FAQs

Q1: Can I not upgrade my existing Netrust card/token with the new Digital Certificate ELS-V2 and install the existing Entrust software on Microsoft Vista instead?
A: The existing Entrust software will cease to be supported by 30 Apr 2010. If you do not upgrade by then, you will not be able to login to the STARS eLodgment System (ELS) with your Netrust card/token (ELS-V1). The existing Entrust software cannot be installed on Microsoft Vista as it is incompatible with Vista.

Q2: How do I upgrade my existing Netrust card/token from Digital Certificate (ELS-V1) to a ELS-V2?
A: You are required to login to ELS with your existing Netrust card/token (ELS-V1) and register for the upgrade using the function 'Register for ELS-V2 Digital Certificate'. Upon the completion of the registration, Netrust will contact you within 3 working days to inform you when you may go down to the Netrust office to upgrade the Digital Certificate embedded in your Netrust card/token (ELS-V1).

Q3: I have upgraded my Netrust card with Netrust Digital Certificate ELS-V2. Why doesn't my card seem to work?
A: You have to install the latest driver in your PC in order to use your upgraded card. The driver software and installation instructions are found in the Installation Guide provided during the upgrade. You may also download the guide from https://www.entrust.com/knowledgebase/ssl/ssl-tls-certificate-installation-help.

Q4: Can I install the new Entrust software on older operating systems like Microsoft 95/98/ME?
A: The new Entrust software is not compatible with Microsoft 95/98/ME. You are encouraged to upgrade your operating systems to at least Windows XP as the older operating systems are no longer supported by Microsoft.

Q5: What are the Operating Systems that are compatible with the new Entrust software?
A: The new Entrust software needs to be installed on Operating Systems that are at least Windows XP or later. You will also need to enable Java Applets to run on your browser (Internet Explorer).

Q6: What are the minimum requirements needed in order to run the applets?
A: Your Internet Explorer browser version should be at least of version 6 or later. You will also need to have Java Runtime Environment version (JRE) 6 or later. You may download JRE from www.java.com.

Q7: How do I enable Java Applets for my Internet Explorer(IE) browser?
A: Please call STARS eLodgment Helpdesk at Tel No: 6778 3606 to assist you if you need help on enabling Java Applets on your browser.

Q8: Can I run both the existing and new Entrust Software on the same computer/notebook?
A: No, you can only run either the existing or new Entrust Software. The existing software will be automatically uninstalled when the new Entrust software is installed.

Q9: Do I need to manually uninstall the existing Entrust software before I install the new Entrust Software?
A: There is no need to uninstall the existing Entrust Software before installing the new software. The existing software will be automatically uninstalled when the new Entrust software is installed.

Q10: Can I use my existing ELS-V1 card/token with the new Entrust software?
A: You may only use the new ELS-V2 card/token with the new Entrust software. If there are still lawyers within your firm that have not upgraded their Netrust cards with Netrust Digital Certificates ELS-V2, please ensure that there is at least one PC/notebook installed with the existing Entrust software.

Q11: Can I use my existing ELS-V1 card/token with Microsoft Vista? A: No, you will not be able to use the existing ELS-V1 card/token with the new Entrust software installed on Microsoft Vista.

Q12: Can I use my new ELS-V2 card/token with the existing Entrust software?
A: You may only use the existing ELS-V1 card/token with the existing Entrust software.

Q13: Why do I need to close the browser after I log out or encountered a failed login?
A: This is to ensure that your previous login session is completely cleared so that a new login session will be created every time you login using Netrust.