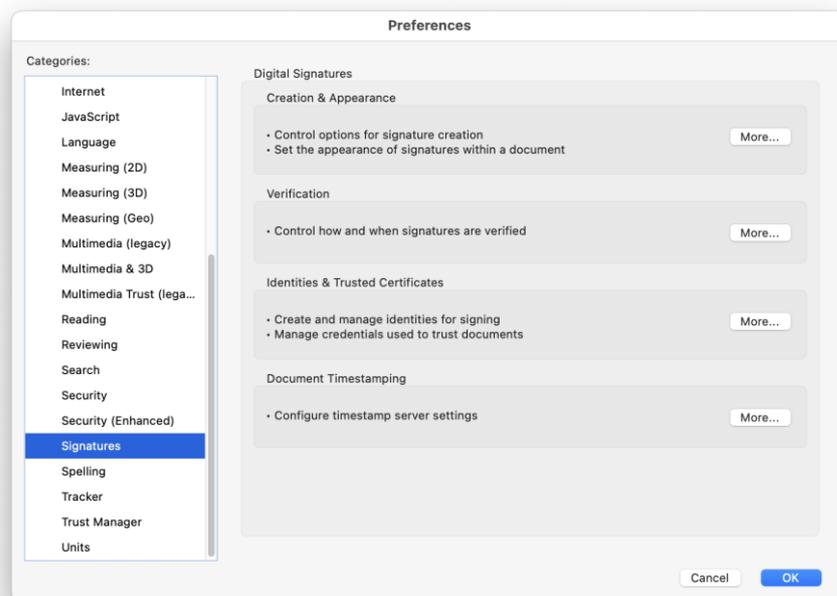
4.2 Adobe Acrobat Reader

4.2.1 Configuring the true-Sign V PKCS#11 Module

Start Adobe Acrobat Reader and open the **Preferences...** from the menu or using the **⌘,** key combination:

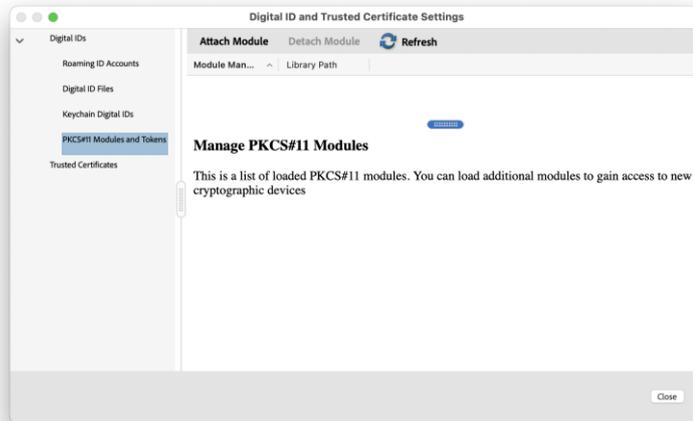


In the preferences window, select the **Signatures** category and click **More...** in the **Identities & Trusted Certificates** section:

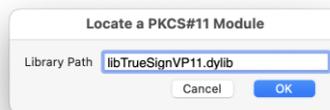




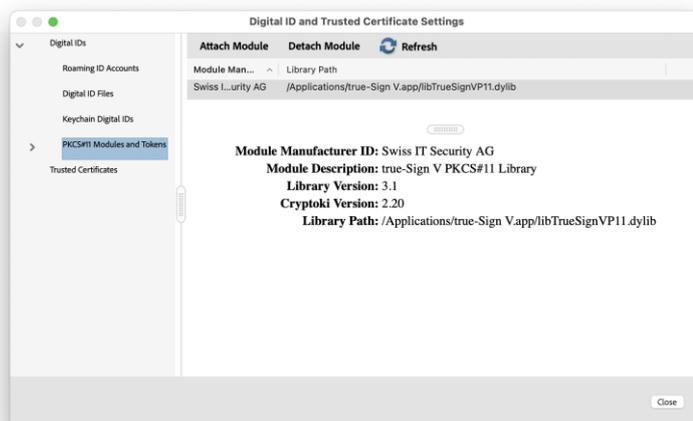
In the settings window opened, select **PKCS#11 Modules and Tokens** and click on **Attach Module**:



