

# true-Sign V

## macOS User Guide DigiCert One Signing Service

V1.0.4 - 03/2025

Swiss IT Security AG Etzelmatt 3 5430 Wettingen Schweiz

+41 848 088 088 www.sits.ch info@sits.ch

# Ø

keyon / true-Sign V macOS User Guide DigiCert One Signing Service

## Copyright © 2025 by Swiss IT Security AG

All rights reserved. No part of the contents of this manual may be reproduced or transmitted in any form or by any means without the written permission of the publisher.

## **Trademark Notice**

keyon is a registered trademark of Swiss IT Security AG in Switzerland and/or other countries.

Adobe, the Adobe logo, the Adobe PDF logo, and Acrobat are either registered trademarks or trademarks of Adobe in the United States and/or other countries.

Other product and company names mentioned herein may be the trademarks of their respective owners.



## Contents

1	Requirements	5
1.1	Supported operating systems	5
1.2	Required outgoing connections	5
1.2.1	DigiCert One Signing Service	5
1.2.2	Single sign-on (SSO) provider	5
2	Installing true-Sign V	6
3	Using true-Sign V	
3.1	Starting true-Sign V	
3.2	Adding your DigiCert One Account	9
3.3	Showing certificate details	11
3.4	Refreshing a registered account	12
3.5	Open the management page for a registered account	13
3.6	Removing a registered account	14
3.7	Accessing the log and PKCS#11 library path	15
4	Configuration	
4.1	Application configuration	16
4.1.1	Location of the config file	16
4.1.2	Edit the config file	
4.2	Adobe Acrobat Reader	
4.2.1	Configuring the true-Sign V PKCS#11 Module	19
4.2.2	Creating digital signatures	21
4.2.3	Errors when creating digital signatures	25
4.2.4	Removing the true-Sign V PKCS#11 Module	
4.3	Single sign-on (SSO) configuration (V-1.0.4)	
4.3.1	Adding allowed script sources	27
4.3.2	Disabling the allowed script sources whitelist	
4.4	HTTP proxy configuration	28
5	Uninstalling true-Sign V	
5.1	Prerequisites	
5.2	Remove the true-Sign V application	



5.2.1	When installed for all users	29
5.2.2	When installed for me only	
5.3	Removing user settings	31
6	Known issues	32
6.1	User interface language	
6.2	true-Sign V account window moved to front unexpectedly	
6.3	Closing true-Sign V while Adobe Acrobat Reader is still open	
6.4	Adobe Acrobat Reader does not show the certificates	



## 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).

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/

This table list the required outgoing connections:

#### 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:

• • •	<	>	Downloads	$\equiv \circ$	000 ~	Û	$\bigcirc$	··· ·	Q
Favourites	1	Name			Si	:e		Kind	
<sub>(</sub> AirDrop		true-	Sign-V-1.0.0-universal.pkg	9		181.	8 MB	Installea	ickage
ecents									
🙏 Applicati									
Documents									
Ownloads									
iCloud									

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:



Adobe Acrobat Reader, 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...**:

Certificate	Expires Status	Certificate
		Account
		Add
INO a	accounts for creating digital signatures available	Remove
	Click 'Add' to add your first account	Refresh
		Manage
		?

Click the Add button to open the provider selection dialog:

DigiCert One Am	erica		
DigiCert One Am	erica (Demo)		
DigiCert One CH			
DigiCert One CH	(Demo)		
DigiCert One EU			
DigiCert One EU	(Demo)		



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:

0	true-Sign V - DigiCert ONE		true-Sign V - Sign in to demo.one.ch.digicert.com
			digicert ONE
	digicert <sup>®</sup> ONE		Sign in to your account
	Welcome to DigiCert ONEI Keyon CSC Test 2 has partnered with us for your signing services.		Username martin.christinat@sits.ch
			Password
	Sign in to your account		Sign in
	Username		Forget password?
	Next		Back
		© 2024 content, in modified, or this websit	DigiCrt, ho and its affliates. All rights reserved: DigiCrt and its logo are registered tradimarks of DigiCrt, the ages, graphics, and other materials on this vebalitik are protected by copyright and may not be reproduced its prostored without the express written permission of DigiCrt. No. All shift related are the property of their respective owners. Any usual/horized use of these materials may violate copyright, to or other larges.
Ter 02024 DigiC content, images rodified, or repo his website are	me di uter Privaigo poling Legal registratives Meditatata adus Seguro Contacto si en tos en di na difisiana Adrigato reserved. Englichet and in longe angesteret taslemantas al displações de difi en pandos, and differe manadas angestas de la policita de la policitada de manadas al displações de difisiones ande annotativa de la policitada de las policitadas de las policit		

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

Certificate	Expires	Status		Certificate
martin christinat	19.10.2025	Ok	- DigiCert One CH (Demo)	Details
				Account
				Add
				Remove
				Refresh
				Manage
				(?