Paste the path you copied from the true-Sign V about dialog (see Accessing the log and PKCS#11 library path) into the **Library Path** field and click **OK**:

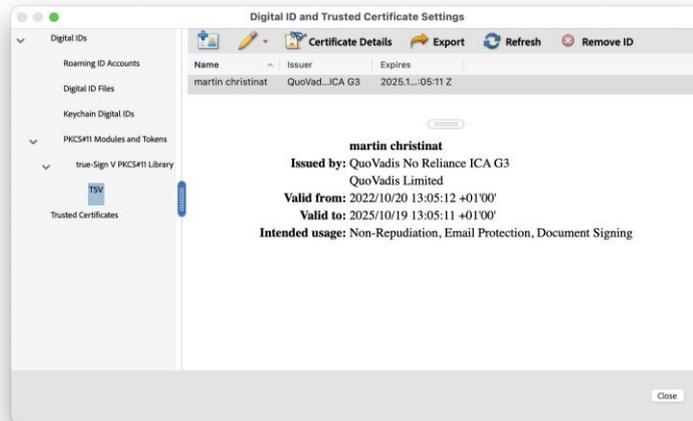


The true-Sign V PKCS#11 module should now be shown along with its information:



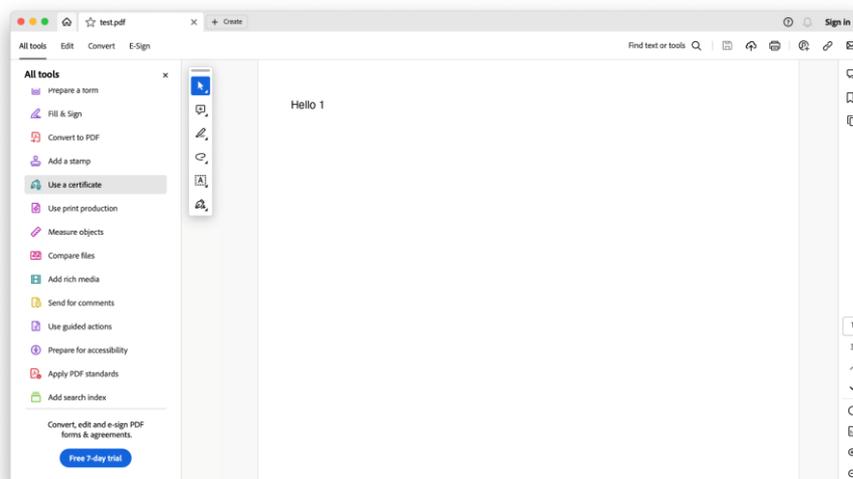


To show the certificates available, open the **PKCS#11 Modules and Tokens** node and subnode by clicking on the angle brackets:

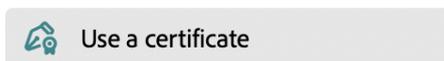


4.2.2 Creating digital signatures

To digitally sign a PDF document, first select **All tools** and then select **Use a certificate**:

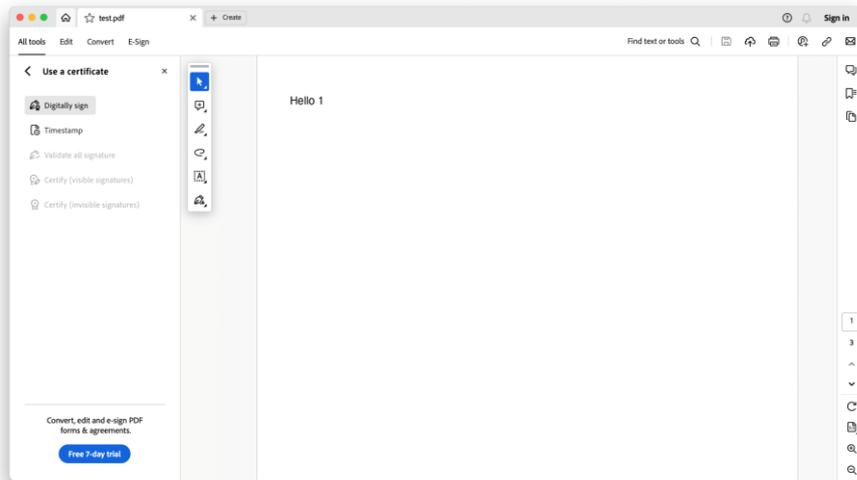


You may need to select **View more** at the bottom of the tools panel for the **Use a certificate** tool to appear:

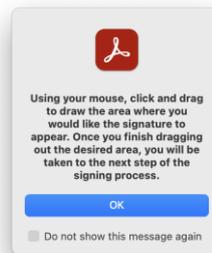




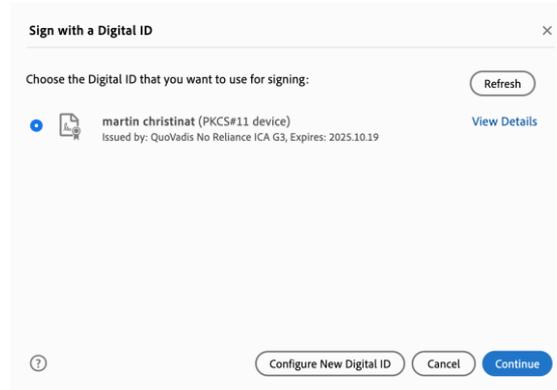
Finally select **Digitally sign** to create the signature:



An instructions window is shown:



After selecting the placement of the signature, the certificate to use must be selected. The dialog will show all available certificates of the accounts registered in true-Sign V. Note that certificates provided by true-Sign V are shown with the **PKCS#11 device** tag:

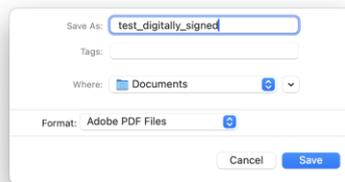




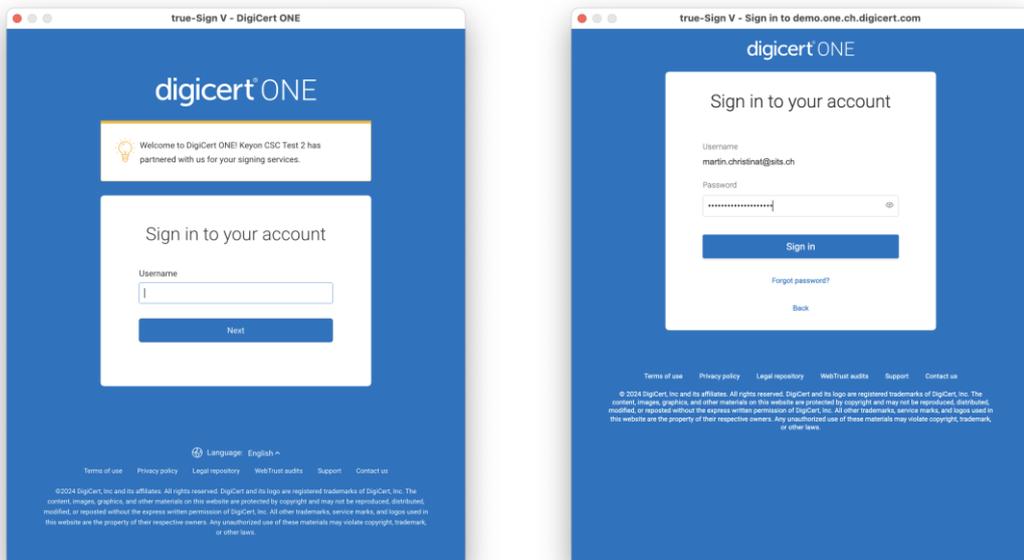
After pressing **Continue**, you can customize the signature if necessary:



After clicking **Sign**, provide a location to save your signed PDF document:



After clicking **Save**, the digital signature is requested from the true-Sign V application. You will be asked to log in to your account if your current DigiCert One session has expired:



The signature needs to be authorized which depends on the type of certificate:

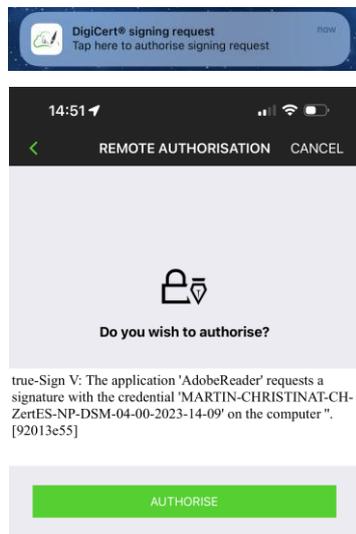


Qualified certificate

Requires a confirmation on the Go>Sign Mobile app:



Authorise the signature on the Go>Sign Mobile app registered with the DigiCert One Account:



AATL certificate

Requires entering a one-time passcode:

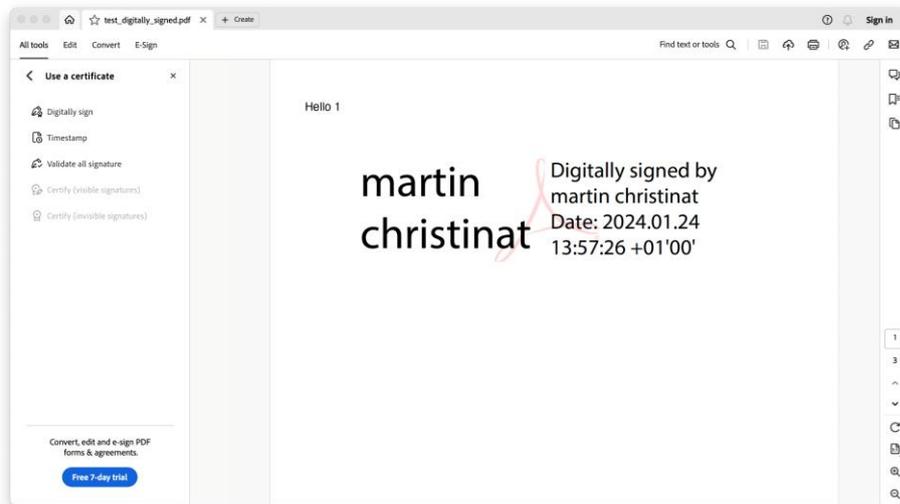


Request a new OTP from your OTP app registered with the DigiCert One Account (e.g. Google Authenticator). Enter the OTP to the **One-time passcode** field and click **Next**:





After a successful authorization, the digital signature will be created by the DigiCert One Signing Service and added to your PDF:



Adobe Acrobat Reader may show the signature as untrusted if the issuing certification authority is not on the trusted authorities list. You can update the Adobe Approved Trust List (AATL) and the European Union Trusted Lists (EUTL) under the **Trust Manager** category. The trust can also be set manually.