 $(\mathbf{i})$ 

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**:

		egistered	Accounts	
Certificate	Expires	Status		Certificate
	·		- DigiCert One CH (Demo)	Continioute
martin christinat	19.10.2025	Ok		Details
				Accoun
				Add
				Remove
				Refresh
				Manage
				(?
				$\bigcirc$

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

	true-Sign V - Certificate Details
Serial Number	6209a2c2b4828c1e02b9c4348ebf26769dedd8ab
Signature algorithm	SHA256-RSA
Issuer name	CN=QuoVadis No Reliance ICA G3,O=QuoVadis Limited,C=BM
Not Valid Before	Thursday, 20-Oct-22 14:05:12 CEST
Not Valid After	Sunday, 19-Oct-25 14:05:11 CEST
Subject Name	SERIALNUMBER=9999-9999-8557-0374,CN=martin christinat,C=CH
Public Key Algorithm	RSA
Subject Key Identifier	7E 6B A0 2C B4 87 63 B0 4E 18 E2 CA A3 48 B5 5D A4 E1 41 EE
Authority Key Identifier	7C B1 A7 28 30 17 79 72 7A 68 9E 6A 19 0F D6 6E A1 35 C8 3E
Key Usage	Non-repudiation
Extended Key Usage	E-mail protection (1.3.6.1.5.5.7.3.4), Unknown key usage (1.3.6.1.4.1.311.10.3.12)
<b>CRL Distribution Points</b>	http://crl.quovadisglobal.com/qvnicag3.crl
Fingerprint (SHA-1)	FF 2B C7 33 90 7D 42 0A 7E DF F2 D9 8B DD 1E E4 EC 71 BC 7F
Fingerprint (SHA-256)	99 F5 AE C0 46 80 B5 81 1C 32 EC 22 CE C9 CF E2 28 CB 2E FE 0E 9C EA CE 0D 31 F3 21 7A 9B 21 AA
	Close



## 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**:

Certificate	Expires	Status		Certificate
			DigiCert One CH (Demo)	Deteile
martin christinat	19.10.2025	Ok		Details
				Account
				Add
				Remove
				Refresh
				Manage
				(?)

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

0	true-Sign V - DigiCert ONE		true-Sign V - Sign in to demo.one.ch.digicert.com
			digicert ONE
	digicert <sup>®</sup> ONE		Sign in to your account
	Welcome to DigiCert ONEI Keyon CSC Test 2 has partnered with us for your signing services.		Username martin.christnat@sits.ch
	Sign in to your account Usename I		Sign in Forget password? Back
		© 200 content modified this web	Terms of each Processing Legislingenham Windowski Sagert Connect an 21 Signat for a fit affairer. At light same of Darier and the same response shares and same shares and 21 Signat for a fit affairer. At light same of Darier and Sagert same shares and and the same state of the same state of the same state of the same state of the same state of the same state of the same state of the same state and many states of the same state of the same s
02024 DigiC content, image sodified, or repi his website are	Cart has and its alliance. All rights rearred: Digitize gas that is logical are angulared to solve that all digitizet, this. The projects and distance and other meteration on this works are approximately as graphics, and the regularized distribution and an allowed the regression and angular solves and the second solves are made, and many values coupling's taskmark, or different and these meterations are approximately and the second solves and and and and an or different and the second solves and the second solves and and the second solves and and and an or different and the second solves and the second solves and and the second solves and and an and the second solves and the second solves are solved as a second solves and the second solves and the second solves are solved as a second solves and the second solves are solved as a second solves are solved as a second solves and the second solves are solved as a second solved solved as a second solved as a		

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...** :