4.2.3 Errors when creating digital signatures

In case of an error, e.g. wrong OTP, service timeout, network issues etc. true-Sign V will show an error window:



Adobe Acrobat Reader will show a PKCS#11 error after closing the true-Sign V error window:

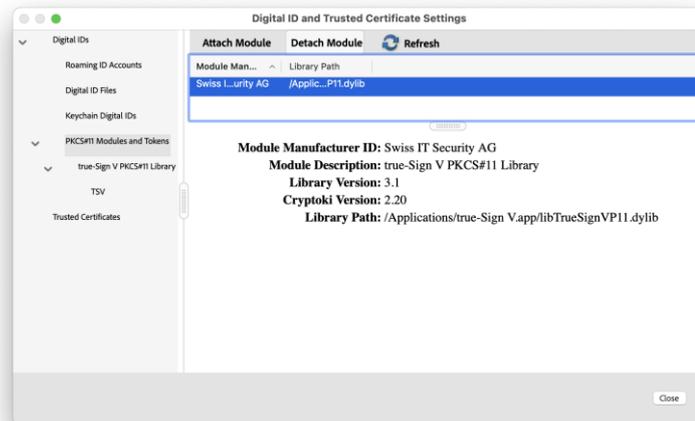




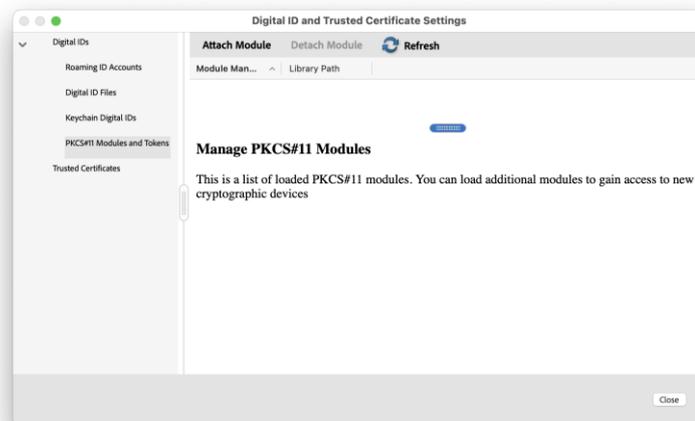
4.2.4 Removing the true-Sign V PKCS#11 Module

The true-Sign V PKCS#11 module should be removed if you no longer use true-Sign V to create digital signatures in Adobe Acrobat Reader.

In the preferences window, select the **Signatures** category and click **More...** for the **Identities & Trusted Certificates** section to open the **Digital ID and Trusted Certificate Settings** window (see Application configuration):



Select the true-Sign V PKCS#11 module in the list and click on **Detach Module** to remove it from Adobe Acrobat Reader:



 You should remove the true-Sign V PKCS#11 module before uninstalling the true-Sign V application to prevent delays and errors in Adobe Acrobat Reader.



4.3 Single sign-on (SSO) configuration (V-1.0.4)

By default, true-Sign V only allows the execution of JavaScript originating from the same source as the content. Certain identity providers (IDP), like Microsoft Entra ID, require external scripts to complete the authorization flow. If your IDP relies on external scripts, their source domain needs to be added to a whitelist within the user configuration file.

The following IDPs are already preconfigured when installing true-Sign V starting V-1.0.4:

IDP	Whitelisted domains
Microsoft Entra ID	https://aadcdn.msauth.net/

4.3.1 Adding allowed script sources

The whitelist of allowed script sources can be extended by adding the required domains to the **config.json** configuration file:

1. Open your user's configuration file (see [Application configuration](#)).
2. Locate the **AllowedScriptSources** parameter and append your required domains to the array. Example with https://MY.IDP.COM/:

```
"AllowedScriptSources": [  
  https://aadcdn.msauth.net/,  
  https://MY.IDP.COM/,  
],
```

Restart the client.

4.3.2 Disabling the allowed script sources whitelist

The allowed script source whitelist can be turned off. This can be helpful for testing purposes. You can for example verify that your IDP is configured correctly before whitelisting.

```
"DisableCsp": true
```

Restart the client.



Disabling the whitelist will deactivate the Content Security Policy (CSP) during the login process. This will make the application susceptible to Cross-Site Scripting attacks by allowing it to load scripts from any source.



4.4 HTTP proxy configuration

An HTTP proxy can be configured by setting the proxy address in the configuration file:

1. Open your user's configuration file (see [Application configuration](#)).
2. Locate or create the **ProxyAddress** parameter and set the address of your HTTP proxy:

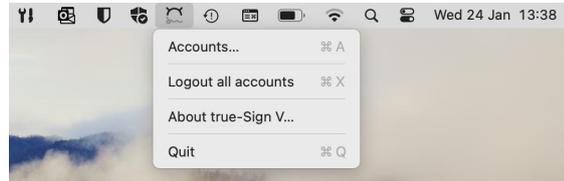
```
" ProxyAddress": "https://proxy.mySite.com"
```



5 Uninstalling true-Sign V

5.1 Prerequisites

- Quit true-Sign V using the menu bar menu if it is still running:

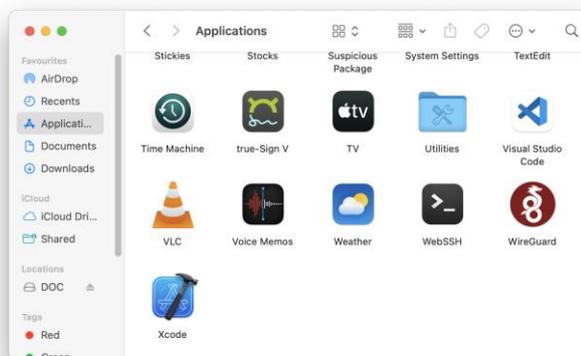


- Remove the PKCS#11 module from each registered application, e.g. Adobe Acrobat Reader (see [Removing the true-Sign V PKCS#11 Module](#))
- Quit any running application for which the true-Sign V PKCS#11 library was registered, e.g. Adobe Acrobat Reader. You may not be able to remove the PKCS#11 when uninstalling true-Sign V if any application is still using it.

5.2 Remove the true-Sign V application

5.2.1 When installed for all users

1. Open Finder
2. Click **Go** in the Finder menu bar and select **Applications**

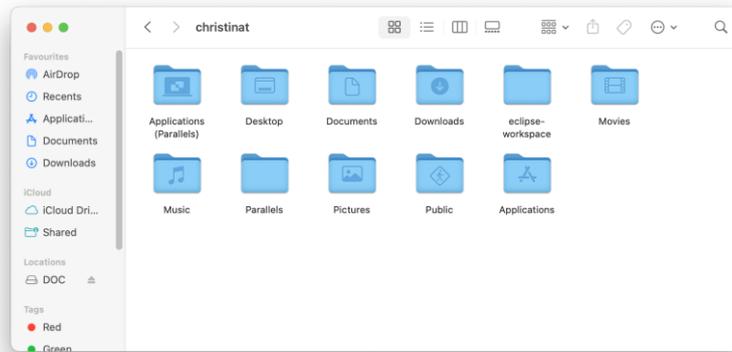


3. Move true-Sign V to the Bin

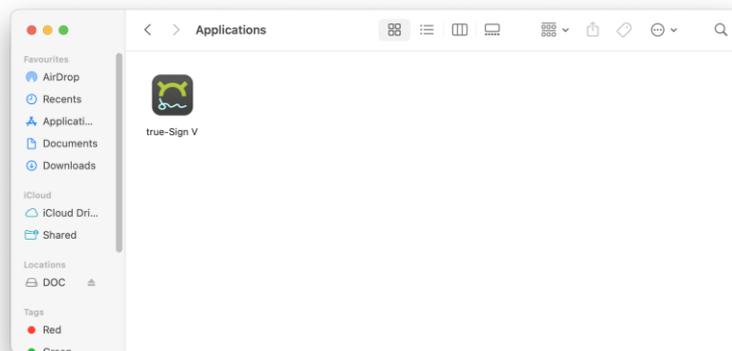


5.2.2 When installed for me only

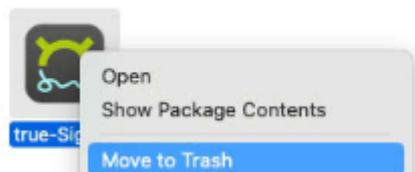
1. Open Finder
2. Click **Go** in the Finder menu bar and select **Home**