Certificate	Expires	Status		Certificate
			- DigiCert One CH (Demo)	Deteile
martin christinat	19.10.2025	Ok		Details
				Accoun
				Add
				Remove
				Refresh
				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:

			d DigiCert	ONE	4 0	0 1		0	
		dia	aicer <sup>.</sup>	ťone	-				
		Sign	in to you	ur accou	nt				
		Username			0				
		I			T				
			Next						
				Foolish A					
			Legal repository						
©2024 content, in modified, o	DigiCert, Inc and i mages, graphics, a r reposted withou	ts affiliates. All righ nd other materials the express writte	ts reserved. DigiCert on this website are pr n permission of DigiC	and its logo are regist otected by copyright ert, Inc. All other trade	ered trademar and may not b emarks, servic	rks of DigiCe be reproduce be marks, an	ert, Inc. The d, distribut d logos us	ted, ed in	

## 3.6 Removing a registered account

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

Certificate	Expires	Status		Certificate
			- DigiCert One CH (Demo)	Detaile
martin christinat	19.10.2025	Ok		Details
				Account
				Add
				Remove
				Refresh
				Manage
				$(\overline{2})$

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  $\Re$  **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:

	Preterences	
Categories:	Digital Signatures	
Internet JavaScript Language Measuring (2D) Measuring (3D) Measuring (Geo) Multimedia (legacy) Multimedia (legacy) Multimedia Trust (lega Reading Reviewing Search Security Security (Enhanced) Signatures Spelling	Digital Signatures Creation & Appearance  Control options for signature creation Set the appearance of signatures within a document  Verification  Control how and when signatures are verified  Identities & Trusted Certificates  Create and manage identities for signing  Manage credentials used to trust documents  Document Timestamping  Configure timestamp server settings	More More
Tracker		
Units		Cancel



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

•	Digital ID and Trusted Certificate Settings	
Digital ID S Reaming ID Accounts Digital ID Files Keychain Digital ID S PECSHI Modules and Takens Trusted Certificates	Attach Module     Detach Module     Refresh       Module Man      Library Path    Manage PKCS#11 Modules  This is a list of loaded PKCS#11 modules. You can load additional modules to gain access to cryptographic devices	new
	Q	ose

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**:

Library Path	libTrueSignVP11.dylib	)
	Cancel	ОК

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:

0 0 •	Digita	ID and Trusted Certifi	cate Settings			
<ul> <li>Digital IDs</li> <li>Rearring ID Accounts</li> <li>Digital ID Files</li> <li>Keychain Digital IDs</li> <li>PKCSHI Modules and Tokens</li> <li>thue-Sign V PRCSHI Library</li> <li>Trusted Certificates</li> </ul>	Name martin christinat	Certificate Details Issuer Expl QuoVadICA G3 202 martin cl Issued by: QuoVadi: QuoVadi: QuoVadi: Valid from: 2022/10/7 Valid to: 2025/10/7 Naide usage: Non-Repl	res Fres Fres Fres Fres Fres Frestinat No Reliance Ie 20 13:05:12 +0 19 13:05:11 +0 Udiation, Email	CA G3 (100' (100' Protection, Do	Remove ID	
						Close

#### 4.2.2 Creating digital signatures

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

●●● 🕼 🚔 test.pdf	X + Creste		0	Д :	iign in
All tools Edit Convert E-Sign		Find text or tools Q 🛛 🗄 🏠	0	Ø. d	2 🖾
All tools     x       Impare a torm     Propere a torm       Impare a torm     Impare a torm <th>► Hello 1 </th> <th></th> <th></th> <th></th> <th>0) [] []</th>	► Hello 1 				0) [] []
Add nich media  Send for comments  Purper for accessibility  Purper for accessibility  Purper for accessibility  Add search index  Convert, eff and exergine POF  Sense & agreements.  Inter 2 days that					1 3 ^ V 🖻 @ Ø

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:

Nitrok Ed Convert E-Sign       Vise a certificate     ×       Image: Second Sec	Pind text or tools Q   🛅 🏟 👼	¢	ð
Vuse a certificate     ×       Image: Second	0 1		
Constation     Constation       Immediation     L,	01		
Timestamp     L       10 Validate all signature     C       (2) Cathly (validate signatures)     (2)       (2) Cathly (validate signatures)     (2)			
Children all segunture     C     Centry (initiale signatures)     Centry (initiale signatures)			
Graffy (visible signatures)         G         Certify (invisible signatures)			
Certify (invisible signatures)			
Convert, edit and e-sign PDF			
ionns et agreements,			
Free 7-day trial			

An instructions window is shown:

	L
Using yo to dra would appear. ( out the taken	ur mouse, click and d withe area where you a like the signature to Drice you finish dragg desired area, you will to the next step of the signing process.
	OK

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:

Sign with	a Digital ID	:
Choose the	Digital ID that you want to use for signing:	Refresh
•	martin christinat (PKCS#11 device) Issued by: QuoVadis No Reliance ICA G3, Expires: 2025.10.19	View Details
()	Configure New Digital ID	ancel

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



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

Tags:			
Where:	Documents	٢	•
Format: Adol	be PDF Files	0	
		Cancel	Save

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:

0	true-Sign V - DigiCert ONE	true-Sign V - Sign in to demo.one.ch.digicert.com
		digicerť ONE
	digicert <sup>®</sup> ONE	Sign in to your account
	Welcome to DigiCet ONEI Keyon CSC Test 2 has partnered with us for your signing services.	Username matrin christinal@als.ch
	Sign in to your account Usename 1 Next	Sign in Funded Back
		9 2024 StyDer, It is and the affiliate. All right reserved, DigDert and its logo are inguised trademarks of DigDert. Its content, imaging regardance and other materials on this wheat are protocally doggydyth and may not be reported with the respective others. In a Advance and the reserved may not be reported with the respective others, and unable total the respective others. If a visual bacterial and wide and advance and the respective others. All unable total others materials may violate copyright total may not be reported with the respective others. If a visual bacteria due to the set of the respective others.
Terms of ©2024 EigiCert, In content, images, grap modified, or reposted this website are the pr	Contract Englance Englance     Toylong parking     Toylong     To	

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

keyon / true-Sign V macOS User Guide DigiCert One Signing Service





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

G G ☆ test_digitally_signed.pdf × +	Create ① 🚨 Sign in
All tools Edit Convert E-Sign	Find text or tools Q 🛛 🛱 🏟 🖉 🖉 🖉
✓ Use a certificate ×	q
🙆 Digitally sign	Helio 1
🕞 Timestamp	
Validate all signature	Digitally signed by
🚱 Certify (visible signatures)	martin
Certify (invisible signatures)	christing + Date: 2024.01.24
	Christinal 13:57:26 +01'00'
	3
Convert, edit and e-sign PDF forms & agreements.	
Free 7-day trial	G
	e

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:

PKCS#11 Error			
Error Code: 0x30			
			ОК
	PKCS#11 Error Error Code: 0x30	PKCS#11 Error Error Code: 0x30	PKCS#11 Error Error Code: 0x30



#### 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 Certificates 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:

00		Digital ID and Trusted Certificate Settings
~	Digital IDs Roaming ID Accounts Digital ID Files Keychain Digital IDs PKCSPTI Modules and Tokens Trusted Certificates	Attach Module Detach Module Refresh Module Man Library Path Manage PKCS#11 Modules This is a list of loaded PKCS#11 modules. You can load additional modules to gain access to new
		cryptographic devices
		Coxe

(!

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:

YI 🛃	U	10	5	•	Ξ×	•	Ŷ	Q	Wed 24 Jan	13:38
			Acc	ounts.			Ж А			
			Log	out all	acco	unts	жχ			
-			Abo	ut true	e-Sigr	ו V				
and the second s	-		Quit				ЖQ			
1										

- 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**

•••	< > chris	tinat		3 ≔ □		ů 🖉	<b>⊙</b>	Q
Favourites <ul> <li>AirDrop</li> <li>Recents</li> </ul>				0				
Applicati Documents	Applications (Parallels)	Desktop	Documents	Downloads	eclipse- workspace	Movies		
Downloads  iCloud	5			٠	<u>, X</u>			
🛆 iCloud Dri	Music	Parallels	Pictures	Public	Applications			
📑 Shared								
Locations ⊖ DOC ≜								
Tags								
Green								

3. Open the Applications folder

•••	< > Applications	88	:=		000 000 ×	Û	$\bigcirc$	~	Q
Favourites									
<ul> <li>Recents</li> </ul>									
🙏 Applicati									
Documents	true-sign v								
<ul> <li>Downloads</li> </ul>									
iCloud									
iCloud Dri									
E Shared									
Locations									
⊖ DOC ≜									
Tags									
Red									
Green									

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 Acrosbat 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.