3. Open the Applications folder



4. Move true-Sign V to the Bin or select **Move to Trash** using Control-click (secondary click):



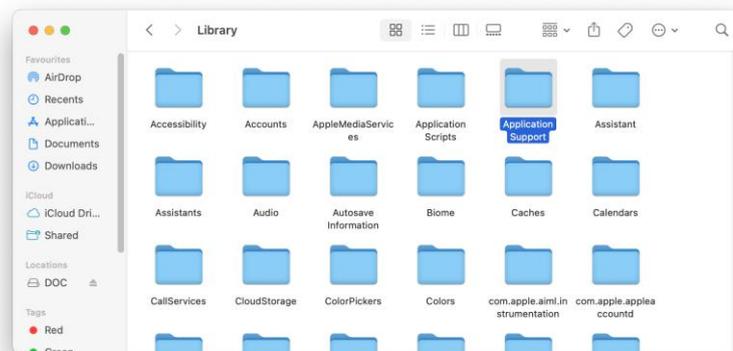


5.3 Removing user settings

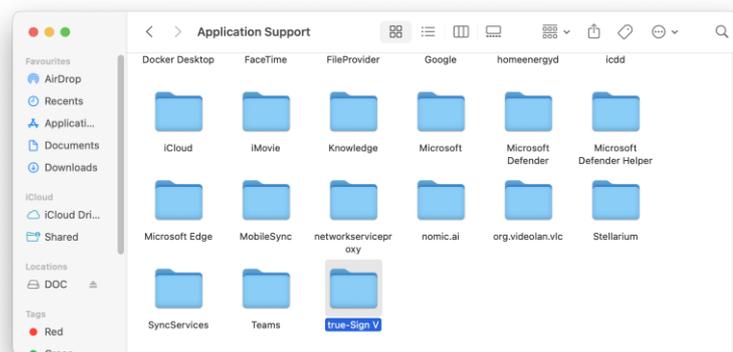
Uninstalling the true-Sign V application will not delete any user-specific configurations. Those include the user's settings and list of registered accounts located in the "`~\Library\Application Support>true-Sign V`" folder.

If you do not intend to install true-Sign V again later, you can remove the user data:

1. Open Finder
2. Click **Go** in the Finder menu bar and hold down the **Option** (Alt) key.
3. The **Library** entry now appears in the **Finder > Go** menu.
4. Clicking **Library** directly opens the hidden User Library folder in a new Finder window
5. Open **Application Support**



6. Move the true-Sign V folder to the Bin





6 Known issues

6.1 User interface language

Currently, English is used as the UI language for true-Sign V and the DigiCert One web page used for authentication.

It is possible to set the UI language to German by changing an entry in the **config.json** file:

1. Open the **config.json** file (see Application configuration)
2. In TextEdit, add or edit the line "Language": "de", (including the commas) before the other settings.

```
"Language": "de",
```

6.2 true-Sign V account window moved to front unexpectedly

If the true-Sign V account window is open, PKCS#11 library calls by an application, e.g. Adobe Acrobat Reader, can cause the account window to become the topmost window. Just close the account window in this case to prevent further distractions.

6.3 Closing true-Sign V while Adobe Acrobat Reader is still open

If you close true-Sign V while Adobe Acrobat Reader is still open, the information cached in the PKCS#11 library gets out of sync with true-Sign V and creating a digital signature in Adobe Acrobat Reader will fail. Close and re-open Adobe Acrobat Reader to allow the new process to fetch the correct information.

6.4 Adobe Acrobat Reader does not show the certificates

If the Adobe Acrobat Reader does not show the credentials present in the true-Sign V account dialog when creating a signature, make sure that the PKCS#11 library is properly registered. If the problem persists, close and restart Adobe Acrobat Reader to make sure that any cached credential information is refreshed.